

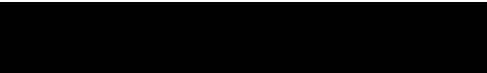
Cyber Security Services Order Form (Service Level Agreement)

Framework Reference: SBS/19/CW/ZMD/9348

Framework Start Date: 12th May 2020

Framework Max End Date: 11th May 2024

NHS SBS Contacts:



Service level agreement details

This Service Level Agreement (SLA) is between the following Parties and in accordance with the Terms and Conditions of the Framework Agreement and any agreed Supplementary Agreements.

Supplier Specific Reference: **SBS/19/CW/ZMD/9348/CQC I&D 056 under Lot 2**

Period of the Service Level Agreement (SLA)	Effective Date	23 rd October 2023
	Expiry Date	22 nd October 2025
Completion Date (if applicable)	Date	To be agreed on final work package

This SLA allows for the Participating Authority to extend until the following date:

Extension expiry date	22 nd October 2027
-----------------------	-------------------------------

Note: Maximum recommended call-off duration 7 years

Unless otherwise agreed in writing by both Parties, this SLA will remain in force until the expiry date agreed above. An extension/renewal of this SLA is subject to written agreement of the Parties.

Supplier SLA Signature panel

SIGNED for and on behalf of **ERNST & YOUNG LLP**

Authorised Signatory 1:

Authorised Signatory 2:

Customer SLA Signature panel

SIGNED for and on behalf of **CARE QUALITY COMMISSION**

Authorised Signatory:

This service level agreement shall remain in force regardless of any change of organisational structure to the above named authority and shall be applicable to any successor organisations as agreed by both parties.

Table of Contents

1. Agreement Overview
 2. Goals & Objectives
 3. Contract Managers
 4. Periodic Review
 5. Service Requirements
 - a. Products and/or Services Provided
 - b. Price/Rates
 - c. Total Value of Call-Off
 - d. Business Hours
 - e. Delivery Location
 - f. Invoicing Methods
 - g. Reporting
 - h. Interoperability
 - i. Response Timescales
 6. Supply Terms and Performance
 - a. Supplementary Conditions of Contract
 - b. Sub-Contracting
 - c. Implementation and Exit Plan
 - d. Complaints/Escalation Procedure
 - e. Termination
 - f. Force Majeure
 - g. Insurance
 - h. Warranties
 - i. Intellectual Property Rights
 - j. Indemnity
 - k. Limitation of Liability
 - l. Customer Responsibilities
 - m. Key Performance Measures
 - n. Audit Process
 7. Other Requirements
 - a. Variation to Standard Specification
 - b. Call-Off Agreement Specific Amendments
 8. Work Package Order Form including the Data Protection Protocol
-
- | | |
|---------|--|
| Annex 1 | Quality Response Document Submitted by Ernst & Young LLP |
| Annex 2 | Price Response Document Submitted by Ernst & Young LLP |
| Annex 3 | Ernst & Young LLP Price Response Clarification |
| Annex 4 | Security Accreditations & Certificate Numbers |
| Annex 5 | CV's of Key Individuals |
| Annex 6 | EY Example Report for Response 2 |
| Annex 7 | EY Example Report for Response 3 |
| Annex 8 | EY Example Report for Response 4 |

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *Ernst & Young LLP* ("the Supplier") and *1) The Care Quality Commission* ("the Customer") or "Participating Authority" for the provision of **Cyber Security Services**. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Cyber Security Services covered as they are mutually understood by the primary stakeholders.

The Framework terms and conditions (including the specification of services) will apply in all instances, unless specifically agreed otherwise by both parties within this document.

By signing this SLA, the Supplier confirms that they were successfully awarded onto this framework agreement for the relevant lot(s).

For the purposes of this framework agreement, any references to "Order Form" within the framework terms and conditions shall be interpreted as the "Service Level Agreement" or the "SLA".

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent **Cyber Security Services** to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for the **Cyber Security Services** provision between the Supplier and the Customer.

The **objectives** of this Agreement are to:

- To provide clear reference to the processes to be followed for the provision of Cyber Security and Resilience Services which will be agreed as individual work packages to meet the requirements of CQC.
-

3. Contract Managers

The primary Contract Managers from the Supplier and the Customer will be responsible for the day-to-date management of the Agreement and the delivery of the service.

Primary Contact Details:

	Supplier	Customer
Name		
Title		
Email		
Phone		

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed.

5. Service Requirements

a) Services Provided

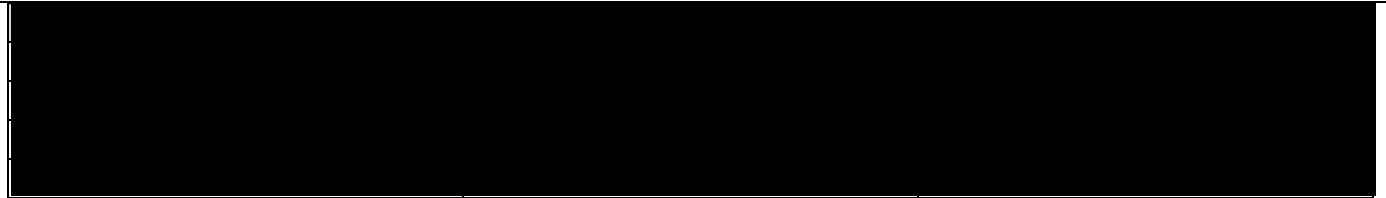
Please detail the services that will be provided by the Supplier to the Customer

Lot 2 Cyber Security Consultancy Services

Services that may be covered under each work package include:

- Cloud Security / Security Architecture – review of architecture designs and implementations designed to address threats to CQC security.
- Risk Management – provide services related to risk identification, risk assessments and defining risk management strategy
- Audit & Review – Assessments of technical and operational security and resiliency against policies, standards and frameworks
- Penetration Testing – providing penetration testing services across web applications, network and infrastructure, cloud services, DevOps/SDLC and social engineering
- Purple Teaming / Cyber Exercises – provide services relating to conducting purple teaming and tabletop, hybrid and live cyber exercises with bronze, silver and gold command
- vCISO and security consultancy services – advisory services on an ad-hoc basis
- Continuity / Disaster Recovery / Crisis Management Assessments, Planning and Testing – providing services to ensure CQC are best prepared to deal with adverse events

b) Price/Rates



c) Total Value of Work Packages

Please note that this value is an estimate and therefore is no guarantee to the Supply of Volume

£1,150,000 (exc. VAT)

d) Business Hours

Office Hours

09:00-17:00

Contact Details



e) Delivery Location / Geographical Requirements

- Products / services will be delivered at the following location – On site or UK remote – to be determined per Work Package
- Data must only be hosted within the EEA
- Support model: No usage of offshore technical and support staff

f) Invoicing Methods

Please detail the payment method and payment options here:

The payment method for this Call-Off Contract is BACS.

The Supplier will issue electronic invoices in arrears of completed work. The Customer will pay the Supplier within 30 days of receipt of a valid invoice.

Invoices will be sent to:
Care Quality Commission
T70 Payables F175
PO Box 312
Leeds
LS11 1HP

All invoices must include the relevant Purchase Order number. They should also include the SLA reference number (CQC I&D 056) and the reference given for each work package.

g) Reporting

- Bespoke reporting will be provided for the Participating Authority, including open data formats
- A named contact will be provided for all contractual and service matters
- Reports will be in a format as agreed with Participating Authority
- Reports will be provided to Participating Authority within an agreed time period specified in each Work Package as well as a monthly, overarching, report covering all work packages.
- Additionally, CQC will conduct quarterly business reviews with the supplier on dates to be mutually agreed by both parties.

h) Interoperability

Please list any Participating Authority equipment or solutions that will require interoperability:

Not Applicable

i) Response Timescales

Please list expected timescales for response/delivery of Services:

CQC will set the specifications for Work Packages and agree with EY the details for meeting the requirement, including the timescales relevant to each package.

6. Supply Terms and Performance

a) Supplementary Conditions of Contract

To be applied at the Participating Authority's discretion at Call Off. The Call Off Terms and Conditions will supplement and complement the terms of any Supplementary Conditions of Contract. However, in the event of any conflict or discrepancy between the terms of a Supplementary Conditions of Contract and the Call Off Terms and Conditions, the terms of the relevant Supplementary Conditions of Contract will prevail.

Supplementary Condition 1:

1.1 The Customer will give the Supplier instructions as to its requirements for the Services in a supplemental order (a "Work Package Order Form"), which shall define the specific Services required from the Specification (a "**Work Package**"). The Work Package may include:

- any of the Services (for the relevant Lot) outlined in the Specification;
- start and end dates for each stage of the Services and any Long Stop Dates;
- the Contract Price agreed by the Customer and Supplier for the Work Package, in accordance with the Pricing Schedule and Service Catalogue of the Framework Agreement; and
- any service credits and/or other sums and/or deductions (to include, without limitation, deductions relating to a reduction in the Contract Price) for any underperformance of the Services.

1.2 The Customer shall not be required to pay any Contract Prices to the Supplier that are not agreed by the Customer in a Work Package.

Supplementary Condition 2: Data Protection Amendments

Schedule 3 (Information and Data Provisions) and Schedule 4 (Definitions and Interpretations) of the Call Off Terms and Conditions are amended in accordance with Procurement Policy Note 03/22 (Updated guidance on data protection legislation) issued by the Cabinet Office on 30 November 2022 (the "PPN"). The Customer and the Supplier agree to apply the amendments set out in Annex A - Part 1, Annex A - Part 2 and Annex B of the PPN to this Contract.

Supplementary Condition 3: Early Termination

The Customer may terminate this Contract at any time without reason or liability by giving the Supplier not less than 90 days' written notice.

The Supplier may terminate a Work Package on immediate written notice if continuing to provide Services under same would place it in breach of its professional or regulatory obligations or audit independence rules or regulations.

b) Sub-contracting (if applicable)

Subcontracting of services by Suppliers is allowed, both to Framework suppliers and to non-Framework suppliers. Any Supplier sub-contracting will be fully responsible for ensuring standards are maintained in line with the framework and this SLA.

Not Applicable

c) Implementation and Exit Plan

Notwithstanding any background IPR retained by the Supplier, which will be determined for each Work Package, the relevant related artefacts will be transferred to the Participating Authority on the conclusion of each Work Package.

d) Complaints/Escalation Procedure

The standard procedure is detailed below

In the first instance, the Customer and Supplier should work together and attempt to resolve any issues locally. Should this approach fail to result in a satisfactory outcome for either, parties should refer to the Clause 22 Dispute Resolution of the Call Off Terms and Conditions.

e) Termination

The standard procedure is detailed below

Persistent failure by the Supplier to meet the agreed service levels as specified within the work packages may lead to the Contract being terminated or alternative Contractor(s) being appointed by the Customer to maintain levels of service. Prior to termination the complaints and escalation procedure should be followed to attempt to resolve any issue.

The Customer has the additional right to terminate this Contract at any time without reason or liability by giving the Supplier not less than 90 days' written notice under Supplementary Condition 3: Early Termination.

f) Force Majeure

- This Call-Off Contract is bound by Force Majeure events and may be terminated where a Party is affected by a Force Majeure Event that lasts for more than thirty (30) consecutive days.

g) Insurance

The insurance policy for the contract required is detailed below

- Employers liability is set at a minimum limit of £5,000,000 or any higher minimum limit required by Law
- Professional indemnity insurance is set at a minimum limit of indemnity of £1,000,000 for each individual claim or any higher limit the Customer requires (and as required by Law).
- Public liability insurance is set at a minimum limit of £1,000,000 for each individual claim.

h) Warranties

Please detail any additions or exclusions to the Warranties set out in the Call Off Terms and Conditions here:

The Supplier agrees to provide the Services in accordance with the requirements set out in each Work Package.

i) Intellectual Property Rights

Please detail here where different to IPR outlined within the Call Off Terms and Conditions:

None

j) Indemnity

Please detail any amendments or conditions to be applied to Indemnities outlined in the Call Off Terms and Conditions here:

None

k) Limitation of Liability

Parties should consider the most appropriate cover for potential loss and contract breach and detail any amendments to the total liability of each Party here, where different to those outlined within Clause 13 of the Call Off Terms and Conditions:

See Clause 13 of the Call Off Terms and Conditions.

l) Customer Responsibilities

Please list the areas that the Customer is responsible for:

CQC will appoint a Contract Manager to manage the contract and act as a primary contact for all contractual matters.

CQC will set the strategic direction for the Cyber Security & Resilience Services programme and will appoint a Service Manager as a primary contact for all service matters.

CQC will set the specifications for Work Packages and agree the timescales and costs relevant to each package.

CQC will provide an identified contact for each Work Package. The Service Manager must be sighted on all Work Packages and outputs.

The Authority will ensure all milestone payments are made promptly in line with the contract.

m) Key Performance Measures

Any changes to requirements outlined in the Framework Agreement Specification (e.g. changes to information requested, changes to frequency of MI reporting, changes to metrics) should be detailed here

CQC will set the key performance measures or KPIs for Work Packages and agree the service credits and caps for each Work Package.

n) Audit Process

Please detail any Customer audit requirements

CQC will set the audit process or audit requirements for each Work Package.

7. Other Requirements

Please include any additional requirements that are not outlined above

Not Applicable

a) Variation to Standard Specification

Please list any agreed variations to the specification of requirements

Not Applicable

b) Call-Off Agreement Specific Amendments

Please list any other agreed requirements not already outlined above.

The Quality Response Document, Price Response Document and Price Response Clarification, all submitted by Ernst & Young will form part of this SLA and are included in Annex 1, Annex 2 and Annex 3 respectively, except that all references to the use of "off-shore resources" by the Supplier are to be disregarded and will not form a part of any Work Packages. Off-shore resourcing is not permitted by the Customer.

8. Work Package Order Form

ITEM	DETAILS
Work Package Title	
Background/Purpose	
Work Package Details	
Timetable	
<ul style="list-style-type: none">Start date:	
<ul style="list-style-type: none">Milestones dates:	
<ul style="list-style-type: none">Milestone payment dates:	
<ul style="list-style-type: none">Long Stop Date:	
Contract Price:	
Additional information	
Key Performance Measures	<p>For example:</p> <p>Set Up & Implementation</p> <ul style="list-style-type: none">A risk register will be devised upon engagement with contracting authority within xx daysEvidence of relevant employee checks will be provided to the Participating Authority within xx daysEvidence of signed confidentiality agreements will be provided to the Participating Authority within xx daysThe maximum number of days from contract signature to first reminders sent shall be no more than xx days <p>Support</p>

	<ul style="list-style-type: none"> • xx% of customer enquiries are responded to within 24 hours of initial inquiry • xx% of customer enquiries are resolved within 24 hours • xx% of maintenance issues are resolved within 24 hours of initial inquiry
The Service Credit Cap is:	[£value].
The Service Period is	[Insert duration: e.g. one Month]].
Audit Process	<p>For example:</p> <ul style="list-style-type: none"> • Customer wishes to conduct an onsite audit of the supplier to ensure compliance with agreed terms and conditions. • Customer does not wish to conduct an onsite audit.
Data Protection Protocol	<p>Identity of Controller for each Category of Personal Data</p> <p>The Relevant Authority is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> • [Insert the scope of Personal Data for which the purposes and means of the Processing by the Supplier is determined by the Relevant Authority] <p>The Supplier is Controller and the Relevant Authority is Processor</p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Relevant Authority is the Processor in accordance with paragraph 2 to paragraph 15 of the following Personal Data:</p> <ul style="list-style-type: none"> • [Insert the scope of Personal Data which the purposes and means of the Processing by the Relevant Authority is determined by the Supplier] <p>The Parties are Joint Controllers</p> <p>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</p>

- **[Insert the scope of Personal Data which the purposes and means of the Processing is determined by the both Parties together]**

The Parties are Independent Controllers of Personal Data

The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:

- **Business contact details of Supplier Personnel for which the Supplier is the Controller,**
- **Business contact details of any directors, officers, employees, agents, consultants and contractors of Relevant Authority (excluding the Supplier Personnel) engaged in the performance of the Relevant Authority's duties under the Contract) for which the Relevant Authority is the Controller,**
- **[Insert the scope of other Personal Data provided by one Party who is Controller to the other Party who will separately determine the nature and purposes of its Processing the Personal Data on receipt e.g. where (1) the Supplier has professional or regulatory obligations in respect of Personal Data received, (2) a standardised service is such that the Relevant Authority cannot dictate the way in which Personal Data is processed by the Supplier, or (3) where the Supplier comes to the transaction with Personal Data for which it is already Controller for use by the Relevant Authority]**

[Guidance where multiple relationships have been identified above, please address the below rows in the table for in respect of each relationship identified]

Subject matter of the processing

The processing is needed in order to ensure that the Processor can effectively deliver the Contract to provide a Survey Co-ordination Centre to develop and deliver CQC's NHS Patient Survey Programme.

Duration of the Processing

[Clearly set out the duration of the Processing including dates]

Nature and purposes of the Processing

[Please be as specific as possible, but make sure that you cover all intended purposes.]

	<p><i>The nature of the Processing means any operation such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data (whether or not by automated means) etc.</i></p> <p><i>The purpose might include: employment processing, statutory obligation, recruitment assessment etc</i></p> <p>Type of Personal Data being Processed</p> <p><i>[Examples here include: name, address, date of birth, NI number, telephone number, pay, images, biometric data etc]</i></p> <p>Categories of Data Subject</p> <p><i>[Examples include: Staff (including volunteers, agents, and temporary workers), customers/ clients, suppliers, patients, students / pupils, members of the public, users of a particular website etc]</i></p> <p>International transfers and legal gateway</p> <p><i>[Explain where geographically personal data may be stored or accessed from. Explain the legal gateway you are relying on to export the data e.g. adequacy decision, EU SCCs, UK IDTA. Annex any SCCs or IDTA to this contract]</i></p> <p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under Union or Member State law to preserve that type of data</p> <p><i>[Describe how long the data will be retained for, how it be returned or destroyed]</i></p>
SIGNED for and on behalf of CARE QUALITY COMMISSION	
SIGNED for and on behalf of [insert name of Supplier]	

Annex 1 – Quality Response Document Submitted by Ernst & Young LLP

CQC I&D 056 – Quality Response Document (Overall Total Weighting = 60%):

This document should be completed and uploaded to the e-Sourcing Portal as outlined in the ITT Document.

This document is to allow Tenderers to respond to the Quality evaluation criteria as set out below. Please ensure you have read and fully understand the Quality requirements.

You must score 2 or above in all the below evaluation criteria to be considered for this contract.

Evaluation Criteria 1: Information and Cyber Security

Please describe your organisations' approach to information and cyber security.

Evaluation of this criterion will be based on:

- The overall approach
- All security accreditations and certificate numbers
- How you maintain the expertise and experience of key individuals who will work on our account.
- How you keep up to date with the threat landscape

Supporting Attachments Required? Yes

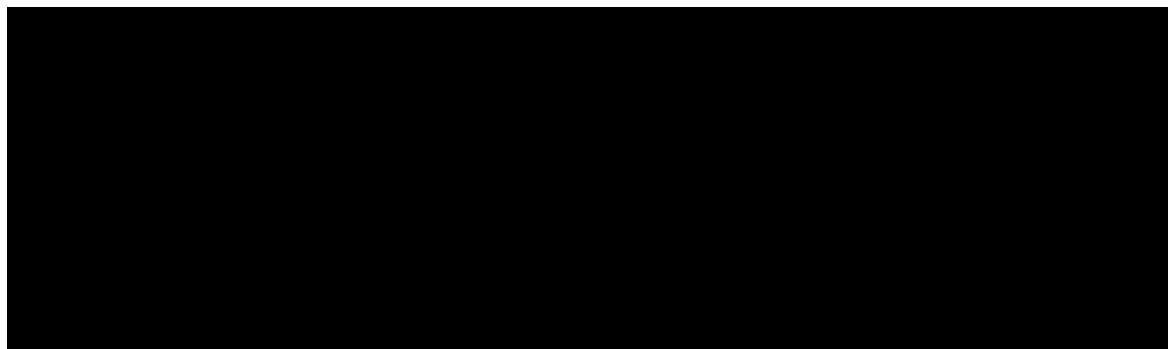
1. Security accreditations and certificate numbers
2. CV's of key individuals who will work on the account

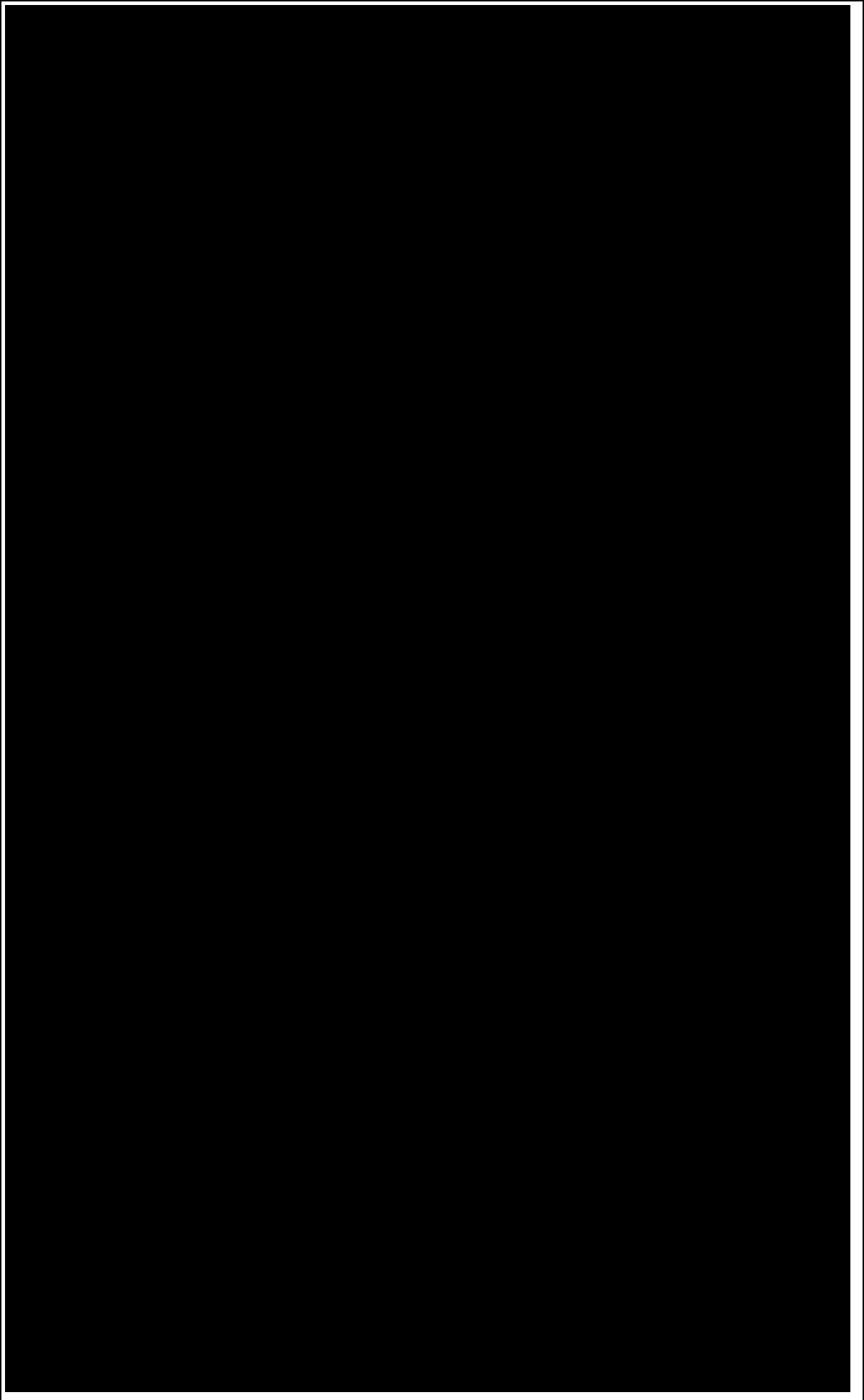
Scoring mechanism: 0 – 4 as per ITT Table 5

Weighting/Max Score: 9%

Max Word Count: 1000 plus supporting attachments

Evaluation Criteria 1 Bidder Response.







Evaluation Criteria 2: Organisational and Thematic/System Risk

Please describe your approach to conducting organisational and thematic/system risk assessments.

Evaluation of this criterion will be based on:

- The detailed steps of both organisational and thematic/system risk assessments
- How you approach threat and vulnerability assessments
- Details of value-added services that supplement your approach

Supporting Attachments Required? Yes

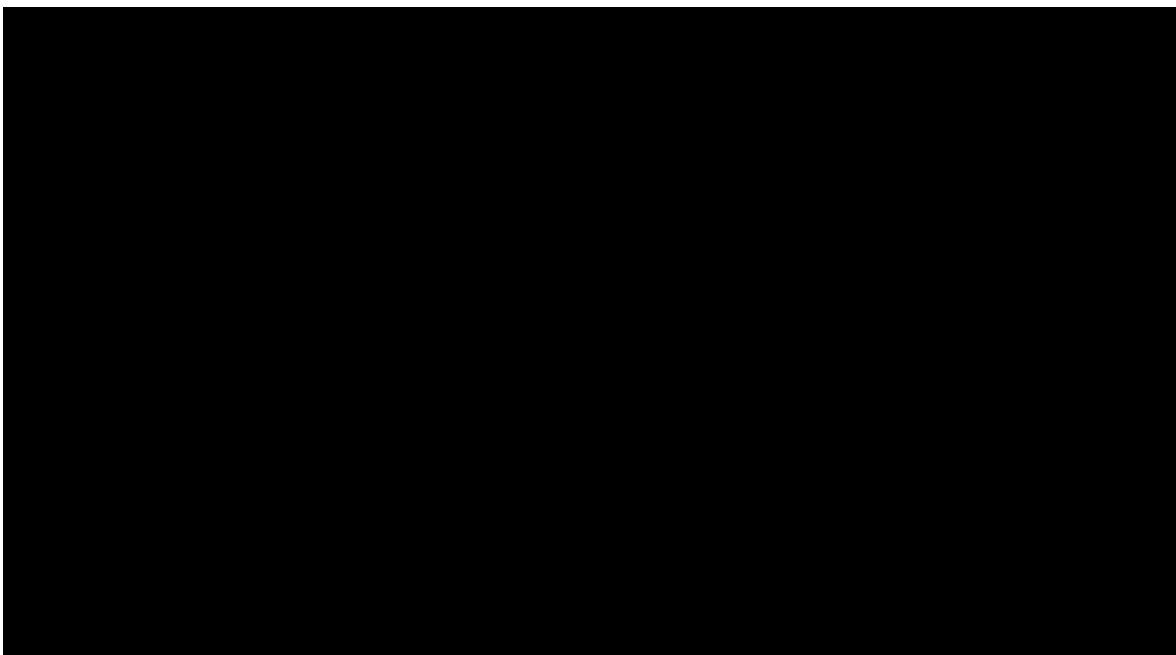
1. Example templates and outputs that support the approach

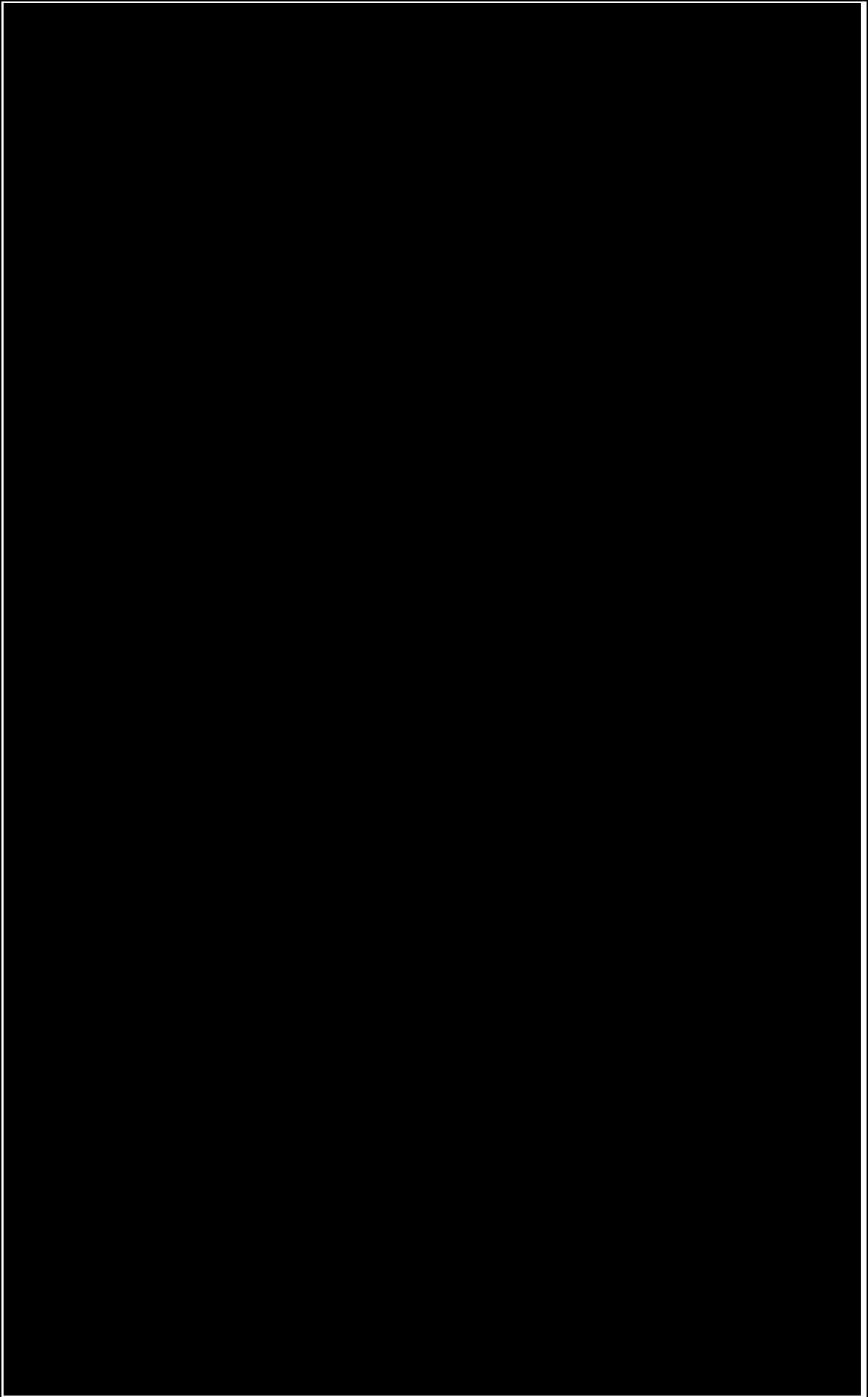
Scoring mechanism: 0 – 4 as per ITT Table 5

Weighting/Max Score: 9%

Max Word Count: 1000 plus supporting attachments

Evaluation Criteria 2 Bidder Response.







Evaluation Criteria 3: Gap Analysis and Assessments Against Well-known Security Standards and Frameworks

Please describe your approach to conducting gap analysis and assessments against well-known security standards and frameworks (PCI DSS, Cyber Essentials, NCSC CAF, ISO 2700X).

Evaluation of this criterion will be based on:

- Your approach
- An example output/report
- Details of value-added services that supplement your approach

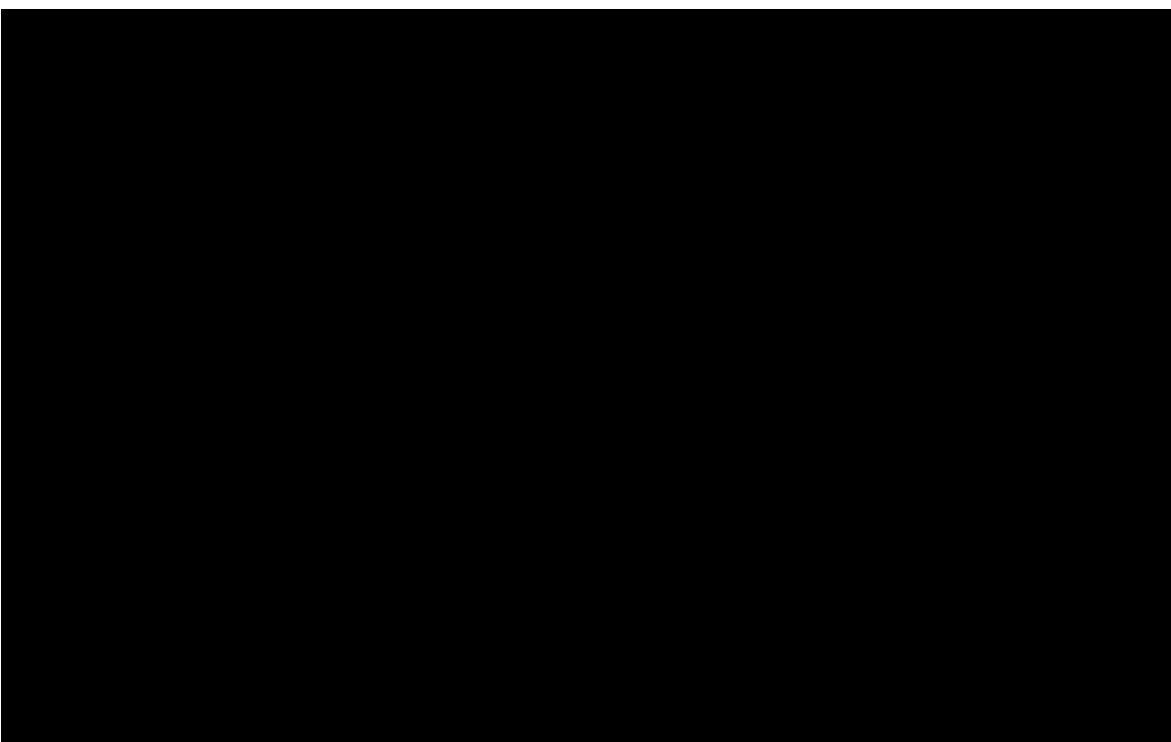
Supporting Attachments Required? No

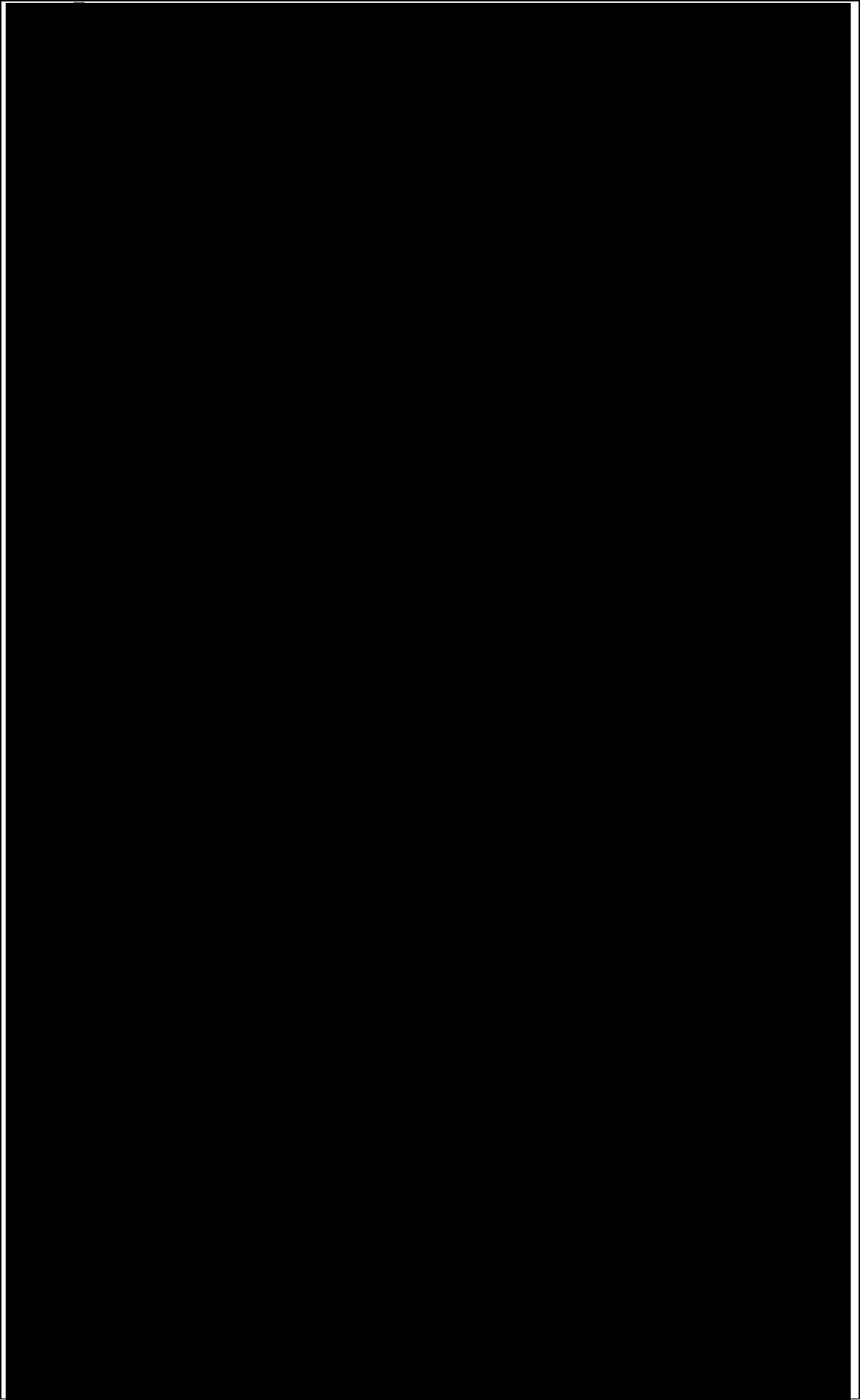
Scoring mechanism: 0 – 4 as per ITT Table 5

Weighting/Max Score: 8%

Max Word Count: 1000

Evaluation Criteria 3 Bidder Response.







Evaluation Criteria 4: Penetration Testing and Security Reviews

Please describe your approach to conducting penetration testing and security reviews; including references to any relevant industry frameworks.

Evaluation of this criterion will be based on:

- The steps you would take to deliver a penetration test/security review.
- An example penetration testing report
- Value-added services that supplement your approach
- Your approach to re-testing

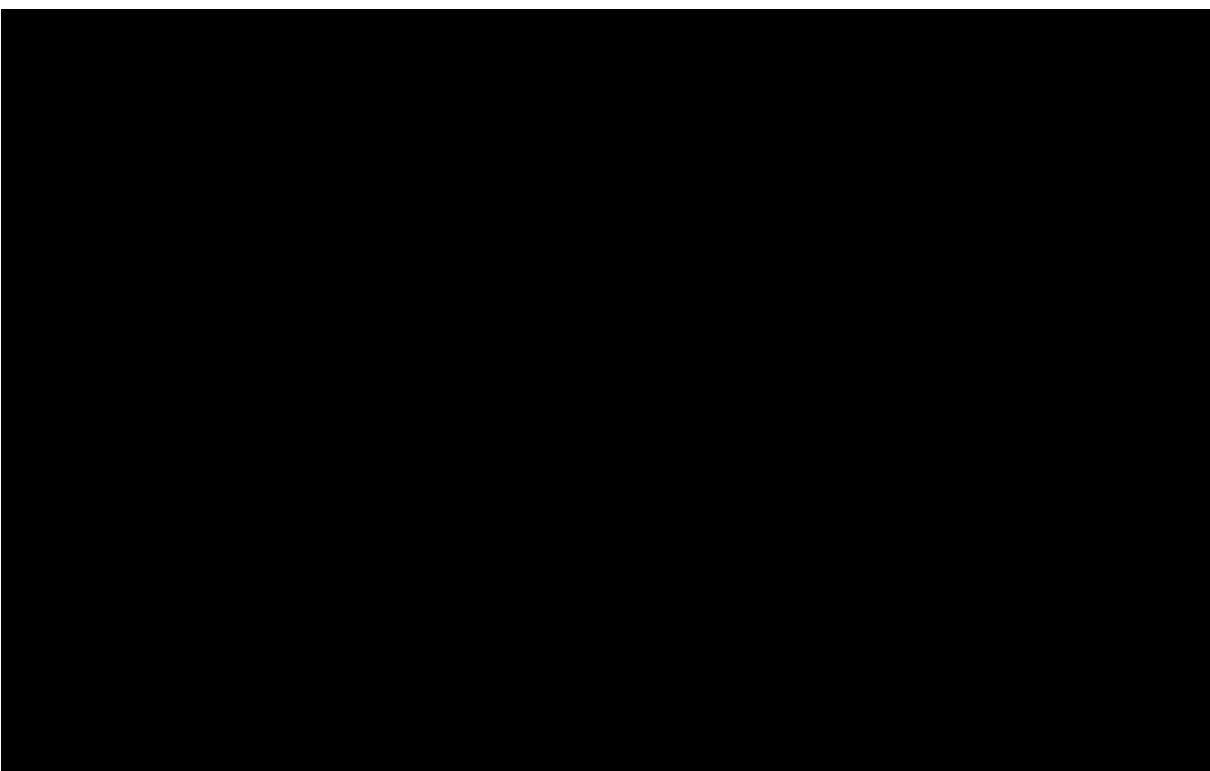
Supporting Attachments Required? No

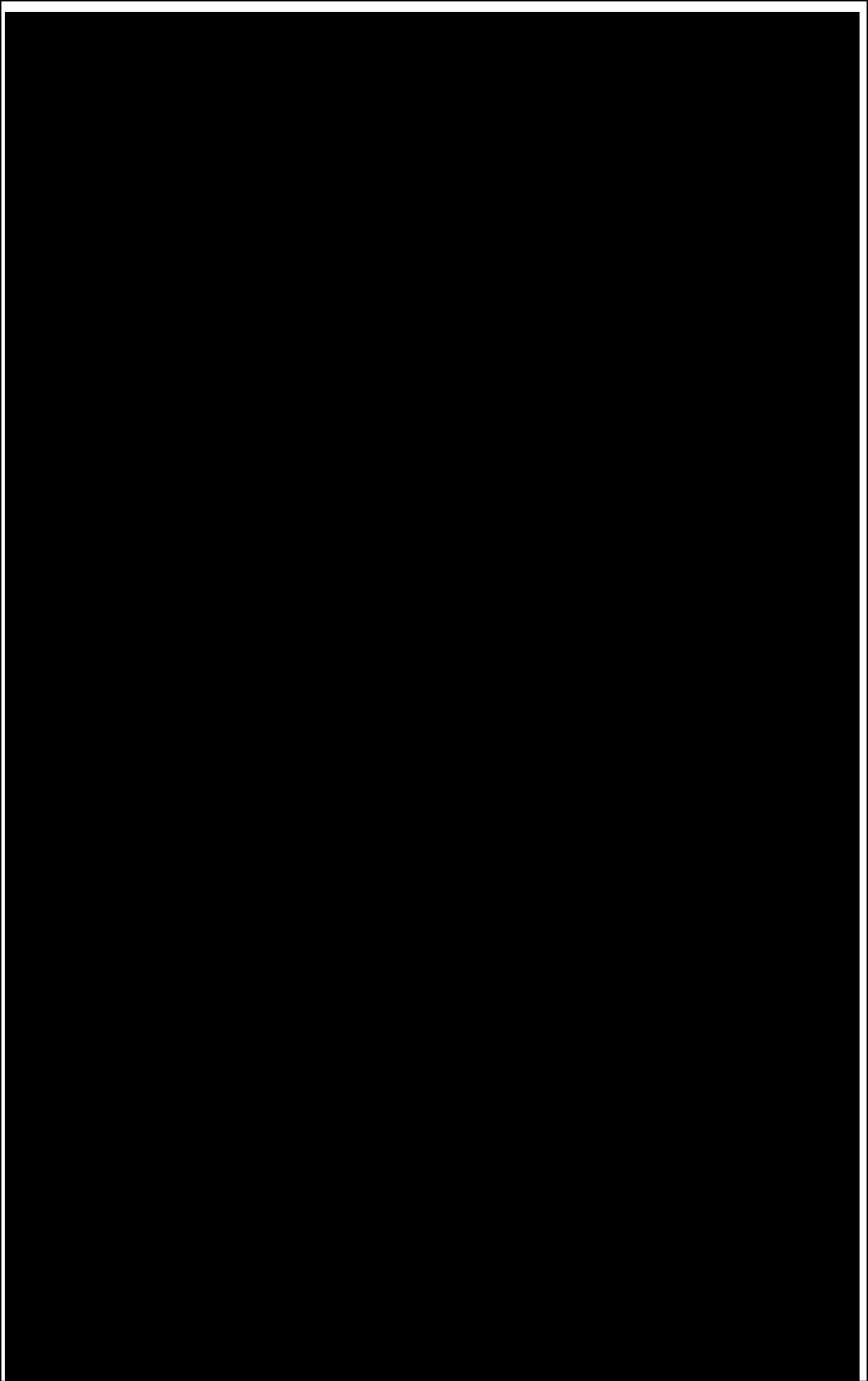
Scoring mechanism: 0 – 4 as per ITT Table 5

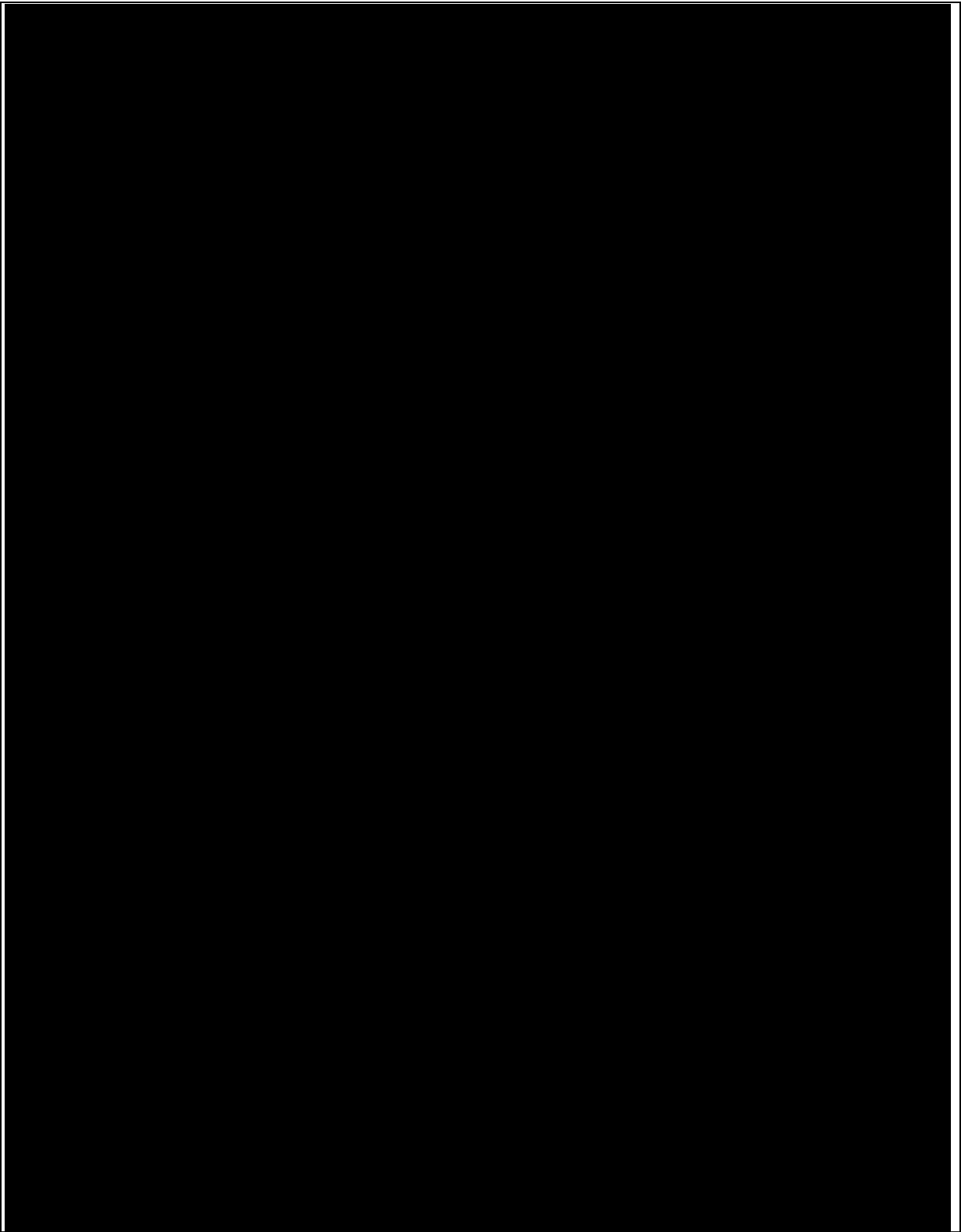
Weighting/Max Score: 8%

Max Word Count: 1000

Evaluation Criteria 4 Bidder Response.







Evaluation Criteria 5: Live, Hybrid and Tabletop Exercises

Please describe how you would approach conducting live, hybrid and tabletop exercises.

Evaluation of this criterion will be based on:

- The individual steps you would take to deliver a cyber exercise in a live environment.
- The individual steps you would take to deliver a cyber exercise in a tabletop/desktop environment.
- How you would tailor the exercises dependant on technical and non-technical audiences for the various chains of command.
- Value-added services that supplement your approach.

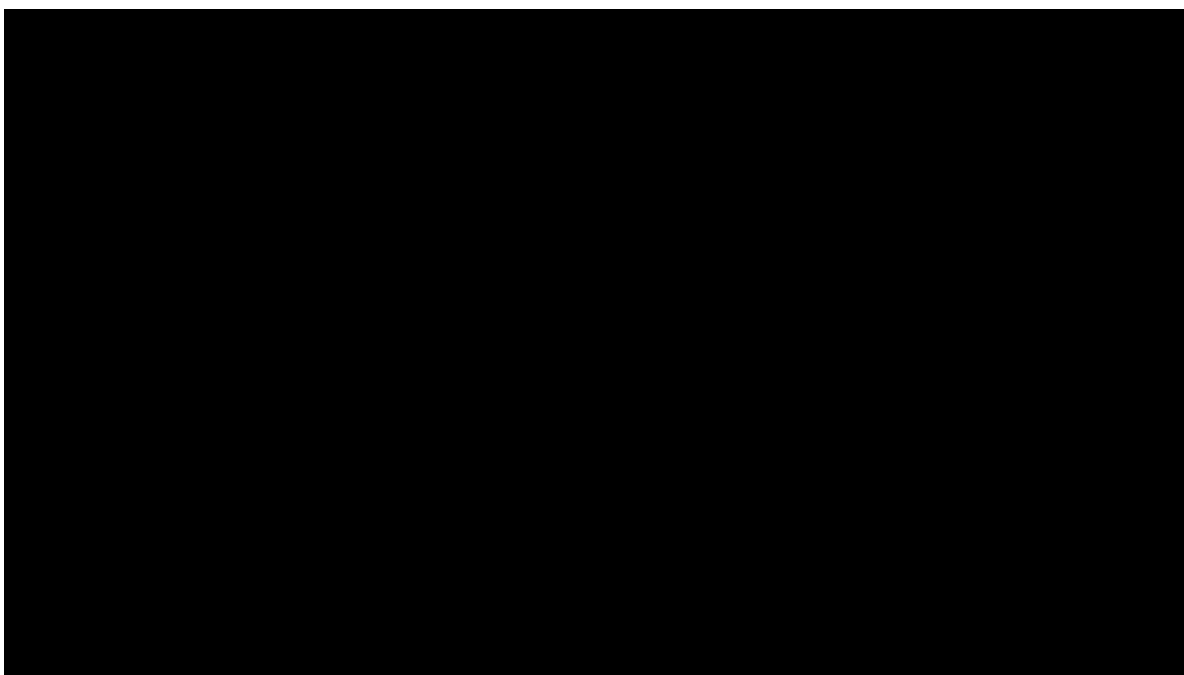
Supporting Attachment Required? No

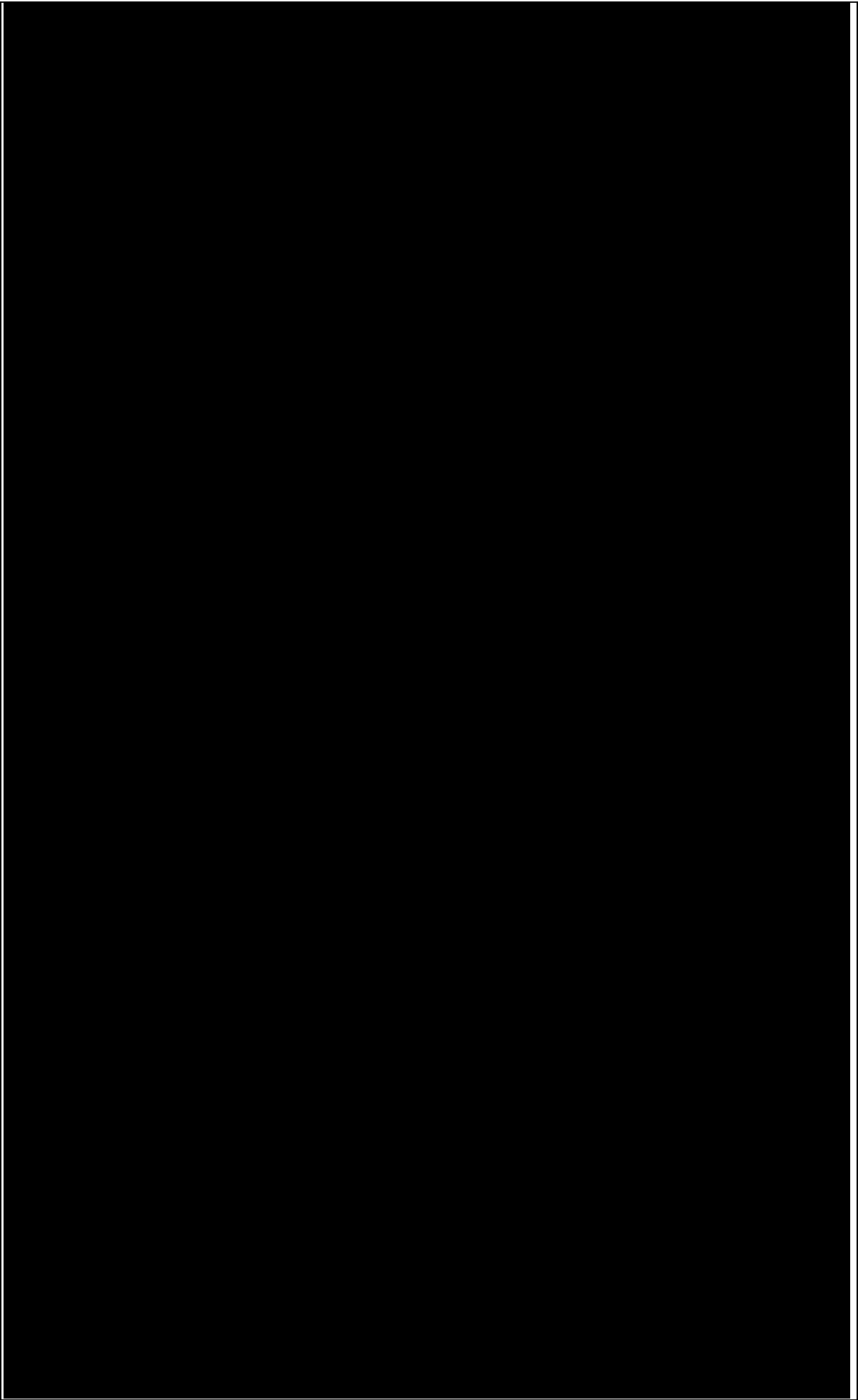
Scoring mechanism: 0 – 4 as per ITT Table 5

Weighting/Max Score: 8%

Max Word Count: 1000

Evaluation Criteria 5 Bidder Response.







Evaluation Criteria 6: CISO Offering

Please describe your virtual CISO offering in detail.

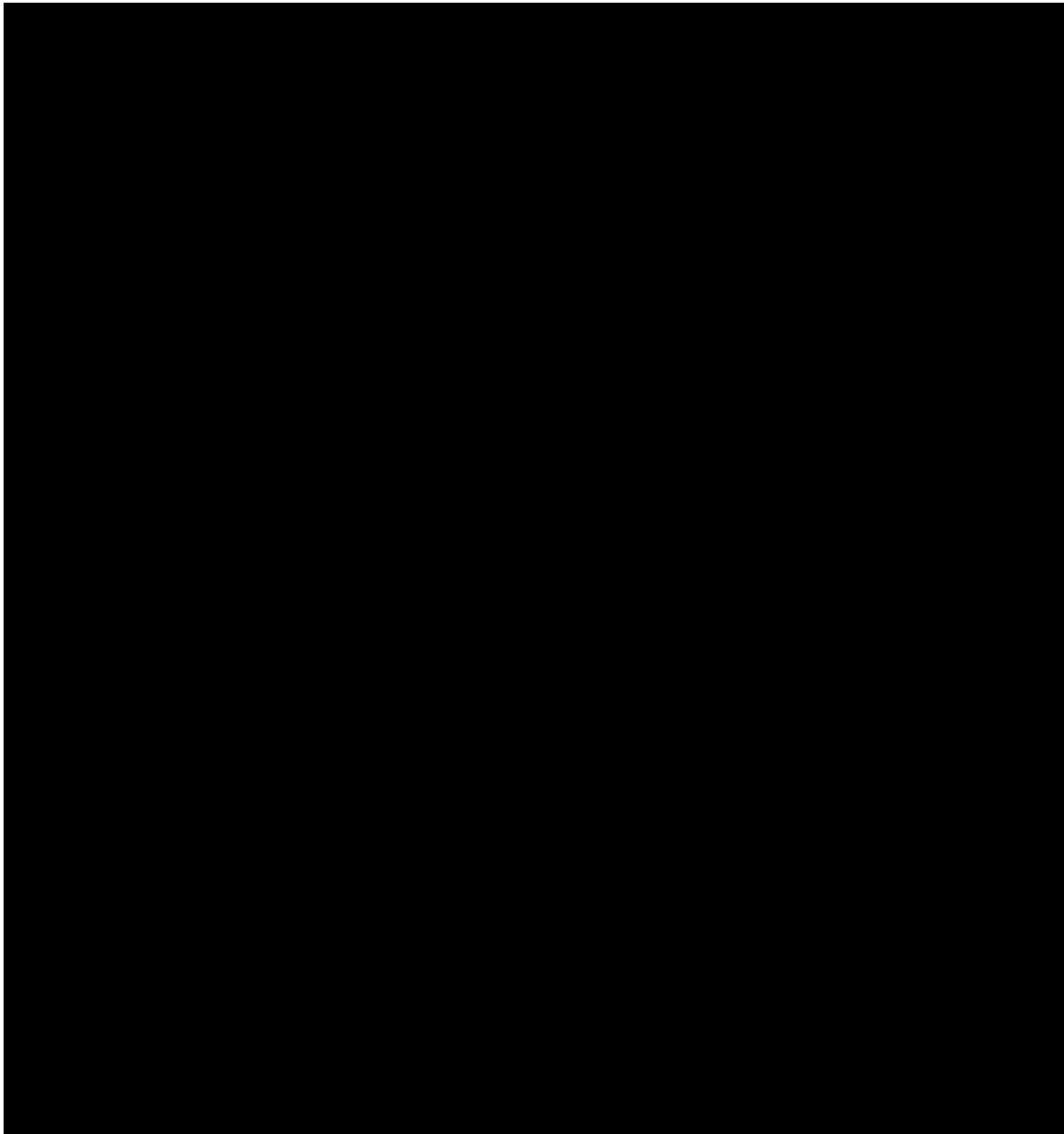
Supporting Attachment Required? No

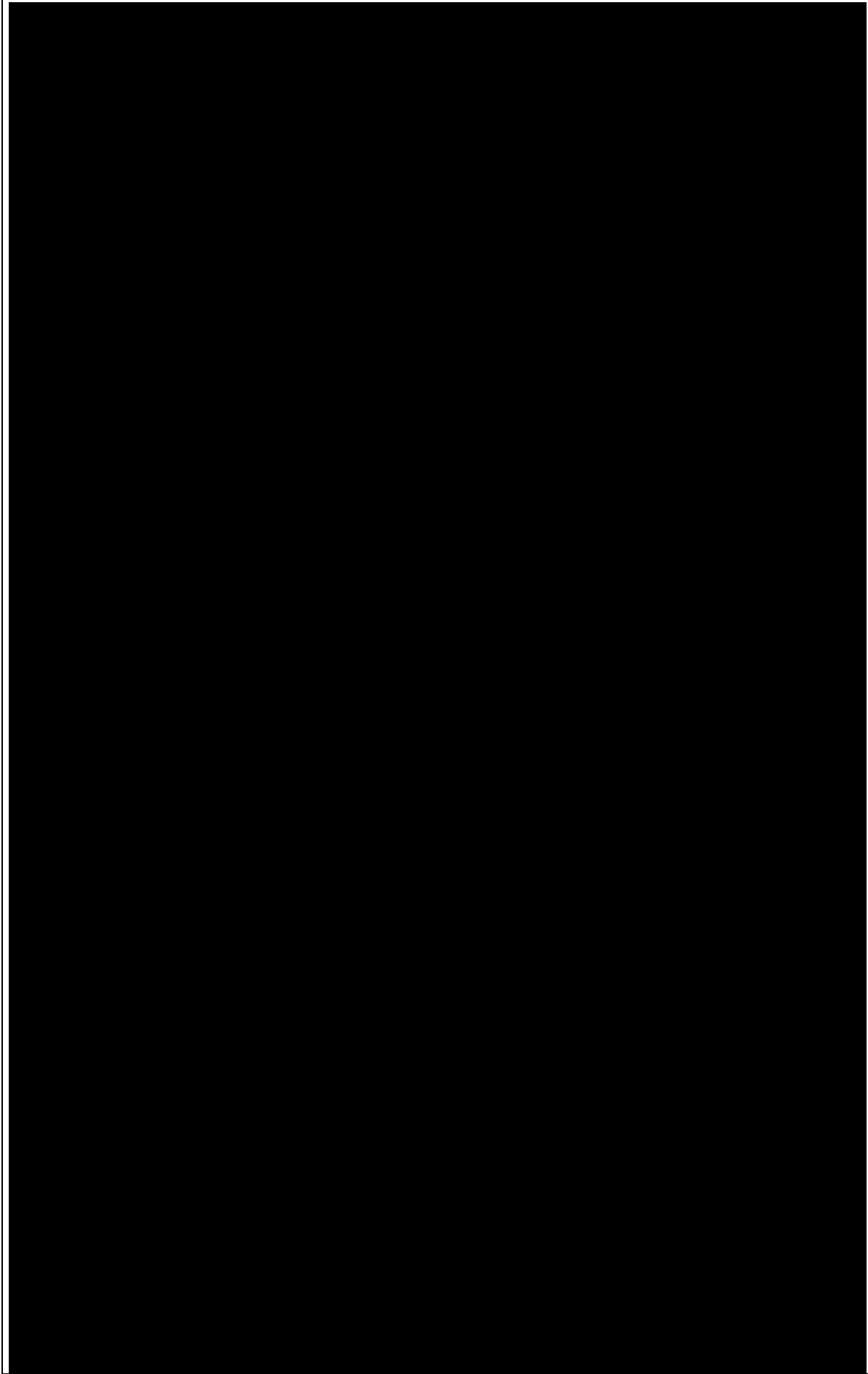
Scoring mechanism: 0 – 4 as per ITT Table 5

Weighting/Max Score: 8%

Max Word Count: 1000

Evaluation Criteria 6 Bidder Response.

A large black rectangular box covering the entire area for the Evaluation Criteria 6 Bidder Response.



Evaluation Criteria 7: Social Value

What actions do you take to invest in the mental and physical wellbeing of your workforce?

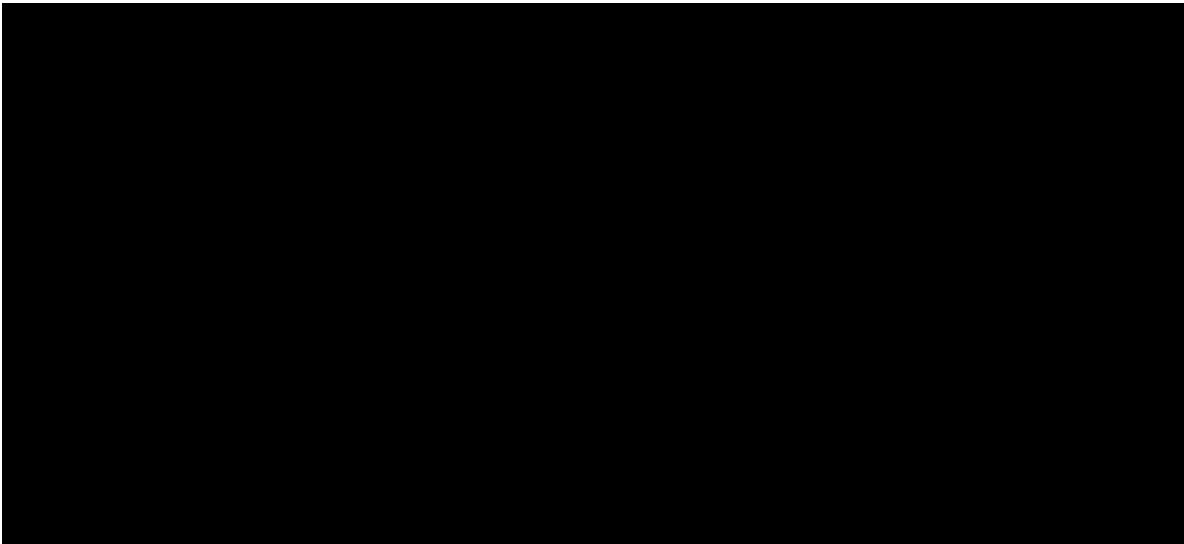
Supporting Attachment Required? No

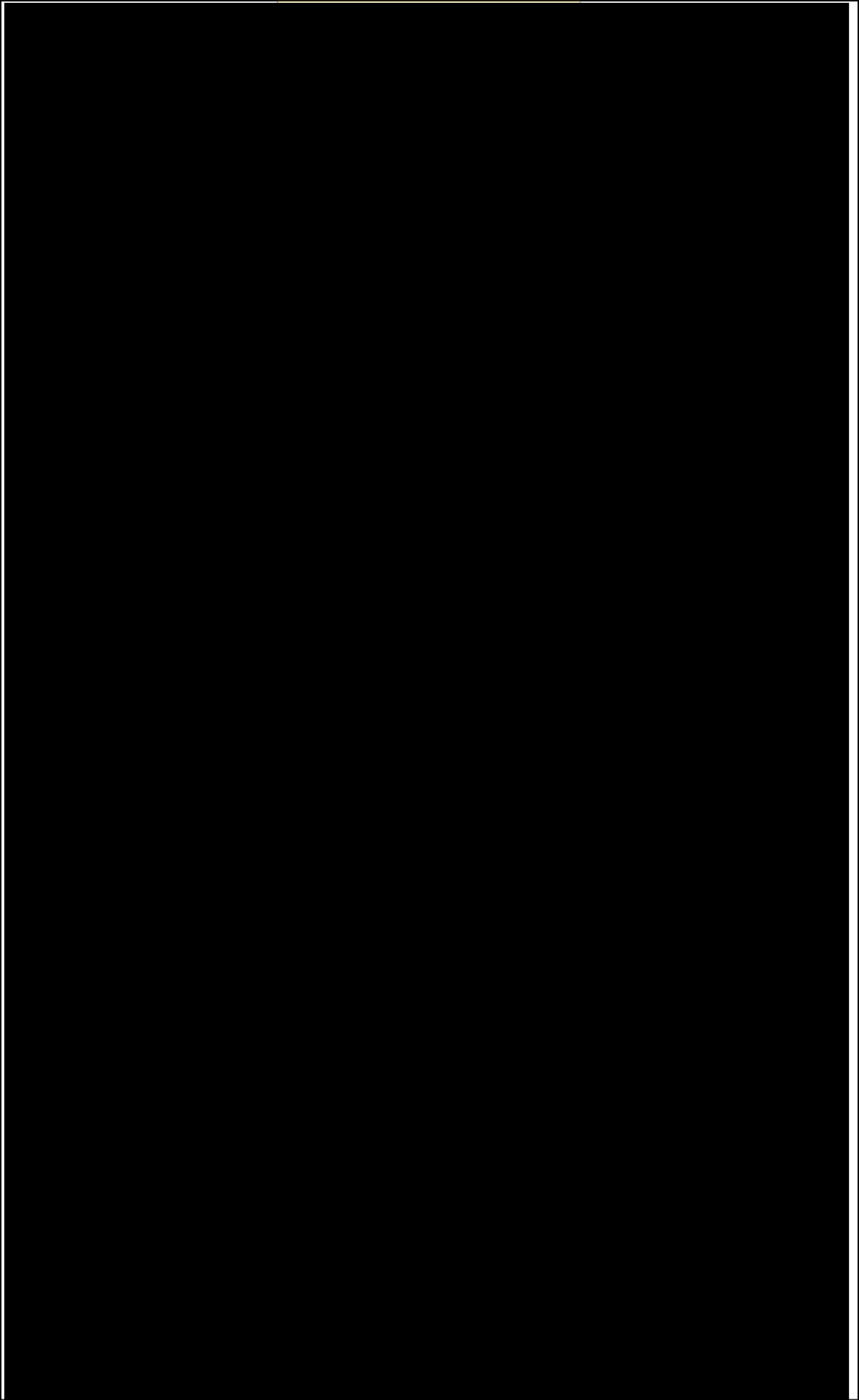
Scoring mechanism: 0 – 4 as per ITT Table 5

Weighting/Max Score: 10%

Max Word Count: 1000

Evaluation Criteria 7 Bidder Response.







Annex 2 – Price Response Document Submitted by Ernst & Young LLP

CQC I&D 056 – Price Response Document (Overall Total Weighting = 40%):

This document should be completed and uploaded to the e-Sourcing Portal as outlined in the ITT Document.

Please complete and submit pricing table below.

The financial evaluation for the Price Response Document will be undertaken as outlined in the ITT document and based upon the overall cost of the contract.

The standard terms and conditions of the Care Quality Commission (“CQC”) will apply as a consequence of this process. For the avoidance of doubt, CQC's standard payment terms are thirty (30) days from receipt of valid and undisputed invoice:

All submissions must be based upon these terms:

- All prices shall be fixed and firm for the duration of the contract;
- Include all other charges and overheads associated with the element being priced including travel and subsistence costs;
- All costs must be provided inclusive and exclusive of VAT as outlined in the table below;
- All costs must be stated in Pounds Sterling.

Part 01: Day Rate Card (For Information Purposes)

Tenderers are requested to complete the Day Rate Card Table below, detailing the Day Rates for a range of roles which are anticipated to have involvement in the delivery of work packages under the contract.

The information provided in the Day Rate Card Table will be cross-referenced with each pricing table to ensure clarity, and will also be applicable to any additional services that are required beyond the defined work packages, i.e.:



Part 02: Pricing Tables - Please outline the key activities and associated costs for each case study using the templates below.
Please do not include VAT.

CASE STUDY:	WORK PACKAGE 1: Cyber Exercise		
	Conduct a tabletop exercise in person for a common cyber threat (i.e. Malware) involving silver (Senior Management) and gold command (Executive Team) teams lasting 3-4 hours. Costs should include preparation, resources, conducting the exercise in its entirety and providing debrief reports.		
ACTIVITY	NUMBER OF DAYS (A)	DAY RATE (£ B)	TOTAL (A x £ B)
Activity 1			
Sub Total			
Activity 2			
Sub Total			

Activity 3			

Sub Total				
Activity 4				
Sub Total				
GRAND TOTAL				

Add additional activities as necessary.

CASE STUDY:		WORK PACKAGE 2: Penetration Testing / Security Review		
		Conduct Penetration testing / security review of a cloud environment made up of several atypical IAAS, PAAS and SAAS services. Costs should include preparation, conducting the test/review in its entirety, providing reports and re-testing.		
ACTIVITY	NUMBER OF DAYS (A)	DAY RATE (£ B)	TOTAL (A x £ B)	
Activity 1				
Sub Total				
Activity 2				
Sub Total				
Activity 3				

Sub Total				
Activity 4				
Sub Total				
GRAND TOTAL				

Add additional activities as necessary.

Notes for Price Evaluation

The Price Evaluation seeks to establish that a Tenderer has provided adequate and feasible costings for each element of the service requirement and will deliver the requirement within those costings.

The Price Evaluation will be carried out based on the total overall price for all costed examples (i.e. grand total of costs). The calculation used to determine the Price Evaluation Score is as follows:

$$\text{Weighted Score} = \frac{\text{Lowest Grand Total of Costs}}{\text{Tender Grand Total of Costs}} \times \text{Max Score (i.e. 40)}$$

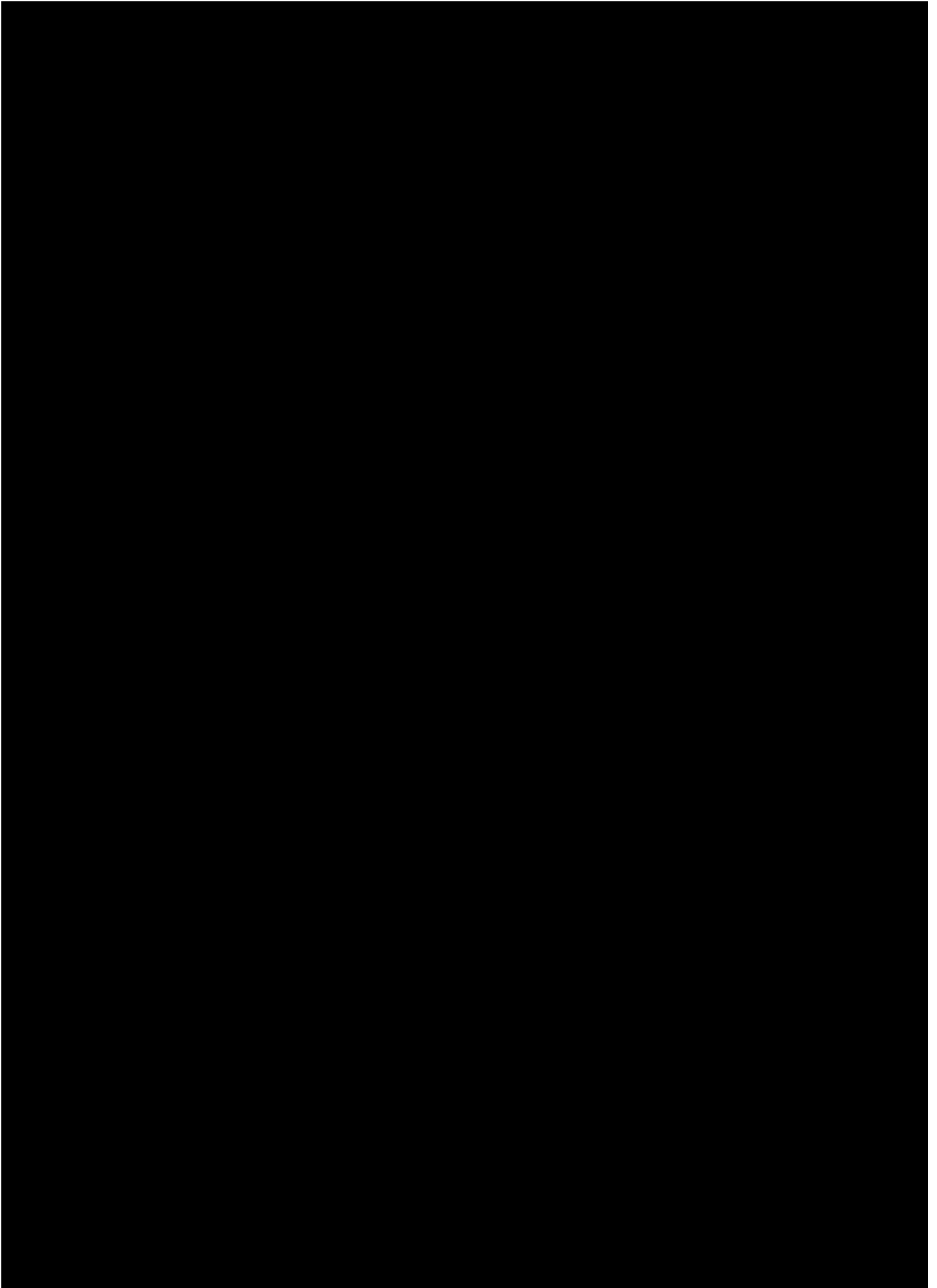
An example is presented below to illustrate workings;

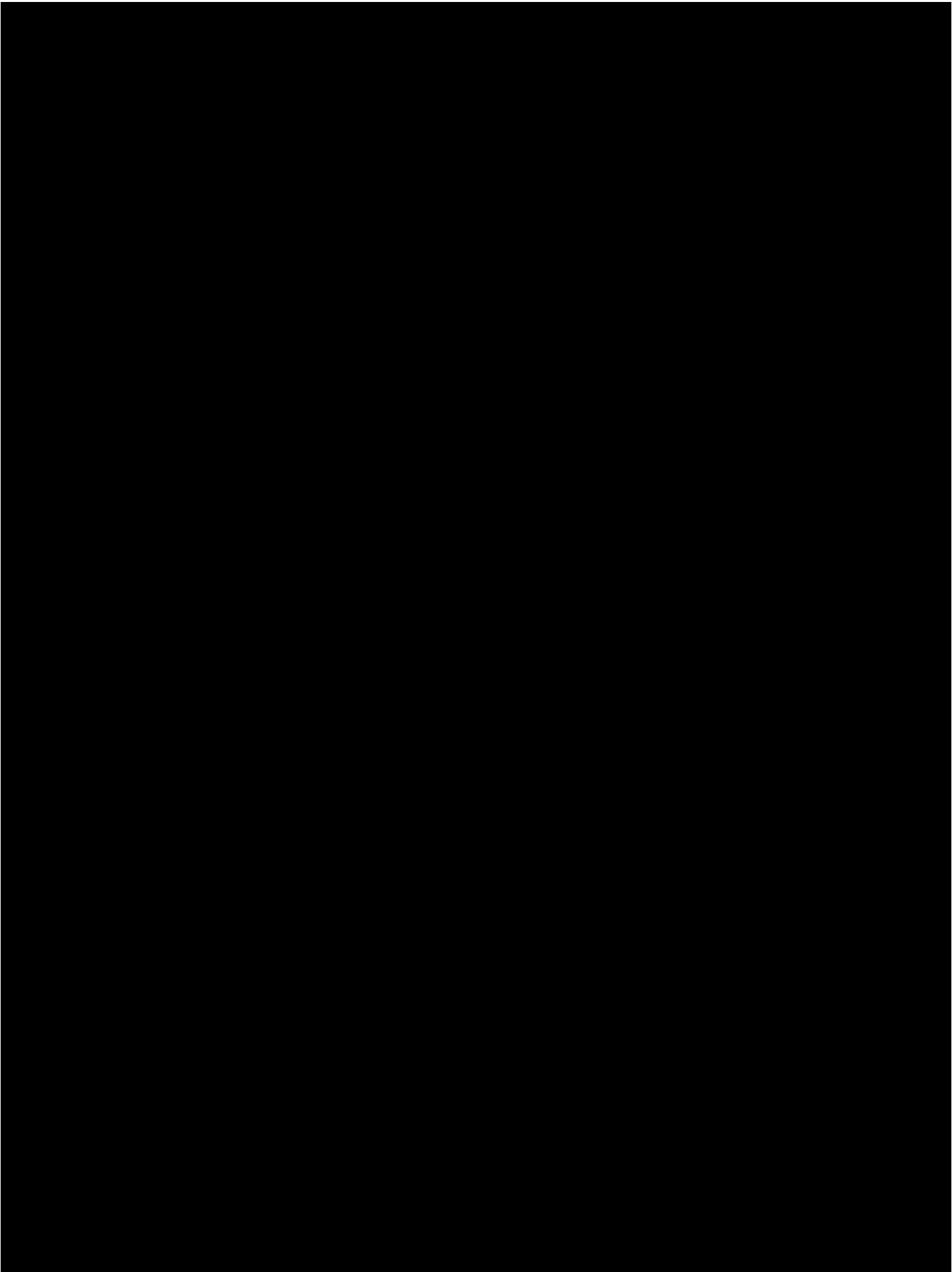
If three Tender responses are received and Tenderer A has quoted £75,000 as their total price, Tenderer B has quoted £85,000 as their total price and Tenderer C has quoted £95,000 as their total price, then the calculation will be as follows:

- Tenderer A Score = (£75,000/£75,000) x 40 (maximum marks available) = 40.00
- Tenderer B Score = (£75,000/£85,000) x 40 (maximum marks available) = 35.29
- Tenderer C Score = (£75,000/£95,000) x 40 (maximum marks available) = 31.58

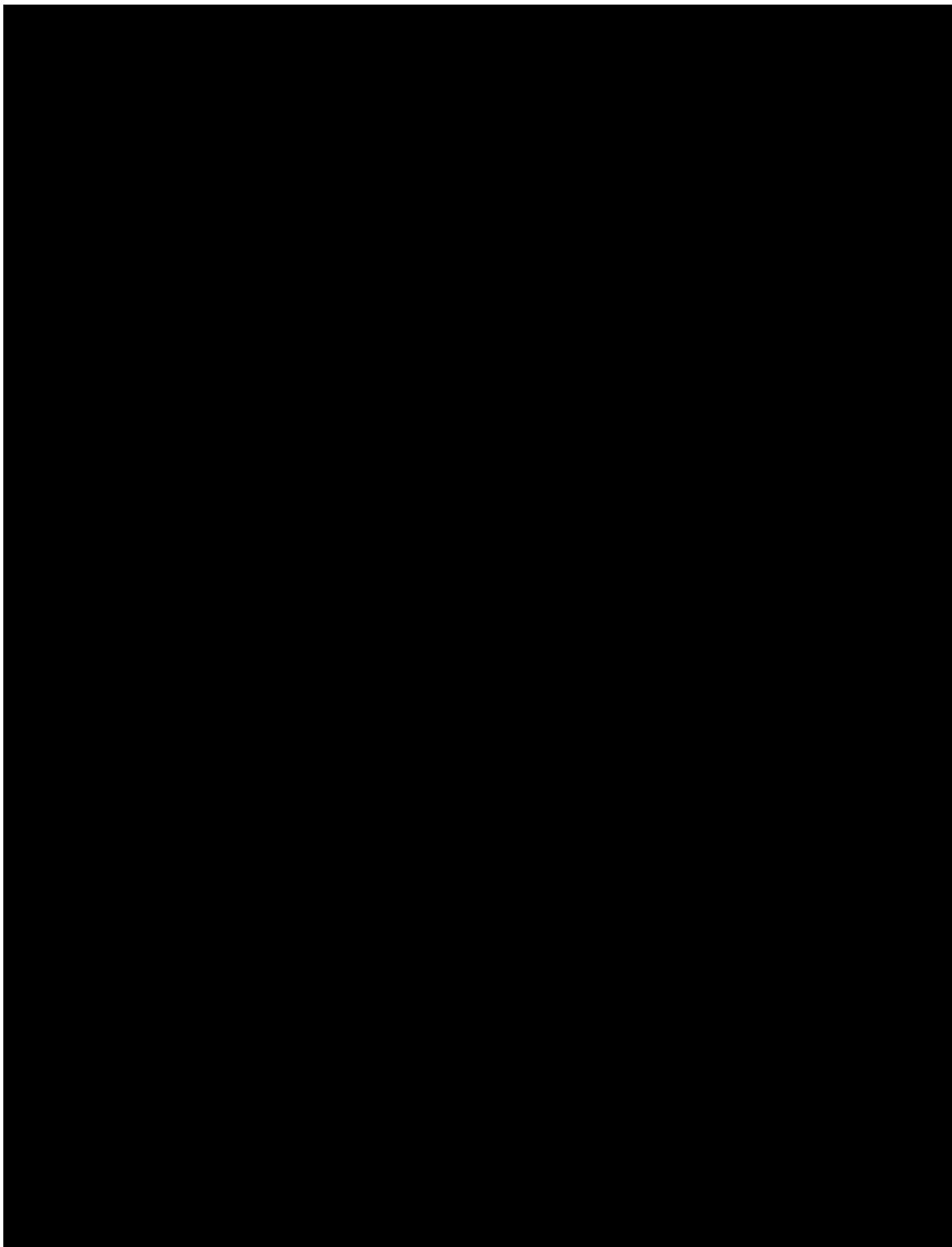
The highest mark allocation for the price evaluation will be awarded to the Tenderer submitting the overall lowest total cost. The remaining Tenderers will receive a pro-rata mark based on their Total Cost in relation to the overall lowest Total Cost.

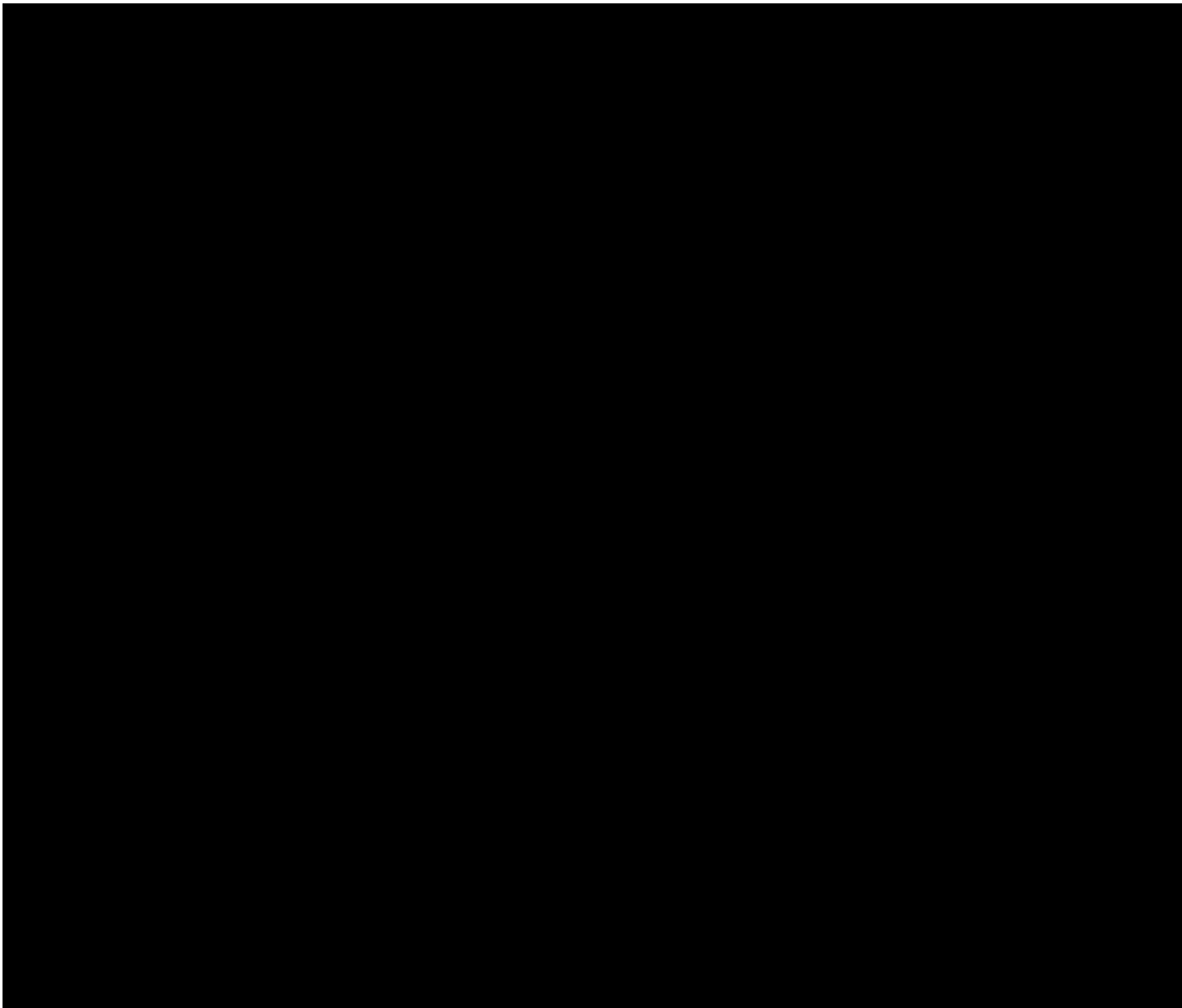
Annex 3 – Ernst & Young LLP Price Response Clarification



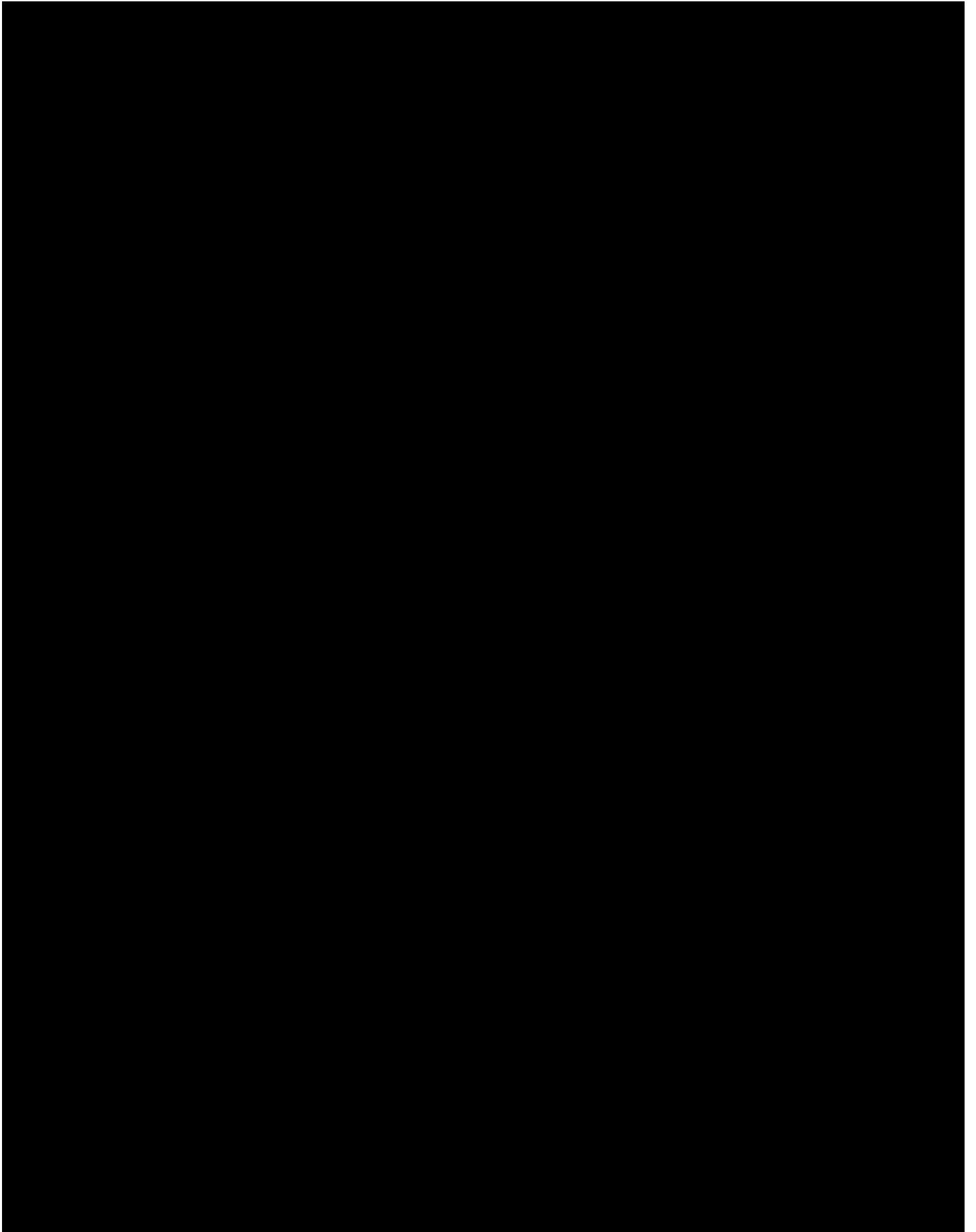


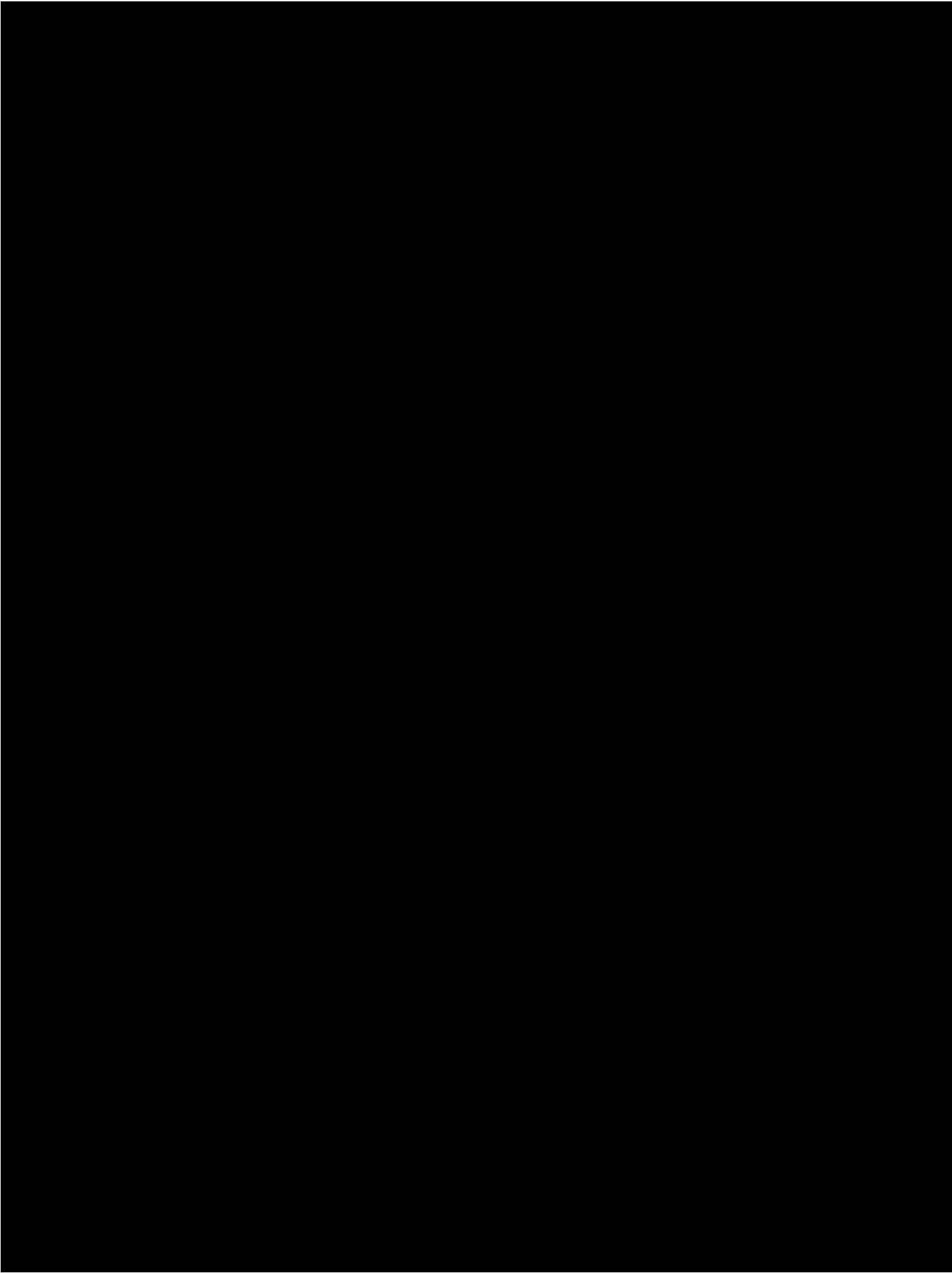
Annex 4 – Security Accreditations & Certificate Numbers

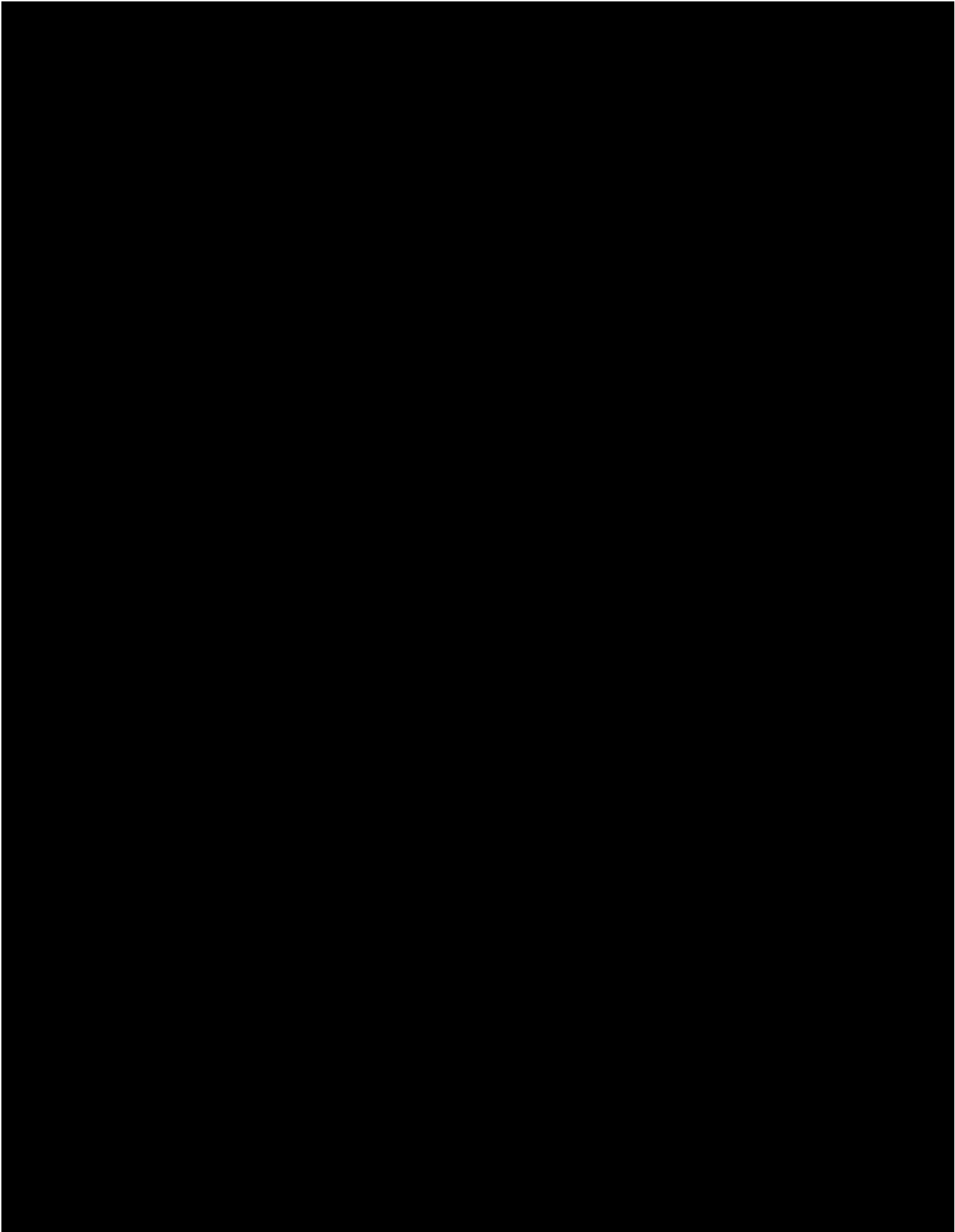


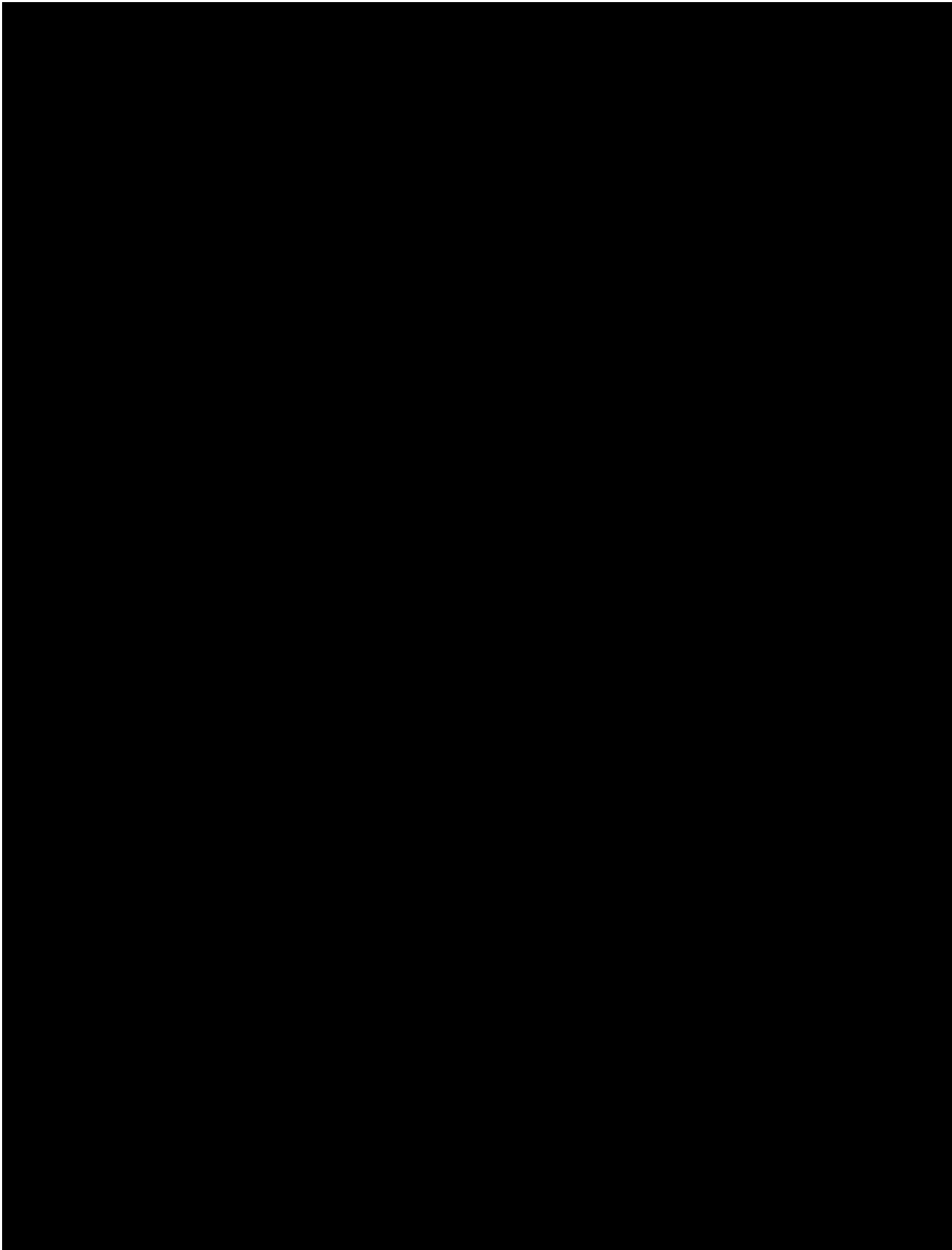


Annex 5 – CV's of Key Individuals









Annex 6 – EY Example Report for Response 2

(As per document submitted by Ernst & Young LLP in conjunction with the Quality Response Document)

Annex 7 – EY Example Report for Response 3

(As per document submitted by Ernst & Young LLP in conjunction with the Quality Response Document)

Annex 8 – EY Example Report for Response 4

(As per document submitted by Ernst & Young LLP in conjunction with the Quality Response Document)

