Specification

RTFO Operating System
Maintenance and Support Requirements

Energy, Technology & International Directorate

Contract Reference: PPRO 04/09/39

Date: 15 March 2016

Contents

1. Introduction / Term

1.1   In accordance with the Department's Standard terms and conditions, the Department for Transport (DfT) invites proposals for the following software systems service.

1.2   The contract will start from 01/04/16 for a period of one year. There will be an option to extend for up to 12 months depending on the requirement for a new contract following new legislation, as detailed in section 5.1.

2. Background to the requirement

2.1   The RTFO order obligates fossil fuel suppliers to produce evidence showing that a percentage of fuels for road transport supplied in the UK comes from renewable sources and is sustainable, or that a substitute amount of money is paid as a "buy-out" of their obligation. All fuel suppliers who supply at least 450,000 litres of fuel a year are obligated. This includes suppliers of biofuels as well as suppliers of fossil fuel.

2.2   The RTFO Operating System ("ROS") is in effect a carbon trading platform that allows fuel producing companies to meet their obligations under the RTFO through the awarding and / or trading of Renewable Transport Fuel Certificates (RTFCs). Fuel companies use the system to record volumes of fuel, sustainability characteristics of biofuels, and to trade RTFCs. ROS is used by the administrator of the RTFO to calculate company obligations, for the award of RTFCs and for reporting and analysing fuel}data.

2.3   There are around 100 fuel companies and traders registered on the system; who between them report on over 50 billion litres of fuel and receive or trade over 2 billion RTFCs per year (based on 2015/16 figures). The approximate worth of the RTFO is £400 million.

2.4   ROS was developed at the inception of the RTFO, and has been supplied and maintained by the same contractor since that point. The previous contract is due to expire on 31 March 2016.

2.5   ROS comprises a front-end web-based data entry system which allows fuel suppliers to report information to the Department for Transport (DfT), as required by the legislation.

2.6   The system is accessed by several different groups of users:

- RTFO Unit staff;
- Obligated fuel companies;

- Biofuel suppliers;
- Independent verifiers;
- RTFC traders.

2.7　The RTFO Unit publish guidance for companies who need to register for accounts on ROS. This is in three parts, of which the Process Guidance is the most relevant to this document. It can be viewed here: https://www.gov.uk/government/publications/rtfo-guidance.

2.8　The Department is committed to the principles of the Government ICT Strategy and any work done should take the principles of the Government Service Design Manual into account. This is found at https://www.gov.uk/service-manual.

3. Procurement timetable

Description	Date
Issue Request for ITT	15 March 2016
Deadline for receipt of bids	29 March 2016 (3pm)
Evaluation of bids	02 April 2016
Clarification of bids (if required)	06 April 2016
Contract Award	11 April 2016

4. Scope

4.1　This requirement is managed by the RTFO Unit, within the Energy, Technology and International Directorate of DfT. DfT's Procurement Team will manage the procurement process. The RTFO Unit require the contractor to provide maintenance and support of the ROS system to allow a seamless continuation of the operation of the RTFO Order.

4.2　The ROS database is located within DfT's own secure network, with the web server components of the system for external user access hosted externally in a secure environment.

4.3　The party responsible for hosting the system (under a separate contract) will be responsible for all security and back-up related activities for these servers, and must be able to demonstrate that these systems are in place.

4.4   The hosting contractor has responsibility for fault diagnosis of their services and must inform the DfT and the maintenance contractor within 1 hour of any down-time occurring.

4.5   The hosting contractor is responsible for ensuring the system remains secure, and is liable for annual penetration / security testing of this part of the system.

4.6   The maintenance contractor will be given 'Read-only' access to the database server remotely using a DfT provided laptop and credentials, subject to employees of the bidding company having appropriate Security Clearance for working on Government systems.

4.7   ROS is the intellectual property of the RTFO Unit. The maintenance contractor should ensure that the full source code of the system is provided to the RTFO Unit on a half-yearly basis and following release of a new version.

4.8   The maintenance contractor should ensure that an anonymised copy of the live database is taken to refresh the UAT environment on a quarterly basis or adhoc as required for bug fixing.

5. Implementation

5.1   The contract will start from 01 April 2016, in line with the end of the existing contract. A further contract may need to be in place from April 2017 to cover changes to the system that will be required as a result of new legislation. The contractor will be expected to provide a 6 month transition phase to aid handover and knowledge transfer to a new system and new contract being introduced. However, any delay in the legislation could result in a delay to the introduction of a new system and corresponding maintenance contract. Therefore the existing contract must remain in force to allow for any potential delays, up until the maximum contract term as set out in section 1.2.

Costs for work associated with providing a transition / handover period should be provided separately to the basic maintenance costs.

5.2   The department have a right to terminate the contract at any time by providing two month's written notice, as detailed in the Break Clause in Section H3 of the department's T&C's.

5.3   The maintenance and support arrangements must be in place from 1 April 2016. Any overlap with the outgoing maintenance provider must be prior to this date. Support staff must be able to diagnose and repair faults with the system from the start of the new contract.

6. Deliverables

6.1   The bidder shall provide maintenance and support services, including bug fixing, for the ROS system to ensure operation in accordance with its technical specification. Bids should include a full description of the proposed approach. Specific attention should be given to:

6.1.1 The current ROS system is a front-end web-based data entry system and SQL database. Potential bidders are expected to provide evidence that they are able to provide maintenance and support to web and SQL systems.

6.1.2 The RTFO Unit are not technology specific in their choice of solution for ROS maintenance. Potential bidders can propose alternate methods to ensure that the maintenance requirements of the system are met than what are currently in place.

6.1.3 A UAT environment must be provided, to enable modelling of fault scenarios as well as for testing minor updates or fixes before go-live. The UAT environment must resemble the live environment as closely as possible, including the network set-up. Access to UAT must be available to RTFO Unit staff as well as the maintenance contractor.

6.1.4 Any changes to the system must be tested in the UAT environment first by the contractor, and then by the RTFO Unit IT contact before deployment to the live environment.

6.1.5 The winning bidder is expected to produce Functional Analysis Notes (FAN) for any aspects of the system that they have changed.

6.1.6 Whilst this contract is for maintenance of the system, we expect that the contractor will also be able to undertake small development works over and above the basic maintenance costs. At the request of the RTFO Unit, the contractor must be able to develop ad-hoc changes to the system. Costs must be provided upon request and agreed, but these are not anticipated to be more than £5k per year.

6.1.7 All maintenance work, changes to the system as a result of bug fixing, or development work, once tested and approved by the department, must be packaged and delivered to DfT IT Services with accompanying installation instructions.

6.1.8 The contractor shall provide the name and contact details of a key account operative, with whom all support calls and related correspondence are initiated.

6.1.9 Where a third party provider is involved in a support call, the time spent by this party will not constitute time spent by the contractor in diagnosing the fault.

6.1.10 Agile development: The contractor should, where possible, embrace the principles of agile development, with:

- a commitment to excellence
- adaptability
- iterative development including regular contact with and feedback from the department's project lead █████████ █████████
- measurement of success by the delivery of a working solution

6.1.11 The bidder must demonstrate that they have appropriate systems in place for staff training and have resilience across their team(s) to provide cover in case of staff absence.

6.1.12 The system is partly hosted on the Department's own servers and partly via a third party hosting provider. The third party component is currently let under a separate Hosting contract. The Maintenance contractor will be expected to work with both DfT IT Services and the Hosting provider to ensure the terms of this Maintenance contract are met and to ensure a seamless transition from the current arrangements to the new contract. The contractor will also be expected to support the transition of Hosting contracts when the existing one expires in August 2016.

Costs for work associated with this transition should be provided separately to the basic maintenance costs.

6.1.13 The Maintenance contractor will be expected to work with DfT IT Services and the Hosting provider to set up and maintain the VPN between the host and DfT's main accommodation. This includes setting up a VPN to a new location in the event of an incident requiring the department to switch data locations.

Costs for work associated with setting up a VPN to a different location, should be provided separately to the basic maintenance costs.

6.2   Service Level Target for Availability and Service Credits

6.2.1 The service should be supported between the hours of 09:00 and 17:00 Monday to Friday excluding English Bank Holidays.

6.2.2 The Service is required to have a Service Level Target for availability of 99.82% over a quarterly service period, measured on a rolling basis. Failure to meet the availability target in any quarterly period, when the issue is identified as being the contractor's responsibility, will result in the contractor applying a discount equal to 25% of the equivalent quarterly fee.

6.3   Service Levels for Support Call Resolution

6.3.1 The following Service Levels are defined for responding to support calls. Response times are measured from the point at which the contractor receives notification of a problem from the department. Reasonable endeavours will be used to meet all the stated targets.

| Target Response Times | Call priority / Category | | | |
	1 – Critical	2 – Urgent	3 – Normal	4 - Low
Initial Response including likely resolution time if known	2 working hours	8 working hours	2 working days	5 working days
Workaround or Permanent fix	8 working hours	2 working days	5 working days	20 working days
Percentage reduction in fee	4%	2%	1%	0.5%

Call Priority /Categories defined as:

Critical	A fault which prevents all or part the system being used
Urgent	A fault which causes the software not to operate in accordance with its technical specification, but which does not prevent use of the software
Normal	A fault which does not prevent the software operating in accordance with its technical specification
Low	Requests for cosmetic changes or additions to existing functionality

The Service Levels will be deemed to have been met if the response times meet the Targets set out in the table above. If the contractor misses the target response times shown above they shall apply a discount to the quarterly fee, equal to the percentage reduction for the corresponding call priority.

6.3.2 The following will be disregarded from the target response times stated above: i) elapsed timed waiting for a response from

DfT's IT Services, ii) elapsed time while DfT's IT Services are investigating an issue with the department's infrastructure, iii) time taken by the DfT RTFO Unit in testing and accepting a permanent fix, or temporary workaround until a permanent fix can be made.

6.3.3 If a permanent fix is not immediately available then an acceptable period will be agreed for a temporary workaround, while a permanent fix is found and put in place.

6.3.4 Where a support call relates to a problem with an item of third party software, the reported response time shall exclude the time expended by the third party in relation to the problem. Third party response times are the subject of separate licence agreements between the relevant third party and the department.

6.3.5 Support provided in respect of modifications made to the system by the department or any third party acting on its behalf shall not be subject to the Service Levels until such time that the modifications have been fully documented by the department and approved in writing by the contractor.

7. Management and Contract Administration

7.1   The contractor is required to appoint a project manager who will manage the contract and will be regarded by DfT as being fully responsible for performance of the programme of work.

7.2   The contract with the appointed contractor will be managed by DfT's project officer who will expect to be kept in touch with progress and emerging issues on a regular basis, ideally on a weekly basis during project initiation.

7.3   A meeting is to take place at the award of contract between the department and contractor. The purpose of this inception meeting is to clarify the direction of the project. Contract meetings will take place on a quarterly basis between the contractor and department.

7.4   Invoices for completed work should be submitted to the department's Shared Service Centre, Shared Services Arvato, 5 Sandringham Park, Swansea Vale, Swansea, SA7 0EA, on a quarterly basis.

8. Security

8.1   The system holds company-sensitive data. The bidder must be able to demonstrate that they have a minimum BPSS security clearance to

access this data, and have the means to develop suitable tools which anonymise the data before they access it.

8.2   The data will not be held on any other server outside of Ethos.

8.3   The contractor will provide a security certificate for the system and arrange for the replacement / update schedule.

8.4   The supplier will comply with good information security practice as set out in Cyber Essentials (https://www.cyberstreetwise.com/cyberessentials/).

8.5   The service will be certified to ISO 27001 unless otherwise agreed with DfT.

8.6   The supplier will cooperate with regular IT health checks when required by DfT.

8.7   The supplier will provide and maintain a Risk Management Accreditation Document Set or other security risk management documentation as agreed with DfT.

8.8   Any and all remote system support will be via a means of secure access to be agreed with DfT in advance.

8.9   The contractor is expected to work with the hosting contractor to ensure all servers have up-to-date antivirus software.

8.10   The contractor is expected to work with the hosting contractor to arrange penetration testing of the system on an annual basis.

9. Documentation

9.1   The contractor must provide an annotated schematic of the ROS infrastructure detailing the services that they will provide.

9.2   The contractor must provide a schematic of the database structure, in a usable format.

9.3   All documents are to be provided electronically in PDF format.

10. Evaluation Criteria

10.1   Evaluation criteria

10.1.1 Selection will be based on the evaluation criteria encompassing the most economically advantageous offer, which

demonstrates a high degree of overall value for money, competence, credibility and ability to deliver.

10.1.2 The proposal will be evaluated using the following weightings to obtain the optimal balance of quality and cost.

Quality Factors	60%
Financial / Price Factors	40%

10.2 Quality Factors

10.2.1 The Quality Factors will be assessed against the criteria specified in Annex 1.

10.3 Quality Factors Scoring Methodology

10.3.1 The following Quality scoring methodology will be used:

Score	Definition of Score
5	The Tenderer demonstrates that they can exceed the requirements as detailed in the Specification
4	The Tenderer demonstrates fully that they can meet the requirement as detailed in the Specification
3	Meets all critical requirements but with minor issues
2	Meets some requirements but with a few major gaps or issues
1	Meets some requirements; major concerns
0	The method of fulfilling the stated requirement is inadequate / not addressed

10.4 Financial / Price Factors Scoring Methodology

10.4.1 The following price scoring methodology will be used:

The Percentage Scoring Methodology will be used to evaluate all proposals for this requirement. The lowest tendered price will be scored 100, and each subsequent bid will be baselined to this score. So a bid which is 20% more expensive on price than the lowest tendered price will be allocated a score of 80.

11. Points of Contact

Procurement Contact	Name	████████████████
	Telephone	██████████
	Email	████████████████
	Address	████████████████
Technical queries	Name	██████████
	Tel	████████
	e-mail	████████████

All queries / questions must be sent to the procurement contact above.

Annex 1 – Evaluation Criteria: Quality Factors

The following table sets out the criteria for assessment. Please refer to Sections 6 and 8 for the details of each sub-criteria.

Primary Criteria	Primary Criteria Weighting (%)	Sub-criteria weighting and description	Individual Sub -Criteria Weighting (%)
Technical Merit, functional fit, capacity and Performance	65%	6.1.1: Experience of Web/SQL systems	10%
		6.1.2: Support proposal	10%
		6.1.3: Provision of UAT environment	10%
		6.1.5 / 6.1.7: Provision of notes / instructions	5%
		6.1.6: Small development works	10%
		6.1.11: Staff availability	5%
		8.1: Security clearance	10%
		8.3: Security certificate	5%
After Sales, Account Management and Assurance	10%	6.1.8: Contract management	5%
		6.1.9 / 6.1.12: Third parties	5%
Non-functional characteristics	25%	6.2: Service Levels for availability	10%
		6.3: Service Levels for Support calls	10%
		6.1.10: Agile approach	5%
	Total = 100%		100%

Quality factors will be scored as noted in Methodology at 10.3

Price will be scored as noted in Methodology at 10.4