

**Commercial Services**

Stella House Goldcrest Way

Newburn Newcastle upon Tyne

Tyne & Wear NE15 8NY

Website: [www.nhsbsa.nhs.uk](http://www.nhsbsa.nhs.uk/) Communications via Atamis:

https://atamis-1928.my.site.com/s/Welcome

Date: 3rd April 2025

Dear Supplier,

**Request For Information (RFI) NHSBSA REF: -** W445511 (CFA) Intelligent Email & Data Security Service

The NHS Business Services Authority (NHSBSA) on behalf of the NHS Counter Fraud Authority (NHSCFA) invites you to participate in a Request for Information (RFI) relating to an intelligent email security service which includes the provision of secure transfer of email and data encryption.

About the NHS Counter Fraud Authority (NHSCFA)

The NHS Counter Fraud Authority (NHSCFA) is a health authority charged with identifying, investigating and preventing fraud and other economic crime within the NHS and the wider health group.  As a health authority focused entirely on counter fraud work, the NHSCFA is independent from other NHS bodies and directly accountable to the Department of Health and Social Care (DHSC).

According to our latest estimate, the NHS is vulnerable to £1.264 billion worth of fraud each year (source NHSCFA Strategic Intelligence Assessment 2023). The mission of the organisation is to lead the fight against fraud affecting the NHS and wider health service, and protect vital resources intended for patient care.

As an intelligence-led organisation, the NHSCFA will use information from a wide range of sources to build a better understanding of the fraud risks faced by the NHS and develop creative, innovative and proportionate solutions to tackle fraud.

The NHSCFA use complex algorithms and data mining tools as a means to identify both normal behaviour and outliers in NHS data, within which fraudulent behaviour can be found. The resulting analyses are used to support ongoing investigations as well as inform the intelligence picture and guide fraud prevention steps.

Background to the Project

One of the products used by the NHSCFA is Egress Technology, which allows for the secure transfer of email and data. The incumbent supplier is currently Egress Software Technology Ltd.
The NHSCFA is looking to run an RFI to understand what similar services and products available and possible procurement routes within market are (e.g. frameworks). This is to prepare the NHSCFA for an upcoming procurement mid-2025.

Outline Requirements and/or User Needs:

* Preventative real-time email scanning to detect and avoid preventable data breaches.
* Secure large file transfer capabilities, allowing for the secure sending of files that would otherwise be too large to be emailed.
* Email classification functionality including the ability to encrypt mail depending upon classification selected.
* Secure file-sharing zones/workspaces to allow access and editing of shared files/folders to enable third-party/external collaboration.
* Simple & intuitive end-user experience.
* 3-year contract term with option to add additional licences
* Multiple Administrators
* Budget – circa £23k per year

Non- Functional Requirements

 **User Access**

* Web/browser access to management console for Administrators
* Outlook App Add-in’s or Web-app driven interface for users
* No-login required model for users

 **Security & Compliance**

* MFA/SAML/SSO Login for end-users if logins required, for enhanced security/user experience.
* Product/manufacturer must be ISO27001 certified
* Product/system must comply with the GDPR and the Freedom of Information Act 2000
* The supplier must comply with UK General Data Protection Regulation (UK GDPR), particularly in terms of data processing, storage, and user privacy protections, and must ensure that there is no processing outside of the EU.

 **System Requirements**

* Browser accessed management
* No local installs/hosting/servers on-premises

 **Licencing Requirements/Volumes:**

* Multiple Administrators (Max
* 225 User licences with option to extend to 270+ if required

 **Information Governance**

* The system must comply with the GDPR and the Freedom of Information Act 2000
* The supplier must comply with UK General Data Protection Regulation (UK GDPR), particularly in terms of data processing, storage, and user privacy protections, and must ensure that there is no processing outside of the EU.

 **Accessibility & Usability**

* The supplier must ensure that any use of browser cookies must be in accordance with The Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2016.
* WCAG 2.2 Level AA

 **Information Security**

* The supplier must be ISO27001 standard accredited - required to support how the service is to be managed.
* The supplier must provide an annual IT health check or penetration test report for all service provided as agreed with the Authority. All IT Health checks, or penetration tests shall be delivered by a NCSC accredited CHECK 'Green Light' service provider. The supplier must also facilitate an annual review of all firewall rules across all security services or solution provided to the Authority.

 **Social Value**

* The solution, where possible, must utilise environmentally friendly technologies and practices to minimize carbon footprint.

 **Outputs and Outcomes**

* Web-based performance reporting functionality for key features such as data breach prevention
* Administrator access to licencing, user and secure zone management tools
* Quarterly provider catchups to discuss features/functions/reports/training requirements as needed
* System is to be accessible and usable at all times, 24/7 / 365
* Technical support available 09:00 – 17:00 Mon-Fri

 **Key Performance Measures**

* Technical support availability & readiness
* Delivery of data breach prevention
* System availability

 **Service Timescales**

* 24/7 365 product availability for end-users
* Technical Support available Mon-Fri 09:00-17:00

**Resources**

General service delivery should be done entirely autonomously once instated due to the nature of the products

NHSCFA System Administrators will manage on-site manageable tasks/user management functions within reason, however support/knowledge should be available for guidance/issues.

Provider may have to provide migration of tooling/installation support depending upon complexity or undertaking.

 **Contract Management and Performance**

* Initial 3-year contract, with options to review.
* Clearly defined conditions for termination, especially related to provider non-compliance or security

 The objectives of this RFI are to assist the NHSBSA in:

* gaining an insight into the products and services that may be available.
* gaining an understanding indicative prices in the supply market to build into budget planning.
* Inform the scope of the future requirements
* deciding on the preferred procurement route(s) (e.g. Framework, Open etc.).

How to Participate

* Submissions must be via Atamis (<https://atamis-1928.my.site.com/s/Welcome>). Any questions can be submitted via the ‘Message Centre’.
* Provide a response to each of the questions detailed in Appendix 1 (Questions).
* This should be in the format of concise written responses and any other information that you feel may be useful to us.
* We do not intend this RFI exercise to be too onerous to respond to. Hence, the amount of information you wish to provide is left to your discretion.
* We may seek further clarification on your RFI response which will be communicated via the Atamis ‘Message Centre’.
* The output from this RFI will be used to inform our future sourcing strategy.

# The deadline for responses is Sunday 13th April 2025 at 11pm.

**You should note that this is a benchmark and market research exercise only and is not an invitation to tender or invitation to offer an agreement. The prices submitted as a result of this benchmarking exercise are for the NHSBSA’s information purposes only and will not result in an award of a contract.**

If you do not wish to take part in this exercise, it will not affect any current or future business with the NHSBSA.

Participation in this exercise will not qualify you to provide services to the NHSBSA and will not guarantee an invitation to submit an offer at a later date.

The NHSBSA will not accept any liability for costs incurred by you in responding to this exercise. All responses to the exercise will be confidential and managed accordingly.

If you have any questions regarding any matter relating to this RFI exercise, you may submit them via Atamis.

The NHSBSA would greatly appreciate your participation in this RFI exercise and thank you in advance for your time and effort.

Yours sincerely,

Angela McQueen

Commercial Officer

For and on behalf of NHS Business Services Authority

**Appendix 1 (Questions)**

Suppliers participating in this RFI are required to complete the questions below. **Please note there is no specific recommended word count for these questions, nor is it mandatory to answer all questions.**

# Questions About Your Solution

1. Please provide the name and brief overview of the solution(s) you are recommending which you feel best fit the Outline Requirements as set out in this RFI. You can insert web links to product information and video demonstrations if required.
2. Please describe how your solution will meet the needs of our organisation as described above.
3. Previous experience working with the UK public sector. Please provide examples.

# Commercial Questions

1. Please provide indicative pricing for your solution. This should include any additional charges for optional products/services that may be available.
2. Is your solution available to call-off via any public sector procurement framework agreements (i.e. Crown Commercial Services)?
3. What social value themes / priorities does your organisation consider and are committed to?

Any additional information you wish to provide that is relevant to this RFI can be included below: