# **Bid Pack for Call-Off Competition**

**Attachment 2a – Completion Template for Stage 1 Mandatory Responses**

Contract Reference: WP2229-Mobile Push Notification Service

| Response from |  |
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| **Attachment 2a – Completion Template for Stage 1 Mandatory Responses**  Please use this template to record your responses to Section 1: Mandatory Qualification Envelope.  Bidders must be able to respond ‘Yes’ to each question below from 1.1 to 1.17 inclusive.  If Potential Bidders are unwilling or unable to answer “Yes” to any question from 1.1 to 1.17, their submission will be deemed non-compliant and shall be rejected.  Please also answer questions 1.18 to 1.22 in the text boxes provided. |
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| **QUALIFICATION - KEY PARTICIPATION REQUIREMENTS**  **Response Guidance**  The following questions are ‘Pass/Fail’ questions. If Potential Bidders are unwilling or unable to answer “Yes”, their submission will be deemed non-compliant and shall be rejected. Potential Bidders should record their answer by entering “Yes” or “No” in the “Your Response” box beside each question.. | | |
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| **Question Number** | **Question** | **Your Response** |
| 1.1 | Do you accept the competition rules as described in Attachment 1 – About the Procurement? |  |
| 1.2 | Have you read, understood and accepted the Bid Pack and all associated attachments, specifically Attachment 3 - Statement of Requirements? |  |
| 1.3 | Do you agree, without caveats or limitations, that in the event that you are successful, Attachment 6 - Terms and Conditions will govern the provision of this contract? |  |
| 1.4 | Do you have the following written policies:   * Health and Safety Policy * Social Policy * Environmental Policy * Diversity and Inclusion Policy   and could you provide these if requested? |  |

| **QUALIFICATION - MINIMUM SECURITY REQUIREMENTS**  **Response Guidance**  The following questions are ‘Pass/Fail’ questions. If Potential Bidders are unwilling or unable to answer “Yes”, their submission will be deemed non-compliant and shall be rejected. Potential Bidders should record their answer by entering “Yes” or “No” in the “Your Response” box against each question. | | |
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| **Question Number** | **Question** | **Your Response** |
| 1.5 | Do you have an enforced and applied information security management system (ISMS) that satisfies or is certified against ISO/IEC 27001:2022 (or newer) that fully covers the scope of your services (including their management, operations and development)? |  |
| 1.6 | Do you have a robust and enforced personnel management policy, that includes identity verification, immigration working rights eligibility and unspent criminal convictions checks? |  |
| 1.7 | Do you conduct technical security assurance, including vulnerability scanning and penetration tests (automated and human tester led) on your ‘live/production’ services and platforms? |  |
| 1.8 | Do you have a comprehensive operational monitoring regime for your services that includes security (for example, to detect Denial of Service attacks or brute force authentication)? |  |
| 1.9 | Do you have a comprehensive and complete understanding of your supply chain involved in your delivery of services, including (cloud) infrastructure providers and any outsourced components or functions whether technical or human-delivered? |  |

| **QUALIFICATION - REQUIREMENTS**  **Response Guidance**  The following questions are ‘Pass/Fail’ questions. If Potential Bidders are unwilling or unable to answer “Yes”, their submission will be deemed non-compliant and shall be rejected. Potential Bidders should record their answer by entering “Yes” or “No” in the “Your Response” box against each question. | | |
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| **Question Number** | **Question** | **Your Response** |
| 1.10 | **Scale:** Have provided mobile push notifications at scales in excess of 15 million notifications delivered within 10 minutes. |  |
| 1.11 | **Segmentation:** Have provided a service that can split the user base into segments in order to deliver targeted personalised notifications |  |
| 1.12 | **Integration:** Have securely integrated with in-house publishing tools (e.g. Single Sign On, user permissions). |  |
| 1.13 | **Integration:**  Have provided dedicated account management and technical support during integrations. |  |
| 1.14 | **Operational Support:** Experience of meeting the Service Level Agreements of large organisations, and the provision of ongoing 24/7 operational support |  |
| 1.15 | **Rich Notifications:** Service provides the ability to deliver rich notifications (e.g. images and actions) |  |
| 1.16 | **Publishing Tool:** Service provides an ability to generate, preview & send push alerts (e.g. publishing UI) |  |
| 1.17 | **Timings:** Can support a service integration from January 2025, operational by March 2025. |  |

| **QUALIFICATION - CONFLICTS OF INTEREST**  **Response Guidance**  Question 1.18 is a ‘Yes/No’ question and will dictate whether or not question 1.19 needs to be answered.  Question 1.19 is a Pass / Fail question. Potential Bidders are required to provide details of how the identified conflict will be mitigated.  The Contracting Authority will review the mitigation in line with the perceived conflict of interest, to determine what level of risk this poses to them. Therefore, if Potential Bidders cannot or are unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Bid will be deemed non-compliant and will be rejected. | | |
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| **Question Number** | **Question** | **Your Response** |
| 1.18 | Please confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement. |  |
| 1.19 | We require that any potential, actual or perceived conflicts of interest in respect of this Bid Pack are identified in writing and that companies outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services. | |
| 1.19 Responses if applicable |  | |

| **QUALIFICATION - INFORMATION ONLY**  **Response Guidance**  The following questions are for information only and do not form part of the evaluation. Information provided in response to these questions may be used in preparation of any Contract Award and any omissions may delay completion of this procurement. | | |
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| **Question Number** | **Question** | **Your Response** |
| 1.20 | Please provide details of where the Award Outcome should be directed. Your response must include their;   * Full Name * Role/Title * Registered Address * Email Address |  |
| 1.21 | Please provide details of your Data Protection Officer. Your response must include their;   * Full Name * Email Address |  |
| 1.22 | Please provide details of any sub-contractors you propose to use in order to meet your obligations should you be awarded a Contract. Your response must include their;   * Trading Name(s) * Registered Address(ees) and Contact Details * Goods/Services to be provided |  |