

**SSRO-C-127 Digital Board Software**

Specification

[Name of bidder]

## Introduction

* + 1. The Single Source Regulations Office or SSRO is an executive non-departmental public body, sponsored by the Ministry of Defence (MOD). We play a key role in the regulation of single source, or non-competitive defence contracts.
		2. When undertaking our statutory functions, we aim to ensure that good value for money is obtained in government expenditure on qualifying defence contracts, and that persons who are parties to qualifying defence contracts are paid a fair and reasonable price under those contracts.
		3. The Defence Reform Act 2014 (‘the Act’) created a regulatory framework for single source defence contracts. The framework came fully into force in December 2014, following Parliamentary approval of the Single Source Contract Regulations 2014. The framework places controls on the prices of qualifying contracts and requires greater transparency on the part of defence contractors. The SSRO is at the heart of the regulatory framework, supporting its operation.
		4. Additional general information about the SSRO, can be found on our website: <http://www.gov.uk/government/organisations/single-source-regulations-office>

## The Services

### Service overview

* + 1. The SSRO requires a Digital Board Software that will allow administrators to upload meeting packs and documents for access by committee members at any location. Committee members should be able to annotate and comment on papers and to access their papers and notes whether online or offline.
		2. There are currently around 26 users of the SSRO’s current Digital Board Software and three administrators, who manage and upload content to the software. Various levels of user rights are necessary, including limiting access to certain committees or reading rooms/shelves. Although it is possible that the number of users or administrators may increase or decrease over the period of the contract, any changes are not likely to be significant in number.
		3. The SSRO’s current committees are shown in the diagram below. The c.26 users attend between 1 and 4 of these committees, which meet at varying frequencies.



* The Board meets 5 times per year and around 15 users require access to the Board software for these meetings.
* The Audit Committee meets 4 times per year with around 8 users.
* The Regulatory Committee meets around 6 times per year with around 10 users.
* The People Committee meets around 4 times a year with around 6 users.
* Referral Committees meet on demand and are established when the SSRO receives a referral. It is difficult to predict how many referrals will be received each year, but we have estimated an average of two for the purposes of this procurement exercise. Referral Committee meetings would consist of around 6 users, one of whom would only require access to the software for the duration of the referral. Referrals are not received according to a regular timetable, there can be several running at the same time, and they can last between 2 and 5 months.
* The Executive Committee meets around 12 times per year with around 10 users.
	+ 1. The services which the SSRO requires are summarised in the table below and set out in detail in section 3 below (Specification).

| **Required service**  | **Service overview**  |
| --- | --- |
| Administrator requirements | Provision of software that can create agendas, compile and publish papers intuitively from specified templates.  |
| Meeting participant requirements | Provision of an easy to use, intuitive interface for meeting participants, with simple navigation between papers on the agenda for up to 25 users (including 2 administrators). |
| Non-functional requirements | A service that is available on a variety of platforms, and a support team which is available and quick to respond remotely to all users of the software. Management of the SSRO’s data ensuring that it is kept safe and secure. |

### Relationship

* + 1. The Contractor must nominate a manager whose role is to:
* manage the service and relationship between the contractor and the SSRO on a day-to-day basis;
* provide a primary point of contact for the SSRO throughout the contract period;
* ensure that the agreed service standards (KPIs) are being met;
* ensure compliance with security requirements;
* remain consistently informed about the Contractor’s performance on all matters;
* be available to address issues in a timely manner and meet any urgent requirements within an acceptable timeframe;
* ensure that the agreed fixed price structure is followed and that costs are communicated to the SSRO on a routine basis throughout the service delivery; and
* be a point of contact for the SSRO’s auditors if necessary.

## **Specification**

* + 1. The SSRO requires the provision of a Digital Board Software package, the development and administration of the system and end user training and ongoing support for up to 30 users, including 3 administrators. It also requires the management of the SSRO’s data ensuring that it is kept safe, secure and available.
		2. The SSRO may also require, from time to time, provision for temporary additional users (estimated for between 2 and 5 months) on up to two occasions per year. The number of additional temporary users per year is unlikely to exceed 5.

**Core system and software requirements**

* + 1. The SSRO’s core requirements are set out below and are in three areas: requirements for administrators; requirements for meeting participants; and desirable/extra requirements.

*Deliverables*

* + 1. For **Administrators**, the Digital Board Software will:
1. Create agendas, compile and publish papers intuitively from a template, with a drag and drop facility.
2. Support common document formats, with no need to convert to PDF before upload and distribution, and a faithful conversion of any file format.
3. Provide detailed permissions that allow control over access between meeting participants/users.
4. Distribute packs of papers instantly to participants, with email alerts sent directly from the system.
5. Allow simple, instant republishing of individual papers in a pack, while retaining annotations that have already been made by meeting participants on previous versions of that paper.
6. Provide the ability for the administrator to download the final pack of Board papers into a single PDF.
7. Allow the administrator to add or remove users without contacting the supplier. (For the purposes of referrals, the administrator and some users will be temporary.)
8. Provide for multiple committee areas to be set up and managed. Users should only have access to specified committee areas, as set by the administrator.
9. Provide an area to store supplementary or general information that is not related to specific committees or meetings (a ‘reading room’ or additional ‘shelf’).
	* 1. For **meeting participants/users**, the software will:
10. Be easy to use, with an intuitive interface and simple navigation between papers on the agenda. Meeting packs should include automatic page numbers, links and navigation tools such as tabs for individual papers.
11. Allow meeting participants to read, annotate, add notes and highlight electronically.
12. Provide an option to share annotations and notes with other meeting participants or mark annotations as private.
13. Allow meeting participants to work offline or online, with synchronisation of any changes that have occurred during the offline period.
14. Ensure that past meeting documents (starting from the date of the contract award) are easily accessible within the software.
15. Include a setting that does not allow it to ‘sleep’ for a set number of hours.

*Additional deliverables*

* + 1. The following additional features are desirable:
1. Ability to print papers and annotations if required.
2. Search functionality within a set of papers or meetings.
3. Reporting for administrators on which meeting participants are accessing committee papers on which dates.

### ICT and Security Requirements

* + 1. In carrying out its corporate functions, the SSRO processes information of the following kinds:
* **Official information**, which may be marked **OFFICIAL SENSITIVE** with the Government Security Classifications.
* **Confidential or commercially sensitive information**, which the SSRO would not disclose under the Freedom of Information Act 2000 by reason of the application of one of the exemptions in that Act.
* **Personal data or special category data** within the meaning of the General Data Protection Regulation and the Data Protection Act 2018 which must be processed in accordance with applicable data protection law.

*Deliverables*

* + 1. The SSRO takes the security of the information it holds seriously and included in the Terms and Conditions provided with the ITT are the Security Requirements with which the Contractor must comply, including for information classified as OFFICIAL-SENSITIVE.
		2. The SSRO IT environment, policies and procedures are based on the following policies and procedures and the system(s) provided by the Contractor for SSRO staff use must operate in this environment:
1. HMG Security Policy Framework (SPF).
2. NCSC Published Guidance, Cloud Security Principles and Security Design Principles.
3. ISO/IEC 27001:2013 – Information technology – Security techniques – Information security management systems – Requirements.
4. ISO/IEC 22301:2012 – Societal Security – Business Continuity Management Systems – Requirements.
5. Cyber Essentials Scheme: Requirement for Technical Protection from Cyber Attacks.
	* 1. The Contractor must hold a relevant and current ISO27001:2013 certification and commit to maintaining this for the entire contract period.
		2. The SSRO maintains Cyber Essentials Plus certification and the Contractor must be Cyber Essentials Plus certified or obtain the certification within six months of contract award.
		3. The SSRO IT environment uses the Microsoft platform including Windows 10, Office 365, Intune and Enterprise Mobility and Security. This is complemented by infrastructure services including Azure virtualisation, Cisco Switches and ASA firewalls, a VPN solution provided by a third party (e2e assure; see <https://www.e2e-assure.com/SCC>) which uses Cisco AnyConnect VPN client software, and wireless network using Aerohive access points (to be upgraded later in 2019 to Cisco Meraki).
		4. Staff work regularly and frequently away from the office and secure remote working is provided through a Cloud Connect service/VPN provided by e2e-assure Ltd. Full system functionality must be available to different SSRO user groups when working connected to the office network and when working remotely over VPN.
		5. Committee members access meeting papers and additional information using SSRO issued devices connecting via password secured Wi-Fi, not using the Cisco VPN solution. Currently these are iPad Pro 10.5-inch 64GB. These devices are registered and managed by Microsoft Intune Mobile Device Management. The devices use fingerprint authentication.
		6. Supplier staff who could access SSRO information in the system, e.g. privilege access technical staff, will need to hold UK HMG security clearance at SC level or above.
		7. The Contractor must be able to disable user accounts 24/7 in the event of credential or device loss and wipe locally stored content remotely.
		8. Any data export functionality such as downloading, emailing or printing must be optional so that these can be disabled or enabled by administrators (not by standard users).

*Additional deliverables*

* + 1. It is desirable that the Contractor has ISO22301:2012 Business Continuity Management certification, and ISO20000 IT Service Management certification.
		2. User authentication should be as easy as possible and a single sign on solution for Windows authenticated users is desirable.
		3. The system should provide the option for multi factor authentication, with the second factor being delivered via a separate device.

## Training and Ongoing Support

*Deliverables*

* + 1. The Contractor shall train up to 4 administrators from the SSRO on the functionalities and use of their technology/software platform, no later than the Service Commencement Date. The Contractor shall also provide a single training event for meeting participants/users.
		2. The Contractor shall provide ongoing training at the SSRO’s office as reasonably required to ensure a smooth running of the service and to foster greater understanding and ensure service delivery.
		3. A service team available and quick to respond remotely, both to administrators and meeting participants/users within office hours.

*Additional deliverables*

* + 1. A 24-hour support service team available and quick to respond remotely, both to administrators and meeting participants/users.