



INVITATION TO TENDER FOR THE OS CUSTOMER FEEDBACK APPLICATION

OS tender reference: TS0489.2017

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1 Introduction

Ordnance Survey Ltd is a company registered in England and Wales (company registration number 09121572) whose registered address is at Explorer House, Adanac Drive, SOUTHAMPTON, SO16 0AS, UK (**OS**). OS is a limited company in which the entire share capital is owned by the Secretary of State for Business, Innovation and Skills.

OS is Britain’s mapping agency and is responsible for the surveying, production, maintenance and marketing of a wide range of geographic information, relied on by government, business and individuals.

Further information on us can be found on our website <http://www.os.uk>

2 Purpose of this document

OS is conducting the procurement for the purpose of procuring the goods/services described in the Statement of Requirements (**SOR**).

This Invitation to Tender (**ITT**) is published via the Crown Commercial Service, Contract Finder website and is open to any suppliers who believe they have the capabilities to deliver the goods / services described in the SOR (**Participants**).

This ITT contains further information about the procurement process, the SOR, and assessment questions for Participants to complete. Each Participant's response (**Tender**) should be detailed enough to allow OS to make an informed selection of the most appropriate solution.

3 Background to the project

Ordnance Survey is working closely with a range of Public Sector stakeholders to capture green spaces across Great Britain. The subsequent ‘Greenspace product’ is scheduled to be completed in April 2017 and launched to customers in May 2017, subject to approvals. More information on the green space initiative can be found at:

<http://researchbriefings.parliament.uk/ResearchBriefing/Summary/POST-PN-0538>

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The product will depict the location and extent of spaces such as parks and sports facilities that are likely to be accessible to the public. Where appropriate, it also includes access points to show how people may physically access these 'sites'. One purpose is to enable members of the public to find and access local spaces for exercise and recreation.

The data will also comprise of topographic areas published in OS MasterMap Topography Layer, with attribution to describe the site function. It includes both publicly accessible and private green spaces, sports facilities and natural environment features. The aim is to provide a comprehensive view of spaces that are important for applications such as, environmental management, health and planning.

The resulting web based product will be developed using the intelligence within our existing product range. It is recognised that this may result in variation between the product and the user communities' knowledge and requirements and this has resulted in a requirement to have an associated feedback mechanism.

4 Overview of the project and requirement

OS wish to engage the market to assess proven feedback applications that can facilitate reporting the amendment of geographic information and that can be used specifically to capture feedback on green space features.

The application enables a user to report a requirement for change within the product's content. It is expected that this feedback will include requests to correct errors: those of omission and commission, geometry and or attribution errors.

The intelligence provided through the procured web based application service is to be used by an editor at OS to update our core content. The editor will make any required updates using existing tools that are entirely separate from the procured feedback application.

For the purposes of this tender the first user community will be restricted to local authorities and other public sector bodies that form part of our public-sector agreements, specifically the Public Sector Mapping Agreement and the Ordnance Survey Mapping Agreement. Further information on these agreements can be seen by following this link: <https://www.ordnancesurvey.co.uk/business-and-government/public-sector/mapping-agreements/index.html>. Please note that other user communities may also be offered access to the service and as such scalability and adaptability are an inherent requirement of the tendered application. As an example, future use of the tool may be extended to citizens.

We seek a 'white label' application for us to brand or position as appropriate for our own marketing purposes.

The supplier will have no claim on any of the intellectual property of any content communicated via the application.

4.1 General

- 4.1.1 English is to be the language for all communications between OS and Participants on all matters relating to this tender.
- 4.1.2 Participants must appoint one individual who will continue to be responsible for all communications with OS and to whom OS should address any enquiries during the tender process. The name, address, telephone and fax numbers and e-mail address of the Participant's contact must be notified (or confirmed if unchanged from that previously provided) to OS's main contact at the address given below within 5 working days of the date of issue of this ITT. Any subsequent changes to the Participant's contact details are to be notified to OS as soon as reasonably practicable.
- 4.1.3 All formal communications (including, but not limited to, the submission of responses) to OS are to be made via e-mail to **OS's Main Contacts** as follows:

Clarification questions & tender submissions

Paul Smart
Supplier Relationship Manager
Phone: 02380055927
Email: paul.smart@os.uk

- 4.1.4 OS will notify Participants of any changes to the contact details listed above.

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4.2 NOT USED

4.3 Outline Timetable

4.3.1 The timetable for each stage of the remainder of the procurement process from issue of this ITT to contract award is estimated to be as follows:

Event	Target date
Contracts Finder Contract Notice, Issue ITT	20 th February 2017
Last date for participant clarification questions	1 st March 2017
Deadline for submission of Tenders	3 rd March 2017
Evaluation commences of Tenders received	6 th March 2017
PLEASE NOTE - The five highest scoring Tenders will progress to a shortlist stage, the earlier scores will be carried forward, as described in Section 7.1 of the ITT.	n/a
Shortlisted providers identified and invited to physically demonstrate their solution	10 th March 2017
Physical demonstrations	20 th / 21 st March 2017
Decision to award and notification of decision	23 rd March 2017
Contract 'go live' date	6 th April 2017

OS will look to commence the contract as soon as possible after the award notification. This will start with discussions on the detail of applying/configuring the existing service to OS needs with the support of more detailed requirements which we plan to make available at the Physical demonstration phase.

OS may change this timetable at any time at its sole discretion.

4.4 Participant Requests for Clarification

4.4.1 OS recognises that clarification may be needed prior to submission of Tenders.

4.4.2 All clarifications and responses will be logged and recorded by OS. OS will endeavour to respond to all clarifications within 2 working days of receipt. If the response is not going to be available within 2 working days then the originator of the clarification will be advised of when a response will be given.

4.4.3 Participants should clearly identify any clarifications or parts of clarifications which they consider to be confidential or specific to its proposed solution, stating the reasons why it considers the clarification to be so. OS will decide at its sole discretion whether or not to accept the Participant's request. If OS does not accept the request for confidentiality or does not accept that it is specific to its proposed solution, the Participant will be informed and OS will specify a period within which the Participant may choose to withdraw its clarification. If the Participant does not withdraw its clarification in such circumstances, OS will proceed to respond on a non-confidential basis.

4.4.4 The cut off for receipt of clarification questions is 17:00 on 1st March 2017

4.5 OS Requests for Clarification

4.5.1 Any requests from OS to a Participant to clarify, specify or fine-tune a tender following receipt of Tenders will be submitted to the Participant's nominated point of contact via e-mail. A Participant shall endeavour to respond to all such requests within 2 working days of receipt using e-mail. If the response is not going to be available within 2 working days then OS should be advised of when the response will be given as soon as is reasonably practicable but in any event no later than the initial 2 working day period.

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- 4.5.2 OS may, in its evaluation of Participant’s proposals, request demonstrations and/or site visits. Participants must accept responsibility for organising and providing any required demonstrations and/or visits. Participants must bear their own costs for such demonstrations and/or visits.

5 General Notices

5.1 Exclusion Of Liability

OS reserves the right to cease this procurement process at any time without any liability (whether in contract, tort or negligence) to Participants.

Each Participant considering entering into contractual relationships with OS on the basis of the information provided in this ITT should make their own evaluation of the information provided pursuant to the ITT and make their own investigations and form their own opinion on OS and the project. Participants are recommended to seek their own financial and legal advice.

OS reserves the right not to enter into a contract with any Participant without any liability (whether in contract, tort or negligence) for any loss, cost or expense (including legal expenses) incurred by Participants in preparing for or participating in this procurement process, howsoever arising (whether under contract, tort or under any statutory provision or otherwise). OS is not liable for any costs Participants may incur in contemplation of a contractual relationship being entered into.

5.2 Contractual Relationship

Nothing in this ITT or any other pre-contractual documentation shall constitute the basis of a contract that may be concluded in relation to this procurement exercise, nor shall such documentation be used in construing any such contract.

Each Participant must rely on the terms and conditions contained in any contract when, and if, a written contract has been signed and countersigned by both parties and dated, subject to such limitations and restrictions that may be specified in such contract. It is envisaged that the successful Participant’s responses to the requirements set out in this ITT will be included in any contract.

5.3 Accuracy of information

This ITT has been compiled in good faith. It is intended to provide sufficient information for Participants to provide a full and firm proposal. OS considers that all information (including numbers and other figures) given in this ITT and any information provided pursuant to this ITT is accurate at the time of preparation, but may change in the future. However, neither OS nor its financial or legal representatives, officers, agents or employees make any representation or warranty, or accept any responsibility for the information contained in this ITT (or any other information provided pursuant to this ITT) or for its fairness, accuracy or completeness, nor shall such persons be liable for any loss or damage arising as a result of reliance on such information or any subsequent communication. There is an absolute obligation on each Participant to query any perceived ambiguity in this ITT (or any of its associated documents) whether actual or potential, in the use of technical, functional or other terms. It is the participant’s sole responsibility to undertake whatever investigation and due diligence it considers to be appropriate in order to verify the accuracy of any information provided to it by OS through the ITT process.

5.4 Freedom of Information Act 2000 (FOIA) and Environmental Information Regulations 2004 (EIR)

OS is committed to open government and meeting its legal responsibilities under FOIA and EIR. Accordingly, any information submitted to OS (including, without limitation, the information contained in this ITT and the Tender submissions received from Participants in response) may need to be disclosed by OS in response to a request for information.

OS may also decide to include certain information in the relevant publication scheme maintained under the FOIA or EIR. In making a submission, each Participant therefore acknowledges and accepts that the information contained therein may be disclosed under the FOIA or EIR.

In respect of any information submitted by a Participant that it considers being commercially sensitive the Participant should:

- Clearly identify such information as commercially sensitive;
- Explain the potential implications of disclosure of such information; and

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- Provide an estimate of the period of time during which the Participant believes that such information will remain commercially sensitive.

Please submit responses to each of the above in Appendix 2 and include with the completed ITT submission.

However, Participants should be aware that even where a Participant has indicated that information is confidential or commercially sensitive, OS is responsible for determining, at its absolute discretion, whether such information is exempt from disclosure under the FOIA or EIR, or must be disclosed in response to a request for information.

Participants should also note that the receipt by OS of any information marked 'confidential' or equivalent does not mean that OS accepts any duty of confidence by virtue of that marking, and OS has the final decision regarding the disclosure of any such information in response to a request for information under the FOIA or EIR.

In making a submission in response to this ITT, each Participant acknowledges that OS may be obliged under the FOIA or EIR to disclose any information provided to it.

5.5 Government Transparency Agenda

Government has set out the need for greater transparency across its operations to enable the public to hold public bodies and politicians to account. This includes commitments relating to public expenditure, intended to help achieve better value for money.

As part of this agenda, Government has made the following commitments with regard to procurement:

- Publication of all new tender documents over £25,000 and their respective timetables
- Publication of all new contracts over £25,000

Participants should therefore note that this ITT and resulting contract awarded will be published on the following websites:

- OS: <http://www.os.uk>;
- Contracts Finder: <https://www.contractsfinder.service.gov.uk/Search>; and

OS may, at its sole discretion, make limited redactions to the information it publishes.

5.6 Confidentiality

All documents and information contained in this ITT or provided during the tender process are, and shall remain, OS's property. Participants shall not disclose either:-

- the fact that they have been invited to tender or release details of the proposed contract; or
- details of their Tender in whole or in part,

other than on an 'in confidence' basis to those who have a legitimate need to know or with whom they need to consult for the purpose of preparing the Tender.

Participants may only use information provided by OS to respond to the requirements set out in this ITT.

OS reserves the right to copy and electronically distribute all or any part of any Participant's Tender exclusively for the purposes of analysis and assessment. Submission of a Tender shall be deemed as confirmation of OS's right to do such acts.

5.7 Cost of preparing response

Each Participant will be responsible for all costs and expenses it incurs:

- in providing responses to this ITT and any other communications, including, without limitation, responses to any invitation to participate in meetings, technical demonstrations and workshops held at OS's offices; and/or
- in any further stages of this procurement; and/or
- in obtaining any additional software and/or hardware and relevant licenses required in order to provide a full response to this ITT; and/or
- in obtaining or providing any additional information required in order to facilitate the evaluation process.

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OS accepts no liability for any loss, liability, cost or expense (including legal expenses) incurred by any Participant in preparing for or participating in this tender process, howsoever arising (whether under contract, tort or under any statutory provision or otherwise).

5.8 Publicity

Participants may not make any public statements or undertake any promotional activity relating to this procurement without OS's express prior written consent.

5.9 Conflict of interest

Participants are responsible for ensuring that there are no conflicts of interest either between their own advisers and those of OS, or between the members of its consortium and their sub-contractors. Participant must notify OS of any actual or potential conflict of interest as soon as reasonably practicable as soon as it becomes aware of such a conflict and the measures it has taken and/or proposes to take to deal with such a conflict.

5.10 Non-canvassing, non-collusion, compliance with Bribery Act 2010 and The Modern Slavery Act 2015

OS takes a zero-tolerance approach to bribery. Participants must have demonstrated that they take a robust approach to bribery prevention through either written policies or oral communication and training of its staff and agents.

OS also takes a zero-tolerance approach to slavery and is committed to preventing acts of slavery and human trafficking (as set out in the Modern Slavery Act 2015 (MSAct)) from occurring within both its business and supply chain. Ordnance Survey will expect any successful Contractor to be able to ensure it, and its supply chains, are compliant with the MSAct.'

Participants must not canvass or solicit or offer any gift or consideration whatsoever as an inducement or reward to any officer or employee of, or person acting as an adviser to, OS in connection with the submission of a Tender, evaluation of responses, short-listing of Participants and in connection with the overall procurement exercise.

Participants must submit a bona fide response and confirm, by a signed return of the certificate at Appendix 1, that it has not prepared its response in collusion with any third party and will not engage in collusive behaviour during the tender process.

6 Tender Submission Instructions

6.1 Participants are invited to submit Tenders in accordance with the required responses set out in Sections 1- 4 (inclusive) of this ITT. A Tender compliance checklist is set out in Appendix 5.

6.2 Tenders must be returned by 17:00 on 3rd March 2017 Late Tender submissions may at OS's sole discretion be rejected. It is the Participant's responsibility to ensure that the Tender submission is received on time.

6.3 All documents to be completed in text point size not below 10 in the English (UK) language.

6.4 Participants should ensure that their Tender contains all information required for evaluation. In particular, Participants should ensure that an adequately detailed response is given to each item in the 'response required from Participant' section of the Statement of Requirements. Web-links or other external references will not be taken into consideration.

6.5 All prices in the Tender must be fully priced in Sterling (£) exclusive of VAT and totalled in clear terms. Tender must remain open for acceptance or non-acceptance for not less than 30 days from the tender closing date.

6.6 Tenders should contain all of the information as required in this ITT.

6.7 Subject to paragraph 7.14, the name of the Participant must be clearly indicated at the top of each Tender. The Tender and all supporting documentation should be page numbered and cross-referenced to this ITT where appropriate and should be fully indexed.

6.8 Tenders must be valid for a period of 6 months from the date of submission.

6.9 OS reserves the right to carry out reference checks and/or financial checks prior to the award of contract(s). By submitting Tenders the Participant will be deemed to have given such consent.

6.10 Do not include publicity material of any kind, for example brochures and web references, unless specifically requested, as it will not be evaluated.

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6.11 Do not reference your answers from 1 requirement, or question, to another, even where there is commonality.

7 Requirements, Evaluation and Award criteria

7.1 The criteria are as follows:

- a) the Participant's response to the technical requirements;
- b) the Participant's financial response; and
- c) the Participant's legal and contractual response.

OS's requirements are set out in Appendix 4, which include qualifying questions and mandatory questions, per Appendix 4, Section 2. The five highest scoring Tenders from the qualifying questions and mandatory questions will progress to a shortlist stage, the earlier scores will be carried forward, as described in Appendix 4, Section 3.

7.2 OS has allocated each of the scored requirements an overall weighting (expressed as a percentage) reflecting its relative importance to OS:

- | | | |
|----|--|-----|
| a) | response to mandatory questions | 20% |
| b) | response to the further assessment questions | 20% |
| c) | response to the security non-functional requirements | 20% |
| d) | response to the physical demonstration | 20% |
| e) | response to cost requirements | 20% |

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7.3 Further detail concerning the requirements, sub-criteria, sub-weightings and marking schemes are contained in Appendix 4.

The technical, financial, legal and contractual requirements will be evaluated using the following scoring methodology:

0 Inadequate	The Participants response: a) does not provide a response to the requirement(s), or b) responds to the requirement(s), however fails to address the specific issues (if any) identified by Ordnance Survey, or c) fails to provide any evidence to support its response.
1 Concerns	The Participants response: a) responds to the requirement(s), however, has only partially addressed the specific issues (if any) identified by Ordnance Survey; and/or b) provides insufficient evidence to support its response; and/or c) responds to all the requirement(s) with insufficient detail raising significant concerns about the Participants ability to meet all the requirement(s).
3 Potential	The Participants provides a full response, with supporting evidence, which raises minor concerns about the Participant’s ability to meet the requirement(s).
5 Capable	Participant provides a full and comprehensive response, supported by evidence (where applicable), to indicate the Participant can fully meet the requirement(s) and does not raise any concerns about the Participants ability to meet all of the relevant requirement(s) and/or to deliver the services to the required standard.

Appendix 1 Certificate of Non-canvassing and Non-collusion

In recognition of the principle that the essence of selective tendering is that OS shall receive bona fide competitive Tenders from all those tendering.

WE CERTIFY THAT:

1. the Tender submitted is a bona fide tender intended to be competitive;
2. that we have not nor any person employed by us or acting on our behalf has:
 - 2.1. canvassed or solicited any member, officer or employee of OS in connection with the Tender submitted or the award of the Contract; and
 - 2.2. fixed or adjusted the amount of the Tender with any third party (or solicit any third party to fix or adjust their tender); and
 - 2.3. communicated details of our Tender to any third party, other than OS or, where the Tender is submitted on behalf of a consortium, to other consortium members; and
 - 2.4. prevented or dissuaded any third party from tendering; and
 - 2.5. promised, offered, given, requested or accepted any advantage or inducement or consideration directly or indirectly to any third party in connection with the Tender.
3. we will not nor any person employed by us or acting on our behalf will at any time undertake any of the acts in paragraph 2 above.

Name

For and on behalf of

Date

Signature

Appendix 2 Exemptions to the FOIA and EIR

I declare that I wish the information below to be considered as Exemptions to the FOIA or EIR, to apply with regard to the following within the application document.

Question Number	Description of Information	Potential Implications of Disclosure	Time Period that such Information remains commercially sensitive	Exemption which Participant considers to apply under FOIA or EIR
[Q. No]	[insert description]	[insert description]	[insert description]	[insert description]
[Q. No]	[insert description]	[insert description]	[insert description]	[insert description]
[Q. No]	[insert description]	[insert description]	[insert description]	[insert description]
[Q. No]	[insert description]	[insert description]	[insert description]	[insert description]
[Q. No]	[insert description]	[insert description]	[insert description]	[insert description]
[Q. No]	[insert description]	[insert description]	[insert description]	[insert description]

Note: Please ensure that the person who is responsible in respect of FOIA or EIR signs the schedule.

Name

Title

Date

Signature

Appendix 3 Draft Contract

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Contract for Customer Feedback Application

This Contract is entered into between:

- (1) Ordnance Survey Limited, a company registered in England and Wales (company registration number 09121572) whose registered address is at Explorer House, Adanac Drive, SOUTHAMPTON, UK, SO16 0AS (OS); and
- (2) [Company Name], a company registered in England and Wales (company registration number [insert company registration number]) whose [registered office / principal place of business] is at [insert address as on Companies House] (the Supplier).
- (2) [Individual Name] [trading as [insert trading name]] of [insert address] (the Supplier). OR
- (2) [Partnership Name LLP] a limited liability partnership registered in England and Wales (registration number [insert registration number]) whose registered office is a [Address] (the Supplier).

This Contract comprises all terms contained in this document (including the Schedules) together with the Purchase Order and any other documents referred to herein.

1 Definitions & Interpretations

1.1 In this Contract the following terms shall, unless the context otherwise requires, have the following meanings:

Expression	Meaning
Acceptance Test(s)	means the test(s) to be carried out by OS in order to verify that the Deliverables and / or the Goods and / or the Services confirm with OS's requirements and this Contract.
Acceptance Testing	means the carrying out of the Acceptance Tests.
Acceptance Test Period	means a period of 10 Working Days commencing on the Working Day following the delivery of the Goods and / or Services.
Agency Worker Regulations	means the <i>Agency Worker Regulations 2010</i> .
Best Industry Practice	means the exercise of the highest degree of skill, care and foresight which would be expected from a highly skilled and experienced person at the leading edge of their field engaged in the same type of undertaking under the same or similar circumstances.
Bribery Act 2010	means the <i>Bribery Act 2010</i> .
Code	means the Secretary of State for Constitutional Affairs' Code of Practice on the discharge of public authorities' functions under Part I of the <i>Freedom of Information Act 2000</i> .
Confidential Information	means any Commercially Sensitive Information and any other information that is marked or identified as confidential, or that would reasonably be considered to be confidential in nature, that relates to the affairs of a Party and is acquired by the other Party in anticipation of or as a result of the Contract.
Commercially Sensitive Information	means any information identified as such in the Schedules.
DPA	means the <i>Data Protection Act 1998</i> .
Data Protection Legislation	means the <i>Data Protection Act 1998</i> and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner.

Appendix 4 Requirements, Evaluation & Award Criteria

Introduction

The SOR seeks to detail OS requirements relating to this tender and also classifies each requirement in terms of its relative importance to OS.

- 1 As mentioned above, the SOR sets out the specific requirements relating to each of the products and services required by OS. It is envisaged that the relevant sections of the SOR will be included in any Contract.
- 2 Participants are therefore required to review the SOR and are required to complete and submit the SOR Response Template. If the SOR Response Template is not completed according to these instructions, the Tender will be deemed non-compliant and may at OS's sole discretion be rejected.
- 3 In completing the SOR Response Template Participants must provide 1 response to the requirements
- 4 OS intend that the contract as set out in Appendix 3 will be used although the exact form of the contract, and minor terms in it, may vary depending on post tender clarification. It must be noted that this contract will not be substantially altered.

SOR

1. Key Application requirements:

- a) The application will be required to use OS MasterMap Topography as a backdrop reference. This will be further supported within the application by Open Map Local and our contextual mapping zoom stack
- b) The application MUST have password secured logon for all users (customer and OS users)
- c) The application MUST have the capability to capture information about the user submitting the report which is to include: - name, organisation, contact details and other metadata, such as the date and time of each report.
- d) The application MUST generate its own unique reference for each report which will persist for audit and tracking purposes.
- e) the application MUST be accessible via a Web browser for all users and not require the user to install any plugin to deliver its functionality.
- f) The application MUST have functionality to enable the customer user to
 - I. Navigate to the geography warranting the report, by panning/zooming the map, or entering a place name, postcode, easting/northing, and or a unique identifier.
 - II. Identify the location and extent of new features (green spaces) where they are missing from the product with appropriate drawing tools that define the extent of a new polygon along with associated attribution in all the required fields. These will subsequently be specified to the successful participant.
 - III. Identify the location of new elements of a feature (access points), where they are missing from the product, with appropriate drawing tools to define a point location along with associated attribution in the requisite fields
 - IV. Identify features (green spaces) that need to be removed
 - V. Identify elements of features (access points) that need to be removed
 - VI. Identify features (green spaces) that have been given the wrong function and allow the correct function to be reported
 - VII. Supply corrections or additional information, or request deletion in attribution and other field content
 - VIII. Supply corrections to errors in feature size and shape (site extent, i.e. draw an alternative boundary for sites that are not correct, or allow the user to modify the existing geometry using appropriate polygon editing tools)
 - IX. Append supplementary information to reports such as images or files.
- g) The application's design MUST also incorporate administrative functionality that enables OS users to:
 - I. Filter/sort views of single or multiple reports by criteria such as date, user, organisation name, report type (for example addition, deletion, change, geometry and access), product name, report status (for example submitted, in progress, completed) and reference number
 - II. the ability to amend a report's status to a list of agreed values, to maintain a history of status changes (with usernames and timestamps, and to allow notes to be entered in order to track and administer the internal process of dealing with the report.
 - III. Provide report tracking updates to customer users

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- IV. generating output data and system reports by any combination of criteria/field including the provision of report progress tracking for customer users

Qualifying questions (Mandatory service requirements)

Ordnance Survey require a proven feedback application service that facilitates reporting amendments to the content of its products, per the specification of the SOR, per Section 1 of this Appendix 4.

2.1. Mandatory Questions

To be considered for this requirement participants must answer “Yes” to the questions in this section. If awarded the tender, you agree:

- a) to the terms & conditions per the Draft Contract, Appendix 3 of this ITT;
- b) to provide a physical demonstration as per the schedule
- c) to your tool being ‘white labelled’ and deployed as OS sees fit to meet its requirements for use with its products.
- d) that within 1 week of confirmation of winning this tender you will make your existing tool available to OS’s team to collaboratively work with yourselves to achieve the overall requirement.
- e) you will take oral instruction, confirmed in writing within 1 working day, from OS’s team to reconfigure your existing tool to achieve any detail needed to meet the requirement and overall success of the Product launch.

2.2. Scored Questions

Participants responses to the questions in this section will be evaluated using the scoring methodology described in 7.3 of this ITT. Can you confirm to what extent you are able to offer:

- a) a geographically based feedback application service proven in the marketplace.
- b) a feedback application that can be applied, configured, tested, and commissioned to meet its incorporation into our product within eight weeks of contract award.
- c) case studies, examples of current services, or reference sites evidencing the application meets the requirements. Please provide evidence within your tender response, a minimum of 3 examples are required.

The five highest scoring Tenders will progress to a shortlist stage, the earlier scores will be carried forward, as described in the next section.

3. Shortlisted Providers

The five highest scoring providers will be notified of reaching the shortlist and will be requested to provide a demonstration at OS’ offices in Southampton, which will be evaluated, of their solution to include:

3.1. Further assessment questions (based on technical requirements)

- 3.1.1. We are keen to understand how well your current service can be adapted to meet our needs against the key application requirements stated in section 1 of Appendix 4. As part of the tender response please indicate how well you meet these more specific requirements. Your responses should include evidence.
- 3.1.2. Describe how the solution might fit into the existing OS technical landscape and current service requirements. The following questions are intended to explore these aspects of your proposed solution:
 - a) **Interoperability**
 - o Describe how the solution can be customized to integrate with 3rd party systems, for example how it would be modified to call a SOAP or REST-based API on a 3rd party system
 - o Describe whether the solution has its own API that can be called by other 3rd party systems
 - b) **Extensibility**
 - o Describe whether/how the solution can be extended or modified to meet future requirements, if you could support this and whether any specific skills are required to do it, for example . .NET/C#, SQL Server database, and so on.
 - c) **Security**

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- Describe your options and preferred approach for managing user identity in the solution, for example, integration with Azure AD
- d) Deployment**
- Describe how your proposed solution is deployed, for example SaaS, application installed on-premises, and so on (and if so, identify any system requirements).
- e) Reliability**
- Please describe how reliable the solution is, for example, its percentage uptime in the last year if it is a hosted solution, whether you offer an SLA covering this, and how you aim to deliver on the SLA, for example geo-redundancy of data, automatic failover.

3.2. Security Non-Functional Requirements Questions

- a) Governance**
- Does the Participant have any Information Assurance and Security certification, for example Cyber Essentials, Cyber Essentials Plus, ISO27000 series, or equivalent? If 'Yes', please give details and include in your response a copy of your certification, detailing what your statement of applicability covers.
- b) Physical Security Protection**
- Where there is a requirement for the solution to be hosted anywhere other than an Ordnance Survey Data Centre, please confirm the location of the data centres and describe the physical security for the protection of the solution. Include in the response aspects such as CCTV, entry barriers, access authorisation for personnel and safety of personnel, protection from fire, flood. Also, include remote locations for backups and archives.
- c) Access Control**
- Logical access control disciplines must be applied and steps taken to restrict access to information and systems. These controls may include but not be limited to Firewalls, User authentication and authorisation.
- How does the solution implement/deploy Role Based Access Control? .
- Where the solution implements/deploys Role Based Access Control, please document how the following is achieved; registration procedure, authorisation, revocation, timescales for periodic review of granting and revoking access, confirmation of documented roles and responsibilities.
- Where the solution requires production data to be used in test and/or development systems please document the reason for the use of the production data and the methods used to protect the information within those environments.
- d) Authentication**
- Where the solution (including administration and management) has a requirement for passwords please document how you will manage the security of information/passwords whilst being entered, accessed or transferred. In your response include details of any encryption or other security technologies used, for example SSL, SSH, VPN, password length and format (number of characters, alpha numeric, case sensitive, special characters, differences for Administrators/Users, frequency of password changes. Also include details of how notification of password changes are carried out securely.
- e) Threat Protection**
- How does the solution protect itself from infection from viruses, worms, Trojan horses, and other similar harmful programs. Include in your response details of any anti virus, anti spyware, anti malware installed on the solution, how the administrator is notified of a harmful program, what remedial action is taken including response times, and the frequency of updates.
- f) Remote Access**
- Where the solution requires remote access to information (including 3rd party support), security of the information should include whilst in transit and the end remote location. Please detail the security protocols to maintain the confidentiality and integrity of information whilst in transit and stored at any remote location.
- Please document how the solution maintains its security as a result of upgrade. Areas to be covered include upgrades of hardware and software, patching (routine, critical and emergency), and the reuse of hardware.

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- We require Vulnerability Assessments to be carried out on the solution to identify risks throughout the project lifecycle and beyond. Please document how a schedule for Vulnerability Assessments will be implemented on any web services delivered as part of the solution and until such time the web services are decommissioned. Please also include how reports will be made available showing all results from the test both positive and negative and how an agreed process will be created to mitigate identified security flaws.
- g) Data Back-ups, Business Continuity and Disaster Recovery**
 - Where the solution requires data to be backed up or archived, the transfer and storage of data must be carried out securely. Please describe how data is backed up, archived, stored and transferred securely, include details of documented policies and processes, locations. Also include details of recovery tests from back ups that take place and their frequency.
- h) Monitoring**
 - Please describe the capability of the solution for creating records of user activity to support monitoring, incident response and investigations. Include in your response how audit logs are protected commensurate with the sensitivity of information and how they are protected from unauthorised alteration or deletion.
- i) Retention and Destruction**
 - Business and personal data held in electronic or paper format must only be retained for a period defined by OS or up to a maximum of the length of the contract. Deletion of data must be undertaken securely. Please document in your response how you will meet the retention schedule defined by the project requirements and securely delete.
- j) Decommissioning**
 - When there is a requirement for the solution to be decommissioned, please document what the decommissioning procedures and secure sanitisation of sensitive information are, commensurate with the level of data being used by the solution. Include in the response whether information is Cleared, Purged or Destroyed and the methods/technologies used.

3.3. Physical Demonstration

As part of the physical demonstration we will evaluate your solution based upon a user type identified below. Both user types assumed to be web literate.

- a) OS administrative accessibility and usability
- b) Customer accessibility, usability and service provision

4. Cost and charging approach

- a) Please outline the total cost for the solution for one year's use of the application and if relevant annual maintenance then after. The participant with the most competitive bid will be awarded full marks and each supplier will receive a score in relation to the top scoring supplier's submission.
- b) Please outline your preferred pricing approach to our requirement for example cost per use or per user, set up and maintenance fees.

5. Evaluation Criteria

Mandatory requirements will be marked as either compliant or non-compliant

All other questions will be marked according to the table below and the evaluation matrix attached to this ITT.

Question No.	Question	Section Weighting	Question Weighting
2	Qualifying questions	20%	
2.2	Scored Questions		20%
3.1	Further Assessment	20%	
3.1.1	Meeting the specific requirements		12%
3.1.2	Fits OS technical landscape		8%
3.2	Security Non-Functional Requirements Questions	20%	
3.3	Physical Demonstration	20%	
3.3 a)	Administrative accessibility		6%
3.3 b)	Customer accessibility		14%
4	Cost and charging Approach	20%	
4, a)	Total cost for the solution for one year and if relevant annual maintenance then after.		10%
4, b)	Pricing approach		10%

Appendix 5 Tender Compliance Checklist

The following documents must be completed and submitted to OS:

Appendix 1 Certificate of non-canvassing and non-collusion

Appendix 2 Exemptions to the Freedom of Information Act 2000 and Environmental Information Regulations 2004
Requirements, Evaluation & Award Criteria & Response Document

Pricing and payment schedule

Project Plan