

Better Security, Better Care

Cyber Incident Response in Adult Social Care – Invitation To Tender



Background

Better Security, Better Care (BSBC) is a national programme to improve data and cyber security in the Adult Social Care provider sector. It is led by a programme board whose members include NHS Transformation Directorate, NHS Digital, NHS England and Improvement, the Local Government Association, the Association of Directors of Adult Social Services (ADASS) and, on behalf of the care provider sector, Digital Social Care. You can find out more about the programme [here](#).

The BSBC programme supports the adult social care sector with resources and assistance to help care providers complete the Data Security & Protection Toolkit (DSPT). The DSPT is a free, online self-assessment for health and care providers to evaluate and improve their data and cyber security. It is an ambitious programme with the aim that all CQC registered Adult Social Care services will have completed the DSPT to 'standards met.' There are 26,000 care providers registered with the CQC and over 1.5 million staff working in care. The programme is delivered by a diverse group of care sector organisations, including many local care associations, with colleagues from the NHS, ADASS and local councils also involved.

Programme vision

To help Adult Social Care services manage data and cyber security risks better, enabling the benefits of digital technology to be enjoyed without putting people's confidential information or the operation of services at risk.

To provide the assurance needed to allow health and social care providers to share information securely and effectively, leading to joined up care and consequently to better quality of care for the people our services support.

To develop and promote the Data security and Protection Toolkit (DSPT) as the best way for social care providers to achieve these aims.

Purpose of this project

In August 2022, a ransomware cyber attack occurred affecting Advanced, a software supplier to health and care providers, resulting in loss of service on several infrastructure hosting products. Given the increasing risk of cyber security incidents on care services as they adopt digital ways of working, this project will deliver an in-depth analysis of the response to the Advanced incident, based on lessons learned from key stakeholders, to support and inform policy development on cyber incident response across Adult Social Care.

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Project objectives

1. Analysis of Advanced incident, including timeline of events and Adult Social Care sector impact.
2. Analysis of lessons learned from Advanced incident and how key stakeholders responded, this will involve engagement with various partners including a cross-section of care providers who were directly impacted. Key questions to include;
 - How did stakeholders respond, what did they do?
 - What went well in terms of the response?
 - What went badly?
 - What improvements are required?
3. Analysis of best practice and learning from relevant sectors and how they respond to cyber incidents e.g. education, prisons, private sector.
4. To propose a framework for policy developments on cyber incident response across Adult Social Care, to include consideration of the following key questions;
 - How does a provider alert that they have been attacked?
 - How do they ask for help?
 - What help do they need?
 - How is help provided to private sector providers?
 - Assured suppliers – what should be included in supplier contracts regarding cyber security?
5. Longer term view and recommendations for building more robust cyber resilience across Adult Social Care, mitigating the risk of future threats.

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Timescales

EOI deadline	18 November 2022
Submission review and clarifications	21 Nov – 2 Dec 2022
Contract award by	2 December 2022
Project go live from	5 December 2022
Project complete by	31st March 2023

Budget

The maximum available budget for this work is £75,000 (inclusive of VAT).

Invitation to Tender

Expressions of interest are invited to be submitted in writing to nadiasiouty@digitalsocialcare.co.uk by the closing date (please use attached application form and note word limits for each section).

Expressions of interest must include the following information:

- Company details
- A summary of relevant experience
- A summary of how you would approach this work and the process you would propose to follow
- Outline project plan with timescales
- Breakdown of proposed project budget including resource costings

This will be a single stage tendering process with expressions of interest being evaluated by a panel which may include representatives from any of the programme partners listed in the background above. The submissions scoring will be weighted towards those who can demonstrate relevant experience in the social care sector.

Experience	50%
Project Delivery	30%
Budget	20%