**NATIONAL INSTITUTE FOR HEALTH AND CARE EXCELLENCE**

**Access and Identity Management Service**

Invitation to Tender

Response Document

FINAL

(Document 03 of the 07 Invitation to Tender Pack)

1. Introduction
	1. This document forms part of the Invitation to Tender Pack issued to Bidders. **The following document should be read in conjunction with this document:**
* **01\_Tender Submission Instructions and Guidance;**
* **02\_Specification of Requirements; and**
* **06\_Terms and Conditions of Contract.**
1. Bidders Instructions
	1. Full instructions for the submission tender / final offer from Bidder are detailed in the 01\_Tender Submission Instructions and Guidance document. **Bidders must ensure they familiarise themselves in full with the Instructions and Guidance before responding to this document.**
	2. Those instructions as described must be followed and adhered to. Any deviation from the instructions may result in your tender being rejected.
	3. The tender submission offer must be returned no later than **17:00 (5.00pm) UK time on 4th June 2021.**
	4. All **tender** submission **and final offers** must be written in English and be submitted electronically by email in a Microsoft word format to: contract.bids@nice.org.uk.
	5. The following documents must be included in your response to this Invitation to Tender pack:
* **03\_ Invitation to Tender Response Document**
	+ 03\_Appendix 1\_Pricing and Payment Schedule Response Document
* **04\_ Supplier Vetting Questionnaire Response Document (SVQ) including financial accounts**
* **05\_ Mandatory and Discretionary Exclusions Response Document**
* **Forms:**
	+ Form of Offer form (signature required)
	+ Redaction Requests form (signature required)
	+ Terms and Conditions Queries form (signature required)
	+ Conflicts of interest form (signature required)
	+ Confidentiality agreement form (signature required)
	1. The tender submission must pass the following stages before the response document is evaluated:
* Stage 1 Mandatory and Discretionary Exclusions (pass/fail)

Please complete the separate document **05\_ Mandatory and Discretionary Exclusions Response Document**; and

* Stage 2 Supplier Vetting Questionnaire (pass/fail)

Please complete the separate document **04\_Supplier Vetting Questionnaire Response Document.**

* 1. See section 7 in the 01\_Tender Submission Instruction and Guidance document for information on the process of amending and agreeing the Terms and Conditions of Contract throughout the procurement prior to contract award. Bidders must:
* Review 06\_Terms and Conditions of Contract; and
* Complete the separate document Terms and Conditions Queries with any queries on main Terms, Annexes, SLAs and KPIs; or
* Complete the Terms and Conditions Queries document as a nil return. Note this means you accept all the Terms, Annexes, SLAs and KPIs as included in the tender pack.
	1. All questions in this document must be addressed in the Bidders submission / final offer. Should no response be submitted to any question herein; the Participant must provide an explanation of why they are unable to provide a response.
1. Requirements
	1. Bidders are required to complete the questions in this 03\_Invitation to Tender Response Document in line with the 01\_Tender Submission Instructions and Guidance document.
	2. When providing your response please ensure all elements of the 02\_Specification of Requirements reference are addressed taking account of all **MUST, WILL** and **SHOULD** requirements. **ESSENTIAL** requirements are identified as such and must be met by service start date. Bidders who solutions that do not meet all the essential criteria will be rejected.
	3. See section 14.5 in the Instruction and Guidance document for information on the process of **TECHNICAL** and **BUSINESS** scoring. Please ensure you answer each question addressing the response as technical and/or business response.
	4. Where appropriate please use diagrams and/or screenshots to support your response.
	5. Bidders are requested to respond to each question individually and not to reference previous answers.

To be completed by the Bidder

|  | **Access and Identity Management Service** |
| --- | --- |
|  | **Cost** |
|  | Bidders must deliver the service within the allocated budget.Please provide a breakdown of costs in **03\_Appendix 01 \_Pricing and Payment Schedule Response Document.** The bidder may add additional lines to the pricing mechanism where appropriate.Bidders are required to indicate milestone payments, in line with the Terms and Conditions of Contract.Bidders must complete pricing per year and provide and overall cost for the full term of the contract.Bidders must also include pricing for the 2 x 12 months option extensions.Response here should include: * the full contract price; and

confirmation that the breakdown of costs in 03\_Appendix 1\_Pricing and Payment Schedule Response Document has been completed and attached. |
| ***Respond Here:***  |

| **Spec** **Ref** | **Criteria / Question**  | **Essential** | **Technical** | **Business** |
| --- | --- | --- | --- | --- |
|  | **Overall proposal (full specification)** |  |  |  |
| All, 3.1, 3.2 | Provide a brief overview for your solution and how it meets the service aims and objectives and service specification as described in the Specification of Requirements. Describe the attributes and capabilities of your organisation that you judge to be especially relevant to meeting our requirements.  |  | **T** | **B** |
| ***Respond Here*: (700 words maximum)** |
| **4** | **Identity Provider** |  |  |  |
| 4.1 | Provide an overview description of how your solution meets the requirements in 4.1. | **E** | **T** | **B** |
| ***Respond Here*:** |
| 4.1 | Please confirm the IdP is already developed, built, tested and is fully deployable. |  | **T** | **B** |
| ***Respond Here*:**  |
| 4.2 | Please confirm this is a cloud based service in line with the Government Digital Service Technology Code of Practice – use cloud first principles.  | **E** | **T** |  |
| ***Respond Here*:**  |
| 4.3 | Please confirm a web browser-based user interface for self-registration and account management will be available by the end of the first contractual year.  | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 4.3 | Provide a roadmap of when the web browser-based user interface for self-registration and account management will be available. This must be available by the end of the first contractual year, with a preference for this to be available at go live. Please detail when each of the self-registration and account management requirements listed in 4.3 will be available. |  | **T** | **B** |
| ***Respond Here*:**  |
| 4.3 | Describe how your solution will support the self-registration and account management requirements. |  | **T** | **B** |
| ***Respond Here*:**  |
| 4.4 | Describe how your solution will allow user interface customisation including field labelling, field ordering and validation logic covering mandatory and optional field types and field relationships. |  | **T** | **B** |
| ***Respond Here*:**  |
| 4.5 | Describe how your solution will supply a Representational State Transfer (REST) API which will:·         use HTTPS over TLS for all operations;·         support TLS 1.2;·         use JSON as the payload format of API messages.Please provide any relevant technical documents as attachments.  | **E** | **T** |  |
| ***Respond Here*:**  |
| 4.6 | Describe how the API can be used to allow NICE to provide an interface to support the registration and account management operations listed under 4.3. | **E** | **T** |  |
| ***Respond Here*:**  |
| 4.7 | Please confirm the API will be available in a user acceptance testing or sandbox environment, available at all times for access by NICE and replicate the live service.  |  | **T** |  |
| ***Respond Here*:**  |
| 4.8 | Please confirm the API will support the ability to define the fields associated with a User Account and support the ability to retrieve account details by referencing the fields directly or via their unique User identifier. | **E** | **T** |  |
| ***Respond Here*:**  |
| 4.9 | Describe how the API will support the secure Authentication of User credentials.  | **E** | **T** |  |
| ***Respond Here*:**  |
| 4.10 | Describe how the API will support User Accounts creation and modification. | **E** | **T** |  |
| ***Respond Here*:**  |
| 4.11 | Describe how your solution will make a list of available Content Providers obtainable via the API. | **E** | **T** |  |
| ***Respond Here*:**  |
| 4.12 | Describe how the IdP will enable the creation of User Accounts appropriate to each User Account State and Organisational Entity to comply with Content licence conditions. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 4.13 | Describe how the IdP will allow a User to be affiliated with one or more Organisational Entity.  |  |  | **B** |
| ***Respond Here*:**  |
| 4.14 | Please confirm on creation of a User Account the User will receive an email notification of account creation and request to complete account Activation. The notification will confirm their User Account details, provide their Administrator details, and include details of how to activate their User Account.  | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.15 | Please confirm the IdP will allow all User Accounts to have unique User identifiers. | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.17 | Please confirm your solution will support all the mandatory User Account data attributes listed in 4.17. | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.18 | Please confirm your solution will support the should have User Account data attributes listed in 4.18. |  |  | **B** |
| ***Respond Here*:**  |
| 4.16 | Describe how your solution will allow NICE to define and edit controlled lists for the data attributes Organisational Entity and Role. | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.19 | Please confirm the data attributes assigned to the User Account will be determined by the choices the User/Administrator makes when registering. | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.20 | Describe how the IdP will ensure the choice of Organisational Entity enables Content Providers to determine which Content the User is able to access. | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.21 | Please confirm User Accounts will have an Eligibility State of either eligible, pending or ineligible (or equivalent). | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.22 | Describe how the IdP will ensure the eligibility of a User Account will be automatically verified where the Applicant selects a known Organisational Entity and where::·         The network used to apply is a trusted network or other recognised IP address; or·         The email address used to apply is an NHS email address or other recognised email domain. | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.23 | Please confirm where a User Account is not automatically verified, the IdP willautomatically apply an Eligibility State of Pending and ensure review by the Administrator in the Administration Website. | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.24 | Please confirm eligible User Accounts will have an Activation State of non-activated, activated or deactivated (or equivalent). | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.25 | Please confirm non-activated User Accounts will retain this State for a configurable period and must be activated before use. | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.26 | Please confirm the IdP will ensure Users can securely activate their User Account and establish a secure password.   | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.27 | Please confirm the IdP will allow Users to log in using an email address or the username assigned to their User Account.  | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.28 | Describe how your password complexity and security policy enforcement is in line with best practice password policy from National Cyber Security Council. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 4.29 | Please confirm the IdP will ensure that Users cannot log into non-activated User Accounts. | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.30 | Describe how your solution will provide a secure method of Authentication of the identity of registered Users, using industry standards such as OpenID Connect 1.0 protocol and standard Authorisation workflows. | **E** | **T** |  |
| ***Respond Here*:**  |
| 4.31 | Describe how your solution will manage Authentication failures meeting the requirements listed in 4.31 | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 4.32 | Please confirm when a User changes their registered email address, a confirmation and Activation process will be invoked. | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.33, 4.34 | Describe the processes in place when a User changes their Organisational Entity. These processes will ensure:·         The User will be able to select from a list of Organisational Entities and synonyms where they exist;·         The unique User identifier will not change;·         The User Account will not retain the previous eligibility rights;·         The User will be required to log in again to confirm their identity and display the self-registration form to give the user the opportunity to update their details;·         The User will be notified of their new Administrator. | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.35 | Please confirm your solution will support 500,000 regular Users and have the capacity to build up to support a maximum of 1.5 million Users during the lifetime of the contract as necessary. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 4.36 | Please confirm your solution will support unlimited and concurrent usage for all Users. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 4.37, 4.38 | Describe the processes in place to support User Account expiry and renewal requirements. These process will ensure:·         User Accounts have finite lifespan, after which the account expires;·         User Account lifespan will either be a default duration defined by NICE or a contract duration set on registration or renewal, after which the account expires;·         Users will be notified in advance of their User Account expiry date and how to renew their User Account;·         A customisable email template to be sent to the User containing a URL to a renewal form;·         The default time at which emails are sent will be configurable. | **E** |  | **B** |
| ***Respond Here*:**  |
| 4.39 | Please confirm when a self-renewed User Account cannot be automatically verified, a renewal request notification will be sent to relevant Administrator.  | **E** |  | **B** |
| ***Respond Here*:**  |
| **5** | **Access Management Federation** |  |  |  |
| 5.1 | Provide an overview description of how your solution provides an Access Management Federation (AMF) using SAML2 protocols and/or is a participating member of an existing identity federation (with registered SAML IdP and SP entities) that all Content Providers are part of or can join. Please provide examples of your organisational experience in the production delivery of a SAML based or SAML compatible identity federation.If you are part of an Access Management Federation please supply evidence of membership. | **E** | **T** |  |
| ***Respond Here*:**  |
| 5.2 | Please confirm the AMF supports third-party IdPs and protocols using SAML2 protocols. | **E** | **T** |  |
| ***Respond Here*:**  |
| 5.3 | Please confirm the AMF interacts with Content Providers using the SAML standard protocols and other industry standards as required. | **E** | **T** |  |
| ***Respond Here*:**  |
| 5.4 | Describe the process for allowing new Content Providers to become members and supporting third party SAML based Content Providers. | **E** | **T** |  |
| ***Respond Here*:**  |
| 5.5 | Please confirm the AMF will allow interoperability with existing Content Providers operating in other SAML based identity federations. |  | **T** |  |
| ***Respond Here*:**  |
| 5.6 | Describe how the AMF will maintain an up-to-date list of participating Organisational Entities and Identity Providers, available to Content Providers. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 5.7 | Please confirm the AMF will maintain an up-to-date list of Content Provider resources, available to Organisational Entities. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 5.8 | Describe how your solution will pass identifiers and attributes provided by Identity Providers to Content Providers to allow access using SAML2 protocols, including:·         A unique and persistent identifier for the top-level organisation (NICE) managing all Organisational Entities;·         A unique and persistent identifier for the Organisational Entity the User is affiliated with;·         A unique and persistent User identifier. | **E** | **T** |  |
| ***Respond Here*:**  |
| 5.9 | Describe how your solution will be configured to allow other data attributes to be specified to be sent to Content Providers, for example, to allow Content Providers to make Authorisation decisions based on the Organisation Entity or User role.  | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 5.10 | Describe how your solution will ensure that only the data attributes specified to be sent to the Content Provider will be releasable and only if it has been configured as such. Configuring attribute release will be agreed on a per-Content Provider basis and changes to the attribute release configuration can only be made by the bidder and the National Administrator.  | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 5.11 | Describe how your solution will be configured to enable Organisational Entities to elect to pass additional data attributes to Content Providers that request them and how this would be managed taking into account relevant information governance standards. |  | **T** | **B** |
| ***Respond Here*:**  |
| 5.12 | Describe how your solution will use its Content Provider network to disseminate the vocabulary and syntax of data attributes to help Content Providers manage exclusions. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 5.13, 5.14 | Describe how your solution will support an integrated single sign-on solution to link the IdP to the Content Providers IdP service, and how this will ensure seamless Authentication for Users who navigate between Content Provider resources meaning they will not be challenged for their credentials again during the same session. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 5.15 | Please confirm the AMF will authenticate Users against known IP addresses (on an Allowlist maintained by the Administrator) where available, meaning: ·        Users on a network on the Allowlist will be able to access Content directly; ·        Credentials will be requested for Users accessing content from off-network. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 5.16 | Describe your solution's log out function, including:·         Session based timeout;·         The ability to log out of the specific User session;·         The ability to log out of all active sessions. | **E** |  | **B** |
| ***Respond Here*:**  |
| 5.17, 11.4 | Provide a list of Content Providers of health and social care resources you have working relationships in place with and whose Content can be accessed via your solution. See Appendix 1 for minimum list of Content Providers. **Stage 3 evaluation**  | **E** |  | **B** |
| ***Respond Here*:**  |
| 5.17, 11.4 | Are there any Content Providers of health and social care resources whose Content cannot currently be accessed via your solution? See Appendix 1 for minimum list of Content Providers. Where you do not have current working relationships established with Content Providers and their Content cannot currently be accessed via your solution, please provide a roadmap for on-boarding by service start date.**Stage 3 evaluation** | **E** |  | **B** |
| ***Respond Here*:**  |
| 5.17 | Describe how your organisation conducts and maintains operational and development relationships with Content Providers of health and social care resources, to ensure there will be no loss of access Content both during implementation and live service, and to facilitate continuous improvement to The Service and to the benefit of the User. **Stage 3 evaluation** | **E** |  | **B** |
| ***Respond Here*:**  |
| 5.18 | Describe how your organisation establishes working relationships with new Content Providers, for example that will that enter into agreement to supply Content to the NHS and wider health and social care sectors. This should include the process for on-boarding new Content Providers to enable these Content Providers to make their Content available and accessible for Users through the AMF.**Stage 3 evaluation** | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 5.18 | Provide organisational experience examples of establishing successful working relationships with Content Providers of health and social care resources.**Stage 3 evaluation** |  |  | **B** |
| ***Respond Here*:**  |
| 5.19 | Describe how you will work with Content Providers to create a catalogue of Content available to Organisational Entities within The Service. | **E** |  | **B** |
| ***Respond Here*:**  |
| 5.19 | Please confirm the catalogue of Content will have the ability to be updated by the Content Providers if required and these changes will be automatically cascaded to Organisational Entities that have already selected the specific Content resource. | **E** |  | **B** |
| ***Respond Here*:**  |
| 5.20 | Please confirm Administrators will be able to make local adaptations to the catalogue of Content to make descriptions and URLs more meaningful for their Users. | **E** |  | **B** |
| ***Respond Here*:**  |
| 5.21 | Please confirm Content Providers will have access to the service desk by email, telephone, and web interface.  | **E** |  | **B** |
| ***Respond Here*:**  |
| 5.22 | Describe the web-based solution for Content Providers to join the AMF including any software provided to Content Providers |  | **T** | **B** |
| ***Respond Here*:**  |
| 5.23 | Please confirm the AMF will allow Content Providers to access a common set of standards for the implementation of the web-based solution on their own infrastructure. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 5.24 | Please confirm the AMF will allow Content Providers to use SAML protocols to make their Content available to Users. | **E** | **T** |  |
| ***Respond Here*:**  |
| 5.25 | Describe how the AMF will allow Content Providers to manage configurations and view aggregated Authentication activity statistics solely for their own products. | **E** | **T** |  |
| ***Respond Here*:**  |
| **6** | **Administration Website** |  |  |  |
| 6.1 | Provide an overview description of how your solution meets the requirements in 6.1. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 6.2 | Please confirm the Administration Website will be provided as a cloud service in line with the Government Digital Service Technology Code of Practice – use cloud first principles. | **E** | **T** |  |
| ***Respond Here*:**  |
| 6.3 | Describe how multi-factor Authentication will be used for Administration Accounts. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 6.4 | Describe how the Administration Website will allow multiple Administrators to manage a single Organisational Entity. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.5 | Describe how the Administration Website will allow an Administrator to manage multiple Organisational Entities from a single Administration Account. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.6 | Please confirm the Administration Website will allow Administrators to create, manage and delete User Accounts (individually and in bulk). | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.8 | Describe how the Administration Website will enable Administrators to create User Accounts and to set preferences that determine how account creation is managed, including activation and expiry settings covering:·         Activation method for User Accounts;·         Activation code distribution for User Accounts;·         Activation code expiry for User Accounts;·         Default User Account expiry. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.9 | Please confirm all User Account data attributes will be editable, except the username and unique User identifier, allowing Administrators to edit the account details for every User in the Organisational Entity or Entities they are responsible for via the Administration Website. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.10 | Please confirm the Administration Website will include User Account information validation processes to ensure that accurate information is entered, for example, valid data for usernames, passwords, dates and email addresses. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.11 | Describe how the Administration Website will allow Administrators to manage access to Content by grouping a subset of users from an individual Organisational Entity. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.12 | Please confirm the Administration Website facilitates management of all User Accounts via the same interface regardless of Eligibility State and Activation State. |  |  | **B** |
| ***Respond Here*:**  |
| 6.13 | Describe how Administrators will be able to identify User Accounts which have recently been created. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.14 | Describe how your solution will enable Administrators to change a user’s Organisational Entity affiliation. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.15 | Describe how Administrators will be able to manage pending User Accounts including:·         View a list of pending User Accounts for the Organisational Entity or Entities they manage; ·         Approve or reject pending User Account registrations, individually and bulk;·         Select and delete User Accounts;·         View a list of deleted User Accounts for their Organisational Entity;·         Select User Accounts for the generation of new Activation codes, to be sent to the User via email. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.16 | Please confirm that on rejection of a pending User Account registration an email notification will be sent to the Applicant to explain the reasons for account rejection. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.17 | Describe how Administrators will be able to manage pending User Accounts including:·         View a list of User Accounts that have expired, for a configurable number of days after the expiry date;·         Select User Accounts for deletion, including the ability to specify the number of days after which User Accounts will be deleted;·         Delete User Accounts. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.18, 6.19, 6.20, 6.21 | Describe how your solution will facilitate an organisational structure including:·         How eligibility and access rights flow through the system;·         How Organisational Entities can be grouped together to allow Administrators to collectively manage access to Content;·         How Administrator manage access to Content purchased nationally, regionally, or by Organisational Entities either collectively (consortia) or individually, including which functionality is restricted to the National Administrator.Bidders are encouraged to use diagrams to demonstrate the proposed organisational structure. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.22  | Describe the processes for revoking access to Content. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.23 | Please confirm your solution allows the National Administrator to create and delete Organisational Entities, and manage Administrators, Users and Content for all Organisational Entities.  | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.24 | Describe how your solution will ensure Organisational Entities can be grouped in the Administration Website in line with the overall organisational structure. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.25 | Please confirm the Administration Website will enable Administrators to create and manage Allowlists of email domains for the Organisational Entity or Entities they are responsible for to enable automatic access to the Content on User Account creation. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.26 | Please confirm the Administration Website will allow Administrators to set synonyms for their Organisational Entities that can be used in conjunction with the self-registration features. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.27 | Please confirm the Administration Website will allow Administrators to browse a list of all the User Accounts in the Organisational Entity or Entities they are responsible for. The list will display the default data attributes first name, last name, email address, Organisational Entity and Activation State, and/or customisable data attributes. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.28 | Please confirm the Administration Website will include simple and advanced search functions | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.29, 6.30, 6.31 | Describe the Administration Website simple and advanced search functions as described in 6.29 and 6.30 including search result functionality described in 6.31 |  |  | **B** |
| ***Respond Here*:**  |
| 6.32 | Please confirm all pages in the Administration Website will include functionality to:·         Return to the Administration Website home page;·         Access that Administrator Account details;·         View of the Organisational Entity or Entities the Administrator is responsible for including organisation name, Organisational Entity and total number of User Accounts per Organisational Entity;·         View context-sensitive help, displaying information relevant to the page being viewed at the time;·         View contact details for the service desk (email, telephone and web interface) including a link to the service desk web interface, the function to raise a support call and to view all support calls raised by the Organisational Entity;·         Logout of the Administrator Website. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.33 | Describe how your solution will provide email templates for communicating with Users, detailing the templates that will be available, including:·         User Account approval and creation e.g. Activation codes;·         User Account pending expiry, expiry and renewal;·         User Account moved between Organisational Entities;·         Administrator Account Activation;·         Reset password;·         User Account registration rejected (multiple templates including use of personal email, non-UK, and not eligible in general). | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.34 | Please confirm the National Administrator will have editing rights for the email templates and allow the templates to be reworded from the administration interface. |  |  | **B** |
| ***Respond Here*:**  |
| 6.35, 6.36 | Please confirm the email templates will:·         Include a default subject field and message body which can be modified/edited by the Administrator before sending;·         Be auto-populated with User Account and Administrator attributes. |  |  | **B** |
| ***Respond Here*:**  |
| 6.37 | Please confirm the email templates will be able to have attachments added before sending. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.38 | Please confirm your solution will allow Administrators to download the email address(es) for one, more than one or all User Accounts for the Organisational Entity or Entities they are responsible for. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.39 | Please confirm your solution will provide notifications for Administrators: ·         In the Administration Website;·         By email;·         Including click-through access to the User Account details page in the Administration Website; ·         With email aggregation options: individually (where relevant), daily, weekly and not at all. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.40 | Please confirm your solution will provide notifications for Administrators for all the mandatory scenarios covered in 6.40. | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.41 | Please confirm your solution will provide notifications for Administrators for the should-have scenarios covered in 6.41. |  |  | **B** |
| ***Respond Here*:**  |
| 6.42 | Describe the Administration Website auditing reporting functionality covering all the requirements in 6.42 | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.43 | Please confirm the Administration Website will support the download of:·         All User Account information held by The Service (except for a User’s password);·         User Accounts that were created or modified in a configurable date range;·         Expired User Accounts;limited to the Organisational Entity or Entities the Administrator is responsible for (including all Organisational Entities in the case of the National Administrator) in a machine readable format.  | **E** |  | **B** |
| ***Respond Here*:**  |
| 6.44, 6.45, 6.46 | Describe how your solution will provide upload and download functionality within the Administration Website including the validation processes to ensure uploaded files are in the required format and ensure consistent application of account creation rules. Your answer should cover requirements 6.44, 6.45 and 6.46.  | **E** |  | **B** |
| ***Respond Here*:**  |
| **7** | **Statistics** |  |  |  |
| 7.1, 7.2, 7.3 | Describe how your solution will deliver the statistical reporting requirements described in section 7, including a description of the type of statistics, how these will be made available to Administrators and aggregation options. | **E** |  | **B** |
| ***Respond Here*:**  |
| **8** | **Accessibility** |  |  |  |
| 8.1 | Please confirm the Service will work with, as a minimum, latest versions of common web browsers including but not limited to, Microsoft Edge, Google Chrome, Mozilla Firefox and Apple Safari browsers.  | **E** | **T** |  |
| ***Respond Here*:**  |
| 8.2 | Please confirm the Service will not require Users or Administrators to install any additional web-browser plugins to use the web-based interfaces. | **E** | **T** |  |
| ***Respond Here*:**  |
| 8.3 | Please confirm the Service will ensure that web pages provided as part of the solution adhere to the NHS Digital requirements. | **E** | **T** |  |
| ***Respond Here*:**  |
| **9** | **Security** |  |  |  |
| 9.1 | Describe how your solution will guarantee the following security measures:·         Automated lockout measures designed to prevent misuse or brute-force attacks, for example, repeated attempts to login using incorrect details;·         Account monitoring tools that report potential misuse of User Accounts, including excessive login checks based on geolocation and analysis of requests to detect suspicious activity, including brute force attacks;·         Publicly accessible web products meet the NHS Digital security specifications;·         Servers and network protection by physical and network security measures;·         Protection and mitigations against the top 10 common web application vulnerabilities relevant to the IdP and AMF (listed by OWASP 2020). | **E** | **T** |  |
| ***Respond Here*:**  |
| 9.2 | Please confirm when User Accounts are automatically locked out on security grounds, the User’s access rights to Content will be immediately removed and an email notification will be sent to the relevant Administrator with details of the locked User Account concerned. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 9.3 | Please confirm User Accounts that repeatedly trigger the account monitoring tools when a User is using their User Account legitimately can be added to an Allowlist and ignored by the account monitoring tools. |  | **T** | **B** |
| ***Respond Here*:**  |
| 9.4 | Please confirm all SAML tokens will be digitally signed and signatures verified where they are at risk of being tampered with. Where SAML 2.0 is supported by the Content Provider, SAML messages will additionally be encrypted using XML encryption. | **E** | **T** |  |
| ***Respond Here*:**  |
| 9.5 | Please confirm you will carry out and provide documentation on independent penetration testing at least annually, with an approved supplier, in line with the NHS Digital penetration specifications. | **E** | **T** |  |
| ***Respond Here*:**  |
| 9.6 | Please confirm you will report on suspected account misuse, events that may indicate attempts to circumvent access controls, and events that may result in unauthorised access to Content or Service failure. | **E** | **T** |  |
| ***Respond Here*:**  |
| **10** | **Data Protection** |  |  |  |
| 10.1 | Please confirm you will store, process and manage personal data according to the Data Protection Act 2018 and the General Data Protection Regulation including the principles of data minimisation and storage limitation.  | **E** |  | **B** |
| ***Respond Here*:**  |
| 10.2 | Please confirm you will work with NICE to complete a data protection impact assessment on The Service data protection and information governance standards and information security with regards to personal data. | **E** |  | **B** |
| ***Respond Here*:**  |
| 10.3 | Please confirm you will make a privacy notice publicly available from the contract Service start date describing collection, storage and use of personal data in relation to The Service. | **E** |  | **B** |
| ***Respond Here*:**  |
| 10.4 | Please confirm any personal data from User Accounts deleted from the Administration Website stored on your servers will be deleted after a maximum of 1 year. | **E** |  | **B** |
| ***Respond Here*:**  |
| 10.5 | Please confirm all personal data stored related to The Service on your servers will only be accessible to authorised personnel and the National Administrator via the Administration Website. | **E** |  | **B** |
| ***Respond Here*:**  |
| 10.6 | Please confirm personal data associated with User Accounts will only be accessible to the Administrator(s) responsible for that Organisational Entity, except username, first name and last name available to all Administrators via the advanced search option. | **E** |  | **B** |
| ***Respond Here*:**  |
| 10.8 | Please confirm data will be stored in data centres that are physically secure, with appropriate security and protection arrangements available, monitored 24 hours, seven days a week and access limited to authorised personnel only. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| **11** | **Implementation** |  |  |  |
| 11.1 | Provide a service implementation project plan or plans, including the requirements in 11.1.**Stage 3 evaluation** |  | **T** | **B** |
| ***Respond Here*:**  |
| 11.2 | Describe the project management team supporting the implementation of your solution. The bidder should supply staffing details, including roles, time allocated (FTE%) and previous relevant experience.**Stage 3 evaluation** |  | **T** | **B** |
| ***Respond Here*:**  |
| 11.2 | Describe the project management methodology and standards to be used in the Service implementation to ensure that all milestones agreed with NICE will be delivered within the timescales for service implementation and go-live. We require a solution tailored to the needs of the NHS and wider health and social care sector. Please provide examples of successful, similar service implementation in NHS, social care or healthcare settings.**Stage 3 evaluation** |  | **T** | **B** |
| ***Respond Here*:**  |
| 11.3 | Describe how you will manage and co-ordinate all activity required to be performed by third parties, including NICE, Administrators and Users, and Content Providers to implement The Service.**Stage 3 evaluation** | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 11.5 | Please confirm you will agree a security management plan with NICE within 20 working days of contract award.**Stage 3 evaluation** | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 11.6 | Please confirm you will agree a business continuity and disaster recovery plan with NICE at least 90 working days prior to service start date.**Stage 3 evaluation** | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 11.7 | Describe how you will report to NICE throughout the implementation period, including report type, regularity, format and including examples from a previous implementation of a similar service.**Stage 3 evaluation** | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 11.8 | Describe how you will ensure Organisational Entity identifiers will be persistent throughout transition so that dependent applications that NICE manage maintain continuity of service.**Stage 3 evaluation** | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 11.9 | Describe the process of secure migration of existing User Accounts and all data attributes from the current service to the new Service, ensuring:·         Any migration will be completed with minimum disruption to service continuity;·         All User Account attributes will be migrated;·         All persistent identifiers will be migrated;·         User Account migration will not disrupt continuity of access to Content.**Stage 3 evaluation** | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 11.10 | Describe how your solution will provide facilities to enable Users to confirm their identity and create a new password after the migration of User Accounts.**Stage 3 evaluation** | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 11.10 | Describe how you will migrate User data from the existing system to minimise disruption business continuity.**Stage 3 evaluation** |  | **T** |  |
| ***Respond Here*:**  |
| 11.11 | Please confirm when the first time Users log in to the new Service they will be notified of the change in the service provider responsible for processing personal data. This notification must provide and record acknowledgement of The Service terms and conditions including the NICE and the bidder’s privacy notices.**Stage 3 evaluation** | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 11.12 | Describe your processes for defining and agreeing acceptance criteria for both functional and non-functional requirements of The Service.**Stage 3 evaluation** | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 11.13 | Describe your processes for testing and full integration of the solution, including testing with the systems of each individual Content Providers.**Stage 3 evaluation** | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 11.13 | Describe the evidential information you will provide to NICE as part of testing, including reporting of performance and accessibility testing, cross browser results, independent penetration testing and release notes. Please provide example reports in your response.**Stage 3 evaluation** |  | **T** |  |
| ***Respond Here*:**  |
| 11.14 | Describe the test environment, how NICE will be given access and any limitations of the environment. Please include the date from which the test environment will be available.**Stage 3 evaluation** | **E** | **T** |  |
| ***Respond Here*:**  |
| 11.15, 11.16, 11.17 | Describe how you will identify and manage communication and training to support the transition of Administrators and Users to the new service and to minimise support calls, including how you will work with NICE to agree and communicate all messages and the method by which you will directly communicate with all Administrators and provide service update communications. A training plan must include as a minimum suggested training schedule and objectives of training per user group.**Stage 3 evaluation** | **E** |  | **B** |
| ***Respond Here*:**  |
| 11.15, 11.17 | Provide a training and communication plan. This should include a suggested training schedule and objectives of training per user group.**Stage 3 evaluation** |  |  | **B** |
| ***Respond Here*:**  |
| 11.18, 12.14 | Describe the training materials you will make available to support Administrators and Users, including formats, how you will consider use in a health and social care setting, and how you will keep them up-to-date throughout the contract period.**Stage 3 evaluation** | **E** |  | **B** |
| ***Respond Here*:**  |
| **12** | **Service Level Agreements and Contract Management** |  |  |  |
| 12.1, 12.2, 12.3, 12.4 | Describe your approach to service continuity management including:·         Arrangements and standard operating procedures for business continuity, disaster recovery and security management;·         Secure, up-to-date back-up and restore facilities. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 12.2 | Describe how your solution will satisfy a user ‘client-server’ transaction response time of within 1 second. Please provide details of measurement sample and method. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 12.3 | Please confirm you will have a Business Continuity and Disaster Recovery plan in place that can be shared with NICE on request. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 12.4 | Please confirm you will have a security management plan in place that can be shared with NICE on request. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 12.7 | Describe how you will give NICE notice of any Scheduled Downtime. | **E** |  | **B** |
| ***Respond Here*:**  |
| 12.8, 12.9 | Describe your approach to incident management including:·         Service management processes to detect, replicate, report and resolve the incident;·         Incident management, categorisation and reporting, including how you will report incidents to NICE, Users and third parties. | **E** | **T** | **B** |
| ***Respond Here*:**  |
| 12.9, 12.10 | Describe how you will communicate with all Users when required, including service issues affecting service availability, system performance, Scheduled Downtime or emergency maintenance, and real time information on the status of The Service. Describe how you will notify NICE and Users that an issue affecting service availability has been resolved and access to The Service has been restored.  | **E** |  | **B** |
| ***Respond Here*:**  |
| 12.9 | Please confirm your solution will enable the National Administrator to communicate with all Users when required. | **E** |  | **B** |
| ***Respond Here*:**  |
| 12.11 | Provide an example incident report. |  |  | **B** |
| ***Respond Here*:**  |
| 12.12, 12.13 | Describe the organisation and operational processes of the service desk team to provide support to all Administrators and Content Providers, including hours of operation, enquiry acknowledgement, response and resolution processes and communication methods (email, telephone and web interface). | **E** |  | **B** |
| ***Respond Here*:**  |
| 12.15 | Describe how you will maintain and share a prospective digital roadmap with NICE relating to any major changes or developments which will impact The Service and /or require NICE to make any associated digital developments, including notice format and period. | **E** |  | **B** |
| ***Respond Here*:**  |
| 12.16, 12.17, 12.18, 12.19, 12.20, 12.21, 12.22 | Describe how you intend to ensure appropriate contract, financial and service management reporting including:·         A dedicated account manger;·         A dedicated technical lead;·         Attendance at quarterly contract review meetings with NICE, an annual service review meeting and quarterly service network meetings held by the National Authentication and Link Resolver Operational Management (NALROM) group.·         Service performance reports.Please provide example reports in your response. | **E** |  | **B** |
| ***Respond Here*:**  |
| 12.19 | Please confirm you will be able to report each of the Key Performance Indicators as stated in Appendix 2 of the Specification of Requirements. | **E** |  | **B** |
| ***Respond Here*:**  |