**Software Development, Hosting and Maintenance Brief for ‘Company Assessment’ project - Invitation to Tender**

Client: Oxford Innovation Services – Cornwall & Isles of Scilly Programmes

Date: 13th October 2017

# Introduction, background and business context

Oxford Innovation Services (OIS) is the UK’s leading specialist coaching company. We work with businesses at all stages of development to maximise their growth potential, benefiting both the enterprise and its people through uniquely tailored coaching programmes.

OIS has been awarded contracts to deliver a range of business support programmes in the UK. This procurement for a company assessment tool will be funded by the Coaching for Growth (C4G) Project in Cornwall and Isles of Scilly.

The Coaching for Growth (C4G) project is financed by the Cornwall & Isles of Scilly European Regional Development Fund (ERDF), part of the European Structural Investment Fund (ESIF) portfolio 2015 to 2020. The Department for Communities and Local Government is the managing authority for the fund, which was established by the European Commission to help improve the competitiveness of SMEs by increasing their capacity and capability and promoting entrepreneurship to strengthen the pipeline of high growth businesses across England.

As part of the C4G project (known as Transform), OIS’s team of highly experienced business coaches works with eligible\* businesses seeking to achieve high growth and thus drive forward economic success.  Each business has access to a network of coaches who can enable entrepreneurs to tap into the expertise that will facilitate rapid growth. The initial contract period for the C4G project is until October 2018, with a possibility of extension thereafter.

\**Please see Annex 2 for an overview of ERDF eligibility.*

An ability to innovate underpins OIS’s blend of coaching and mentoring, giving Transform clients access to a broad range of practical expertise and knowledge.  Our business coaches have all held senior executive positions so bring first-hand experience of the challenges facing growing businesses and can facilitate access to an extensive range of networks across any sector.  This approach and experience adds real value to the beneficiaries of the Transform programme.

Building strong relationships with clients, we support and facilitate change, challenge thinking, push boundaries and bring a fresh perspective.  Our approach ensures we embed learning at an individual level, which brings sustainable and enduring results for the client organisation.  We consistently deliver strong results for all stakeholders – individuals, client businesses, sponsors, funders and partners.

Within Transform, we assist entrepreneurs in reviewing the strategic direction and key areas of their business to achieve high growth. To achieve this, we help business owners consider approaches, sometimes outside of their comfort zone – revealing fresh perspectives and giving them a renewed clarity on how to transform their business.

In order to identify development opportunities within the client base, we are seeking to develop a web based assessment tool to identify client business strengths and weaknesses and areas requiring support.

# Organisational structure

Oxford Innovation is part of the SQW Group which comprises:

* **Oxford Innovation Services Cornwall and the SW** (the focus for this brief)
* Oxford Innovation Services
* Oxford Innovation (providing managed Innovation Centres and office space)

Please see the websites at:

<http://oxfordinnovationservices.co.uk/>

<http://www.transformcornwall.co.uk/> *- the business coaching programme relating to this tender*

<http://www.oxin.co.uk/>

# Key objectives of this brief

**To obtain competitive tender proposals from suitably qualified providers for the following services:**

* Development, installation, hosting and operational support of a company assessment software and underlying operating system.

More detail on the requirements can be found in Sections 4 – 6 (below) and the Software Specification (Appendix 1).

# Software Overview

The Company Assessment tool is used to survey business leaders and key personnel within a company to identify the strengths and weaknesses of the business and areas to focus on to achieve a sustainable growing company.

From within each company participating in the service, a set of key respondents is identified and they are asked to complete an on-line questionnaire using the platform. Questionnaires will be developed across several key themes and each theme is associated with several questions.

Once the respondents have completed a questionnaire, the responses are processed by the system to provide a set of data to be used for analysis/charting focussed on the key themes. The data is used to produce a report summarising the respondents’ perception of the company. The report is used by a business coach as part of the Transform business support coaching service. Typically, each assessment will produce a report for the client and a different report for the Business Coach.

Multiple assessments types can co-exist on the same platform and it is possible for a customer to repeat an assessment or undertake multiple assessments to address different aspects of their business. An administration function ensures that progress is easy to track and manage.

The platform is designed to allow a portfolio of Company Assessment tools to be created on the system, each specialising in different areas of a business, with different assessment types and associated themes. A key requirement of the software is to allow flexibility to create the portfolio of different assessments in-house by OIS within the system to address the different areas and sectors.

Customers will be provided a license to access the tool as part of the Transform programme and complete a company assessment and the tool tracks and manages the usage of the respondents and license within the system.

# Deliverables Required

A Software Specification is provided in Appendix 1. The supplier will be expected to develop the application in line with the Software Specification document. However alternative approaches and recommendations are welcome and encouraged from suppliers to achieve the desired objectives, functionality and design in line with best industry practice.

**Roles**

* OIS – Key stakeholders within OIS and potential third parties will work with the successful supplier and provide the associated question / theme data, branding and logos for different areas of the application. The system and associated reports will need to be co-branded to include the ERDF logo in line with latest ERDF branding and publicity requirements (*logos to be provided by OIS, as well as any branding specific to the programme and sector-targeted branding).*
* The supplier will be expected to develop the application to the required specification and provide any additional recommendations to achieve a best in practise, user-friendly tool which offers an intuitive and responsive system and user-experience. The Software Specification provides an outline of the requirements and features we would seek to achieve from the system – however the supplier should provide recommendations to maximise the flexibility and functionality of the system and work closely with OIS during the scoping / development to raise any queries or suggest areas of improvement as required.
* The supplier will be expected to provide an intuitive software design for the system back-office administration / operator functions as well as the customer-facing user-interface to achieve a best in practise, user-friendly and responsive system and user-experience.
* As noted in the Software Specification, all IPR rights including the developed software, data and design will be owned by Oxford Innovation Services. A key feature of the platform is to allow in-house creation of assessment tools in different areas and themes to ensure value for money and flexibility to adapt to requirements of the Transform programme, without the need for supplier input or further development costs.

**Timeline for development and Project Management**

A key requirement of this contract is development and implementation of the platform as soon as possible within 10 - 12 weeks of contract award, including scoping, development, acceptance testing, training, and handover. Ideally, we would like the system to be developed and in-use for the project sooner than this timescale where possible to meet the developing needs of our clients on the programme - capacity to meet or exceed timescales will be scored accordingly (as noted under Section 8 Criteria).

The supplier will be expected to provide a proposed timeline and project management plan to show how key milestones and how they will develop and implement the tool within the desired timescales, including proposed key dates / points where OIS stakeholder input will be required.

**Budget**

**Development - up to a maximum of £50,000 (ex. VAT)**

* Maximum £40,000 - Development and implementation of the application as per the Software Specification (and any agreed recommendations)
* Additional £10,000 to allow for any additional development support and minor change requests after initial acceptance testing/go-live

**Hosting and Operational Support of the software and underlying platform - Annual Budget up to a maximum of £20,000 (ex. VAT)**

* Hosting of the application
* Operational support of the application and underlying platform

**Contract Duration**

The contract will be until 31st October 2018, with the possibility of extension thereafter at OIS’ sole discretion (up to 2 years’ extension thereafter).

# Account management and review process

The supplier relationship will be managed by key members of the OIS Transform programme.

Key personnel: Dedicated supplier point(s) of contact will be required to oversee and co-ordinate the development, new requirements and a dedicated account manager with overall responsibility for any issues.

Support and Maintenance

The supplier will also be expected to provide a team of skilled technical support staff to handle support and maintenance, available by e-mail, phone and web portal during core hours (to be agreed – likely between the hours of 8am – 6pm).

The supplier should ideally provide a web based portal allowing Oxford Innovation to log support requests and view Incident progress. All support requests communicated by any means must be logged in the system. This system must provide a prioritisation mechanism with the facility to escalate certain incidents.

KPIs will be set during the contract with the successful supplier to monitor ongoing performance of the contract.

The Supplier should provide their proposal for the SLA and will be required to meet all agreed KPIs, SLAs and milestones set during the contract as a condition of the contract. Support and Maintenance agreement will need to include response and resolution times according to impact and urgency of the issue. The below categorisation and target times are suggested to ensure reasonable response and resolution targets to issues. The supplier may propose alternative escalation / categorisation of issues and SLA. The proposed SLA’s will be scored according to their commitment to providing a responsive support and maintenance service to ensure we maintain an optimum level of service for our clients.

Classification of incidents will be based on reported impact and urgency where the impact reflects the number of customers affected and urgency reflects the component / functionality of the service – e.g. client-facing issues would be urgent. OIS reserves the right to define and determine and escalate the relevant category of fault as required.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Impact | | |
|  |  | High | Medium | Low |
| Urgency | High | P1 | P2 | P3 |
| Medium | P2 | P3 | P4 |
| Low | P3 | P4 | P4 |

The target resolve times for incidents are as follows:

|  |  |
| --- | --- |
| Incident Priority | Target time to resolve (hours) |
| P1 | 4 |
| P2 | 8 |
| P3 | 48 |
| P4 | 120 |

An escalation matrix should also be agreed and shared with Oxford Innovation Services; the escalation matrix will be used to notify Oxford Innovation Services of P1 and P2 faults that are not resolved within the agreed target time.

Event and Incident Management

Monitoring tools should be used to ensure that service affecting events are identified, logged and categorised as incidents within 20 minutes.

All incidents should be managed according to their priority and SLA. If a P1 or P2 incident requires the intervention of third party organisations, tickets should be raised directly with the third party with minimal delay.

Support and Maintenance should also include any necessary upgrades to the application and operating system to ensure the security of the system and compatibility with new versions of software and web-browsers is maintained, including any patching and maintenance of third party and developed software required for the platform to operate on current supported versions of software.

# How to respond to this brief

Please indicate your interest in the tender by e-mailing the below contact to register your interest and ensure you receive a copy of any additional questions and answers to date.

Please complete the Supplier Questionnaire and provide a Tender Proposal as requested in Annex 1.

Any clarifications must be sent in writing by e-mail to the below contact.

**Oxford Innovation contact details**

E-mail [cornwalltenders@oxin.co.uk](mailto:cornwalltenders@oxin.co.uk)

Amanda Greenall, Procurement Specialist

Address: Unit 2A(b) Gateway Business Centre, Barncoose Gateway Park, Redruth TR15 3RQ

Telephone: 01872 300116

**Suppliers must confirm their expression of interest in this tender by e-mailing the above contact to ensure you receive any further information and clarifications.**

# Evaluation process

**Stage 1: Tender proposal stage**

* In response to this Invitation to Tender document, and the Software Specification (Appendix 1), please complete the Supplier Questionnaire and provide a Tender Proposal as requested in Annex 1.
* Tender submissions will be scored against the criteria on the next page.

**Stage 2: Presentation Stage**

Top scoring suppliers (max. 3 suppliers\*) will be shortlisted and invited to present to key members of the evaluation team. The presentation will be held at the Gateway Business Centre, Barncoose Gateway Park, Redruth TR15 3RQ. A projector will be available.

Timings and agenda will be confirmed to shortlisted providers **(see Timeline for required dates for the presentation – please ensure availability as we will be unable to accommodate any other dates due to availability of the evaluation team).** The presentation will need to cover:

* Presentation of tender and case study ideas, with particular focus on:
* Previous case study examples
* Proposed team / roles, experience and responsibilities and your approach to ensure successful management and realisation of the project plan and timings – bearing in mind the required timescales
* Presentation of initial ideas of end-user interface and system functionality
* Further clarification / detail on your written tender response

At presentation stage, the evaluation team will use the presentation to clarify aspects of the tender and refine scoring - scoring of tenders may therefore go up / down accordingly at this stage.

*(\*NB - OIS reserves the right to invite more than 3 suppliers to the presentation stage if required is scoring is very close for the highest scoring, up to a maximum of 5 suppliers)*

Due to the nature of the procurement, OIS may undertake detailed clarifications with tenderers at any point of the tender process to ensure the proposal meets requirements – including following the presentation stage prior to contract award.

Tenders will be evaluated according to the following assessment criteria:

**Scoring**

|  |  |  |
| --- | --- | --- |
| **Comment** | **Judgement** | **Marks available** |
| Meets the requirements fully | Excellent | 10 |
| Meets the requirements substantially but not completely | Good | 7-9 |
| Meets half or more of the requirements but not all. | Satisfactory | 5-6 |
| Meets some of the requirements but fails to meet more than half | Unsatisfactory | 3-4 |
| Substantially fails to meet the requirements but meets some or meets some in part | Poor | 1-2 |
| Does not meet the requirements at all | Failed | 0 |

|  |  |  |
| --- | --- | --- |
| **Criteria & Weightings** | Score – 1 - 10 | Category Total |
| **Section A** |  |  |
| **Supplier Questionnaire:** For Information, with the exception of the following Pass / Fail questions:  Q4) Supplier Financial check Q7) Insurance – Confirmation of Required Insurance Q9) Acceptance of OIS Terms and Conditions | N/A – Pass / Fail | Pass / Fail |
| **Section B** |  |  |
| **Experience, Staff Resources and Project Management: 25%**   * Do they have experience of successfully managing similar projects / developments? * Have they provided similar, relevant, detailed examples? Are suitable references available\*?   *(OIS reserves the right to contact any references and request further clarifying information regarding / adjust scoring in the event of negative feedback)*   * Do they have adequate resources to meet current and ongoing requirements? * Are staff suitable experienced and qualified? * Do they demonstrate good communication and relationship management skills? * Has the supplier provided a clear, project management plan and approach? Do they have the capacity to meet or exceed the required timescales? |  |  |
| **Software Development, Implementation and Handover Approach: 30%**   * Does the software proposal meet all specified requirements, objectives and deliverables? * Does the supplier demonstrate ability to meet the required roles, including any additional recommendations to achieve desired functionality and objectives? * Do they provide suitable System Hardening, Acceptance Testing, Documentation and Training and warranties? * IPR ownership and ability to support all future enhancements – ***Pass / Fail and then Scored*** |  |  |
| **Ongoing Support, Maintenance and Hosting: 15%**   * Does the Support and Maintenance agreement, including service desk, SLAs and support hours, meet requirements? * Are there good ITIL processes in place to address service operational requirements? * Can the supplier meet the RPO and RTO and DR objectives? * Are their adequate processes in place for Capacity Management, Change and Release Management, Patching and Hosting? |  |  |
| **Pricing 30%**  \*Scoring will be based on total price for the contract in comparison to other tendered prices. Price scoring will be based on standard relative methodology, whereby the lowest priced bid is divided by the score of the bid being evaluated, multiplied by the maximum weighting (30%) | N/A – see notes\* |  |
| **Total** |  |  |

OIS have the right to withdraw from the tender process at any time prior to signing the contract. OIS will not be liable for any expenses incurred by suppliers during the tender stage or for attendance of meetings / presentations during the tender stage. All information must remain confidential and all information and ideas and associated IPR associated with this tender remain the property of OIS.

# 9. Timing and selection process

The schedule below outlines key timings.

|  |  |
| --- | --- |
| Action | Date |
| Brief published | Wednesday 13th September 2017 |
| Deadline for clarifications | Monday 2nd October 2017 – 10.00 |
| Deadline for response to brief | Wednesday 4th October - 12:00 noon. |
| Notification of shortlisted suppliers | Friday 13th October 2017 |
| Presentations of shortlisted suppliers | Thursday 19th October 2017 |
| Notification of successful tender | W/C 23rd October 2017 |

**Annex 1 – Supplier Questionnaire and Tender Proposal**

**Section A – Company Information:**

|  |  |
| --- | --- |
| Supplier Questionnaire – Company Information |  |
| 1. Full company name |  |
| 1. Registered Address (and local / branch address where applicable) | Registered Address:  Local address (if applicable): |
| 1. Contact details for this tender (name, role, telephone number and e-mail address) |  |
| 1. Company registration number   (NB OIS will carry out a risk-based financial check on the company in line with latest procurement legislation guidance. OIS may request further financial information where required) |  |
| 1. Date of company formation: |  |
| 1. VAT registration number: |  |
| 1. Public and product liability insurance: Please provide a copy of your public and product liability insurance. | Attached: Y/N |
| 1. Acceptance of OIS Terms and Conditions: Please confirm acceptance of our Terms and Conditions as attached (Appendix 2). |  |

**Section B - Tender Proposal**

Please respond using the Software requirements specification document for guidance and ensuring that you address all aspects of the software requirements and evaluation criteria. Within your response, please address the following questions:

1. **Experience**: Please provide details of your previous experience of similar projects.

At least 3 detailed examples should be included with the tender. Details should include value of projects, contact details for potential references, and key dates and description of the project / contract.

1. **Staff Resources**: Please detail the proposed staff resources and account management structure dedicated to the contract. Please also confirm experience of the staff involved in delivering the contract (CVs may be appended), including the project manager, and any ongoing support and maintenance staff and resources for future developments and change requests. Please also confirm number of staff available within the company by area / department, e.g. number of technical support and maintenance staff, developers, etc. and confirm any aspects of the service which will be provided or managed by third parties / subcontractors.
2. **Timescales and Project management**: Please provide a proposed timing and project management plan for development and implementation to show key milestones, personnel responsible and how you will develop and implement the tool within the required timescales and work with OIS and any potential third parties. Please confirm how you will ensure successful management of the project and identify any project risks that may impact budget or timescales.
3. **System Development, Deliverables and Objectives:**

Please provide a detailed response to the Software Specification (Appendix 1), ensuring that you address all the requirements as specified. Within your response, please also provide details of how you will help us to achieve our key objectives and deliverables. Within your response please include the below:

# Please confirm your understanding of the system and explain how the architecture of your solution meets all aspects of the requirements. Please identify elements that are open source and those that are commercially licenced and supported and identify any technical obstacles *(noting the IPR within the Software Specification with use Open Source platforms as an underlying base).*

* Please explain how the architecture will facilitate future enhancement requirements.
* Please identify the expected compute resource requirements for the platform and indicate whether physical or virtual server(s) are proposed (level of resources should be efficient / relative to the functionality of the system to minimise ongoing operational costs).
* Please explain how you plan to work collaboratively, in partnership with OIS, noting the roles identified in Section 5 - Deliverables. Please provide any additional value-adding recommendations as appropriate to ensure a successful achievement of our objectives and a user-friendly and flexible application.

1. **Handover and Acceptance Testing**

* **System Hardening for Security:** The supplier must ensure that the system is security hardened to minimise the risk of intrusion and data extraction or corruption. The supplier must explain how they will achieve and maintain this during the operational life of the platform.
* **Acceptance Testing:** The supplier must undergo acceptance testing to demonstrate that the service meets multi-client device, end-user experience, data entry, algorithmic processing, reporting and performance requirements using known data sets provided by Oxford Innovation.

The supplier must explain how they will achieve this and their approach to managing changes arising from the testing programme. (OIS will have ultimate sign off before the software is concluded to meet requirements and a final acceptance period of 60 days after go live to check the system meets requirements)

* **Documentation and Training:**
* The supplier is expected to supply software documentation and user manuals. The supplier must describe their policy regarding documentation and manuals, list any standards that are followed and provide examples of previous documentation.
* The supplier must explain the training that they will provide, including the number of staff that can attend any session.
* **Warranty:** The supplier must explain the scope and length of any warranty period (target 12 month’s warranty)

**Ongoing Support:**

1. **Operational Support**

The Company Assessment tool is stand-alone internet facing hosted application. Other than for maintenance purposes, the platform should operate on a 24hr, 365 day basis

* The supplier must explain how ITIL best practice is applied in their organisation and any current certifications that hold (e.g. ISO/IEC 20000-1)
* The supplier must identify standard operating procedures, logs and how service history is made available to the customer.
* The supplier must explain how their processes follow best practice to maintain system security.

1. **Service Desk, Event and Incident Management**

* The supplier must explain how their service desk functions and explain methods of contact during and out of core working hours - taking into account the preferred SLA requirements noted in Section 6.
* The supplier should provide a web based portal as noted in Section 6 to allowing Oxford Innovation to log support requests and view Incident progress. Please detail the system you use including examples of the web portal and its reporting capabilities.
* The Supplier should must explain how priorities are assigned to incidents and provide their escalation procedure and SLAs for all incidents, taking into account the minimum preferred SLA requirements noted in Section 6.
* The supplier must explain how the system is monitored for service affecting events.

## 8 Capacity Management

The supplier must explain how they perform capacity management of the system to ensure that the service remains responsive and that any additional capacity is identified and addressed before it affects service performance

## 9 Backup and Disaster Recovery

* The supplier must provide offsite back-up and replication of the application, core configuration and customer data such that it is possible to restore individual programme data and to perform a bare metal restoration. The target Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) are as follows:
* RPO: 24hrs
* RTO: 6 hrs

The backup solution must support the use of international languages within the platform.

Please explain how this will be achieved.

* The supplier must confirm that they will perform a DR test within 1 month of functional service acceptance to verify that the platform can be fully recovered and subsequently an annual DR test at dates and times to be agreed with Oxford Innovation Services. Tests will be performed and witnessed out of core working hours.

## 10 Change and Release Management

The supplier must explain their policy and practice regarding change and release management and their engagement with the customer to ensure all changes and releases are managed appropriately.

## 11 Patching

The Supplier will be responsible for the patching of the system to address bugfixes and vulnerabilities including managing all relevant licenses. The supplier must explain their patching policy and indicate how it will be managed including times and duration of routine maintenance windows.

# 12 Hosting

The supplier must manage the hosting of the service, including managing the relationship with the hosting provider where necessary.

The supplier must describe the hosting facility and both the target and actual availability of the network, power and cooling performance since January 2012. Any significant total outage events affecting the hosting location (including momentary total power outages) must be identified and explained. *(Please note OIS may opt at a future date to move / manage elements of the hosting to another provider)*

**13. Pricing**

Please provide a clear breakdown and total of all relevant costs / fees and pricing structure for development, implementation, training and ongoing hosting, support and maintenance in accordance the deliverables, specification budget and timings as noted.

Please confirm if costs for travel and attendance of meetings with OIS (at the Cornwall address as noted above) are included or charged extra where applicable and indicative costs where applicable.

Please also confirm hourly / daily rates for further development *(10 days additional work + expenses will be also accounted for in our total costings)*

Pricing must account for all relevant fees, including:

Development Cost

* Total cost of development, implementation and data migration, training, documentation and any other costs.
* Please also confirm hourly / daily rates for further development and confirm if costs for travel and attendance of meetings with OIS (at the Cornwall address as noted above) are included or charged extra and indicative costs where applicable.
* All costs should reflect their project plan for the work.

Annual Maintenance and Support and Licence Costs

* Total costs for all patching and maintenance of third party and developed software required for the platform to operate on current supported versions of software, including the operating system.
* Total cost of third party application support fees.

**Annex 2 - ERDF Eligibility**

To be eligible for the Transform programme a business must:

* Based in Cornwall and the Isles of Scilly
* Be trading for more than 12 months
* Employ less than 250 FTE employees
* Have a turnover not exceeding €50M and/or an annual balance sheet of not more than €43M
* Transform is available to most sectors including Tourism, with the exception of:
  + Professional services
  + Healthcare
  + Mining
  + Farming
  + Primary agricultural products
  + Fishing

**Appendices (separately attached)**

Appendix 1: Software Specification

Appendix 2: OIS Terms and Conditions

*(Further Q&A clarification information may be issued separately where applicable)*