**Request for Information (RFI)**

**Development of Nottinghamshire Victim CARE Website**

**19 October 2018**

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# Section 1 - Request For Information (RFI)

# 1.1 Introduction and purpose of the RFI

EMSCU (East Midlands Strategic Commercial Unit) is a Commercial Team that brings together the two police procurement departments of Nottinghamshire and Northamptonshire Police requests information to be submitted as part of this RFI regarding your organisation and the services you provide. The same information will be gathered from different organisations and will be used to inform our future service model and procurement plan.

# 1.2 Background

# 1.3 The Opportunity

Section 4 of this document outlines a description of the services required and any exclusion that apply to the requirement. Where available and appropriate at this RFI stage a summary of the current service levels are provided.

# 1.4 Purpose

The purpose of this RFI is to enable EMSCU to assess supplier responses and to use the responses in future decision making with regard to the supply of the services.

# Section 2 - Instructions

# 2.1 Company Contact

Any questions or queries regarding this RFI must be communicated via the e-Tendering portal <https://uk.eu-supply.com/login.asp?B=BLUELIGHT> and should be addressed to:

Name: **ELLY GRAYSTON**

**COMMERCIAL OFFICER**

**East Midlands Strategic Commercial Unit**

Please note that emails sent directly to the named contact, EMSCU will not be responded to.

EMSCU will seek to answer questions within 2 working days following the day of receipt. Interested parties are urged to review the RFI documentation immediately upon receipt and identify and submit any questions as soon as possible and in any event no later than **17:00 on 26 October 2018**

Any questions received after this time may not be answered.

Where EMSCU considers any question or request to be of general significance to all interested parties, both the question/request and the response will be communicated, in a suitably anonymous form to all organisations who have expressed an interest before the RFI submission deadline.

# 2.2 RFI procedure

In order to submit a compliant response to this RFI all organisations must complete in full the response form contained within section 5 of this document. Unless explicitly stated no additional information other than what has been requested will be reviewed by EMSCU as part of this RFI process, and where a question or section is not relevant to your organisation it must be clearly stated.

## 2.3 Timetable For Completion

|  |  |
| --- | --- |
| **Description** | **Date** |
| Release of RFI | 19 October 2018 |
| Deadline for Questions | 13:00 26 October 2018 |
| Deadline for return of RFI | 13:00 31 October 2018 |

## 2.4 Briefing / Site Visit – Not Applicable

## 2.5 Return Of The RFI

Completed RFI submissions should be uploaded to the EU-Supply e-Tendering portal by **17.00 on 31 October 2018.**

## 2.6 Late Responses

Organisations are responsible for submitting their response prior to the closure of the RFI opportunity. Any responses received after the closing time may be excluded from consideration by EMSCU

**Section 3 - RFI Rules & Administration**

## 3.1 Confidentiality

The RFI is intended for the exclusive use of the supplier and is provided on the express understanding that the RFI and the information contained in it, or in connection with it, will be regarded and treated as strictly confidential.

Except as required for the preparation of the RFI, suppliers must not, without prior written consent, disclose to any third party any of the contents of this RFI documentation or any accompanying documentation.

Suppliers must ensure that their employees, consultants and agents are also bound by and comply with the conditions of confidentiality as set out in the RFI.

Suppliers must obtain approval from EMSCU before any disclosures are made to the press or are in any other way made available to the public in respect of this RFI. Suppliers must not undertake any publicity activities in relation to this RFI without the express written permission of EMSCU

## 3.2 Costs of Preparing the Response

All costs in relation to the preparation and submission of a response to EMSCU are the sole responsibility of the supplier and EMSCU will not bear any costs of such submissions.

## 3.3 Acceptance of these Conditions

Suppliers by submitting a response to this RFI, are deemed to have acknowledged and agreed to the conditions set out within it.

## 3.4 Canvassing and Contacts

Suppliers and any other Relevant Organisations shall not in connection with this RFI:

* Offer any inducement, fee or reward to any officer or employee of EMSCU or any person acting as an advisor to EMSCU in connection with the RFI; or
* Do anything which would constitute a breach of the Bribery Act 2010; or
* Canvass any of the persons referred to above in connection with the RFI

## 3.5 Freedom of Information

EMSCU is committed to open government and meeting its legal responsibilities under FOIA and the Environmental Information Regulations (EIR). Accordingly, any information created by or submitted to EMSCU (including, but not limited to, the information contained in the RFI, questions and responses, and the minutes of meetings between all or any of the providers and EMSCU and its advisors) may need to be disclosed by in response to a request for information.

Any persons may make a request for information at any time before or after the RFI has concluded. EMSCU may also decide to include certain information in the relevant publication scheme maintained under the FOIA or EIR.

In making a submission, each supplier (and each Relevant Organisation) therefore acknowledges and accepts that the information contained therein may be disclosed under the FOIA, either without consulting the supplier or following consultation with the supplier and having considered its views.

Suppliers must clearly identify any information supplied in response to the RFI, which they consider to be confidential or commercially sensitive and attach a brief statement of the reasons why, including details of the harm which may result from disclosure and the time period applicable to the sensitivity.

Where it is considered that disclosing that information in response to its duties under FOIA or EIR, could cause a risk to the RFI process or prejudice the commercial interest of any supplier, EMSCU may wish to withhold such information under the FOIA exemption.

However, suppliers should be aware that even where an organisation has indicated that information is commercially sensitive, EMSCU is responsible for determining in its absolute discretion whether such information is exempt from disclosure under the FOIA or EIR, or whether or it must be disclosed.

Suppliers should therefore note that the receipt by EMSCU of any information marked “confidential” or equivalent does not mean that EMSCU accepts any duty of confidence by virtue of that marking, and that EMSCU has the final decision regarding the disclosure of any such information in response to a request for information.

## 3.6 Copyright

The copyright in the RFI is vested in EMSCU. Neither the RFI nor any other documents related to any future procurement process may be reproduced, copied or stored in any medium without the prior written consent of EMSCU other than strictly for the purpose of preparing a Bid.

## 3.7 Data Protection

EMSCU, will collect, hold and use personal data obtained from and about the supplier during the RFI process ("Personal Data"). Suppliers must agree to such Personal Data being collected, held and used in accordance with and for the purposes of administering the RFI Process.

The supplier warrants, on a continuing basis, that it has:

* all requisite authority and has obtained and will maintain all necessary consents required under the Data Protection Regulations (which means the Data Protection Act 1998, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and all relevant regulations together with any codes of conduct and guidance issued by the Information Commissioner); and
* otherwise fully complied with all of its obligations under the Data Protection Regulations, in order to disclose to EMSCU the Personal Data, and allow EMSCU to carry out the Procurement process. The supplier shall immediately notify EMSCU if any of the consents are revoked or changed in any way which impacts on the rights or obligations of EMSCU in relation to such Personal Data.

After review of the RFI is complete, EMSCU will retain copies of the Bid for such time as it considers reasonable to satisfy the audit obligations of EMSCU and for any associated contract management purposes.

# 

# Section 4 - The Service

**4.1 Service Description**

**Context**

The Police and Crime Commissioner, (“the PCC”), has a wide remit to cut crime and improve community safety in Nottingham and Nottinghamshire. The Nottinghamshire Police and Crime Plan 2018-21 sets out the PCC’s intentions to achieve safer communities and improve trust and confidence in high quality policing by reducing crime and anti-social behaviour, ensuring fairer treatment of victims and citizens and demonstrating using public resources wisely. The plan includes a specific commitment to “protect, support and respond to victims, witnesses and vulnerable people”.

The PCC currently commissions the Nottinghamshire Victims’ CARE (Cope And Recovery Empowerment) service. The service provides victim-centred and outcomes focussed restorative and other support to empower victims and survivors to cope and recover from crime, anti-social behaviour, hate incidents and identity theft. It empowers resilience, protecting victims from further harm and helping to prevent repeat victimisation.

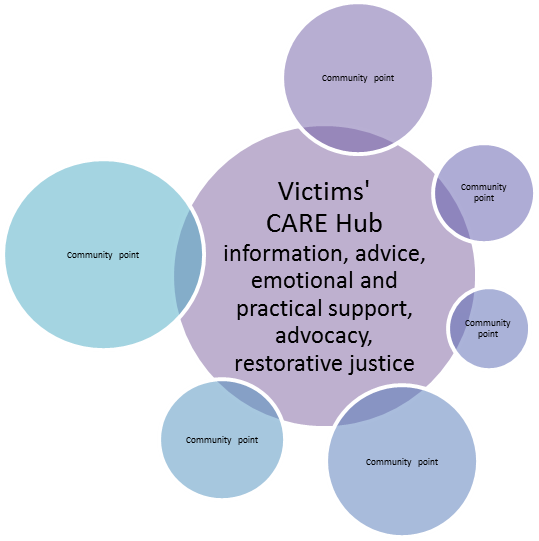
In addition, the PCC works with his local authority and health partners to co-commission a range of domestic and sexual violence support services.

The Commissioner would now like to commission a Nottinghamshire Victims’ CARE website to support and promote the help available for victims and survivors of crime in Nottingham and Nottinghamshire. He has already purchased the domain name [www.nottsvictimcare.org.uk](http://www.nottsvictimcare.org.uk) (currently diverted to relevant pages on the OPCC website).

We would invite responses from companies who have previous experience of working within the criminal justice context in particular we would be interested to hear from companies who have previously been involved with the design and development of a policing or victim support based website.

The Victim CARE model is shown over the page

**Nottinghamshire Victim CARE**



Referral function

(located within Nottinghamshire Police)

Website

Information advice, self referrals, community point search tool

**Requirements**

**The Provider will be expected to:**

* Work with two separate groups of victims (two face-to-face focus groups) to understand how they would like to use the Nottinghamshire Victim CARE website (one of these groups will be survivors of sexual violence);
* Work with a project group of stakeholders from victim support services, to ensure that the website will work for them;
* Design and develop the Nottinghamshire Victim CARE website;
* Use the Nottinghamshire Victim CARE branding throughout the website;
* Ensure the website is easily accessible for a wide range of people and meets WC3A accessibility standards;
* Ensure that the website has data driven search engine optimisation at least on initial set up;
* Host the website in a UK data Centre, backing up daily, maintaining and updating software;
* Ensure that the website has at least 99.7% uptime;
* Provide ongoing support and maintenance of the website responding to problems, issues and queries in a timely manner;
* Ensure that all elements of the website are fully portable and can be easily migrated to another site if necessary.

The Office of the Police and Crime Commissioner (OPCC) will convene the victims’ focus groups and co-ordinate the project group.

With regards to website content, the basic content will be created by the Nottinghamshire Victim CARE provider (Catch 22) however we will require the website designer to develop some Cornerstone Content informed by their research for the search engine optimisation and the focus groups.

**Aim and Objectives of the website**

The aim of the Nottinghamshire Victim CARE website is to aid victims/survivors in Nottingham and Nottinghamshire to cope and recover from crime. Its objectives are:

* To enable the public and victims/survivors of all crimes access to information about being a victim in a simple, intuitive way including the provision of links to advice and local support services;
* To enable external agencies to understand the pathways of support for victims/survivors of both domestic and sexual abuse;
* To increase the number of victims who access support;
* To promote and increase the number of victims who access restorative justice services;
* To raise awareness around particular crime types;
* To enable victims to self-refer into the Victim CARE service regardless of whether they have reported the crime to the Police; and
* In the future, the potential to enable external agencies/community points to make referrals into the Victim CARE service.

**Key Audiences**

Please see below a table setting out the audiences for the website and what they will need to be able to do:

|  |  |
| --- | --- |
| 1. **Audience:** | 1. **To be able to:** |
| 1. All victims of crime in Nottinghamshire | * Access information about what services can help them in Nottingham and Nottinghamshire and how to access them. |
| 1. Victims of offences other than sexual violence or domestic abuse (including ASB, hate crime etc) whether they have reported the crime or not | * Access information that relates to the crime type they have suffered. * Make an enquiry with the Victim CARE Hub and ascertain where they can get support. * Understand their rights as a victim of crime. * Access information around restorative justice. * Make a self-referral to the Victim CARE Hub. |
| Victims of domestic abuse | * Access service and contact information for specialist support services. * Searchable pathway for support available. * Follow links to other support services websites. * Understand their rights as a victim of crime. |
| Victims of sexual violence (current and historic) | * Access service and contact information for specialist support services. * Searchable pathway for support available * Follow links to other support services websites. * Understand their rights as a victim of crime. |
| Professionals | * View detailed pathways of support for generic victims of crime, victims of sexual violence and victims of domestic abuse. * Signpost them to specialist victim support services (for victims/survivors of domestic or sexual violence). |
| Members of the general public/ family or friends of those affected by crime | * Access information about crime types. * Understand victims’ rights. * Access information around restorative justice. * Understand what support services are available throughout Nottingham and Nottinghamshire for victims of crime. |
| Nottinghamshire Victim CARE Hub | * Maintain and publish information about the Victim CARE service. * Upload, moderate, edit and remove content from the website. * Make and manage links to other websites. |
| Community Points and other Victim Support Services | * Designated people to be given access to maintain and publish information on their Community Point page or Support Services page. * In the future, the potential to make third party referrals on behalf of victims coming to the community point or other organisation. |

**Design and Development Requirements**

Our initial thoughts regarding the design and content of the website are that it should include the following sections/features – this is however subject to what users report during the focus groups:

* Home page;
* Information about the Victim Support Services available in Nottingham and Nottinghamshire – searchable directory by geographic area and by crime type;
* Restorative Justice – what it is, who is it for, how does it work, case studies;
* Information on the rights of victims and what they should expect;
* Detailed pathways of support for generic victims of crime, victims of sexual violence and victims of domestic abuse;
* FAQs;
* Contact us (enquiries) with the potential to have live web chat in the future;
* Information on how to report a crime;
* Feedback Page;
* News and Events Page;
* Hide Site function which includes cookies to delete history on exit; and
* Self-referral function for victims (this would enable victims of crime to self-refer themselves for support – this function is therefore likely to involve the transfer of very limited personal data).

Each individual user journey is likely to be unique however typically we envisage that victims, survivors, parents/carers, supports or professionals are likely to follow this very basic user journey:

**Other relevant websites**

In writing this specification, we have looked at the following websites:

* <http://www.victimcaredevonandcornwall.org.uk/>
* <https://www.survivorpathway.org.uk/bristol/>
* <http://www.core-derbyshire.com/>
* <http://voicenorthants.org/>
* <http://www.hertfordshirebeacon.org/>
* <https://www.gmvictims.org.uk/>

**Content Management Requirements**

This project will require the building and implementation of a full Content Management System to allow website contributors to add, edit and remove pages and content for the site through a web based, secure administrative area.

**Technical Specification**

* Mobile optimised (compatible with and accessible via operating systems for tablets, mobile phones, etc. – Apple and Android);
* Ability to add, change and customise the website simply and efficiently, without knowledge of or use of programming code;
* Search engine optimisation;
* Easy-to-use online interface;
* Administrator and moderator access for designated users (with usernames and passwords) to allow them to manage the content. The overall style and structure will not be alterable by designated users;
* Ability for website contributors to upload photos, text and video content;
* Coherent design for the entire website based on the Victim CARE branding (including colour-scheme, layout and fonts);
* CMS – ability to redirect deleted pages to new pages for continual user flow;
* Ability to incorporate blogs (should we wish to at a later date);
* Simple and efficient (using the minimal number of ‘clicks’ to enter, edit and find data);
* To be intuitive and user friendly for all audiences (listed above);
* Compatible with assistive technology (as appropriate);
* Need to manage website cookies effectively so that other unrelated web browsing does not reveal that the Victim Care website has been visited by associated advertising;
* Ability for victims to find / filter services relevant to them, based on where they live or other criteria (such as faith groups, disability support groups, community groups, etc.);
* Ability to translate leaflets and information posted onto the website;
* A means of collecting data and creating reports on hits to parts of the website so we can evaluate it;
* The ability to enable self-referrals to Victim CARE via a web form, secure form or similar. This would be limited to the collation and submission of personal data including name, contact details and preferred method of contact. This form would not collect any sensitive information surrounding the details of any incidents. Once submitted this web form must be instantaneously relayed via email to Nottinghamshire Victim CARE in a best effort attempt – the data cannot under any circumstances reside on the server.
* Log and audit capability for all contributor transactions desirable but minimum being logon and log off events.

**Website Accessibility**

The website will be expected to be inclusive and accessible, enabling people of all ages, abilities and literacy levels to access the information they require. The successful tenderer should therefore have a website accessibility audit completed on the product to identify any areas that need improving to ensure the product is complying with WC3 standards and the new Web Content Accessibility Guidelines (WCAG) 2.1.

**Hosting Package**

The successful tenderer must:

* Have Cyber Essentials or be able to clearly demonstrate how you meet these standards; and
* Be GDPR compliant.

The successful tenderer will provide:

* use of all or specific controls of the following (or equivalent):
  + SSL certificated server;
  + Separate website (from other customers); and
  + Unified Threat Management (UTM) services, including: firewall, [Virtual Private Network (VPN)], anti-spam, anti-virus and intrusion prevention.
* 100% network access and 99.7% web application up-time.
* Managed UK data centre that has:
  + Appropriate ISO compliance and accreditation associated with data centre hosting and data centre management. Underlying PaaS hardware, OS software, applications, must be maintained, upgraded and patched to meet current and future threats in timely fashion as and when they are discovered as per good industry practice;
* Assurance that the website provided either by yourself or a 3rd party vendor is secure and details of how the website is secured (either by yourself or a 3rd party vendor).

**Website Security Specification**

* The Website must be OWASP Critical Web Application Security Risk compliant;
* There must be appropriate segregation between customers and we will require details as to how you will accomplish this;
* Backups of the site must remain within the UK and secured by encryption preferred;
* The Content Management Solution (CMS) must be must be maintained, upgraded and patched to meet current and future threats in timely fashion as and when they are discovered as per good industry practice
* Annual ITHC of the Website using CREST or equivalent standard is required and appropriate timely mitigation activity implemented as per good industry best practice;
  + Monthly automated web check (site\application) desirable;
* 2 Factor authentication required for Website and content management system (CMS) logon for both website administrators (essential) and contributors (desirable). E.g. Username\password at login (1FA) and 6 digit text sent to phone as the 2nd authentication factor;
* Obfuscation of all data in transit to the website (Encryption) is a must. Visitor, administrator, contributor;
* All 3rd party contractors in the supply chain must demonstrate a level of appropriate IA maturity and posture e.g. minimum compliance level being Cyber Essentials Certification desirable; and
* There must be a suitable level of insurance indemnity against impact of a data breach (please detail the level of insurance indemnity you have).

**Ongoing Support Services**

* Customer support available via live-chat, email and phone support - ideally 24 hrs per day, 7 days a week. This support service would be for system administrators only. The Nottinghamshire Victim CARE services operating hours are Monday to Friday 8am to 8pm and Saturday 9am to 5pm. We would therefore envisage that requests for support would only be made during these time periods.
* Provision of training on the CMS for up to 6 users;
* Provision of an up to date manual to the OPCC and Nottinghamshire Victim CARE in relation to the Nottinghamshire Victim CARE website; and
* Problems to be rectified within the following timeframes detailed in the table below:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Acknowledgement** | **Consultation (ie agreement of when work can be completed)** | **Resolution** |
| BUSINESS CRITICAL  Affects a significant number of users and carries a high reputational risk, or a safety/security risk  To include: site downtime, security breach, vulnerability or hack, site inaccessible to the public, critical and highly critical security updates. | One hour from time issue first raised |  | Six hours from time issue first raised |
| SITE MAINTENANCE  Affects a number of users and carries a small reputational risk, but does not carry a safety/ security risk OR Affects a small number of people but risk is low, being mainly cosmetic  To include: Security and performance updates | One hour from time issue first raised | Three hours from time issue first raised | One working day from time issue first raised, unless otherwise agreed |
| REQUESTS FOR NEW DEVELOPMENT |  | Five working days from time issue first raised | 28 working days from time issue first raised, unless otherwise agreed |

**Timescale and Price**

We are looking for this contract to run until 31 March 2021. The PCC will then have the option to extend the contract by one calendar year from 1st April 2021 to 31 March 2022.

We would require a fixed price for the initial design and development of the website and then an annual price for the provision of on-going hosting, support and maintenance. Prices should exclude VAT.

**Section 5 - RFI Questionnaire**

**5.1 Company Information**

|  |  |
| --- | --- |
| **Question** | **Answer** |
| **Company Name** |  |
| **Company Address** |  |
| **Company Website** |  |
| **Number of years in the market** |  |
| **Number of Employees** |  |
| **Contact Name**  **Telephone Number**  **Email** |  |

**5.2 Capabilities & Experience**

|  |  |
| --- | --- |
| **Question** | **Answer** |
| **Description of core business** |  |
| **Description of RFI services that are already delivered to customers today, and could be comparable to what is requested in this RFI** |  |

**5.3 Financial Information**

|  |  |
| --- | --- |
| **Question** | **Answer** |
| **Details of any insurances held that are relevant to the opportunity** |  |

**5.4 Policies and Certifications**

|  |  |
| --- | --- |
| **Question** | **Answer** |
| **Details of any certifications held for example Cyber Essentials or ISO 27001** |  |

**5.5 RFI Questions**

|  |  |
| --- | --- |
| **RFI Questions** | |
| **RFI 1** | Please detail how you feel this service could best be delivered? |
| **Response 1**  **(500 words limit)** |  |
| **RFI 2** | Please detail how you would deliver the self-referral function of this specification and in particular how you would manage the security aspects of this? |
| **Response 2**  **(500 words limit)** |  |
| **RFI 3** | Please detail what technical/hosting and security requirements are essential for this service? |
| **Response 3**  **(500 words limit)** |  |
| **RFI 4** | Please tell us about your track record of designing, developing and maintaining similar websites? |
| **Response 4**  **(400 words limit)** |  |
| **RFI 5** | Please describe any innovation that you organisation could bring into this service. |
| **Response 5**  **(400 words limit)** |  |
| **RFI 6** | Please provide details as to a realistic budget for this work. This is to include:   1. the initial design and development of the website; and 2. an annual price for the on-going hosting, support and mainteance of the website |
| **Response 6**  **(500 words limit)** |  |