



Valuation Office  
Agency

**CAPABILITY ASSESSMENT  
FOR  
LONE WORKERS PROTECTION SOLUTION  
VOA/2018/010.  
FOR  
VALUATION OFFICE AGENCY  
EXECUTIVE AGENCY OF  
HER MAJESTY'S REVENUE AND CUSTOMS**

**CONTENTS**

<b><u>1. CAPABILITY ASSESSMENT SCOPE</u></b> .....	<b>3</b>
<b><u>2. BACKGROUND TO THE AUTHORITY</u></b> .....	<b>3</b>
<b><u>3. BACKGROUND TO THE REQUIREMENT</u></b> .....	<b>3</b>
<b><u>4. INFORMATION REQUIRED</u></b> .....	<b>4</b>
<b><u>5. CAPABILITY ASSESSMENT TIMETABLE</u></b> .....	<b>5</b>
<b><u>6. CLARIFICATION PERIOD</u></b> .....	<b>6</b>
<b><u>7. COSTS</u></b> .....	<b>7</b>
<b><u>8. RIGHT TO CANCEL OR VARY THIS CAPABILITY ASSESSMENT</u></b> .....	<b>7</b>
<b><u>9. RIGHT TO CONFIRM OR REQUEST UPDATED CAPABILITY ASSESSMENT</u></b> .....	<b>6</b>
<b><u>10. NOTICES TO ORGANISATIONS</u></b> .....	<b>6</b>
<b><u>11. FREEDOM OF INFORMATION</u></b> .....	<b>7</b>
<b><u>12. INTELLECTUAL PROPERTY RIGHTS</u></b> .....	<b>8</b>
<b><u>13. NO INDUCEMENT OR INCENTIVE</u></b> .....	<b>8</b>
<b><u>14. LAW AND JURISDICTION</u></b> .....	<b>8</b>
<b><u>15. CONTACT INFORMATION</u></b> .....	<b>9</b>

## **1. CAPABILITY ASSESSMENT SCOPE**

- 1.1 The VOA is seeking to augment its current lone worker safety practices with a digital service that can automatically detect when a user is in distress and remotely call for appropriate assistance.
- 1.2 The Authority has not specified a format for the detailed response as this can limit creativity and make it difficult to understand. Organisations are therefore freely available to present information in their desired format.

## **2. BACKGROUND TO THE AUTHORITY**

- 2.1 The Valuation Office Agency (VOA) is an executive agency of HMRC with circa 3,500 staff. Our main functions are to compile and maintain the business rating and council tax valuation lists for England and Wales, value property in England, Wales and Scotland for the purposes of taxes administered by HMRC, provide statutory and non-statutory property valuation services in England, Wales and Scotland, determine Local Housing Allowance levels and register fair rents in England.
- 2.2 The Valuation Office Agency's rating and council tax valuations provide the base valuation data for the collection of around £51 billion of local taxation a year.
- 2.3 The work of the VOA encompasses:
  - compiling and maintaining lists of rateable values of the 1.7 million non-domestic properties in England, and the 100,000 in Wales, to support the collection of around £25 billion in business rates;
  - compiling and maintaining the lists of council tax bandings of some 23 million domestic properties in England and 1.3 million in Wales, to support the collection of around £26 billion in council tax;
  - determining local housing allowances across some 150 Broad Rental Market areas for housing benefit purposes and registering some 60,000 Rent Act 1977 fair rents in England;
  - delivering a range of statutory and non-statutory valuation and surveying services to central and local government departments and the wider public sector; and
  - providing valuation advice to HMRC in connection with capital gains, inheritance tax and other tax compliance work.
  - Please see [www.voa.gov.uk](http://www.voa.gov.uk) for further details.

## **3. BACKGROUND TO THE REQUIREMENT**

- 3.1 The VOA is currently undergoing significant, transformational change. Of the 3,600 staff employed by the VOA, up to 1470 of them will engage in lone working whilst fulfilling their duties. The Agency takes the wellbeing of its staff very seriously, and has historically operated robust policies and procedures designed to ensure the safety of its lone workers. However, the substantial increase in the number of VOA's lone workers means that the Agency has to enhance its efforts to ensure their safety. Advances in technology and proven market offerings suggest that a digital service operated by a third party supplier is the most appropriate solution for the VOA.

#### **4. INFORMATION REQUIRED**

4.1 The Authority requires Organisations to submit responses outlining their expertise and whether they would bid if this tender goes forward.

#### **4.2 *Service Requirement***

The VOA requires a service that can comprehensively ensure the safety of the VOA's lone workers. The service must feature:

- 4.2.1 Automatic incident detection, whether it be illness, an accident, or violence against the individual;
- 4.2.2 Automatic referral of the incident to the service provider for review and response, in case of user incapacitation;
- 4.2.3 Automatic referral of the incident to emergency services, if appropriate, in case of user incapacitation;
- 4.2.4 Manual referral capability so that the service user can alert the service provider and/or the emergency services themselves;
- 4.2.5 GPS tracking functionality so that the location of the user can be determined;
- 4.2.6 Two-way communication functionality, so that the user can communicate with the service provider;
- 4.2.7 Silent alarm functionality, so that the user can discreetly alert the service provider to a dangerous or potentially dangerous incident, accident, or other such event;
- 4.2.8 Service availability 24 hours a day, 365 days a year;
- 4.2.9 Service personalisation so that the individual circumstances and status of a service user can be used to tailor the service provider's response to any given incident;
- 4.2.10 User training aids.

#### **4.3 *Security Requirement***

The service provider will be processing sensitive VOA staff data. The service provider must therefore:

- 4.3.1 Ensure adherence to ISO 27001 and other such standards;
  - 4.3.2 Store and process all VOA data within the UK, ensuring that there is no offshoring of either data storage or processing under any circumstances;
  - 4.3.3 Have robust processes in place for obtaining security assurance from subcontractors involved in the processing of VOA data;
  - 4.3.4 Ensure, where cloud technology is used to provide the service, that all such technologies are compliant with NCSC Cloud Security principles.
- Should there be the use of subcontractors, please provide details of how your organisation obtain assurance from them regarding the security of VOA data.
  - Describe your approach on the security breaches through your security incident management process
  - Provide details that VOA data is secure - both physically and electronically, in transit and at rest.
  - Supplier needs to meet the VOA supplier security assurance conditions. In addition the proposed service may be required to undergo an IT Security Health check performed by an independent CHECK service provider and the results will need to satisfy VOA assurance. This may require the provider visiting the supplier's site for the test.
-

OFFICIAL  
**Capability Assessment**  
**LONE WORKERS PROTECTION SOLUTION**  
**VOA/2018/010.**

---

- Any Encryption used between the supplier and VOA must be to HMG standards ie TLS 1.2
- Where the supplier uses Cloud technology to provide the service, they should be consistent with NCSC Cloud Security principles.
- All supplier staff dealing with VOA data should be vetted to the same standard as the Baseline Personnel Security Standard (BPSS)
- Please list any relevant certificates i.e ISO27001 or Cyber essential. There must be no offshoring of data either stored or processed by the supplier.

**4.4 Data Protection Requirement**

- Provide evidence of how your organisation will comply with GDPR.
- Management Information data on incidents to be available

**4.5 Device Requirement**

- Discreet lightweight devices that can be worn (not a mobile phone)
- Mobile rechargeable battery with at least 24 hours life

**4.6 Device Cost including any essential extras e.g. SIM cards. Prices should be submitted in pounds Sterling inclusive of any expenses, but exclusive of VAT.**

Term	0-499	500-749	750-999	1000-1250	1250+
1 Year					
2 Years					
3 Years					

4.7 All information submitted by Organisations shall be kept for audit purposes for seven (7) years from the Deadline for submission of a Capability Assessment Response.

**5. CAPABILITY ASSESSMENT TIMETABLE**

5.1 Please see the below for the Capability Assessments timetable:

DATE	ACTIVITY
23 <sup>rd</sup> February 2018	Publication of the Capability Assessment
23 <sup>rd</sup> February 2018	Clarification period starts
5 pm 28 <sup>th</sup> February 2018	Clarification period closes
5 pm 1 <sup>st</sup> March 2018	Deadline for submission of a Capability Assessment Response

**6. CLARIFICATION PERIOD**

6.1 Organisations may raise questions or seek clarification regarding any aspect of this Capability Assessment at any time prior to the Clarification Deadline. Questions must

OFFICIAL  
Capability Assessment  
**LONE WORKERS PROTECTION SOLUTION**  
VOA/2018/010.

---

be emailed to **tenders@voa.gsi.gov.uk** by email before **5.00pm on 28<sup>th</sup> of February 2018**.

- 6.2 You should send a PDF or read-only electronic copy of your response by e-mail to **tenders@voa.gsi.gov.uk**, as an attachment to an e-mail message entitled “**Lone Workers Protection Solution**”.
- 6.3 Capability Assessment response to arrive no later than 12.00pm on 12th February 2018 (unless the date is subsequently amended in writing by the VOA).

## **7. COSTS**

- 7.1 The Authority will not reimburse any costs incurred by an Organisation (including the costs or expenses of any members of its Group of Economic Operators (if acting as a Lead Contact), Sub-Contractors or advisors) in connection with the preparation and/or submission of the Organization’s Capability Assessment response, including (without limit) where:
- 7.1.1 The Capability Assessment is cancelled, shortened or delayed for any reason (including without limitation, where such action is necessary due to non-compliance or potential non-compliance with the law, including the Regulations);
  - 7.1.2 All or any part of the Capability Assessment is at any time amended, clarified, added to or withdrawn for any reason;
  - 7.1.3 The Organisation and/or its Respondent is disqualified from participation in this Capability Assessment for any reason, including breach of these Terms of Participation.

## **8. RIGHT TO CANCEL OR VARY THIS CAPABILITY ASSESSMENT**

- 8.1 The Authority reserves the right, subject to the rules set out in the Regulations, to:
- 8.1.1 Change the basis of or the procedures for this Capability Assessment at any time;
  - 8.1.2 Amend, clarify, add to or withdraw all or any part of the Capability Assessment at any time, including varying any timetable or deadlines set out in the Capability Assessment; and:
  - 8.1.3 Cancel all or part of this Capability Assessment at any stage and at any time.

## **9. RIGHT TO CONFIRM OR REQUEST UPDATED CAPABILITY ASSESSMENT INFORMATION**

- 9.1 The Authority reserves the right to require Organisations to confirm that their Capability Assessment response remains accurate at all stages of the Capability Assessment process and/or to request updated Information.
- 9.2 The Authority also reserves the right to specify additional standards or requirements according to their particular requirements.

## **10. NOTICES TO ORGANISATIONS**

- 10.1 Whilst prepared in good faith, the Capability Assessment documents are intended only as a preliminary background explanation of the Authority’s activities and plans.

OFFICIAL  
Capability Assessment  
**LONE WORKERS PROTECTION SOLUTION**  
VOA/2018/010.

---

- Therefore it isn't intended to form the basis of any decision on whether to enter into any contractual relationship with the Authority.
- 10.2 The Capability Assessment documents do not purport to be all inclusive or to contain all of the information that Organisation's may require.
- 10.3 Neither the Authority or its advisors, or the directors, officers, partners, employees, other staff, agents or advisers of any such body or person:
- 10.3.1 Makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the Capability Assessment documents;
  - 10.3.2 Accepts any responsibility for the information contained in the Capability Assessment documents or for its fairness, accuracy or completeness; or
  - 10.3.3 Shall be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.
- 10.4 Nothing in the Capability Assessment documents is, or should be, relied upon as a promissory or a representation as to the Authority's ultimate decisions in relation to the Capability Assessment
- 10.5 The publication of the Capability Assessment documents in no way commits the Authority to award any contract.

## **11. FREEDOM OF INFORMATION**

- 11.1 In accordance with the obligations and duties placed upon public authorities by the FoIA (Freedom of Information Act 2000) and the EIR (Environmental Information Regulations 2004) and in accordance with any Government Code of Practice on the discharge of public authorities' functions under the FoIA all information submitted to the Authority may be disclosed under a Capability Assessment made pursuant to the FoIA and the EIR.
- 11.2 Organisations should note that the information disclosed pursuant to a FoIA or EIR request may include, but is not limited to, the disclosure of its Capability Assessment response (including any attachments or embedded documents).
- 11.3 If the Organisation considers any part of its Response or any other information it submits to be confident or commercially sensitive, the Organisations should:
- 11.3.1 Clearly identify such information as confidential or commercially sensitive;
  - 11.3.2 Explain the potential implications of disclosure of such information taking into account and specifically addressing the public interest test as set out in the FoIA; and
  - 11.3.3 Provide an estimate of the period of time during which it believes that such information will remain confidential or commercially sensitive.

- 11.4 If the Organisation identifies that part of its Response or other information it submits is confidential or commercially sensitive, the Authority in its sole discretion will consider whether or not to withhold such information from publication. Organisations should note that, even where information is identified as confidential or commercially sensitive, the Authority may be required to disclose such information in accordance with the FoIA or the EIR.
- 11.5 The Authority is required to form an independent judgement of whether the Organisation's information referred to in paragraph 11.4 is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. The Authority cannot guarantee that any information indicated as being confidential or commercially sensitive by the Organisation will be withheld from publication.
- 11.6 If the Organisation receives a Capability Assessment under the FoIA or the EIR during and in relation to this Capability Assessment, it should be immediately referred to the Authority.

## **12. INTELLECTUAL PROPERTY RIGHTS**

- 12.1 The Capability Assessment issued shall remain the property of the Authority and shall be used by the Organisation only for the purposes of this Capability Assessment.
- 12.2 The Organisation grants the Authority an irrevocable, perpetual, non-exclusive licence to copy, amend and reproduce any intellectual property contained within its Response for the purposes of carrying out this Capability Assessment; complying with the law and/or any government guidance; and/or carrying out the Authority's business activities. This licence shall also permit the Authority to sublicense the use of the Organisation's Response to its advisers or sub-contractors or other Contracting Bodies for the same purposes.

## **13. NO INDUCEMENT OR INCENTIVE**

- 13.1 The Organisation acknowledges and agrees that nothing contained within the Capability Assessment shall constitute an inducement or incentive nor shall have in any other way persuaded an Organisation to submit a Response or enter into any other contractual agreement.

## **14. LAW AND JURISDICTION**

- 14.1 Any dispute (including non-contractual disputes or claims) relating to this Capability Assessment shall be governed by and construed in accordance with the laws of England and Wales.
- 14.2 The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Capability Assessment (including non-contractual disputes or claims).

OFFICIAL  
Capability Assessment  
**LONE WORKERS PROTECTION SOLUTION**  
VOA/2018/010.

---

**15. CONTACT INFORMATION**

<b>Procurement Lead</b>	
Name:	Valeriia Sezko
Telephone Number:	03000500234
Email Address:	tenders@voa.gsi.gov.uk