



Crown
Commercial
Service

FURTHER COMPETITION

FOR

**20975 Software as a Service (SaaS) – Digital Access for
Jobcentre Customers**

CONTRACT

UNDER FRAMEWORK RM3733 TECHNOLOGY PRODUCTS 2

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1. GLOSSARY

1.1 In this Further Competition Invitation the following words and phrases have the following meanings:

“**Authority**” means Department for Work and Pensions, Caxton House, London SW1H 9NA;

“**CCS**” means Crown Commercial Service;

“**Contract**” has the meaning set out in Framework Agreement Schedule 4;

“**Further Competition**” means the process used to establish a Contract that facilitates the provision of 20975 Software as a Service (SaaS) – Digital Access for Jobcentre Customers;

“**Further Competition Template and Invitation to Tender**” means this document and all related documents published by the Authority in relation to this Further Competition;

“**Marking Scheme**” means the range of marks that may be given to a Potential Provider depending on the quality of its response to a question which is located in the boxes below the applicable question;

“**Minimum Total Score**” means the minimum score that the Potential Provider must obtain in order to be awarded the Contract;

“**Total Score Available**” means the maximum potential score that can be awarded for a response to a question;

“**Potential Provider**” means a company that submits a Tender in response to the Further Competition Invitation;

“**Supplier**” means the Potential Provider with whom the Authority has concluded the Contract;

“**Tender**” means the Potential Provider’s formal offer in response to the Invitation to Tender;

“**Tender Clarifications Deadline**” means the time and date set out in paragraph 4 for the latest submission of clarification questions; and

“**Tender Submission Deadline**” means the time and date set out in paragraph 4 for the latest uploading of Tenders.

2. INTRODUCTION

2.1 This Further Competition Invitation relates to the Further Competition to award a 20975 Software as a Service (SaaS) – Digital Access for Jobcentre Customers Contract to a sole Supplier.

2.2 This Further Competition Invitation contains the information and instructions the Potential Provider needs to submit a Tender.

2.3 This Further Competition is being conducted under the CCS Technology Products 2 Framework Agreement (reference RM3733).

3. OVERVIEW OF INVITATION TO TENDER

3.1 The following appendices accompany this ITT:

3.1.1 Appendix A – Order Form

Sets out rights and obligations which apply to the Potential Provider and the Authority during this Further Competition as per the core clauses of the contract, alternative and additional provisions and specific standards.

3.1.2 Appendix B – Specification of goods or services under the relevant Lot

A detailed description of the Goods and/or Services that the Supplier will be required to supply to the Authority.

3.1.3 Appendix C – Further Competition Questionnaire

The questionnaire created by the Authority, is used to test the suitability of the Suppliers to meet necessary criteria in order to provide the required goods/ or services. This is used to provide final scoring and decide the successful supplier.

4. FURTHER COMPETITION TIMETABLE

- 4.1 The timetable for this Further Competition is set out in the table below.
- 4.2 The Authority may change this timetable at any time. Potential Providers will be informed if changes to this timetable are necessary.
- 4.3 The Authority must receive all Tenders before the Tender Submission Deadline.
- 4.4 Tenders received on or after the Tender Submission Deadline may be rejected by the Authority to ensure that all Potential Providers are treated fairly. The decision whether to reject a Tender received after the Tender Submission Deadline is made entirely at the Authority's discretion.

DATE	ACTIVITY
Friday 18 th January 2019	Publication of the Further Competition Invitation
Friday 18 th January 2019	Clarification period starts
18:00 UK time on Tuesday 22 nd January 2019	Clarification period closes (“ Tender Clarification Deadline ”)
Wednesday 23 rd January 2019	Deadline for the publication of responses to Tender Clarification questions
13:00 UK time on Monday 28 th January 2019	Deadline for submission of a Tender to the Authority Contract (“ Tender Submission Deadline ”)
Tuesday 30 th January 2019	Evaluation and Governance begins
February 2019	Expected contract award

5. QUESTIONS AND CLARIFICATIONS

- 5.1 Potential Providers may raise questions or seek clarification regarding any aspect of this Further Competition at any time prior to the Tender Clarification Deadline.
- 5.2 Any clarification questions that a Potential Provider has should be sent to **[REDACTED]** within the above timeframe.
- 5.3 The Authority will not enter into exclusive discussions regarding the requirements of this Further Competition with Potential Providers.
- 5.4 To ensure that all Potential Providers have equal access to information regarding this Further Competition, the Authority will publish all its responses to questions raised by Potential Providers on an anonymous basis.

5.5 Responses will be published in a Questions and Answers document to all companies who expressed an interest and were subsequently invited to tender.

5.6 At times the Authority may issue communications to the email address for the Potential Provider contact provided in Appendix C (Further Competition Questionnaire), therefore please ensure that this mailbox is reviewed on a regular basis.

6. PRICE

6.1 Pricing will be determined by the total contract price for the mandatory basket of goods, set out in Appendix C (Further Competition Questionnaire).

6.2 All pricing must be submitted in £GBP and include any and all volume/promotional discounts a Potential Provider is prepared to offer.

7. SUBMITTING A TENDER

7.1 Potential Providers are required to submit a fully completed version of Appendix C (Further Competition Questionnaire) for this Further Competition.

7.2 All Tender documents must be sent to **[REDACTED]** no later than the Tender Submission Deadline. Potential Providers are reminded to allow adequate time to submit documents ahead of the Tender Submission Deadline in case they encounter any delays or technical issues.

7.3 A Tender must remain valid and capable of acceptance by the Authority for a period of 60 calendar days following the Tender Submission Deadline. A Tender with a shorter validity period may be rejected.

8. TENDER EVALUATION

8.1 Tenders will be evaluated in line with the Marking Scheme set out in Appendix C (Tender Questionnaire).

8.2 The Total Score Available for each question set out in Appendix C (Tender Questionnaire) is as follows:

QUESTION NUMBER	QUESTION	TOTAL SCORE AVAILABLE
[1]	Company Information	Information Only
[2]	Potential Provider Contact	Information Only
[3]	Proposed solution	Information Only
[4]	Pass/Fail questions	Pass/Fail
[5]	Quality questions	60
[6]	Price	40
Total		100

9. CONTRACT AWARD

9.1 The Potential Provider that achieves the highest total score will be awarded the Contract.

9.2 If two or more Potential Providers obtain the highest total score, the Potential Provider with the highest score for the [6] Price element of the tender evaluation will be deemed the winner and awarded the Contract.

- 9.3 If the Authority receives only one Tender in relation to this Further Competition, the Potential Provider will be awarded the Contract provided that they meet the Minimum Quality Score of 50 (out of 60 maximum).

APPENDIX A – ORDER FORM - TERMS OF THE FURTHER COMEPTITION



Example Order
Form.docx

INTRODUCTION

- 9.4 The Terms of the Further Competition regulate the conduct of the Potential Provider and the Authority throughout the Further Competition. These terms also grant the Authority specific rights and limit its liability.
- 9.5 In these Terms of the Further Competition any reference to 'person' includes, but is not limited to, any person, firm, body or association, corporate or incorporate.

10. CONDUCT

The Potential Provider agrees to abide by these Further Competition Terms and any instructions given in the Further Competition Invitation and agrees to ensure that any of its staff, contractors, subcontractors, consortium members and advisers involved or connected with the Further Competition abide by the same.

10.1 Contact and Canvassing During the Further Competition

The Potential Provider must not directly or indirectly canvass any Minister, public sector employee or agent regarding this Further Competition or attempt to procure any information from the same regarding the Further Competition (except where permitted by the Further Competition Invitation). Any attempt to do so may result in the Potential Provider's disqualification from this Further Competition.

10.2 Collusive Behaviour

10.2.1 The Potential Provider must not (and shall ensure that its subcontractors, consortium members, advisors or companies within its Group do not):

10.2.1.1 fix or adjust any element of the Tender by agreement or arrangement with any other person;

10.2.1.2 communicate with any person other than the Department for Work and Pensions about the value, price or rates set out in the Tender; or information which would enable the precise or approximate value, price or rates to be calculated by any other person;

10.2.1.3 enter into any agreement or arrangement with any other person, so that person refrains from submitting a Tender;

10.2.1.4 share, permit or disclose to another person access to any information relating to the Tender (or another Tender to which it is party) with any other person;

10.2.1.5 offer or agree to pay, give or does pay, give any sum or sums of money, inducement or valuable consideration directly or indirectly to any other person, for doing or having done or causing or having caused to be done in relation to the Tender any other Tender or proposed Tender, any act or omission,

except where such prohibited acts are undertaken with persons who are also participants in the Potential Provider's Tender, such as subcontractors, consortium members, advisors or companies within its group, or where disclosure to such person is made in confidence in order to obtain quotations necessary for the preparation of the Tender or obtain any necessary security.

10.2.2 If the Potential Provider breaches paragraph 10.2.1, the Authority may (without prejudice to any other criminal or civil remedies available to it)

disqualify the Potential Provider from further participation in the Further Competition.

- 10.2.3 The Authority may require the Potential Provider to put in place any procedures or undertake any such action(s) that the Authority in its sole discretion considers necessary to prevent or curtail any collusive behaviour.

11. COMPLIANCE

The Potential Provider agrees that in cases where their Tender is deemed non-complaint when compared with the requirements set out within the Invitation to Tender (e.g. budget, terms and conditions) they will be excluded from the Further Competition.

12. RIGHT TO CANCEL OR VARY THE FURTHER COMPETITION

- 12.1 The Authority reserves the right:

12.1.1 to amend, clarify, add to or withdraw all or any part of the Further Competition Invitation at any time during the Further Competition;

12.1.2 to vary any timetable or deadlines set out in the Further Competition Invitation;

12.1.3 not to conclude a contract for some or all of the goods and/or services (as applicable) for which Tenders are invited;

12.1.4 to cancel all or part of the Further Competition at any stage at any time.

- 12.2 The Potential Provider accepts and acknowledges that by issuing the Further Competition Invitation, the Authority is not bound to accept a Tender or obliged to conclude a contract with the Potential Provider at all.

APPENDIX B – SPECIFICATION

1. INTRODUCTION AND BACKGROUND TO THE AUTHORITY

- 1.1 The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to around 18 million claimants and customers.
- 1.2 Our priorities are to:
 - 1.2.1 run an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment
 - 1.2.2 increase saving for, and security in, later life
 - 1.2.3 create a fair and affordable welfare system which improves the life chances of children
 - 1.2.4 deliver outstanding services to our customers and claimants
 - 1.2.5 Deliver Efficiently: Transform the way we deliver our services to reduce costs and increase efficiency
- 1.3 We provide our services in a number of ways, for example through Jobcentre Plus. Jobcentre Plus helps people move from benefits into work and helps employers advertise jobs. It also deals with benefits for people who are unemployed or unable to work because of a health condition or disability.
- 1.4 The Digital Access for Jobcentre Customers Project aim is to enable people without suitable digital access to get the access and support they need to more independently find a job and use DWP services reliably, quickly and easily within a Jobcentre office.

2. SPECIFICATION

- 2.1 The Authority is seeking the provision of a COTS secure operating system and management console for 8,500 customer computers in Jobcentres for an initial period of 20 months including phased roll-out from May 2019 to December 2020 (anticipated dates) with an option to extend at a fixed rate for a further 1 year and thereafter for further periods up to a maximum contract length of 5 years.
- 2.2 The Authority intends to deploy the solution early next financial year and therefore the proposed solution must be able to meet the criteria out of the box, without the need for further development.
- 2.3 TDWP will host the solution within their cloud provider of choice
- 2.4 The detailed requirements are found in Appendix C.
- 2.5 All quotations are to be sourced from Lot 2 under the CCS Technology Products 2 framework agreement (RM3733).

3. SUPPLIER OUTCOME LETTERS AND CALL OFF CONTRACTS

- 3.1 Upon Contract Award Suppliers will be notified of the tender outcome by email.

APPENDIX C – FURTHER COMPETITION QUESTIONNAIRE

1. INTRODUCTION

- 1.1 Appendix C sets out the questions that will be evaluated as part of this Further Competition.
- 1.2 The following information has been provided in relation to each question (where applicable):
- 1.2.1 Weighting – highlights the relative importance of the question;
 - 1.2.2 Guidance – sets out information for the Potential Provider to consider when preparing a response; and
 - 1.2.3 Marking Scheme – details the marks available to evaluators during evaluation.

2. DOCUMENT COMPLETION

- 2.1 Potential Providers **must** provide a response to every question in the blue shaded boxes. All responses must be in Arial font, no less than size 11.
- 2.2 Potential Providers **must not** alter / amend the document in any way.
- 2.3 Potential Providers **must not** submit any additional information with your Tender other than that specifically requested in this document.
- 2.4 Potential Providers **must** submit the completed response template in word format.

3. RESPONSE TEMPLATE

[1] COMPANY INFORMATION	
[1.1]	Please state your full company name

Specialised Computer Centre Plc.

[2] POTENTIAL PROVIDER CONTACT	
[2.1]	Please state the contact's name
[2.2]	Please state the contact's telephone number
[2.3]	Please state the contact's e-mail address

[REDACTED]

[REDACTED]

[REDACTED]

[3] PROPOSED SOLUTION	
[3.1]	Please state the name and vendor of the proposed solution.
[3.2]	Please describe your relationship with the product vendor in relation to this requirement e.g. reseller
[3.3]	Please detail the supply chain and describe the relationships in relation to this requirement

Paradox, Becrypt Limited

Reseller

Reseller (Becrypt direct to SCC)

[4] PASS/FAIL QUESTIONS	Pass/Fail	
<p>Please Note: The following questions are <i>Pass / Fail</i> questions, therefore if a Potential Provider cannot or is unwilling to answer 'Yes', their Tender will be deemed non-compliant and they will be unable to be considered for this requirement.</p> <p>The Potential Provider should confirm by deleting the inappropriate answer.</p>		
Please confirm that the proposed solution meets all below requirements.		
4.1. Requirements		
4.1.1. Must offer a Read-Only Operating System to prevent system modifications between user sessions	Yes	
4.1.2. Must offer a Read-Only Operating System to prevent user data persistence between sessions	Yes	
4.1.3. Must offer a validated (cryptographically verified) delivery of the full Operating System and updates/patches from a Central Management System	Yes	
4.1.4. Must offer a validated (cryptographically verified) delivery of Applications and Application Updates from Central Management System	Yes	
4.1.5. There must be no local administrative accounts or privilege escalation options at the end point device	Yes	
4.1.6. Privacy control must be available to prevent usage statistics or user session details being shared with any 3 rd parties, including the Operating System vendor	Yes	
4.1.7. Both the operating system and central management system must be capable of supporting logging to a remote syslog in order to enable advanced log analytics	Yes	
4.1.8. Management Traffic to be authenticated and encrypted, while being fully compatible to Web Application firewall inspection and load balancers.	Yes	
4.1.9. Must be able to wipe a device after each use; any documents saved to the desktop and any changes to display settings must persist only for the duration of the session	Yes	
4.1.10. The service must support the Government's Cloud First Policy in its architecture and deployment approach.	Yes	
4.1.11. Must have the ability to host Services within the UK	Yes	
4.1.12. All devices must be Fully Managed from central management console.	Yes	
4.1.13. Able to offer Remote Wipe facility.	Yes	
4.1.14. Anti-Malware/Endpoint Protection should be installed within the Management stack.	Yes	
4.1.15. All hosts (Endpoints and Management Stack servers) should be hardened to NCSC EUD hardening guidance or the appropriate CIS Benchmark	Yes	
4.1.16. Must be possible for DWP to present a Legal disclaimer stating that DWP devices are used at the Citizens own risk.	Yes	
4.1.17. Secure Wi-Fi network must be provided with appropriate transit security e.g. WPA2, TLS, and VPN.	Yes	
4.1.18. Must be possible to visibly display selectable applications in language selected by user from available choice provided.	Yes	
4.1.19. The solution should allow for DWP to perform an independent IT Health Check (ITHC) to provide assurance on the security posture and suitability of the solution.	Yes	

4.2. User Access		
4.2.1. Must provide capability for device user to access the internet	Yes	
4.2.2. Must provide capability for the device user to Save documents in removable storage, on the desktop, or in the Cloud	Yes	
4.2.3. Must provide capability for the device user to open and edit saved documents from removable storage, on the desktop, or from the Cloud	Yes	
4.2.4. Must provide capability for the device user to select and print from an available printer provided for selection by central management system	Yes	
4.2.5. Must provide capability for the device user to recover documents deleted in error during their user session	Yes	
4.2.6. Must provide capability for the device user to change system display settings (brightness, colour, font size, etc.)	Yes	
4.2.7. Must provide capability for the device user to read and accept the Terms and Conditions prior to accessing the offered DWP services	Yes	
4.2.8. Must provide capability for the device user to open multiple applications at once and switch between them as required	Yes	
4.2.9. Must provide capability for the operating system to operate in a 'kiosk mode'	Yes	
4.2.10. The operating system must be accessible with no user login function	Yes	
4. 2.11. Must provide capability for user to select language of choice offered by DWP	Yes	
4.2.12. Must provide capability for user, with potential low vision and/or mobility impairments, to adjust device settings and, as a minimum, must include the following functionality: 4.2.12.1. Mouse configuration adjustment 4.2.12.2. Screen Zoom 4.2.12.3. Screen keyboard 4.2.12.4. Screen reader	Yes	

4.3. Management Access		
4.3.1. Must provide capability for the management user to control internet access privileges from central console	Yes	
4.3.2. Must provide, for the management user, tools to package and host applications from a central console	Yes	
4.3.3. Must provide capability for the management user to configure the Terms and Conditions within the central management console	Yes	
4.3.4. Must provide capability for the central management user to configure languages of choice	Yes	
4.3.5. Must provide capability for central policy configuration functionality management of: 4.3.5.1. Wi-Fi 4.3.5.2. Printers 4.3.5.3. Local Firewall 4.3.5.4. Application Configuration 4.3.5.5. Desktop user interface 4.3.5.6. Centralised proxy configuration 4.3.5.7. Inactivity timing for auto-reboot 4.3.5.8. Customisable Terms & Conditions pages 4.3.5.9. Users ability to read and accept prior to each session	Yes	

4.3.6. Must provide capability for the central management system to be managed by DWP in-house team	Yes	
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4.4. Non Functional Requirements		
4.4.1. Availability - The proportion of time that system is in functioning condition. Minimum standard is 99.9% 24 x 7.	Yes	
4.4.2. Security – Service must have the ability to protect the Confidentiality, Integrity and Availability of the data it handles. Minimum acceptable standard is completed ITHC results within tolerance levels. It must be possible to: <ul style="list-style-type: none"> 4.4.2.1. restrict access using provided Access Controls 4.4.2.2. to authenticate and authorise user access 4.4.2.3. utilise embedded logging facilities to audit user access 4.4.2.4. monitor device usage and availability 4.4.2.5. Encrypt management traffic flow 	Yes	
4.4.3. Accessibility - The extent to which the service can be used effectively by users with disabilities. All products must meet DWP accessibility standards (defined in WCAG 2.0 and EN 301 549) and UK legislation.	Yes	
4.4.4. Performance & Capacity - The service must maintain consistent responsive and throughput levels even at maximum concurrent user load; maximum concurrent users, maximum UI response time and the maximum transaction rate. Transaction rate at peak, steady and spike percentage of loads and UI response time at peak statistics should be available for product assessment. Performance will be managed by an agreed set of key performance indicators, Non-performance will mean breach of contract.	Yes	
4.4.5. Scalability - The service must have the ability to maintain consistent performance levels in response to demand changes as per stated benchmark business requirements; increase in users, increase of stored information and increased rate of transactions.	Yes	
4.4.6. Recoverability - The service must have the ability to recover all data in the event of an outage or in the event that a corrupt patch or update is deployed. The recoverability of the management service (RPO) should be within 1 hour to allow any critical patches and policies to continue to be delivered to client machines. There must be no impact on client machines during downtime, i.e. users are still able to use the client machine without impact as a result of the unavailability of the management service.	Yes	
4.4.7. Support – Product support must be available GB Standard Departmental Business Hours (9.00am to 5.00pm) Monday – Friday. Telephone and email support should be provided by product specialists. Emergency Helpline will be available 24/7/365 with clear escalation route.	Yes	
4.4.8. Maintenance – The product offers, as a minimum, quarterly OS updates to include vulnerability management and patching. The product must make available emergency patches for all critical security vulnerabilities.	Yes	

[5]	Quality Questions	Weighting 60%
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Guidance:

For these questions, you are required to provide a response in the box of no more than 250 words. Your response must:

- describe how the product fully meets the stated requirement
- give detailed supporting explanation and evidence as appropriate
- be written clearly, in English, using size 12 Arial font
- not exceed 250 words

Marking Scheme:

The following marking scheme will be used to assess the response provided to these questions:

0	Evidence provided fails to satisfy the stated requirement
1	Evidence provided does not satisfy significant parts of the requirement
2	Evidence provided satisfies most of the requirement with minor gaps in certain areas
3	Well detailed evidence provided which fully meets the requirement

5.1	Quality Question	Weighting 10%
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Must offer a Read-Only Operating System to prevent system modifications between user sessions

[REDACTED]

Maximum 250 words

5.2	Quality Question	Weighting 10%
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Must offer a Read-Only Operating System to prevent user data persistence between sessions

[REDACTED]

Maximum 250 words

5.3	Quality Question	Weighting 10%
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Must offer a validated (cryptographically verified) delivery of the full Operating System and updates/patches from a Central Management System

[REDACTED]

Maximum 250 words

5.4	Quality Question	Weighting 10%
Must offer a validated (cryptographically verified) delivery of Applications and Application Updates from Central Management System		
[REDACTED]		
		Maximum 250 words
5.5	Quality Question	Weighting 10%
Management Traffic to be authenticated and encrypted, while being fully compatible to Web Application firewall inspection and load balancers.		
[REDACTED]		
		Maximum 250 words
5.6	Quality Question	Weighting 10%
Must be able to wipe a device after each use; Any documents saved to the desktop, and any changes to display settings, must persist only for the duration of the session		
[REDACTED]		
		Maximum 250 words

[6]	PRICE	Weighting 40%
Guidance:		
<p>8,500 SaaS licences are required to be rolled out in a phased manner (estimated start is May 2019):</p> <p>Month 1: 2,000</p> <p>Month 2: 2,500</p> <p>Month 3: 3,000</p> <p>Month 4: 1,000</p> <p>The initial term should be 20 months with an option to extend for a further 1 year including phased roll-out from May 2019 to December 2020 (anticipated dates) with an option to extend at a fixed rate for a further 1 year and thereafter for further periods up to a maximum contract length of 5 years (any rate increases not to exceed RPI).</p> <p>Upfront payment to be made for the total initial period.</p> <p>The Customer requires the flexibility to amend licence numbers up and down and the same price per licence rate, with the exception that licence volumes will not decrease during the initial term.</p>		

Escrow agreement will be included in the pricing.
All prices shall be in GBP and exclusive of VAT.

Question:

[REDACTED]

Marking Scheme:

The price used for marking purposes will be the total price for the initial period.

The maximum mark available for Price will be 40. This mark will be awarded to the lowest priced Potential Provider. Remaining Potential Providers will receive a mark out of this maximum mark on a pro rata basis dependent on how far they deviate from the lowest price.

The calculation that will be used to determine marks is as follows:

$$\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 40 \text{ (maximum mark available)}$$