

**Bid Pack**

**Attachment 3 – Statement of Requirements**

Contract Reference: CCZN21A75 Procurement of Geopolitical Data and Analysis.

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# PURPOSE

## The Cabinet Office’s new Information and Data Exchange (INDEX) is looking to procure a series of commercial contracts with up to three Suppliers of information and/or data related to geopolitical and foreign affairs analysis. The Contract duration is for twelve months only.

## INDEX will be a cross-government platform that enables the sharing of information and data from across departments. The platform will aim to provide users with a single entry point to information and data from the public domain both free to access and accessed through a paywall.

# BACKGROUND TO THE CONTRACTING aUTHORITY

## INDEX is part of the Professional Head of Intelligence Assessment (PHIA) within the Cabinet Office. PHIA develops and defines the professional standards for intelligence assessment across the UK, representing and serving a community of analysts across government.

## The INDEX project will empower analysts from across the community to better make use of information and data from the public domain.

# Background to requirement/OVERVIEW of requirement

## The use of publicly available information and data across government is currently incoherent and siloed. INDEX has been identified as a potential solution to this: helping users understand the information landscape – platforms, people, products and sources.

## INDEX will look to identify sources of information and data related to geopolitics and foreign affairs that are relevant to analysts and desk officers. INDEX will explore with providers how this can be done in a way to allow multiple users access to sources of information and data – essentially enterprise solutions.

## INDEX secured funding as part of SR20, along the National Situation Centre (SitCen).

# definitions

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| INDEX | means The Information and Data Exchange |
| API | means Application Programming Interface |
| RSS | means Really Simple Syndication |

# scope of requirement

## INDEX is looking for up to three Suppliers of information (e.g. analysis) or data relating to geopolitics and foreign affairs. This includes but is not restricted to news reporting, public social media data, academic and think tank sources.

## Where data is provided (for example social media data) this should be in the form of anonymised and aggregated data, where user details are not identifiable or shared in a way compliant with GDPR (e.g. analysed or assessed by the Supplier).

# The requirement

## The Contracting Authority requires information and data related to geopolitics and foreign affairs. The Supplier must be able to be connected the INDEX cross-government platform, accessible by multiple users across different departments, to upload the information and data on to INDEX.

## The Supplier working with the Contracting Authority will be required to provide a technical solution that allows the uploading of the information and data onto INDEX.

## The winning Suppliers will be provided with details of the INDEX platform to ensure technical compatibility is achieved.

## It is anticipated that this would be delivered through licence access to a platform or dashboard, RSS feeds, web scraping or through API access, but alternative solutions from suppliers are welcome.

## Data should be in the form of analysed, assessed or curated data and not raw data.

## The Supplier will be required to provide continuous (daily) access to the information and data and regular (at least weekly) sharing of data and information updates.

## The Supplier and the Contracting Authority will undertake a scoping exercise at the commencement of the Contract. This approach will ensure that the data and information is provided in an appropriate format, subject to agreement, to be uploaded on to the INDEX platform.

## Upon agreement of the data, information and format, the supplier will provide appropriate resources and engineering time to facilitate the regular export of data and information on to the INDEX platform.

## 

# key milestones and Deliverables

## The following Contract milestones/deliverables shall apply;

|  |  |  |
| --- | --- | --- |
| **Milestone/Deliverable** | **Description** | **Timeframe or Delivery Date** |
| 1 | Attendance at Contract Initiation meeting | Within one week of Contract Commencement |
| 2 | Provision of Security Management Plan | Within four weeks of Contract Commencement |
| 3 | Proof of concept for access to information and data sources. | Within four weeks of Contract Commencement |
| 4 | Fully integrated information and data sources. | Within eight weeks of Contract Commencement |

# 

# MANAGEMENT INFORMATION/reporting

## The information and data must be searchable through the INDEX platform; and fit with the information management structures of the platform. Winning Suppliers will be provided with details of the platform to ensure technical compatibility is achieved.

## Weekly reports covering the following shall be provided:

### Volumes of data and information uploaded to the INDEX platform in the previous week.

### Data and Information subject matter provided over the previous week.

### Details of any issues restricting the uploaded of information and data over the previous week.

# volumes

## Relevance is critical, and as such there is no upper or lower limit on volume of information or data that can be supplied, but information and data must be relevant to the topics of geopolitics or foreign affairs.

## Volumes of information and data provided will be monitored on a weekly basis as set out in Section 8 – Management Information/Reporting above.

# continuous improvement

## The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

## Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

# Sustainability

## The Contracting Authority has a responsibility to act and support nature, the environment and its vital contribution to biodiversity. The Supplier is required to act in a sustainable manner in the delivery of the requirement, particularly in terms of eliminating waste, reducing travel and minimising energy consumption. The Supplier must comply with all current legislation regarding sustainability and legislation introduced or amended during the period of the contract.

## This must include compliance with the Modern Slavery Act 2015 and climate Change Act 2008.

## The Supplier must consider their carbon footprint in allocating and deploying resources to undertake the requirement.

# quality

## Information and data provide by Suppliers must be relevant to geopolitics and foreign affairs. It must be useable by analysts through a single platform and comply with GDPR.

# PRICE

## Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

## The Contracting Authority has a maximum budget of £120,000.00 for twelve months for all Suppliers who are successful in their bids. With a maximum budget of £60,000.00 for individual Supplier bids.

## The number of Suppliers appointed will be dependant on the prices submitted by the top ranked scores of Suppliers following the Technical and Commercial evaluation of the bids received.

## Ideally the Contracting Authority wishes to appoint three Suppliers however, if prices submitted by the two top ranked Suppliers does not leave sufficient budget to cover the price submitted by the third ranked Supplier, only two Suppliers will be appointed.

# STAFF AND CUSTOMER SERVICE

## The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

## The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## The Supplier shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| **KPI/SLA** | **Service Area** | **KPI/SLA description** | **Target** |
| 1 | Availability of relevant information or data | Supplier to provide seamless access to information and/or data related to geopolitics and foreign affairs 24 hours a day 7 days a week | 99.5% |
| 2 | Resolution of complaints | Supplier to respond to complaints within | 24 hours |
| 3 | Resolution of technical faults | Supplier to respond to technical failure within | 24 hours |
| 4 | Reporting | Weekly reports to be provided covering data and information volumes, subject matter and issues affecting uploading of information | 100% |
| 5 | Reporting | Attendance at quarterly contract meetings | 100% |

## 

## Where the Successful Supplier fails the KPIs as outlined above, the Contracting Authority agrees to work with the Supplier to resolve service failure issues and to seek a mutual agreeable resolution in line with terms and conditions. However, it will remain the Supplier’s sole responsibility to resolve any such service failures and if resolution is not possible, the Contracting Authority reserves its right under the Contract.

# Security and CONFIDENTIALITY requirements

## The Supplier must produce a Security Management Plan to be agreed with the Contracting Authority within four weeks of Contract Commencement.

# payment AND INVOICING

## Suppliers will receive an annual payment in advance for access to information and data. Payment will be made following proof of concept for access to information and data sources.

## Before payment can be considered an invoice must include a detailed elemental breakdown of work completed and work to be undertaken during the duration of the contract and the associated costs.

## Invoices should be submitted to: PHIA 70 Whitehall, London SW1A 2BQ

# CONTRACT MANAGEMENT

## Suppliers shall provide a named contract manager, to meet quarterly with the Contract Authority to review the delivery.

## Attendance at Contract Review meetings shall be at the Supplier’s own expense.

# Location

## The location of the Services will be carried out at Suppliers’ offices.