**LEGISLATION DRAFTING AND AMENDING SERVICE CONTRACT**

**INVITATION TO TENDER**

**APPENDIX C – STAGE 1 EVALUATION CRITERIA AND REQUIREMENTS**

**EVALUATION CRITERIA**

**Stage 1** Tender Responses will be evaluated by applying the following criteria:

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| **Category** | **Maximum available pre-weighted score** | **Weighting** | **Maximum available weighted score** |
| Development | 120 | 1 | 120 |
| Deployment and environments | 40 | 2.5 | 100 |
| Service management | 70 | 1.43 | 100 |
| Security and BCDR | 80 | 1.25 | 100 |
| Standards and ways of working | 40 | 2.5 | 100 |

For each Category question, a pre-weighted points score between 1 and 10 is available (individual questions are not weighted further within each Category). These points will be allocated applying the criteria as listed in the table below. If any Category within your Response mainly has the criteria of one score, but also has one or more criteria of a lower score, then that Category will be awarded the lower score.

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| **10 Points** | **Very Good:*** Potential Supplier’s Response exceeds TNA’s expectations at Stage 1.
* Potential Supplier has provided high-quality, compelling and convincing evidence to support all elements of their Response.
* Potential Supplier has submitted a Response which is highly relevant to the Requirement.
* Potential Supplier’s Response is clear and easy to understand.
* Where relevant, Potential Supplier has demonstrated a high level of capability to deliver new and innovative service approaches.
 |
| **7 Points** | **Good:*** Potential Supplier’s Response meets TNA’s expectations at Stage 1.
* Potential Supplier has provided evidence to support most elements of their Response. The evidence supplied is good and relevant to the Requirement.
* Potential Supplier has submitted a Response which is highly relevant to the Requirement.
* Potential Supplier’s Response is clear and easy to understand.
* Where relevant, Potential Supplier has demonstrated some level of capability to deliver new and innovative service approaches.
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| **4 Points** | **Average:*** Potential Supplier’s Response only partly meets TNA’s expectations at Stage 1.
* Potential Supplier has provided evidence to support only some elements of their Response. The evidence supplied has only some relevance to the Requirement.
* Potential Supplier’s Response is not always clear and easy to understand.
* Where relevant, Potential Supplier has demonstrated limited capability to deliver new and innovative service approaches.
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| **1 Point** | **Poor:*** Potential Supplier’s Response fails to meet TNA’s expectations at Stage 1.
* Potential Supplier has provided little or no evidence to support most elements of their Response.
* The evidence supplied is weak and has limited relevance to the Requirement.
* Potential Supplier’s Response is not always clear and easy to understand.
* Where relevant, Potential Supplier has demonstrated little or no capability to deliver new and innovative service approaches.
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A maximum of four Potential Suppliers will be shortlisted, on the basis of their evaluation score, for invitation to participate in Stage 2 of the Procurement Process. If you have been successful, we will provide you with feedback on your Stage 1 Response to help you to prepare for Stage 2 of the Procurement Process. If you have not been successful, we will provide you with feedback on the reasons why.

The instructions and requirements for Stage 2 Tender Responses will be shared with short-listed Potential Suppliers once the evaluation of Stage 1 Tender Responses has been completed.

**REQUIREMENTS**

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| **Stage 1 –Development (DP)** |
| **Ref** | **Requirement**  | **Information** **required from potential suppliers** | **Available pre-Weighted Score** |
| DP1 | **Product development** The supplier must provide development services to complete the development of the Live product, and, as part of that, to develop interim products such as a Minimum Viable Product (MVP). This may be by further developing or by replacing the development work done to date. See the “Product criteria” in Annex A of the Stage 1 Invitation to Tender which sets out a summary of Live Product (and MVP) requirements. In addition, Annex A indicates what criteria have already been started. The Authority will prioritise criteria and product development which may include deciding not to proceed with certain criteria and requirements during this contract. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| DP2 | **Development management and methodology** The supplier must adhere to a development methodology which will ensure an iterative approach to development and will make sure the Service meets user needs responsively, quickly and to a high level of quality.The supplier must provide accurate estimates of the effort required to deliver any particular piece of work as required by the Authority and adhere to any spend limits imposed by the Authority on a particular phase, sprint, or piece of work.[The supplier must](https://docs.google.com/document/d/1ttAHy5XXEjRtVcGprCedTAn5KR8E-QgWehHXRayXIQQ/edit):* work closely with a Product Manager nominated by the Authority (who represents the collective interests of product owners from different business areas of the Partner Organisations) to ensure development sprints are well planned, focused and sprint goals are achievable. This includes the flagging up of potential and actual impediments to work during the sprint to minimise their impact on delivery;
* use online tools approved by the Authority to record and monitor the progress of work during the sprint;
* produce regular and accurate reports of work done and effort expended; commit to a cycle of continuous improvement (retrospectives) throughout the development phase to ensure processes remain efficient and create high quality outputs; and
* highlight actual and potential indications of late delivery and/or additional cost
 | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| DP3 | **Development team** The supplier must provide a development team consisting of members with appropriate skills and experience to develop the Service as required. The Authority expects that the following roles may be needed:* Technical architect;
* Technical/integration manager;
* Front end developer;
* Application/database developer;
* PDF Publishing developer;
* User interface designer;
* Test/QA developer/manager; and
* Scrum manager.

The Authority expects experience in the following areas may be needed:* XML modelling and development - XML (Akoma Ntoso/LegalDocML, MathML and XHTML), XSLT, XPath, XQuery;
* Web application development - MEAN stack, particularly AngularJS, NodeJS, and ExpressJS;
* Browser-based XML authoring/editing ;
* Software security design and development;
* Database (XML and relational) design and development - eXist, PostgreSQL;
* Publishing solution development - XSL-FO, XEP RenderX, PDF;
* RESTful API development;
* Server setup and management - Apache Tomcat;
* user access and authentication technologies including Single Sign On;
* Testing - development of manual and automated test scripts; development of automated regression testing using Selenium or similar;
* User interface design - clean, modern web design meeting relevant accessibility standards;
* Release management - managing and deploying releases to multiple environments in the cloud; and
* Agile methodology - experience working in teams utilising Agile Development and Project Management methodologies.
 | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| DP4 | **Development resourcing**The supplier must produce and adhere to a strategy ensuring sufficient development resources are available with the necessary skills and knowledge to meet the Authority’s needs for new development alongside regular BAU support under the contract. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| DP5 | **Technical assets**The supplier must further develop, document and manage the Service’s XML model as approved by the Authority.This will include using Akoma Ntoso (standardised as LegalDocML by OASIS) to represent legislative documents. However, special provision is made for the following:* tables: these will be represented using XHTML;
* formulae: these will be represented using MathML; and
* images: the Service will be capable of incorporating images into documents but no firm decision has been taken as yet as to the technical approach.

Documents will be predominately in English but may include other languages (and the Service may in future be developed to handle documents in other languages). Documents may contain special characters such as em-dashes, currency symbols and mathematical symbols.Information about work already started is summarised in the Stage 1 Invitation to Tender and in more detail in Annex A of the ITT. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| DP6 | **Code quality and management**The supplier must:* produce code of consistently high quality which meets recognised standards;
* use secure coding techniques including following OWASP Proactive Controls (https://www.owasp.org/);
* document code sufficiently, including by describing the responsibility of different components and their interactions (e.g. through code comments, tests, README files and version control commit messages) so that the Service can be supported (including by third parties) and to facilitate further development of the Service by the supplier, the Authority, or by other developers;
* store all source code produced for the Authority and manage version control of that code in a code repository appointed by, and accessible to, the Authority;
* ensure that version control facilitates rapid roll-back of the production environment to a previous stable version in the event that issues are found with a new release; and
* permit code reviews to be carried out by third parties appointed by the Authority.
 | What approach would you take to otherwise meeting this requirement?What experience do you have in meeting this requirement for other clients with similar needs?* How would you ensure that code quality is maintained?
* What coding standards would you apply?
* What approach would you take to documenting code?
* How would you ensure that source code is accessible to the Authority?
 | **10** |
| DP7 | **Testing procedures and quality control**The supplier must submit a test strategy to the Authority for the Authority’s approval and implement the approved strategy to ensure that development proceeds in the most effective manner and that the Service is reliable and functions as required. To that end, the strategy must include: * unit testing;
* integration testing;
* system and regression testing;
* performance and load testing;
* use of automated testing tools;
* management of test environments; and
* defect recording and management
 | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| DP8 | **Accessibility** The supplier should ensure that the Service developed meets (so far as practicable as approved by the Authority) Level AA of the Web Content Accessibility Guidelines (WCAG) 2.0 and provide evidence to the Authority of this at regular intervals during the development and release lifecycle. In developing the Service, as approved by the Authority, the supplier should comply, so far as reasonably practicable, with the Government Digital Service’s guidance on making a service accessible:  <https://www.gov.uk/service-manual/helping-people-to-use-your-service/making-your-service-accessible-an-introduction> | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| DP9 | **URI scheme**The supplier must further develop and manage a persistent URI identifier scheme within the Service (modelled on the scheme used for enacted legislation in legislation.gov.uk) to enable the consistent identification of documents and arbitrary hierarchical portions of those documentsInformation about work already started can be found in Annex A to the Stage 1 Invitation to Tender.  | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| DP10 | **Data and document formats** The supplier must further develop and manage the Service’s data and document formats including: * to enable the authoring, editing and management of legislative documents in XML using the [Akoma Ntoso](http://www.akomantoso.org/) markup language. For that purpose, the different document types have been modelled in Akoma Ntoso, samples of which are available. Change control to the XML model will rest with a working group;
* to enable the production of a document as a print-ready PDF derived from the XML version. The format of the print output will meet the current parliamentary guidelines/practices and include features such as page numbers, line numbers, tables of contents, running headers, footnotes and covers as appropriate. The formatting may be subject to change over the lifetime of the Service;
* potentially enable the production of the document in other formats (e.g. HTML, Word or Open Document Format) although transformations into those formats may instead by carried out by Partner Organisations from the source XML;
* provide legislative XML data via a persistent RESTful API, in particular to parliamentary systems maintained by the UK Parliament and Scottish Parliament; and
* provide legislative XML data and print-ready PDFs via a persistent RESTful API, in relation to enacted primary legislation (i.e. Acts) and statutory instruments to publishing systems maintained by the Authority. The specification of the API and future development of it will be at the direction of the Authority and as agreed in conjunction with the organisations that consume data from it.

Information about work already started is summarised in the Stage 1 Invitation to Tender and in more detail in Annex A of the ITT. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| DP11 | **External interfaces**The supplier must develop, maintain and monitor the Service’s interfaces with external systems including: Legislation publishing systems: The Authority currently operates systems for publishing and distributing statutory instruments, Scottish statutory instruments and Acts. The Service must be capable of providing the Authority’s systems with XML and print-ready PDF documents for publication. It must also be possible for the transformations used by the Service to generate PDFs from the XML base format to be reused in the Authority's system. This is to ensure consistency of layout following the re-generation of print-ready PDFs following minor changes that are made to the XML within the Authority's systems as part of the publication process, e.g. the addition of parliamentary laying dates for secondary legislation.Parliamentary data systems: The Service will rely on data obtained from data services operated by the UK Parliament and the Scottish Parliament. In particular, it will obtain Member name information from the UK Parliament’s Members Names Information Service (MNIS) (http://data.parliament.uk/membersdataplatform/) and the Scottish Parliament’s Members Names dataset (<https://data.parliament.scot/#/datasets>).Information about work already started can be found in Annex A of the Stage 1 Invitation to Tender.  | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| DP12 | **Potential service development** The supplier must provide development services if required by the Authority to further develop the Service after it goes live in order to meet new and on-going business requirements of Partner Organisations, potentially including for example:* adding new or enhancing existing functionality; and
* extending and adapting the Service so that it can:
	+ be used in relation to other legislative documents, for example explanatory notes;
	+ deliver functionality to different user groups, for example Members of Parliament and the public; and
	+ be used in relation to legislation from other jurisdictions, for example Wales and Northern Ireland.

The Authority will prioritise any additional development required accordingly. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| **TOTAL AVAILABLE PRE-WEIGHTED SCORE FOR CATEGORY** | **120** |
| **TOTAL AVAILABLE WEIGHTED SCORE FOR CATEGORY** | **120** |

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| **Stage 1 – Deployment and environments**  |
| **Ref** | **Requirement** | **Information** **required from potential suppliers** | **Available pre -weighted score** |
| DE1 | **Hosting interface for IAAS**The supplier must manage the Service’s virtual service infrastructure within the IaaS account(s) provided to them by the Authority. (The system developed to date is entirely in the Cloud, currently using AWS for IaaS. The system also includes scaled down duplicates of this infrastructure that are used as development and testing environments.) | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| DE2 | **Environments**The supplier must:* set up, configure and maintain the necessary environments to enable effective development of the Service;
* set up, configure and maintain the production environment; and
* maintain documentation on all environments.

As part of maintaining environments, the supplier must maintain operating systems and other software by deploying upgrades, patches and fixes as necessary.As a minimum supplier must provide the following environments:* development environment - daily or frequent builds used by the development team and system testers;
* QA environment - for testing and quality control;
* staging environment – for user acceptance testing by product owners and wider user group; and for wider user engagement activities; and
* production environment.

The environments are to be setup on infrastructure within the IaaS account(s) provided to the supplier by the Authority. Additional information about current environments is available for potential suppliers as listed in paragraph 2.37 of the Stage 1 Invitation to Tender.  | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| DE3 | **System architecture proposed**The supplier will inherit the architecture developed to date but may propose different architecture. | For information purposes only.Answer not scored or evaluated.Confirm whether you would:1) use the existing system architecture; 2) propose changes to the existing architecture; or 3) propose a completely different architecture.What technology stack do you propose to use? | **N/A** |
| DE4 | **System architecture** The supplier must develop, manage and maintain the Service’s system architecture to enable access by users and to provide all the functionality required to draft, manage and produce legislative documents. In addition, the system must allow data held within it to be accessible by users/systems outside the Service e.g. the Authority’s and parliamentary systems.The architecture must be developed in accordance with NCSC’s security design principles - <https://www.ncsc.gov.uk/guidance/security-design-principles-digital-services-main> | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? Your answer should include:* why your proposed system architecture will best deliver the Authority’s requirements; and
* what experience, skills and capabilities you have in the technologies that underpin your proposal.
 | **10** |
| DE5 | **Third party software**The supplier must, and as approved by the Authority, obtain all licences for any software applications or services required to develop the Service or for the Service to function, and secure support and maintenance contracts for those applications and services as appropriate. The Authority may elect to procure certain licences required for the Service through a means other than this contract, for example via a Technology Products Framework. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs?What are the licencing requirements of your approach? | **10** |
| **TOTAL AVAILABLE PRE-WEIGHTED SCORE FOR CATEGORY** | **40** |
| **TOTAL AVAILABLE WEIGHTED SCORE FOR CATEGORY** | **100** |

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| **Stage 1 – Service management (SM)** |
| **Ref** | **Requirement** | **Information** **required from potential suppliers** | **Available pre-weighted score** |
| SM1 | **Service request and incident reporting**The supplier must log and report, against Service Levels agreed with the Authority, on all contacts made by the Authority’s authorised users. The supplier must also log and report on alerts provided by the supplier’s monitoring tools. The supplier must be able to prioritise and track issues through to resolution.  | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SM2 | **Reporting**The supplier must provide regular reports against key performance indicators and system performance. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SM3 | [**Software support**](https://docs.google.com/document/d/1HOhAn4T_1mg2DnAKvnHZxtvSJVcsyf-1kB-nxQSZ7qo/edit#heading=h.imxwfptq20wb)The supplier must provide an incident support service to the Authority and its Partner Organisations. It is anticipated that support for the Live Service will be phased in as the Service becomes more business critical to end users. End users will need reliable access to the Service between 8am to 10.30pm Monday to Friday.The support service must be provided during core hours Monday to Friday; the core hours under consideration currently are either 8am to 6pm, or 8am to 10.30pm. The Authority may require the core hours to be changed from time to time. The supplier must also provide an incident support service outside of the core hours for mission critical incidents. It may be that this service could be provided for specific user groups only and during specific periods only as directed by the affected Partner Organisation/s. Incidents would be reported to the supplier mainly by electronic means (e.g. email or online) but the supplier must provide a telephone option for exceptional cases (e.g. the reporting of mission critical incidents). | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SM4 | **Change control**The Supplier must submit a change control process to the Authority for approval before implementing changes to the production environment and must adhere to that process. The Authority will implement a change control board to prioritise changes and enhancements to the Service. This board will feed into the change control process. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SM5 | **Release management**The supplier must deploy continual releases to relevant environments to deliver new functionality or to fix issues in line with the change control process in order to maintain the delivery of quality software.The supplier must ensure in the production environment that rapid roll-back to a previous stable version is possible in the event that issues are found after a release.The supplier must produce a release management strategy and ensure that new functionality included in each release is clearly documented. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SM6 | **Continuous improvement**At no cost to the Authority, and at the supplier’s initiative, the supplier must identify and act on opportunities for continuous improvement, wherever improvements in technology or opportunities for innovation that allow, and/or where this enables cost savings for the Authority or improves the Service for users. The supplier must take steps to ensure that it knows how the Service is meeting user needs and share this information with the Authority. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SM7 | **User training**The supplier must provide end user training on the Service in flexible formats. The training should be provided as requested by the Authority. Any classroom-based training shall be carried out at a location within the UK as approved by the Authority.The supplier must provide documentation to support any training, and review and update the training and documentation regularly. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| **TOTAL AVAILABLE PRE-WEIGHTED SCORE FOR CATEGORY** | **70** |
| **TOTAL AVAILABLE WEIGHTED SCORE FOR CATEGORY** | **100** |

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| **Stage 1 – Security and BCDR (SB)** |
| **Ref** | **Requirement** | **Information** **required from potential suppliers** | **Available pre-weighted score** |
| SB1 | **Security policy and standards** The supplier must, in conjunction with the Authority, implement a security policy (including physical, personnel and cyber) in line with the Government [Cloud security principles](https://www.ncsc.gov.uk/guidance/cloud-security-collection) for the system including:* producing security documentation including a formal risk assessment in relation to the policy
* maintaining and updating the documentation throughout the lifetime of the contract

(This should relate to data which has been classified as Official or Official-Sensitive.)The supplier should adhere to:* ISO 27001:2013
* Cyber Essential Plus
 | What approach would you take to meet this requirement? What experience do you have in meeting this requirement for other clients with similar needs? Provide evidence of ISO27001:2013 certification and/or Cyber Essentials Plus accreditation and copies of relevant polices. If you do not have certification/accreditation, how do you plan to obtain this and what are the anticipated timescales?Describe any breaches in security against your organisation that have taken place in in the past two years and what actions were taken. | **10** |
| SB2 | **Supplier staff training and clearance**The supplier must ensure that all supplier personnel with access to the Service and related systems undertake security information management training on an annual basis.Supplier staff (and sub-contractor staff) must be willing to undergo appropriate security clearance as required by the Authority (SC/CTC/BPSS/7858). The clearance level required will depend on what risk staff will have to system (IE Admin role may require SC). | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SB3 | **Protective monitoring**The supplier must ensure an effective protective monitoring regime is in place at all times and produce sufficient evidence in the form of logs and other documents to the Authority to confirm this.In particular, the supplier should:* provide regular operational security management reports (at a frequency approved by the Authority) outlining the controls and monitoring that have been implemented and any incidents in relation to them;
* engage with the Authority’s and its Partner Organisations’ cyber security incident management process – in particular with the National Cyber Security Centre’s incident management team (https://www.ncsc.gov.uk/incident-management);
* ensure there is effective protective monitoring across the Service’s infrastructure and supply chain; and
* adhere to the NSCS guidance in relation to any function of a security operations centre that it is carrying out - https://www.ncsc.gov.uk/guidance/security-operations-centre-soc-buyers-guide
 | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SB4 | **Security testing and IT health check**The supplier must:* undertake appropriate security assurance activities to demonstrate that the people, processes, and technical and physical controls have been delivered in an effective way;
* carry out penetration testing (to be carried out by a certified Crest or Check supplier) of the production environment before it is first used to host live data and at such times after that as the Authority may require;
* undertake an IT Health Check (the scope of which to be approved by the Authority) on an annual basis and where there is a significant change to the Service or its infrastructure; and
* after receiving an IT health check report, produce a remediation plan to timescale specified by the Authority.
 | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SB5 | **Patching and Vulnerability Scanning**The supplier must proactively monitor supplier vulnerability websites. The supplier must ensure all necessary patches and upgrades are applied to maintain security, integrity and availability in a timely fashion. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SB6 | **Risk identification**The supplier should maintain a risk management strategy in line with the Service’s security policy and the risk appetite set by the Authority. The strategy must in particular:* document a risk management and risk assessment process; and
* demonstrate how the supplier will identify and manage risks.

The supplier should conform to NCSC’s risk management guidance: <https://www.ncsc.gov.uk/guidance/risk-management-and-risk-analysis-practice> | What risk management documentation for the Service would you provide?Outline the activity you would undertake to develop, maintain, and ensure compliance with, the risk management strategy. | **10** |
| SB7 | **User Access Controls**The supplier must operate a clear user access policy in relation to their staff and sub-contractors which includes the following:* a robust password policy;
* a process for removal of access privileges;
* a ‘Joiner and leaver’ policy;
* appropriate technical controls on user access;
* a process for role based access; and

<https://www.ncsc.gov.uk/guidance/cloud-security-principle-10-identity-and-authentication> | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SB8 | **Business continuity and disaster recovery plan**The supplier must prepare, for the Authority’s approval, a Strategy to ensure business continuity of the Service and to enable recovery from adverse events.The strategy should include:* ensuring resilience (e.g. approach to failover between servers and/or Sites);
* enabling offline access to the Service or to equivalent functionality;
* a backup, restore, and data retention policy (including data, code, server configuration and virtual build scripts for Cloud environment);
* the management and communication of actual or potential issues affecting use of the Service (including out of hours); and
* contingency plans for dealing with adverse events.

Once a Product is deployed in the production environment, the supplier must:* monitor the Service for potential issues affecting availability;
* provide ad hoc and regular reports to the authority (see KPIs); and
* test contingency plans on a frequency directed by the Authority.
 | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| **TOTAL AVAILABLE PRE-WEIGHTED SCORE FOR CATEGORY** | **80** |
| **TOTAL AVAILABLE WEIGHTED SCORE FOR CATEGORY** | **100** |

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| **Stage 1 – Standards and ways of working (SW)** |
| **Ref** | **Requirement** | **Information** **required from potential suppliers** | **Available pre-weighted score** |
| SW1 | **Standards compliance**The supplier must comply, to the extent within its control and as approved by the Authority, with the [Digital Service Standard](https://www.gov.uk/service-manual/service-standard).The supplier must (when designing, implementing and delivering the Services) adopt the applicable elements of HM Government’s Technology Code of Practice as documented at<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>.The supplier must comply, to the extent within its control and as approved by the Authority, with UK Government’s Open Standards Principles as documented at [https://www.gov.uk/government/publications/open-standards-principles/openstandards-principles](https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles), as they relate to the specification of standards for software interoperability, data and document formats in the IT Environment. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SW2 | **Service levels** The supplier must provide the Service to Service Levels and Key Performance Indicators approved by the Authority.  | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SW3 | **Knowledge transfer**The supplier must, as requested by the Authority, provide the Authority’s staff, and those of other Partner Organisations, with information and training on the technologies, interfaces, standards and other aspects of software they have developed as part of the Service. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| SW4 | **Sub-contractors**The supplier may use sub-contractors to provide the Service.  | For information purposes only.Answers not scored or evaluated.Does your proposal include the use of sub-contractors?If so, what sub-contractor/s do you propose to use? | **N/A** |
| SW5 | **Sub-contractor management**The supplier must ensure that any sub-contractors it uses are managed effectively so that the Authority’s requirements are met. | What approach would you take to meeting this requirement? What experience do you have in meeting this requirement for other clients with similar needs? | **10** |
| **TOTAL AVAILABLE PRE-WEIGHTED SCORE FOR CATEGORY** | **40** |
| **TOTAL AVAILABLE WEIGHTED SCORE FOR CATEGORY** | **100** |