**Procurement**

**REQUEST FOR INFORMATION**

**PROJECT GDPR2 - Information Rights Software**

Project Ref: OUPA10678

Intend Ref: Information Rights Software/PRO/PIN/2021

Instructions and Project Brief

Published: 29th/March/2021 V1

1. **INTRODUCTION** 
   1. The Open University (OU) is requesting information about software to support its Information Rights activities.
   2. The results of this exercise will provide the University with key information to enable us to shape the optimum procurement approach for the above-mentioned requirement.
2. **BACKGROUND INFORMATION**
   1. The Open University is an organisation which provides access to further and higher education to students of any academic background. Courses are provided on a distance-learning basis. <https://www.open.ac.uk>
3. **OVERVIEW OF REQUIREMENT**

The Open University is looking for a software solution to support its day-to-day GDPR and FOIA operational requirements (case management) including data subject access request management, breach management, FOI request management, information risk management, cookie consent management, audit/monitoring, reporting and evidence presentation.

1. **SUPPORTING INFORMATION**
   1. The University Information Rights team deals with data subject rights requests, complaints, Freedom of Information requests and data protection breaches as well as providing internal data protection monitoring. Reporting is done at several different organisational levels within the OU, from operational management to strategic. The current team is relatively small in size and all processes and record keeping are done manually.

**Useful Statistics**

Number of Students: 175,718

Number of Staff: 8823

Number of FOI requests in 2020: 324

Number of breach incidents in 2020: 396

Number of Data Subject Access Requests in 2020:

The University is geographically distributed and so some basic information rights activities are delegated to individual units by means of Information Governance Liaison Officers (IGLO).

The Information Rights team also liaises with Information Security staff where third-party services are concerned and where data protection breaches can be traced to IT systems.

1. **TIMETABLE**
   1. The RFI timescales are shown in the table below together with the estimated date of the procurement. The OU reserve the right to change these timescales and do not guarantee that it will proceed with the procurement.

|  |  |
| --- | --- |
| **Activity** | **Date** |
| **RFI Issued:** | 29th March 2021 |
| **Supplier briefing sessions:** | Available sessions on 6th - 8th April (PM) and 12th – 14th April (PM) – See below |
| **Responses due:** | Noon 29th April 2021 |
| **Anticipated tender activity:** | May/June 2021 |

* 1. All completed RFI returns are to be submitted on or before **12 noon** on the date stated in the table above.
  2. **Supplier briefing sessions**
     1. The OU is offering a limited number of briefing sessions to suppliers on a first come, first served basis. The purpose of the briefing session is to provide further context to our requirement and for suppliers to ask questions and share some of their solution ideas with us prior to submitting their formal RFI response.
     2. There are twelve briefing sessions of 1-hour duration. Available sessions are shown in the table below (times are BST):

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Tue 6th April | Wed 7th April | Thu 8th April | Mon 12th April | Tue 13th April | Wed 14th April |
| 2 – 3 pm | 2 – 3 pm | 2 – 3 pm | 2 – 3 pm | 2 – 3 pm | 2 – 3 pm |
| 3.15 – 4.15 pm | 3.15 – 4.15 pm | 3.15 – 4.15 pm | 3.15 – 4.15 pm | 3.15 – 4.15 pm | 3.15 – 4.15 pm |
| 4.30 – 5.30 pm | 4.30 – 5.30 pm | 4.30 – 5.30 pm | 4.30 – 5.30 pm | 4.30 – 5.30 pm | 4.30 – 5.30 pm |

Suppliers should request a slot for the briefing session by completing the briefing session response form indicating up to 3 times slots in order of preference and providing contact details for the attendees. The OU will send all your nominated attendees a meeting invite to confirm your session time and date with joining details for the event.

1. **QUERIES AND CLARIFICATIONS**
   1. If you require any further information or clarification regarding this RFI please use the correspondence facility within the In-tend system, quoting the RFI reference.
   2. If the OU considers any question or request for clarification to be of material significance, both the question and the response will be communicated, in a suitably anonymous form, to all Suppliers.
2. **RESPONSE INSTRUCTIONS**
   1. To help inform our procurement approach tailor our approach and documentation, the OU invites potential suppliers to respond to this RFI. The response should be at a level of detail appropriate for the OU to understand how you would approach supporting the OU’s requirements and what type of system or solution you would provide to do this, together with any indicative costs.
   2. Your response must be provided on the RFI response document attached and address the questions we have set out. Please do not include any promotional material/sales brochures as we are looking for advice and content.
   3. It is not the intention to enter into detailed discussions with suppliers at this stage and follow up telephone or skype calls will only be made if considered necessary to clarify the information you have provided.
   4. This is not a procurement exercise and is market research only. No part of this RFI will be used to assess or evaluate individual suppliers. It will provide the OU with an understanding of how the market may be able to meet the OU’s needs both now and in the future and how the OU might best engage with the market if it wishes to proceed with a procurement. It will also inform our internal technical and financial business cases. Please see the conditions applying to this exercise in paragraph 9.
   5. It would additionally be helpful to our planning if you could indicate which government/HE frameworks your organisation is on.
3. **RETURN OF RFI RESPONSE DOCUMENT (ELECTRONIC SUBMISSION ONLY)**
   1. Suppliers are asked to include a single point of contact in their organisation for their response to the RFI.
   2. Electronic return only to this RFI is to be made via the following web site:-

<https://in-tendhost.co.uk/openuniversity>

* 1. Please follow the instructions carefully to ensure your return is uploaded and submitted correctly.
  2. Returns should not be made via the correspondence feature and should be submitted as formal returns using the “Submit My Return” button on the Request for Information Tab.
  3. If you have any issues making your return, please email [Lucy.Fawcett@open.ac.uk](mailto:Lucy.Fawcett@open.ac.uk) before the given closing date and time.
  4. Suppliers should note that submissions can be made at any time up to the closing time.

1. **CONDITIONS APPLYING TO THIS RFI EXERCISE**
   1. **General information**
      1. This document is a request for information only and does not constitute any part of a competitive tendering or other procurement process. Your organisation’s participation and response to the RFI does not confer any obligation on the OU to procure any type of goods or services from your organisation or any organisation. If we choose to proceed, the OU will use responses to this RFI to help finalise its business case, fine tune its requirements and understand what the market has to offer. Whilst we would encourage you to provide a response to this RFI, choosing not to do so will not disadvantage or exclude you from any subsequent procurement. Nor does it mean that if you choose not to respond, you will be disadvantaged or excluded from any subsequent procurement.
   2. **Confidentiality** 
      1. All information supplied by the University to you must be treated in confidence and not disclosed to third parties except insofar as this is necessary for the preparation and submission of your response to this questionnaire. All information supplied by you to the OU will similarly be treated in confidence.
   3. **Feedback**
      1. We are unable to give feedback to providers following the review of questionnaires. This is to ensure that the University is not seen as giving an advantage/disadvantage to any provider during this exercise or any future related procurement opportunity.
   4. **Information, costs and expenses** 
      1. The provider is responsible for obtaining all information necessary for completing the questionnaire and shall bear all costs, expenses and liabilities incurred in connection with its preparation and delivery of the questionnaire.
   5. **Questionnaire** 
      1. By issuing this documentation, the OU is not bound in any way and does not have to accept any questionnaire.
   6. **Inducement**
      1. Offering an inducement of any kind in relation to obtaining further information or guarantees of any potential contract with the University, will disqualify your questionnaire from being considered and may constitute a criminal offence.
   7. **Ownership of documents**

9.7.1 All documents submitted by providers in response to this exercise will become the property of the University. They will be treated as commercially sensitive and used solely for the purpose of this exercise.