

**Document A (1) – Unified Communications Request for Proposal (RFP**

Table of Contents

[1. The Royal College of Anaesthetists (RCoA) 4](#_Toc478112195)

[2. Introduction 4](#_Toc478112196)

[3. Award and contract 4](#_Toc478112197)

[4. Proposed procurement timetable 5](#_Toc478112198)

[5. General solution requirements and scope 5](#_Toc478112199)

[5.1. Objectives 5](#_Toc478112200)

[5.2. Outcomes and capabilities 5](#_Toc478112201)

[5.3. Outputs 5](#_Toc478112202)

[5.4. Out of scope 6](#_Toc478112203)

[6. Key project phases and milestones 6](#_Toc478112204)

[7. Account implementation and management 6](#_Toc478112205)

[8. Format and assessment of proposals 6](#_Toc478112206)

[9. Assumptions for pricing 10](#_Toc478112207)

[10. Next Steps 10](#_Toc478112208)

Dear Supplier,

**REQUEST FOR a PROPOSAL FOR A [*Insert project name]***

You are invited by The Royal College of Anaesthetists (RCoA) to submit a proposal for the provision of services detailed in the attached documentation. Your proposal must be received by **Friday 5th May** via the [tsp@rcoa.ac.uk](mailto:tsp@rcoa.ac.uk) email account. It is the responsibility of all Prospective Suppliers to ensure that their proposal is received no later than the appointed time. RCoA may undertake not to consider proposals received after that time.

Appropriate contract documentation will be developed which we will expect to form the basis for contract negotiations. Your proposal will form part of the terms and conditions for the provision of services which will apply once we have agreed a contract with you.

Following the evaluation process, the intention is to arrive at a short list of the top ranked Prospective Suppliers (two to four in number), for the presentation stage. This will include:

* A presentation/interview (**between Monday 29th May and Friday 2nd June**) session to present their proposal and respond to questions from the RCoA evaluation panel. This meeting will provide the panel with the opportunity to address any unclear aspects of the Prospective Supplier’s response. Prospective Suppliers may use live demonstrations of their system and hardware to help explain, validate or demonstrate a clarification point.
* Making a test version of the product and hardware available for trial by stakeholders with end user instructions for testing from **Monday 5th June** to **Friday 9th June**

RCoA reserves the right to discount proposals that are incomplete or completed to insufficient quality. Suppliers excluded before the presentation round will not receive feedback. RCoA reserves the right to moderate scores in-line with clarification responses and the presentation stage. RCoA is not a contracting authority for the purposes of EU public procurement regime as implemented by the Public Contracts Regulations 2015 (as amended).

Yours faithfully,

Katie Edmondson, Project Manager  
  
Technology Strategy Programme  
The Royal College of Anaesthetists  
Churchill House, 35 Red Lion Square  
London WC1R 4SG

## The Royal College of Anaesthetists (RCoA)

Anaesthesia is the largest single hospital medical specialty in the NHS. The Royal College of Anaesthetists is the professional body responsible for the specialty throughout the UK, and it ensures the quality of patient care through the maintenance of standards in anaesthesia, critical care and pain medicine.

## Introduction

This project covers the replacement of the current phone system which is coming to the end of support and implementing a more cohesive unified communications system to provide:

* Telephony,
* Audio Conference,
* Video Conference,
* Online screen sharing and collaboration.

The key benefits are to provide more flexible working options and improved remote collaboration as well as realise efficiency savings on time and travel costs.

RCoA are looking for a supplier that can provide the key requirements using one system and has a flexible user model which recognises the distinction between core and “ad hoc” users. Additionally we are looking for a supplier to become a longer term partner to help us maximise the value of the solution over time, by extending it to other areas of use, integrating with other systems and adding features to keep up with communication trends.

The preference is for a supplier who can provide the full software and hardware requirements. We will consider bids from suppliers who can provide the full software or hardware requirements as separate lots; however proposals of this nature will be deprioritised against suppliers that can cover both the hardware and software requirements in one lot.

## Award and contract

The service will be provided at the costs set down within the pricing schedule to the contract.

The scope of this contract is for the implementation of the new solution and supporting hardware. It is an initial two year contract with the expectation the contract would be extended further subject to performance.

There will be review points at key and agreed milestones of the contract to review progress and plan future work and depending on positive outcomes from these then the chosen provider will be assured of this work, should it be decided as necessary by RCoA.

The contract will cover any license or maintenance fees, dispute resolution mechanisms, change control process, liability, performance, implementation and configuration of the system and on-going support and maintenance.

RCoA is not bound to accept the lowest priced or any proposal and shall not be bound to accept the supplier as sole supplier. For the avoidance of doubt, RCoA reserves the right to award this contract in part, in parts, as a whole or not at all should circumstances be deemed necessary unless the Prospective Supplier expressly stipulates otherwise on the response.

Prices quoted shall remain firm for the duration of the contract and be exclusive of Value Added Tax (VAT). VAT should be shown separately.

## Proposed procurement timetable

|  |  |  |
| --- | --- | --- |
| **Activity** | **Estimated start** | **Estimated finish** |
| Request for proposal (RFP) window | 11th April 2017 | 5th May 2017 |
| Evaluate proposals and shortlisting | 8th May 2017 | 23rd May 2017 |
| Supplier presentations | 29th May 2017 | 2nd June 2017 |
| Access to test system | 5th June 2017 | 9th June 2017 |
| Contract award and finalisation | 20th June 2017 | 11th July 2017 |

## General solution requirements and scope

### Objectives

To improve the ability of the RCoA to engage with and support its members through the provision of a new Unified Communications platform.

The proposed solution will enable:

* Staff to use a reliable telephone system with a switchboard console, call management functionality and configurable voicemail and ringtones.
* Collaboration by audio conference, video conference and online screen sharing.
* Provide the RCoA with a strategic supplier who can provide other services in future.

### Outcomes and capabilities

* Excellent user experience, flexibility of administration and added value/efficiency.
* More frequent meetings with remote participants enabling time and cost efficiencies.
* Cost effective, stable and secure IT systems and services.
* Improved internal and external communications with a trusted system.

### Outputs

* Unified Communications system.
* Updated desk phones.
* Compatibility with document collaboration software.
* Accessible and intuitive design (UI/UX).
* Setting up of users.
* DDI range switched to new system.
* Training and documentation.
* Flexible administration (to enable administrators to complete tasks using specific permissions according to their roles within the system and the organisation).
* Provision of open APIs for future integration to systems such as CRM.
* Integration with Single Sign on (SSO).
* High data security.
* Resilient platform stability.

### Out of scope

The development or implementation of:

* First line support for solution users.
* Implementation of meeting room hardware to support video or teleconference.
* Development of policies defining the use of the unified communications system.

## Key project phases and milestones

|  |  |  |
| --- | --- | --- |
| **Phase and stage** | **Start** | **Finish** |
| **Discovery** |  |  |
| Initiation process | December 2016 | January 2017 |
| Stage 1 (Requirements analysis) | February 2017 | March 2017 |
| Stage 2 (Procurement) | April 2017 | June 2017 |
| **Implementation** |  |  |
| Set up and Testing - The system and hardware should be available and tested within 30 days of the contract being signed. | July 2017 | August 2017 |
| Training | August 2017 | September 2017 |
| **Live** |  |  |
| Initial go live | August 2017 | September 2017 |

## Account implementation and management

For successful implementation of the solution and service, RCoA requires a named contact responsible for managing the implementation process, and a flexible integration plan. RCoA will make a dedicated local Project Manager available until October 2017. RCoA will also require an account manager to be provided throughout the length of contract who will be required to attend regular review meetings. There may be a requirement for other meetings on an ad hoc basis.

## Format and assessment of proposals

* 1. The completed documents that must be submitted to form your tender response are listed below. Please ensure that information provided as part of the response is succinct and of sufficient quality and detail so that an informed assessment of it can be made. Where word limits are expected, these are stated in relevant sections.
* Document A (1) - Request for Proposal (RFP) Information
* Document A (2) – Request for Proposal (RFP) Supplier Response
* Document B - Requirements
  + Functional
  + Non-functional
* Document C - Pricing Matrix  
  1. Do not submit any additional supporting documentation with your RFP response except where specifically requested to do so as part of this RFP. Adobe PDF, Word, Project and Excel formats can be used for any additional supporting documentation.
  2. All attachments/supporting documentation should be provided separately to your main tender response and clearly labelled to make it clear as to which part of your tender response it relates.
  3. Responses from Prospective Suppliers will be assessed to determine the most value for money proposal using the following criteria and weightings and will be assessed on your response submitted and (if applicable) other aspects i.e. presentations and prototyping:

|  |  |
| --- | --- |
| **Section** | **Potential of total score** |
| Technical merit and functional fit | 70% |
| Cultural fit | 10% |
| Price | 20% |
| Declaration and acceptance | **Pass/Fail** |
| **Total** | **100%** |

* 1. The weightings are further broken down as follows:

| **Section** | **Evaluation method** | **Section weighting** | **Potential of total score** |
| --- | --- | --- | --- |
| **Technical merit and functional fit** |  |  |  |
| Method statement for system implementation | Scored | 10% |  |
| Method statement for system support | Scored | 10% |  |
| Other services | For information |  |  |
| Specific requirement responses |  |  |  |
| *Functional requirements* | Scored | 20% |  |
| *Non-Functional requirements* | Scored | 15% |  |
| *Future requirements* | Scored | 10% |  |
| Presentations | Scored | 15% |  |
| Testing | Scored | 20% |  |
| **Total Technical merit and functional fit** |  | **100%** | **70%** |
|  |  |  |  |
| **Cultural fit** |  |  |  |
| Organisational details | For information |  |  |
| Type of Organisation | For information |  |  |
| Sub-contractors and consortia | For information |  |  |
| Contact details and declaration | For information |  |  |
| Exclusion grounds | Pass/fail and for information |  |  |
| Company information | For information |  |  |
| Commercial information | For information |  |  |
| Financial standing | For information |  |  |
| Operations and experience | Scored and for information | 100% |  |
| Quality assurance | For information |  |  |
| Environment | For information |  |  |
| Human resources | For information |  |  |
| **Total Cultural fit** |  | **100%** | **10%** |
|  |  |  |  |
| **Price** |  |  |  |
| Implementation cost | Scored | 25% |  |
| Annual revenue cost | Scored | 75% |  |
| **Total Price** |  | **100%** | **20%** |
|  |  |  |  |
| Declaration and acceptance | Pass/fail |  |  |
|  |  |  |  |
| **Total** |  |  | **100%** |

* 1. For those Respondents that are compliant with the Pass/fail items (sections or requirements), an evaluation will be then made of each response that is Scored. A rating scale of 0-3 (as shown below) will be used for evaluating each response. Where the response does not address a requirement at all, this may result in the proposal being invalidated.

| **Grade label** | **Grade** | **Definition of grade** |
| --- | --- | --- |
| Not met or no evidence (fail) | 0 | The response has been omitted, or the proposal evidences inadequate (or insufficient) delivery of the requirement. |
| Partially met (pass) | 1 | The proposal has merit, although there is weakness (or inconsistency) as to the full satisfaction of the requirement. |
| Met (pass) | 2 | The proposal has a suitable level of detail to assure that a satisfactory delivery of the requirement is likely. |
| Exceeded (pass) | 3 | The proposal has evidenced significant levels of understanding that assures there will be desirable value-add within the proposal **or** superior and desirable (time or quality) delivery outcomes. |

* 1. For the Functional requirements (**Document B – Requirements**), Prospective Suppliers are additionally required to indicate the proposed approach to system implementation. This will either be based on an existing product, extending an existing product or a new build. In either case, explain how each requirement should be coded as below. This is not scored but explains the proposed approach.

|  |  |
| --- | --- |
| **Implementation type** | **Explanation** |
| Coding | Feature will require developer coding |
| Configuration | Feature will require non-code configuration |
| Existing feature | Feature already exists and exactly matches requirement |
| Third party | Feature is or will be achieved through a third party product |
| Unable to provide | Feature is not currently offered and will not be offered |

* 1. Prospective Suppliers are also required to complete a number of additional ‘For Information’ questions as part of the response. We have kept this to a minimum and whilst these questions are not scored, they allow RCoA to gather information about the Prospective Supplier. Any Prospective Supplier may be excluded from the process at any stage if any of those representations are found to be untrue, misleading or are materially inaccurate.
  2. Prospective Suppliers are required to complete a number of ‘Pass/fail’ questions as part of their response. These questions ensure that RCoA’s minimum requirements are met by Prospective Suppliers. Any response deemed a fail on these questions may result in the supplier’s response not being evaluated further.
  3. The general requirements are listed in **Document A (2) - Request for Proposal (RFP)**. Clearly state, together with reasons, if a section is not applicable to you.
  4. The specific requirements are listed in **Document B – Requirements** in two worksheets. Both the Functional and Non-Functional requirements are separated into Primary, Secondary and Tertiary requirements.
  5. Primary requirements are all core requirements. The aforementioned rating scale of 0-3 will be used. Prospective Suppliers who cannot meet these core requirements may fail this requirement and their response will not be assessed further. Secondary and Tertiary will be considered but are not essential.
  6. For each item in **Document B – Requirements**, a documented response of not more than 500 words each is required. Each will contribute to overall scoring. NB. Illustrative embedded graphics and images are acceptable where they illustrate a point and do not contribute to the word count.
  7. Prospective Suppliers must submit pricing costs for Implementation and Post-Implementation Annual Costs in **Document C - Pricing Matrix.** Any expected increases in pricing and options to fix costs should also be outlined in the Pricing Matrix.
  8. The lowest qualified proposal cost will receive the maximum percentage score available. Proposals that are more expensive will be given a lower percentage score using the standard deviation from the lowest cost. Scores will be calculated to two decimal places.
  9. As circumstances and requirements may change over the life of the proposed contract, the supplier must commit to make changes with the day and server hosting (based on incremental changes in storage and bandwidth) rates agreed contractually in advance. Day rates should be presented in the form of a SFIA rate card (see <http://bit.ly/1ML6A8a>) in order for RCoA to ascertain the competence level of the proposed support. This cost will be inclusive all expenses incurred by supplier in the course of the engagement. The supplier should also provide costs for purchasing additional hardware outside of the contract.
  10. RCoA shall have the right to disqualify your Proposal if you fail to complete the relevant parts (in full or part) as required by this document. RCoA shall also have the right to disqualify your proposal at any stage in the process if it becomes aware of any omission or misrepresentation in your response to any question.
  11. All Responses must be in English.

## Assumptions for pricing

RCoA anticipates a user base of:

* 130 core staff users who will use the telephony and UC features,
* 20 telephone only users,
* 400 committee members who will not use the telephony but will be users of the UC features, particularly by attending meetings via teleconference and video conference,
* and 1000+ ad hoc users who will be irregular or one time users of the UC features.

We are assuming that only College staff will be organising meetings. We are assuming that remote audio/video/online meeting participants don’t need any licences to join the meetings.

Hardware requirements are:

* 150 phone handsets
* 1 switchboard console (if this requires separate hardware rather than being managed within the system)

## Next Steps

Please complete your response in:

* Document A (2) - RFP Supplier Response
* Document B - Requirements
* Document C – Pricing Matrix

Responses should be sent electronically to [tsp@rcoa.ac.uk](mailto:tsp@rcoa.ac.uk)by **4pm, Friday 5th May**.

Please note that we can only answer queries relating to the proposal documents and cannot provide any information or help in relation to the content of the Prospective Suppliers submission. Answers to specific queries and advice given will be made available to all Prospective Suppliers.

You may submit, by no later than four (4) days prior to the closing date any queries that you have relating to this Proposal. Please submit such queries to [tsp@rcoa.ac.uk](mailto:tsp@rcoa.ac.uk).

Any queries should clearly reference the appropriate paragraph/section in the documentation and, to the extent possible, should be aggregated rather than sent individually. As far as is reasonably possible, RCoA will respond to all reasonable requests for clarification of any aspect of this Proposal and supporting documents, if made before the above deadline. RCoA will aim to provide its response within two working days and no later than two days prior to the closing date. No queries received after the above deadline will be answered.