**Request for Proposal (RFP)**

DS01-[215]

Appendix F

HFEA General Condition and Further Information

# RFP General Conditions

The HFEA reserves the right not to proceed with this procurement or to award any contract. Nothing shall constitute a commitment to ordering until the HFEA has awarded a Call-Off Contract and then raised a Statement of Work with a purchase order with the winning bidder(s).

The Potential Provider agrees to supply the services in accordance with the Call-Off Terms contained within the Digital Services Framework.

The call-off contract may also include the following terms:

* The supplier is required to fully engage with the customer in the planning, preparation and delivery of the work covered by the SoW.
* A sprint backlog will be agreed between all parties at the beginning of each sprint setting out when the user stories will be delivered during the sprint.
* Supplier and the customer will use the customer agreed collaboration tools to ensure transparency in the development of code, documentation and to share tasks, the team calendar etc.
* The supplier will record delivery progress using the customer agreed tool so that it is visible to the customer.
* There will be a Sprint Review and Sprint Retrospective at the end of each sprint.
* The supplier must ensure that they have sufficient available resource to deliver the work that is set out in the SoW to time, cost and quality.
* The maximum price for the SoW is fixed and may not be exceeded.
* The supplier resourcing of the project will be compliant with clause 7.2 of the call off terms of the framework.
* Any work not delivered within the agreed sprints set out within the SoW must be delivered separately at the suppliers cost and within a timescale agreed with HFEA. The content of sprints cannot be changed without the Product Owner prior agreement.
* Acceptance criteria are agreed by both parties and documented in the User Story.
* HFEA will provide suppliers with access to their premises and with resources (e.g. work space, meeting rooms, technology etc.) as required in order to perform the contracted activities.
* Completed code will be deployed to the GitHub or other HFEA nominated repository where it will be deployed to the HFEA nominated environment in demo mode. A select group of users will be invited to conduct validation tests.
* Acceptance of the software is incremental and will occur at the end of each Sprint. At the end of each Sprint the User Stories that have been completed will be accepted against the specified criteria.
* Approval for payment to the supplier will be made to the IfQ Programme Board only at the end of each phase (Alpha, beta, Live)
* The supplier must complete all phases unless the Customer decides to terminate.

Any and all costs associated with the production of such a response must be borne by the Supplier. CCS will not contribute in any way to meeting production costs of any quotation response.

Information contained within this document is confidential and must not be revealed to any third party without prior written consent from CCS and the HFEA.

CCS and the HFEA expect that all responses to this RFP will be provided by potential Providers in good faith to the best of their ability in the light of information available at the time of their response.

Suppliers must identify any sub-contractors involved in their proposed delivery. Suppliers retain responsibility for performance of their sub-contractors.

# IfQ programme general conditions

## IfQ Test and development requirements

All code being developed will be stored on the Authority’s nominated servers. Code will be subject to a peer code review (to include the HFEA internal IT team and possibly the HFEA Technical Assurance Group) at the end of each sprint.

Suppliers must adopt best practice software engineering practices such as:

* Common coding standards
* Behaviour driven development
* Test driven development
* Refactoring
* Continual integration
* Automated unit testing.
* Automated release management

Suppliers must provide their own laptops and licences (if any) required to comply with the above.

As part of the agile & SCRUM methodology, there will be an ongoing testing of the products as they are developed. Furthermore, each product should be tested by disabled people, older people, and people who use assistive technologies at least twice as the products are developed. (<https://www.gov.uk/service-manual/user-centred-design/accessibility>)

## Confidentiality and security of data

The activities of the HFEA, and its suppliers, are bound by the Human Fertilisation and Embryology Act 1990 (as amended) (the Act).

Suppliers should satisfy themselves that they understand the ramifications of the legislation in terms of its delivery as well as general best practice related to confidential and healthcare information. The Act imposes restrictions over and above general healthcare confidentiality requirements.

For example, the legislation includes (but is not limited to) the following requirements:

* data must be stored in the UK
* any person accessing data must be based in the UK
* it is illegal to disclose any information falling within section 31(2) of the Act
* generally, no information in the Register or other system may be divulged to third parties
* NHS safe haven rules, Caldicott Guardian 2 will apply as will strict adherence to the Data Protection Act 1998
* suppliers will be required to comply with HFEA confidentiality agreements
* access to data needs to meet the appropriate levels of security, and
* access to data will be strictly controlled through change control mechanisms.

## Governance

The IfQ Programme is being delivered using a combination of Managing Successful Programmes for programme management and PRINCE2 for project management wider project delivery.

**Scrum and agile methods will be used for the software delivery of this RFP.**

The selected supplier(s) will nominate a senior supplier role to participate in the appropriate project board and the HFEA Technical Assurance Group or others, as required by the HFEA. The cost of this must be included in the tender response.

Each RFP will be overseen by the IfQ Programme Board but will report to a Project Board. The Project Boards consist of a number of different skill sets including Business Support, Register and IT expertise.

The selected supplier will be required to maintain good communication on a regular basis through the Product Owner and the HFEA Project Manager. This will include status updates on the project timeline, suggestions, issues or deviation from the last agreed outcomes, any queries on design and implementation as well as presentations to the relevant Project Board in person, as required.

Architecture and other proposals will be approved by the IfQ Technical Assurance Group.

Prince 2 product descriptions for each phase will be produced and checked for adherence by the IfQ Quality Review Team.

The supplier will need to plan time to present to the above groups at the end of each phase or as required.

## Existing provision of IT services and key technologies used

In accordance with current digital strategy, we will need to consider open source options wherever possible. The final decision will be determined according to affordability and our ability to support the proposed solution with the HFEA current IT team.

Our existing solutions are based on the Microsoft technology stack and are internally hosted in a VMware environment. It is our intention to move some services to the cloud and some to IaaS.

We are open to different technologies where they meet the technical need, are open source and can be assumed by our internal team.

To date, all IT-related activities, except the hosting of the website, have been undertaken by our existing internal IT team. The website is hosted externally and we have a support contract with our existing CMS supplier, however first line support is provided by our internal IT team.

The list of existing systems is shown in the appendices provided separately to this document. Many of these systems provide specific functionality and will be consolidated or interfaced to wherever possible.

## The HFEA strategy

The HFEA’s strategy for 2014-2017 is to ensure high quality care for everyone affected by assisted reproduction. The HFEA has the following objectives:

* improving the quality and safety of care through our regulatory activities
* improving the lifelong experience for donors, donor-conceived people, patients using donor conception, and their wider families
* using the data in the Register of treatments to improve outcomes and research
* ensuring that patients have access to high quality meaningful information
* ensuring the HFEA remains demonstrably good value for the public, the sector and Government.

Our complete strategy 2014-2017 is available from [www.hfea.gov.uk/9056.html](http://www.hfea.gov.uk/9056.html)

## McCracken review

Following its decision to retain the HFEA as an independent regulator, in April 2013 the Department of Health commissioned Justin McCracken to carry out an independent efficiency review into the way in which the HFEA undertakes its functions and operations. The ‘McCracken review’ included a thorough investigation of the views of our stakeholders and concluded that:

“The HFEA should reduce the burden on clinics to yield savings of circa £1 million pounds by modernising its systems and processes.”

The Department of Health accepted all of McCracken’s recommendations and agreed that the HFEA could fund the capital investment required from its historic cash surplus.

An extensive consultation process was undertaken with the sector, as required by the McCracken review.

## Background to government digital communications

The Government’s Digital by Default Service Standard sets cross-governmental standards for developing digital communications channels. The aim is to improve services for citizens and to reduce costs.

The [Government Service Design Manual](https://www.gov.uk/service-manual) helps set out the key criteria that we as a public sector body should be working towards. The ‘[Know your users](https://www.gov.uk/service-manual/user-centered-design/know-your-users)’ page contains information that the tendering supplier must be mindful of in their tender submission and delivery of a contract awarded under this procurement.

## The IfQ programme

The Information for Quality (IfQ) programme was initiated in October 2013 to address pressing and important issues with our infrastructure and systems and websites that are no longer fit for future purpose. There has been no development activity on these for some years, partly because there were several years of uncertainty about the HFEA’s future in the wake of the 2010 ALB Review.

An external Advisory Group was established, supported by four Expert Groups, and has made recommendations that have shaped the requirements of the IfQ programme.

The IfQ programme involves:

* redesigning our website and the associated tool called Choose a Fertility Clinic (CaFC)
* redesigning our ‘Clinic Portal’ (used for monitoring the performance and interacting with clinics) and combining it with data submission functionality that is currently provided in our separate Electronic Data Interchange (EDI) system
* redesigning our main internal systems that comprise the Authority’s Register and supporting IT processes
* accrediting 3rd party systems suppliers to submit data to the HFEA

The IfQ programme consists of three projects:

* IfQW – Website project
* IfQCP – Clinic Portal project
* IfQIS – Internal systems project