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**Invitation to Quote**

**Instructions & Requirements Document**

**NHS England and NHS Improvement Commercial**

Managed Service - Data Catalogue / NCDR Library / Secondary Use DGT

**Document owner:** Commercial & Procurement Team, NHS England and NHS Improvement

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This document sets out the process for obtaining quotations for Goods and Services **up to £26,000** (excluding VAT) and £31,200 (including VAT)

Introduction

###### This Invitation to Quote (ITQ) has been prepared by NHS England (the ‘Authority’). The Authority is looking for a Supplier for the provision of Managed Service - Data Catalogue / NCDR Library / Secondary Use DGT. A full description of the requirement is found in section 3.

###### This procurement exercise is being carried out as an Invitation to Quote.

###### The Authority has taken reasonable care to ensure that the information provided is accurate in all material respects. However, the Bidders attention is drawn to the fact that no representation, warranty or undertaking is given by The Authority in respect of the information provided in respect of this transaction and/or any related transaction.

###### The Authority does not accept any responsibility for the accuracy or completeness of the information provided and shall not be liable for any loss or damage arising directly or indirectly as a result of reliance on this ITT or any subsequent communication.

###### No warranties or opinions as to the accuracy of any information provided in this ITQ Pack shall be given at any stage by The Authority.

###### Any person considering making a decision to enter into contractual relationships with The Authority or any other person on the basis of the information provided should make their own investigations and form their own opinion of The Authority. The attention of Bidders is drawn to the fact that, by issuing this ITQ, The Authority is in no way committed to awarding any contract and that all costs incurred by Bidder in relation to any stage of the Tender process are for the account of the relevant Bidder only.

###### In accordance with The Authority’s internal financial instructions and general principles applicable to public procurement, The Authority seeks best value for money in terms of the Contract reached with the successful Bidder.

###### The Authority has endeavored, therefore, to express as clearly as possible in this ITQ the terms on which it would propose to contract with the successful Bidder and in particular the obligations, risks and liabilities which it expects to become the responsibility of the successful Bidder.

This document contains the following sections:

* **2. Instructions**
	+ Project Team Details
	+ Timeline
	+ Supplier Clarification Question process
	+ Evaluation Criteria
	+ Scoring
* **3. The Requirement:**
	+ Background Information
	+ Standards and Service Specification
	+ Essential Skills Deliverables
	+ Deliverables
	+ Proposed Terms and Conditions
* **4. Responding to the ITQ**
	+ Bidders Details
	+ Further Bidder Information
	+ Bidders Response
1. Instructions

Project Team Details and Contract Lead

|  |  |
| --- | --- |
| Name of Team | Data Management & Integration Services (DMIS) |
| Name and Title of Contract Lead | Patrick Harty, Business Support Officer |

Timeline

|  |  |
| --- | --- |
| **Item** | **Date** |
| ItQ Release Date & Issue on Contract Finder\* | Monday 10th October 2022 |
| ItQ Clarification Deadline | Friday 14th October 2022 |
| ItQ Closing Date | Monday 24th October 2022 |
| Estimated Award Date | Friday 11th November 2022 |
| Estimated Contract Commencement Date | Monday 14th November 2022 |

The timeline is indicative and may be subject to change.

Supplier Clarification Question Process

All clarification questions relating to this ITQ must be submitted via the procurement portal route (Atamis) within 3 calendar days of receiving the ITQ. Clarification questions received after this time will not be responded to. All Clarification questions will be responded to within 2 working days of the date received.

All clarification questions received via other routes will not be reviewed and responded to.

**Please Note: -** To ensure an open and fair process is followed, all bidders will receive a copy of the question(s) and answer(s).

Evaluation Criteria

The purpose of evaluation in the procurement process is to establish which supplier(s) have submitted the best quotation; ensuring that the assessment of quotes is undertaken in a transparent, fair and consistent manner so that an effective comparison can be made.

The Authority, reserves the right to accept or reject all or any part of the quotation if you have failed to provide the information requested in this quotation or you have submitted any modification or any qualification to the terms and conditions of contract.

The Authority does not bind itself to accept the lowest priced, or any quotation, nor guarantee any value or volume and shall not be liable to accept any costs you have incurred in the production of your quotation.

The Authority will check each quotation and submission for completeness and compliance with the requirements in this Invitation to Quote document, thus, you should ensure that you carefully examine this document in full.

Quotes will be evaluated on the following Quality and Costs basis;

|  |  |
| --- | --- |
| **Section** | **Weighting (%)** |
| Technical/Quality | 60 |
| Sustainability and Social Value | 10 |
| Commercial | 30 |

A weighted scoring system will be applied to the response, the high-level evaluation criteria are given below:

|  |  |
| --- | --- |
| **Question** | **Weighting (%)** |
| **1. Understanding Requirements**From the information that has been provided within the ITQ Specification document please indicate how you intend to meet these requirements. | 20 |
| **2. Experience in delivering platform management services**Within the last three years please confirm what web-based platform management services you have delivered?  | 20 |
| **3. Experience in delivering projects in partnership with the NHS or the public sector.** Within the last three years please confirm what projects you have delivered in partnership with NHS England and NHS Improvement?   | 20 |
| 4. **Social Value.** Consider the value delivered as part of this procurement which goes wider to improvements to the economic, social and environmental well-being of the local area. How will you consider equality and diversity in the provision and operation of your services? | 10% |

**Scoring**

**Bidder information**

The ‘Bidders Detail’ will be ‘For Information Only’ and not scored.

The ‘Further Bidder Information’, will be given either a ‘Pass/Fail’ for each section.

**Quality**

The Authorities evaluation system is based on the familiar “weighted scoring approach”, in which the officer scores responses to the quality questions according to a pre-agreed scoring system 0-4 (see table below). The scores for the sections are then added together to give a total quality score for the quotation response.

| **Score** | **Interpretation** |
| --- | --- |
| 4Excellent | The Tenderer’s response provides full confidence that the Tenderer understands and can deliver the Requirements well and addresses all of the requirements set out in the question.   |
| 3Good | The Tenderer’s response provides a good level of confidence that the Tenderer understands and can deliver the services and the Tenderer's response addresses all or most of the requirements set out in the question.  |
| 2Satisfactory | The Tenderer’s response provides a satisfactory level of confidence that the Tenderer understands and can deliver the services and the Tenderer's response addresses at least some of the requirements set out in the question. However, the response is lacking in some areas. |
| 1Poor | There are weaknesses (or inconsistency) in the Tenderer’s understanding of the services and/or Tenderer's response fails to address some or all of the requirements set out in the question. |
| 0Unacceptable | No response and/or information provided is deemed inadequate to merit a score. |

**Scoring Cost**

The financial weighted score is calculated by using the following formula:

Tenderers Price Weighted Score = Lowest Total Cost offered Tenderer Total Cost

 30 (% weighting)

(Lowest Total Cost divided by Tender Total Cost multiplied by 30)

The financial score will be calculated to two decimals places.

Therefore the bidder who submits the lowest compliant bid (based on the pricing model created for evaluation purposes) will receive the full 30% available.

# **The Requirement**

The Requirement is detailed below which provides background to the project/business need, the standards or specification required alongside the essential supplier skills and the objectives of the requirement.

**Background Information:**

|  |
| --- |
| **The CDAO programme was established to improve NHS commissioning by ensuring commissioning decisions, and the insights supporting them, are based upon robust, reliable data that has been processed efficiently and is accessed legally.** **The team develops and maintains the following data warehouses:*** **National Commissioning Data Repository (NCDR) and the Cube data warehouse. The NCDR is the patient-level data repository managed by NHS England and hosted at Arden & Gem, to deliver data processing, linkage and reporting services for NHS England analytics teams.**
* **The CUBE provides a variety of business intelligence services. The NCDR platform is where our tools sit for example SAS, Tableau, R and Python. The CUBE is hosted in Microsoft Azure cloud where a full end-to-end development, test and production environment operates. Our customers are currently primarily analysts in OIC and Analytical Services.**
* **The Unified data access Layer (UDAL) system is the new replacement system for the previous legacy systems across NHS England, including the National Commissioning Data Repository (NCDR) strategic Information Platform (SIP) and the Cube.**
* **UDAL delivers a single unified approach to data across the organisation, enabling data processing, linkage, analysis and reporting.**

**The Data Services team also develops and provides a number of web based digital services, these include:*** **the Data Catalogue.**
* **the National Commissioning Data Repository (NCDR) Reference Library.**
* **The Secondary Use Data Governance Tool (SUDGT).**

**The listed web based digital services are available to NHSEI teams, the wider health sector, and members of the public. This specification is to procure a team to deliver 12 months managed service support to CDAO in the maintenance of these web based digital services.****We have a budget window of £31,000 inclusive of VAT & expenses to secure this support.** |

**Standards and Service Specification:**

|  |
| --- |
| **The following deliverables are expected to arise from this project:****Management of these services at the following URL locations:*** **The NCDR Reference Libraries and Data Catalogue are live on the URL http://data.england.nhs.uk**
* **The SUDGT is available on this URL https://data.england.nhs.uk/sudgt/**

**The following activities to support the management of the efficient, safe delivery of these services:*** **Annual support to update the AWS infrastructure security patches**
* **Annual support to undertake the GUI updates to comply with NHS England guidelines.**
* **All inbound direct user contact via Zendesk to screen them for potential critical defects.**
* **The running of the backup schedule scripts on Amazon S3, and full recovery when needed is included as the deliverable.**
* **The supplier will conduct full restore drills as part of our support training and assurance processes.**
 |

**Essential Skills Deliverables:**

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| --- |
| **The following are the essential skills required from the supplier for them to successfully deliver this:****Resources*** **Resources to meet the need of the deliverables defined within this specification.**

**Technical Skills*** **PostgreSQL development and administration skills**
* **MySQL development and administration skills**
* **Redis development and administration skills**
* **Python development and maintenance**
* **PHP development and maintenance**
* **Static site generation and integration**
* **Django development and maintenance**
* **Drupal development and maintenance**
* **CKAN development and maintenance**
* **Data processing, ETL and cleaning**
* **Open Data licensing and ecosystem**
* **Strong knowledge of AWS infrastructure and practical ability (architecture, administrative, security, development and infrastructure)**
* **Dev/test/live environments and automated deployment to each**
* **Disaster recovery**
* **Understanding of NHSEI’s aims and objectives with the data catalogue**
* **Ansible development**
* **Automated testing**
* **Systems administration**
* **Second line technical support**
* **User administration**
* **Web accessibility**
* **Graphic design**
* **Understanding of NHS Brand Identity guidance, NHSEI Corporate brand guidance**
 |

**Deliverables**:

|  |
| --- |
| The principle deliverables required from this procurement is as follows:* Provision of a managed service to the three web-based digital services described in this ITT.
* Service provided to be available for the period of 12 months and to deliver all elements of the service specification as required
 |

**Proposed Terms and Conditions**

The proposed terms and conditions for this engagement are the NHS Standard Terms and Conditions of services: Purchase Order Version.

No amendments shall be considered or accepted in relation to the Terms and Conditions. Failure to accept the terms will result in disqualification.

These T&Cs are available to view here:

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/681016/NHS_TERMS_AND_CONDITIONS_FOR_THE_PROVISION_OF_SERVICES__PO_VERSION_.docx>

The Purchase Order will serve as the contract.

1. Responding to ITQ

###### When responding to this ITQ, Bidders must ensure that their Tender covers all the information required. Bidders must complete their Tenders within the Authorities procurement portal (Atamis) set out in the "Supplier Response Form". Failure to do so may render the response non-compliant and it may be rejected.

### In evaluating Tenders, the Authority will only consider information provided in the Supplier Response Form.

### Bidders should not assume that the Authority has any prior knowledge of the Bidder, its practice or reputation, or its involvement in existing services, projects or procurements.

### If there are any questions that do not apply to a Bidder, please answer with a N/A and explanation where appropriate.

### Where any section of the ITQ indicates a word limit, any response will be reviewed to that word limit and any additional information beyond that word limit will not be considered. Bidders must provide a word count for each question response.

###### The Authority may at its own absolute discretion extend the Deadline for receipt of Tenders specified in the timetable. Any extension to the Deadline granted under this paragraph will apply to all Bidders.

###### Tenders must be submitted via the Authorities procurement portal (Atamis) no later than the ITQ submission Deadline specified in ‘Timetable’. Tenders may be submitted at any time before the Deadline.

###### Tenders received before this Deadline will be retained unopened until the opening date.

###### The Tender and any documents accompanying it must be formatted in Word or Excel as appropriate and be in the English language.

###### Price and any financial data provided must be submitted in or converted into pounds sterling. Where official documents include financial data in a foreign currency, a sterling equivalent must be provided. Tender pricing must be provided excluding Value Added Tax (VAT).

Bidders Details:

The following is an outline of what will be required and found on Atamis. Suppliers please download this Form, complete it and upload it as an attachment to your proposal on Atamis.

*Please ensure a response is provided for all the sections below.*

|  |  |
| --- | --- |
| *Company Name* |  |
| *Company Address* |  |
| *Company’s representative name and title* |  |
| *Contact telephone number* |  |
| *Email address* |  |
| *Address for correspondence* |  |
| *Date of Submission* |  |
| *Company Registration Number* |  |
| *VAT Registration Number* |  |

# Further Bidder Information:

*Please ensure a response is provided for all the questions below.*

|  |  |  |
| --- | --- | --- |
| ***1.*** | *Has your organisation met all its obligations to pay its creditors and staff during the past year?* |  |
| ***2.*** | *If your answer to the above is No, have you rectified the situation resulting in your organisation now being able to pay its creditors and staff?* |  |
| ***3.*** | *Is your company or any group company (your Organisation) or are any of the directors/partners/proprietors in a state of bankruptcy, insolvency, compulsory winding up, and receivership, composition with creditors or subject to relevant proceedings?* |  |
| *4.* | *Please confirm that data is stored in line with the General Data Protection Regulations 2018 where applicable* |  |
| *5a.* | *Please confirm that you accept NHS England’s Purchase Order Terms and Conditions in full with no modifications. This offer and any contract arising from it shall be subject to these Terms and Conditions and all other items or instructions as issued in this bidder response.* [*https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services*](https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services) |  |
| *5b.*  | *Please confirm that you accept that any modifications to the Terms and Conditions will be rejected and may result in the bid being rejected.*  |  |
| *6*. | *Please confirm that all invoicing shall be processed through Tradeshift in line with NHS England and Improvements processes.* |  |

Bidder’s Response

Please ensure a response is provided for both the Quality (A) and Commercial (B) sections on Atamis by downloading the attachments and reuploading once completed. **Suppliers please download this Form, complete it and upload it as an attachment to your proposal on Atamis**.

1. Quality

The questions below are for reference only and will be found within Atamis.

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 1** |  | **Question % Weighting** | 20 |
|  |  |
| **Understanding Requirements**From the information that has been provided within the ITQ Specification document please indicate how you intend to meet these requirements. |
| **Supplier Response** |
| The maximum total word count for this section is 1,000 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 2** |  | **Question % Weighting** | 20 |
|  |  |
| **Experience in delivering platform management services**Within the last three years please confirm what web-based platform management services you have delivered? |
| **Supplier Response** |
| The maximum total word count for this section is 500 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 3** |  | **Question % Weighting** | 20 |
|  |  |
| **Experience in delivering projects in partnership with the NHS or the public sector.** Within the last three years please confirm what projects you have delivered in partnership with NHS England and NHS Improvement?   |
| **Supplier Response** |
| The maximum total word count for this section is 200 |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 4** |  | **Question % Weighting** | 10% |
|  |  |
| Consider the value delivered as part of this procurement which goes wider to improvements to the economic, social and environmental well-being of the local area. How will you consider equality and diversity in the provision and operation of your services? |
| **Supplier Response** |
| The maximum total word count for this section is 200 |

B) Commercial

|  |  |
| --- | --- |
| **Commercial** |  |
|  |  |
| Please provide a cost breakdown to undertake the work in the ‘Supplier Response’ box below. Your breakdown should also include the total cost exclusive of VAT to the Authority. **Suppliers please download the Commercials Excel Sheet, complete it and upload it as an attachment to your proposal on Atamis. Please do not add pricing here.**  |

**C) Confirmation**

|  |  |
| --- | --- |
| **Confirmation** |  |
|  |  |
| Please provide an electronic signature with name and contact details as confirmation the detail submitted is correct and agree to the *Authorities Purchase Order Terms and Conditions in full as outlined in ‘Point 5 Further Bidder Information’*:(If using Atamis, this shall be completed electronically) |
| **Supplier Response** |
| *Electronic Signature Insert …………..**Name:**Job Title:**Date:* |