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Tender

IG Support and Data Protection Officer Service to the Norfolk and Waveney GP Practices

NHS Norfolk & Waveney Integrated Care Board

F02: Contract notice

Notice identifier: 2023/S 000-007499

Procurement identifier (OCID): ocids-h6vhtk-03b2f6

Published 15 March 2023, 10:41am

The closing date and time has been changed to:

14 April 2023 - no time specified

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

NHS Norfolk & Waveney Integrated Care Board

County Hall, Martineau Ln

Norwich

NR1 2DH

Contact

David Bailey

Email

David.Bailey1@nhs.net

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

Buyer's address

<https://www.improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/icb-contact/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IG Support and Data Protection Officer Service to the Norfolk and Waveney GP Practices

II.1.2) Main CPV code

- 72300000 - Data services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Norfolk and Waveney Integrated Care Board require a Supplier to provide an information governance advice and guidance support service, together with a named Data Protection Officer

II.1.5) Estimated total value

Value excluding VAT: £360,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72310000 - Data-processing services
- 72322000 - Data management services
- 72322000 - Data management services
- 72222300 - Information technology services

- 79410000 - Business and management consultancy services
- 72222300 - Information technology services
- 79400000 - Business and management consultancy and related services

II.2.3) Place of performance

NUTS codes

- UKH1 - East Anglia

Main site or place of performance

Norwich

II.2.4) Description of the procurement

NHS NWICB invite bids from suitably qualified suppliers to provide information governance advice and guidance support service, together with a named Data Protection Officer.

The requirement will include:

Data breaches

- The provision of advice and/or support to practices on the investigation of possible information security breaches and incidents.
- Advice on incident/breach assessment and reporting via the incident reporting tool within the DSPT to NHS England and reporting to the ICO (dependent upon severity of incident).
- Advice on assessment and reporting via the incident reporting tool within the DSPT to NHS England and ICO (dependent upon nature and severity of the breach).
- Advice on post-incident reviews and recommended actions for practice implementation. To lead or direct data breach reviews and investigations where highly specialist knowledge is required or complex multi-party issues are involved.

Service Provider as data processor will:

- To take action immediately following a data breach or a near miss, alerting promptly the practice as data controller and with a report made to the senior management within the ICB and the practice within 12 (working) hours of detection.
- Report data breaches in line with NHS guidance (using the incident reporting tool within the DSPT) and legal requirements immediately following detection.
- Provide a Lessons Learned Report (with relevant action plan as appropriate) to the ICB within 2 weeks of the recorded resolution of the incident.

IG Policy Support

- Support for the production and maintenance of local information governance policies and procedures for practices. Provision of advice and support to practices on approval, ratification and adoption of the policies for their organisation.

Support for the Data Security and Protection Toolkit compliance

- Provide advice and guidance to practices on how to complete the DSPT, including the collection and collation of evidence in support of DSPT submissions. Provide practices with evidence required for DSPT where this is held by the ICB or its commissioned IT providers.

- Monitor DSPT compliance of practices and provide the ICB with details of any non-compliance with practice action plans.

IG consultancy and support

- Provision of advice, guidance and support on IG related issues, including existing operational processes and procedures or new business initiatives. Advice and guidance on personal data access (but not extending to legal advice).

Data Protection Officer (DPO) Support

Provision of advice, guidance and support on IG related issues including existing operational processes and procedures or new business initiatives to support practice designated Data Protection Officers including existing operational processes and procedures or new business initiatives. To include

- Access for Practices during normal service hours to specialist qualified advice on GDPR matters.

- Advice on compliance with GDPR obligations

- Advice reflecting national guidance on GDPR compliance as it is published.

- A review at least annually to identify and improve processes which have caused breaches or near misses, or which force staff to use workarounds which compromise data security. This may for example be a facilitated workshop at ICB level which would encourage shared learning.

A Data Protection Officer will be available (in addition the DPO support service) for practices to designate as their Data Protection Officer. A named Data Protection Officer could be shared between several practices. Note: Practices may choose to make their own DPO arrangements at their own cost.

- To act as the practice designated Data Protection Officer, providing:

- o Specialist qualified advice on UK GDPR matters, obligations and compliance

- o An annual review of processes which have caused a breach or near miss, or those which have forced staff to use a workaround which compromises data security

- o Support practices to improve processes

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

3 July 2023

End date

30 June 2025

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Option to extend the contract for up to an additional 24 months

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

13 April 2023

Local time

10:00am

Changed to:

Date

14 April 2023

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 31 August 2023

IV.2.7) Conditions for opening of tenders

Date

13 April 2023

Local time

10:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

NHS Arden and GEM CSU

Francis Crick House

Northampton

NN3 6BJ

Country

United Kingdom

Internet address

<https://www.ardengemcsu.nhs.uk/>

VI.4.2) Body responsible for mediation procedures

NHS Arden and GEM CSU

Francis Crick House

Northampton

NN3 6BJ

Country

United Kingdom

Internet address

<https://www.ardengemcsu.nhs.uk/>

