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Planning

DHSC: Business Continuity Management and Emergency Communication Software

Department of Health and Social Care

F01: Prior information notice
Prior information only
Notice identifier: 2024/S 000-013993
Procurement identifier (OCID): ocds-h6vhtk-04565c
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Section I: Contracting authority

I.1) Name and addresses

Department of Health and Social Care

39 Victoria Street

London

SW1H 0EU

Contact

Emma Grace Hudson

Email

emma.hudson@dhsc.gov.uk

Telephone

+44 1132545771

Country

United Kingdom

Region code

UKI32 - Westminster

Internet address(es)

Main address

https://www.gov.uk/government/organisations/department-of-health-and-social-care

Buyer's address

https://www.gov.uk/government/organisations/department-of-health-and-social-care

I.3) Communication

Additional information can be obtained from 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

Ministry or any other national or federal authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

DHSC: Business Continuity Management and Emergency Communication Software

Reference number

C282669

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The BCMS/EMS software should be able to automate some/all of the business continuity tasks that are currently completed manually within DHSC. This aspect of the platform/software would result in significant resourcing efficiencies. Also, the platform/software should support automation for building capability and training for those with a BC role within DHSC. As well as having an exercising capability for testing BC Plans at various levels where the results can be tracked.

II.1.5) Estimated total value

Value excluding VAT: £200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72260000 - Software-related services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The Business Continuity Management Software and Emergency Messaging System software should ideally be part of the same system/solution. Emergency Messaging should be able to be sent quickly via SMS/email during an incident and have the ability to receive poll responses during an incident. The platform should be able to manage the incident within the software quickly and easily. A conference calling facility should also exist within the platform software to enable IMT/others to be called in/join a call during an incident as required. The platform should have the ability for the collation and reporting of incident management data and this should be at an advanced level. This information should also be available in a dashboard format for easy assimilation by the reader. Upgrades to the platform and its products and or the system are included in the contract at no additional cost to DHSC. Integration with existing DHSC business communications software (MS Teams) and data sets (D365) should be able to be managed via API integration. The platform should be able to reduce resources required for the planning and delivering of Exercises. These exercises should be short simulations and the results should also be readily available in a dashboard format. The exercising element of the platform should also come at no additional cost and be of a high standard and scalable. The platform should be able to reduce the resources required to conduct Business Impact Analyses and automatically produce Business Continuity Plans from these BIA's. This should include the ability of updating of these documents/plans within the platform. The platform should be able to support the incident response processes and reduce administration costs for Business Continuity practitioners. The platform/software should support automation for building capability and have a suite of training available for those with a BC role within DHSC. The platform should be able to identify associated risks linked to key systems and processes (interdependencies) across business areas and to highlight these in a timely manner for remediation (Bowtie methodology). The platform/software should be easy to use, thus reducing the training and development costs. However, there should be initial training provided for frequent (Admin) and non-frequent users of the platform as part of the overall package.

II.3) Estimated date of publication of contract notice

1 September 2024

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: No