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Tender

## **DHSC: Business Continuity Management and Emergency Communication Software**

Department of Health and Social Care

F01: Prior information notice

Call for competition

Notice identifier: 2024/S 000-018991

Procurement identifier (OCID): ocds-h6vhtk-04715b

Published 20 June 2024, 9:18am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Department of Health and Social Care

39 Victoria Street

London

SW1H 0EU

#### **Contact**

Emma Hudson

#### **Email**

[emma.hudson@dhsc.gov.uk](mailto:emma.hudson@dhsc.gov.uk)

#### **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**

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**

Ministry or any other national or federal authority

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

DHSC: Business Continuity Management and Emergency Communication Software

Reference number

C292342

#### **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.2.5) Award criteria**

Quality criterion - Name: Technical / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Commercial / Weighting: 40

#### **II.2.6) Estimated value**

Value excluding VAT: £200,000

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

Start date

1 September 2024

End date

31 October 2026

This contract is subject to renewal

Yes

## **II.2.13) Information about European Union Funds**

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

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## **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**

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of expressions of interest**

Date

26 July 2024

Local time

12:00pm

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

English

#### **IV.2.5) Scheduled date for start of award procedures**

15 August 2024

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>