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Tender

Data Protection Advice Service

Platform Housing Limited

F02: Contract notice

Notice identifier: 2022/S 000-028025

Procurement identifier (OCID): ocds-h6vhtk-037349

Published 5 October 2022, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

Platform Housing Limited

1700 Solihull Parkway, Birmingham Business Park

Solihull

B37 7YD

Contact

Richard Jones

Email

richard.jones@platformhq.com

Telephone

+44 1217887895

Country

United Kingdom

Region code

UKG - West Midlands (England)

Internet address(es)

Main address

<https://www.platformhq.com/>

Buyer's address

<https://www.platformhq.com/>

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-Solihull:-Database-systems./3C7Y97CZQC>

Additional information can be obtained from the above-mentioned address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Data Protection Advice Service

II.1.2) Main CPV code

- 48610000 - Database systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Group's Information Governance Team oversees, investigates, and triages activities associated with data protection. The Team currently consists of a Head of Information Governance and Assurance and two Data and Information Security Officers. One of these Officer posts is currently vacant, and a structural review is being considered.

A mature Information Governance Framework exists within the Group with relevant policies, processes, and procedures in place as well as a reporting framework on key activities to a Group Data Protection and Cyber Security Forum and to the Group Executive Risk Committee. The Information Governance Team aspires to continually improve its knowledge and application of the legislation both to ensure customer's rights are fully met and that both service operations and development occur efficiently, effectively, and compliantly

II.1.5) Estimated total value

Value excluding VAT: £43,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

Main site or place of performance

WEST MIDLANDS (ENGLAND)

II.2.4) Description of the procurement

The Group's Information Governance Team oversees, investigates, and triages activities associated with data protection. The Team currently consists of a Head of Information Governance and Assurance and two Data and Information Security Officers. One of these Officer posts is currently vacant, and a structural review is being considered.

A mature Information Governance Framework exists within the Group with relevant policies, processes, and procedures in place as well as a reporting framework on key activities to a Group Data Protection and Cyber Security Forum and to the Group Executive Risk Committee. The Information Governance Team aspires to continually improve its knowledge and application of the legislation both to ensure customer's rights are fully met and that both service operations and development occur efficiently, effectively, and compliantly.

Cyber Security is dealt with by another Team in the Information Directorate although close working practices exist between the Teams. The Group is ISO27001 certified.

With a fairly small team, activities prioritised tend to be reactive to events and therefore focus on data subject access requests, personal data incident investigations and advice on information sharing.

Proactive activities including detailed data protection impact assessments, auditing, and understanding information assets and other processing activities, reviewing of contract clauses and drafting of data processing agreements do not always get the time and focus they may merit particularly where they may be classed as lower risk activities.

The desire in the team is to free up time spent on Data Subject Access Requests, contract clause reviews and researching less routine data protection issues in order to focus on proactive, preventative activities with the business. Particular emphasis is to be placed on alignment with the Groups Enterprise Programme Management Office activities, enterprise architecture, data processing supply chain and procurement.

To this end, we are looking to be able to collaborate with a partner organisation who would be able:

1) Assist in the compilation, de-duplication and redaction of data subject access request records when needed,

2)provide a data protection expert advice and support service, and

3)act as a critical friend advising on process and policy improvements.

This procurement is initially for 12 months to understand and trial the costs incurred against the benefits outlined above.

The SARs service will be reviewed after 12 months in terms of compliance with statutory deadlines, quality of Customer Copy SARs, the number and type of follow up queries received by customers against in-house comparators, the number of queries received from the ICO. In addition, staff time freed up to undertake proactive preventative actions will also be measured.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Cost / Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £43,000

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

Duration in months

12

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: No

II.2.13) Information about European Union Funds

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

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-sourcing.com/respond/3C7Y97CZQC>

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: No

IV.2) Administrative information

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

Date

9 November 2022

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

9 November 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Solihull:-Database-systems./3C7Y97CZQC>

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GO Reference: GO-2022105-PRO-21078765

VI.4) Procedures for review

VI.4.1) Review body

Platform Housing Limited

1700 Solihull Parkway, Birmingham Business Park

Solihull

B37 7YD

Country

United Kingdom