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Planning

## **Out of Hours Tooling - Request for Information (RFI)**

The British Broadcasting Corporation (BBC)

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-035026

Procurement identifier (OCID): ocds-h6vhtk-038c86

Published 12 December 2022, 10:11am

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

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

The British Broadcasting Corporation (BBC)

Broadcasting House, Portland Place

London

W1A 1AA

#### **Contact**

Robert Amil

#### **Email**

[robert.amil@bbc.co.uk](mailto:robert.amil@bbc.co.uk)

#### **Telephone**

+44 1234567890

**Fax**

+44 1234567890

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.bbc.co.uk/supplying/>

**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://bbc.bravosolution.co.uk>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Other activity

Media & Broadcasting

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## **Section II: Object**

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

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

Out of Hours Tooling - Request for Information (RFI)

Reference number

PROC 2022 91

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

The BBC would welcome responses to this request for information (RFI) in order to inform our thinking prior to any potential procurement exercise.

The scope of this RFI is to investigate solutions to assist engineers who are on an out of hours support rota. The high level scope covers:

- Scheduling management:
  - o Rota management and organisation of out of hours engineers into teams/groups to support products/services etc
- Call out management:
  - o Phone numbers that route to whoever is on call (one per team / per product etc)
  - o Escalation management (e.g. route calls to an engineering manager/head of software/other appropriate escalation point etc in case of no answer)
  - o Notifications on call out such as Slack, email, MS Teams etc

The purpose of this notice is to invite interested parties to complete a questionnaire which

will allow the BBC to:

- build an understanding of current solutions available in the marketplace
- gain feedback on:
  - o the availability of solutions in the marketplace,
  - o whether there is one solution to meet the needs, or whether these would need to be met by differing solutions
  - o whether functionality not currently met is on a supplier's roadmap and any cost/timescales associated with building it in
  - o indicative costs and timescales for the on boarding of the solution
  - o support of solution
  - o any barriers to the implementation of the product/solution

Please note this invitation has been issued purely as an information seeking exercise and is not part of any formal procurement process.

### **II.1.5) Estimated total value**

Value excluding VAT: £1

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48100000 - Industry specific software package
- 48900000 - Miscellaneous software package and computer systems

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

## **II.2.4) Description of the procurement**

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  - o any barriers to the implementation of the product/solution

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### **II.3) Estimated date of publication of contract notice**

12 December 2022

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## **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: Yes

## Section VI. Complementary information

### VI.3) Additional information

In the case of technology requirements, the BBC may involve its technology partner (Atos IT Solutions and Services Limited) to assist in the scoping and drafting of invitations to tender and/or the evaluation of tenders. However, the final decision as to which is the most economically advantageous (by reference to the award criteria) will be made by the BBC. The awarding authority reserves the right not to award a contract and to annul the procurement process at any stage. Tenders and all supporting documents must be priced in sterling and all payments will be made in sterling. The contract shall be subject to English law. The awarding authority does not bind itself to accept the lowest, or any tender and reserves the right to accept part of a tender unless the tenderer expressly stipulates otherwise in the tender document.

Please register your interest in this RFI by taking the following steps: 1 - Register your company on the Jaggaer eSourcing portal (this is only required once): 1.1 Go to <https://bbc.bravosolution.co.uk> 1.2 - Click the link on the login page to register. 1.3 Accept the terms and conditions and click 'Continue'. 1.4 - Enter your correct business and user details. 1.5 - Note the username you chose and click 'Save' when complete. 1.6 - You will shortly receive an email with your temporary password. 2 - Express an interest in the RFI: 2.1 - Login to the portal with the username/password. 2.2 - Click the 'PQQ Open to all Suppliers' link. (These are Pre-Qualification Questionnaires open to any registered supplier). 2.3 - Click on the relevant PQQ to access the content. 2.4 - Click the 'Express Interest' button at the top of the page. This will move the PQQ into your 'My PQQs page'. (This is a secure area reserved for your projects only. 2.5 - You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ Details' box. 3. Responding to the tender: 3.1 - Click 'My Response' under PQQ Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining). 3.2 - You can now use the 'Messages' function to communicate with the buyer and seek any clarification. 3.3 - Note the deadline for completion, and then follow the onscreen instructions to complete the PQQ. There may be a mixture of online and offline actions for you to perform (there is detailed online help available). 3.4 You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance, please consult the online help, or contact the Jaggaer eSourcing help desk.