



NOV 2021

**THE PROVISION OF ISO27001 GAP
ANALYSIS, IMPLEMENTATION AND
READINESS SUPPORT -
TENDER REFERENCE ONR/T783**

Office for Nuclear Regulation (ONR)

AvISO Consultancy

 **Office for
Nuclear Regulation**

AvISO
THE ISO CONSULTANTS

WORKING WITH

ISOVA
YOUR ISO VIRTUAL ASSISTANT



**TENDER SUBMISSION FORM FOR
THE PROVISION OF ISO27001 GAP ANALYSIS, IMPLEMENTATION AND
READINESS SUPPORT**

Part 1 : Potential Supplier Information

Section 1	Potential Supplier Information	
Question No.	Question	Response
1.1 (a)	Full name of the potential supplier submitting the information	AVISO Consultancy Ltd
1.1 (b) – (i)	Registered office address (if applicable)	198 High Street, Tonbridge, Kent, TN9 1BE
1.1 (b) – (ii)	Registered website address (if applicable)	https://www.avisoconsultancy.co.uk/
1.1 (c)	Trading status a) public limited company b) limited company c) limited liability partnership d) other partnership e) sole trader f) third sector g) other (please specify your trading status)	Limited company
1.1 (d)	Date of registration in country of origin	09.10.2012
1.1 (e)	Company registration number (if applicable)	08246476
1.1 (f)	Charity registration number (if applicable)	N/A
1.1 (g)	Head office DUNS number (if applicable)	218629291
1.1 (h)	Registered VAT number	199 4956 28
1.1 (k)	Trading name(s) that will be used if successful in this procurement.	AVISO Consultancy Ltd



Section 1	Potential Supplier Information	
Question No.	Question	Response
1.1 (m)	<p>Are you a Small, Medium or Micro Enterprise (SME)¹?</p> <p>What size organisation are you ?</p>	<p>Yes <input type="checkbox"/>x No <input type="checkbox"/></p> <p>Micro : < 10 employees <input type="checkbox"/>x</p> <p>Small : < 50 employees <input type="checkbox"/></p> <p>Medium : < 250 employees <input type="checkbox"/></p> <p>Large : > 250 employees <input type="checkbox"/></p>

Section 2	Bidding Model	
Question No.	Question	Response
2.1	Are you proposing to use sub-contractors?	<p>Yes <input type="checkbox"/></p> <p>No <input checked="" type="checkbox"/>x</p>
2.2	If you responded yes to 2.1 please provide additional details for each sub-contractor in the following table.	N/A
Sub-Contractor 1	<p>Name;</p> <p>Registered Address;</p> <p>Company Registration No.;</p> <p>Type of Organisation; SME (Yes/No);</p> <p>The role each Sub-Contractor will take in providing the works and/or supplies e.g. key deliverables; and</p> <p>The approximate % of contractual obligations assigned to each sub-contractor.</p>	N/A
Please provide further Sub-Contractor details on a separate sheet (if applicable).		

¹ See EU definition of SME: <http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/>



Part 2 : Response to Statement of Service Requirements

Section 1	Compliance
Constraints	
1.1	Please declare any potential Conflicts of Interest due to work already being undertaken; in such cases, provide an explanation of how conflicts of interest will be managed and avoided.
Response:	N/A – AvISO Consultancy confirm that there are no conflicts of interest due to work already being undertaken.
1.2	Please confirm that all personnel engaged to undertake the work have already secured BPSS clearance status, or describe your arrangements to undertake this, prior to the contract start date.
Response:	<p>We confirm that all personnel engaged to undertake the work shall have BPSS clearance status prior to contract start.</p> <p>We shall engage with a third-party provider to ensure that all BPSS requirements for each person working on the contract is carried out and obtained. We have worked with organisations previously and are confident that we can turn the clearance around within 1-2 days from application and provision of correct documentation. We do not foresee any issues with obtaining BPSS clearance.</p> <p>To eliminate any risks with time constraints, as part of our employee onboarding, we already gather the 3 of the 4 main evidence requirements that are needed to obtain BPSS clearance based on RICE (Right to Work, Identification, Criminal Record, Employment), being:</p> <ul style="list-style-type: none"> • Right to Work in the UK - determining whether a candidate is eligible to take up employment, as well as their immigration status and nationality. • Identity check - full identity verification using valid and up-to-date checks, such as driving licenses, passports, visa documents, proof of address etc. • Employment history - confirmation of a minimum of three years' history of the applicant's employment status. <p>If candidates have spent a period of 6 months or more overseas within the last 3 years, this must be declared by the employee as part of the application process.</p> <p>To ensure a seamless process, we ensure that delays are mitigated through ensuring that information is provided correctly and that there is no conflicting information. The process will be managed by our HR Manager who has experience of obtaining security clearance at many levels and will work closely with our third party provider to obtain clearance.</p>
1.3	Please confirm that all ONR information / documentation will be held on UK Hosted Servers, please provide the location and any relevant security accreditation you hold.
Response:	We confirm that all ONR information / documentation shall be held on UK Hosted Servers in Durham, London and Cardiff. As a business, AvISO holds ISO27001 accreditation, which is supported through our Integrated Management Systems.



Section 2	Response to Statement of Service Requirements
Understanding	
2.1	Please provide an overview of your understanding of the Statement of Service Requirements detailed in Schedule A.
Response:	<p>Through AvISO Consulting’s expertise as a provider of ISO27001 support, we fully understand ONR’s statement of service requirements detailed in Schedule A.</p> <p>As the independent UK regulator of the nuclear industry in the UK, including existing, decommissioned and new reactors, and with over 650 professional staff, with specialist regulatory and corporate roles over three main sites, we understand the importance of governance and compliance that is compulsory to the services you provide.</p> <p>As ONR independently regulates nuclear safety and security at 37 nuclear licensed sites in the UK and regulates transport, whilst ensuring safeguard obligations for the UK are met, our duty as your Consultancy provider is to assist you through accreditation whilst you continue to ensure that the nuclear industry controls its hazards effectively, has a culture of continuous improvement and maintains high standards.</p> <p>As the nuclear industry is undergoing rapid change, not just in the UK but globally, ONR has a vital role in ensuring new nuclear facilities are designed, built and operated to the highest standards, and in a manner that improves public confidence without compromising safety or security. As such, having accreditation standards that uphold these characteristics is of extreme importance to ONR and a priority to achieve ISO 27001 standard in 2022/23. By obtaining this standard, it will provide ONR with further regulatory recognition globally, whilst also overseeing the decommissioning of nuclear sites and cooperating with international regulators on safety and security issues of common concern.</p> <p>As ONR’s work is critical to the protection of society at large, AvISO can ensure that certification standards are achieved through a three phase approach of Gap Analysis, Implementation and Readiness support; providing ONR with the critical accreditation that allows you to carry out services with rigour, diligence and with an appropriate level of assurance.</p> <p>As experts in working with various customers across different industries, we recognise the similarities in process of achieving ISO27001 certification. As such, our standard practices are aligned to ONR’s requirements of the following phases:</p> <p>Phase 1 – Gap Analysis</p> <ul style="list-style-type: none"> • Provide a comprehensive report that details the current compliance status of the organisation against each of the mandatory requirements of the ISO 27001 standard. The report will also detail recommended and prioritised actions that ONR can use to further develop the ISMS. • Provide an appropriate statement of applicability that demonstrates the ISO 27001 Annex A control measures that are applicable to ONR operations in scope. This will take ONR’s operational requirements and the results of the risk assessment into account. <p>Phase 2 - Implementation</p> <ul style="list-style-type: none"> • The majority of the deliverables for Phase 2 will be determined following completion of Phase 1: Gap analysis, but as a minimum ONR have identified potential policies, processes, and artifacts that need to be created or updated in Annex 1.



Section 2	Response to Statement of Service Requirements
	<p>Phase 3 - Readiness</p> <ul style="list-style-type: none"> Provide a comprehensive report that details the ONR readiness for undertaking ISO 27001 formal assessment. <p>Evidencing our understanding of your requirements, we have supported X organisations to achieve ISO27001 certification.</p> <p>Through working across a variety of industries, including regulated and public sector, we have developed a comprehensive understanding and through adopting lessons learnt reviews, we have developed our processes in line with best practice and continuous improvement.</p> <p>Through our ISO9001:2015 accreditation, we ensure to provide a quality service that meets your exact requirements at all times.</p>
Capability	
2.2	Please provide a statement to demonstrate your overall capability to deliver the requirements outlined in Section 3.
Response:	<p>Demonstrating capability to deliver the requirements as outlined in Section 3, with over 10 years' experience, AvISO provides support to organisations at all stages of ISO Certification, from the implementation of an entirely new system, internal auditing, and maintenance through to the improvement and upgrade of existing systems. We also provide legal registers and compliance support, 2nd party audits and software solutions.</p> <p>In addition, we offers Software, Training and Consultancy solutions for managing risk, compliance, and governance - this includes effective and efficient solutions to ISO certification requirements.</p> <p>We have an industry-leading reputation across 4 UK offices, and a 100% success rate with ISO Certification. As such, we are recommended by all the major UKAS accredited Certification Bodies. We are also enormously proud to be certified to ISO 9001:2015 and ISO 27001 by the BSI and hold a Cyber Essentials certification.</p> <p>In addition to the core services, we are proud to be in partnership with ISOvA; a software that is designed to reduce the effort and cost of complying to ISO standards, by providing a cloud-based integrated management system, at an affordable monthly subscription with an easy-to-follow online platform powered by Microsoft 365 Teams.</p> <p>We provide every client with dedicated consultant that will work with your organisation to ensure you achieve, and maintain, certification to ISO 27001 standards.</p> <p>"We approached AvISO to help us achieve ISO27001 certification. We only had a limited timescale to get the system in place, and we wouldn't have achieved this without AvISO's help. [REDACTED] is very knowledgeable, approachable and happy to answer any questions. [REDACTED] systematically walked us through the steps to implement the ISMS, putting in place documents and a SharePoint system that are easy to use and future-proof. The auditor was very impressed with the quality of work by AvISO and we achieved what we set out to do well within the timescale set. We're very grateful for AvISO's support and would certainly recommend them for anyone looking to implement an ISO standard."</p> <p>[REDACTED]</p>



Section 2	Response to Statement of Service Requirements
2.3	Please provide CVs of the key personnel that you propose to engage in the delivery of this contract, noting their suitability, qualifications and experience in relation to the services required.
Response:	Please refer to attachment Appendix A – AvISO CVs of Key Personnel.
2.4 (i)	<p>Please provide details of two relevant case studies for contracts of a similar size, value and nature, held either currently or within the past 3 years, that best demonstrate your ability to deliver the required service giving details of:</p> <ul style="list-style-type: none"> • Contract title • Description of scope of services • Contract duration (period from/to) and annual contract value • Organisation name, address and contact details • Whether the contract is current or expired. If expired, please state whether it was terminated early or expired at the originally agreed contract end date • Information on any contract elements sub-contracted <p>If possible, please provide details of one example which is public sector related.</p> <p>The contact name should be able to provide written evidence to confirm the accuracy of the information provided should ONR wish to contact them.</p> <p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then two separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle.</p>
Response:	Please refer to attachment Appendix B – AvISO Case Studies.
2.4 (ii)	If you cannot provide two examples, please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.
Response:	N/A

Service Delivery	
2.5	Please provide a full description of how you will deliver the work within the articulated timelines and the resources you will use, including a proposal that fulfils all aspects outlined in Section 3 (Scope of Services Required).



Response:

In line with ONR's statement of requirements, AvISO shall provide the services in a three phase approach:

- Phase 1: Gap Analysis
- Phase 2: Implementation
- Phase 3: Readiness

Approach

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Phase 1 – Gap Analysis

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2.6	Please provide detail of your proposed approach and high-level plan including, indicative durations, scheduling and key milestones of all activities for each phase.
Response:	Please refer to attachment Appendix C – AvISO Timescales.
2.7	Please provide detail of how you intend to work within the constraints described in Schedule A Section 4.

<p>Response:</p>	<p>Upon review of the constraints as detailed within Schedule A and below, AVISO's Senior Management Team confirms that there are no issues with the constraints listed:</p> <table border="1" data-bbox="392 315 1433 1518"> <thead> <tr> <th data-bbox="392 315 1031 405">Constraint</th> <th data-bbox="1031 315 1433 405">AVISO Response</th> </tr> </thead> <tbody> <tr> <td data-bbox="392 405 1031 528">Phase 1 and 2 are to be completed and delivered before 05 April 2022.</td> <td data-bbox="1031 405 1433 528">Compliant and agreed.</td> </tr> <tr> <td data-bbox="392 528 1031 645">The supplier shall use ONR provided IT equipment for producing all deliverables.</td> <td data-bbox="1031 528 1433 645">Compliant and agreed.</td> </tr> <tr> <td data-bbox="392 645 1031 904">SC clearance is preferred prior to the contract start date, but all supplier staff must have a minimum of Baseline Personnel Security Standard (BPSS) level security clearance. Suppliers should factor in the lead time to secure appropriate clearance, if not already obtained - HMG personnel security controls - GOV.UK (www.gov.uk).</td> <td data-bbox="1031 645 1433 904">Compliant and agreed.</td> </tr> <tr> <td data-bbox="392 904 1031 1077">A declaration of any potential Conflicts of Interest due to work already being undertaken; in such cases, an explanation of how conflicts of interest will be managed and avoided will be expected</td> <td data-bbox="1031 904 1433 1077">We do not foresee any conflicts of interest.</td> </tr> <tr> <td data-bbox="392 1077 1031 1227">Retention of documents by the supplier will be for the period of the contract, with handover and destruction in line with ONR's information handling protocols.</td> <td data-bbox="1031 1077 1433 1227">Compliant and agreed.</td> </tr> <tr> <td data-bbox="392 1227 1031 1346">All ONR information / documentation must be held on UK hosted servers</td> <td data-bbox="1031 1227 1433 1346">Compliant and agreed.</td> </tr> <tr> <td data-bbox="392 1346 1031 1518">Sound document management and confidentiality of information will be expected. This is a requirement of government regulations (such as the Official Secrets Act and Data Protection Legislation)</td> <td data-bbox="1031 1346 1433 1518">Compliant and agreed.</td> </tr> </tbody> </table>	Constraint	AVISO Response	Phase 1 and 2 are to be completed and delivered before 05 April 2022.	Compliant and agreed.	The supplier shall use ONR provided IT equipment for producing all deliverables.	Compliant and agreed.	SC clearance is preferred prior to the contract start date, but all supplier staff must have a minimum of Baseline Personnel Security Standard (BPSS) level security clearance. Suppliers should factor in the lead time to secure appropriate clearance, if not already obtained - HMG personnel security controls - GOV.UK (www.gov.uk).	Compliant and agreed.	A declaration of any potential Conflicts of Interest due to work already being undertaken; in such cases, an explanation of how conflicts of interest will be managed and avoided will be expected	We do not foresee any conflicts of interest.	Retention of documents by the supplier will be for the period of the contract, with handover and destruction in line with ONR's information handling protocols.	Compliant and agreed.	All ONR information / documentation must be held on UK hosted servers	Compliant and agreed.	Sound document management and confidentiality of information will be expected. This is a requirement of government regulations (such as the Official Secrets Act and Data Protection Legislation)	Compliant and agreed.
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<p>2.8</p>	<p>Do you propose to use subcontractors for providing any part of this service?</p>																
<p>Response:</p>	<p>No. We confirm that we do not propose to use subcontractors for providing any part of this service.</p>																
<p>2.9</p>	<p>If you propose to use any sub-contractors to deliver this service, please provide details of who these are and how you will manage them to ensure effective delivery of all the service requirements ?</p>																
<p>Response:</p>	<p>N/A</p>																




2.10	Please summarise any assumptions and/or constraints connected to your proposal for the successful delivery of the required services.
Response:	<p>AvISO's assumptions are based on the tender documentation provided within:</p> <ul style="list-style-type: none"> • Schedule A:A Statement of Service Requirement which describes the services ONR require; • Schedule B:A Tender Submission Form • Schedule C:The Evaluation Criteria that will be used to select the preferred supplier • Schedule D:Standard Terms and Conditions for the Provision of Services to ONR <p>As such, our assumptions on the services required are that ONR requires the following services:</p> <ul style="list-style-type: none"> • Phase 1: Gap Analysis • Phase 2: Implementation • Phase 3: Readiness <p>Within each of the stages above, we shall comply fully with the requirements as set out in Schedule A.</p>

Management of the Contract	
2.11	Please provide an outline of anticipated engagement (progress meetings & management), delivery updates, to include a contract start-up meeting at ONR's offices
Response:	<p>Based on our partnership approach, we will build a relationship of shared understanding and trust from contract outset. Before commencement, we propose to hold an executive-level contract start up meeting at ONR's offices for alignment of cultures and to agree our plans to roll-out our service to ensure a common accord from the outset. Our dedicated Contract Manager, Jane Pett will be responsible for managing progress communications with ONR.</p> <p>During mobilisation, we will agree a communication plan, detailing our responsibilities, method and frequency of communication with your stakeholder groups. Our communications plan will include contract management touchpoints, ensuring you are fully aware of progress and any issues/blockers:</p> <ul style="list-style-type: none"> • Dispute alerts • Weekly operational meetings • Monthly contract meetings • Quarterly executive meetings <p>For wider stakeholder management, we will support you in managing internal and external stakeholder dependencies, awareness and communications. The specific details included in the regular meetings will be agreed by both parties during the mobilisation period, however this will remain under constant review throughout the contract.</p> <p>The goal is to ensure a seamless flow of information is shared, implemented and actions taken where required. We pride ourselves on our contract delivery being a collaboration between us and our clients to drive better performance and continual improvement through innovation.</p>


Section 3	Financial
Financial Model	
3.1	<p>Please provide details of your fees for providing the required services to ONR as follows :</p> <p>(i) Details of proposed cost for each Phase and associated effort assumptions, including a planned invoice schedule</p> <p>(ii) Details of how charges have been estimated, based on grade, contribution and administrative costs, to allow ONR to understand and be able to compare costs</p>
Response:	<p>It is suggested that this project comprises of time spent working remotely and onsite with the persons responsible for the ISMS to deliver the documentation required to achieve certification.</p> <p>Costings are based on using our most appropriately skilled members of the team that will align with ONR's requirements.</p> <ul style="list-style-type: none"> • Phase 1: Gap Analysis ██ • Phase 2: Implementation ██ • Phase 3: Readiness ██ <p>This price is inclusive of onsite work, offsite work as required, IP and travel to the London office. Travel to locations other than the main offices will be charged at 45p per mile. If accommodation is required this will be charged at cost, estimated at £100 per night.</p> <p>Invoicing will be issued monthly inline with the work delivered in the previous month. All invoices are subject to 30 days payment terms unless otherwise agreed.</p>

Section 4	Insurance																
Insurance Cover																	
4.1	<p>Please indicate below what insurance cover you have in place, or plan to have in place, prior to the commencement date of the contract.</p>																
Response:	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Type</th> <th style="width: 10%;">Applicable (Y/N)</th> <th style="width: 20%;">Actual Cover</th> <th style="width: 20%;">Planned Cover</th> </tr> </thead> <tbody> <tr> <td>Employer's Liability Compulsory Insurance *</td> <td style="text-align: center;">Y</td> <td style="text-align: right;">£5,000000</td> <td style="text-align: right;">£5,000000</td> </tr> <tr> <td>Professional Indemnity Insurance</td> <td style="text-align: center;">Y</td> <td style="text-align: right;">£1,000000</td> <td style="text-align: right;">£1,000000</td> </tr> <tr> <td>Public Liability Insurance</td> <td style="text-align: center;">Y</td> <td style="text-align: right;">£5,000000</td> <td style="text-align: right;">£5,000000</td> </tr> </tbody> </table> <p>* It is a legal requirement that all companies hold Employer's Liability Compulsory Insurance of £5 million as a minimum. This requirement is not applicable to Sole Traders.</p>	Type	Applicable (Y/N)	Actual Cover	Planned Cover	Employer's Liability Compulsory Insurance *	Y	£5,000000	£5,000000	Professional Indemnity Insurance	Y	£1,000000	£1,000000	Public Liability Insurance	Y	£5,000000	£5,000000
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Section 5	ONR Standard Terms and Conditions of Contract
<p>Bidders must complete either Part A or B of this Declaration. Failure to do so may invalidate your tender. Continuation sheets may be used.</p> <p>The ONR terms and conditions of contract for the provision of services, attached to this Invitation to Tender as Schedule D, shall form part of and apply to any Contract which may arise. However, ONR's intention is to reach mutual agreement over terms and conditions of contract before award of contract. Negotiations after award of contract will only take place with the express agreement of ONR.</p> <p>NB: Please note that clause 20.1 to 20.4 of Schedule 4 in relation to Publication are non-negotiable.</p>	
<p>4.1 (a) Declaration of Acceptance</p>	
<p>I confirm that our organisation has studied the Office for Nuclear Regulation (ONR) Terms and Conditions of Contract for the Provision of Services and hereby agree to be bound by such terms and conditions of contract.</p> <p>Name of Organisation...AvISO Consultancy Limited.....</p> <p>Signature .. </p> <p>Name in Capitals...Paul Stevens.....</p> <p>Position.....Managing Director.....</p> <p>Date.....16.11.2021.....</p>	
<p>4.1 (b) Request for Clarification / Amendment / Deletion</p>	
<p>I confirm that our organisation has studied the ONR Terms and Conditions of Contract for the Provision of Services and we request clarification / amendment / deletion of the clauses listed below.</p> <p>Name of Organisation.....</p> <p>Signature</p> <p>Name in Capitals.....</p> <p>Position.....</p> <p>Date.....</p>	
<p>4.1 (b) Clause No. / Nature of Enquiry</p> <p>Continuation sheets may be used.</p>	



Section 6	Contact Details and Declaration
<p>I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.</p> <p>I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.</p> <p>I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.</p> <p>I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.</p> <p>I am aware of the consequences of serious misrepresentation.</p>	
Contact name	Paul Stevens
Name of organisation	AvISO Consultancy Limited
Address	201 Borough High Street, London, SE1 1JA
Role in organisation	Managing Director
Phone number	T. [REDACTED] M. [REDACTED]
E-mail address	paul@avisoconsultancy.co.uk
Signature (electronic is acceptable)	
Date	16.11.2021