



SPECIFICATION

# MANAGEMENT INFORMATION SYSTEM: DESIGN, IMPLEMENTATION AND SUPPORT

**Matt Hempstock**

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## 1. EXECUTIVE SUMMARY

- 1.1. The Weston College Group is seeking an experienced software developer to design a Management Information System to support the needs of the West of England Works Project, to oversee the implementation of this system across c.17 delivery partners, to provide ongoing technical support to these partners for the duration of the project, and to update the system periodically to respond to updated requirements, emerging issues and new priorities.
- 1.2. The West of England Works Project supports unemployed and economically inactive individuals with complex needs who face multiple barriers to employment to develop their confidence and skills in order to secure employment. The project is jointly funded by the Big Lottery Fund and the European Social Fund and runs from 1<sup>st</sup> January 2017 to 31<sup>st</sup> December 2019. The project is led by Weston College and delivered through a network of local voluntary and community sector organisations located across the West of England area.
- 1.3. The project is required collate and check all paperwork and associated evidence generated by individual delivery partners on a monthly basis and upload this to the Big Lottery Fund in a prescribed format on a quarterly basis via their Kiteworks system.
- 1.4. The Management Information System will:
  - Be accessible to all delivery partners, probably through adopting a web-based approach;
  - Capture data through either manual entry or import from other systems;
  - Minimise administration requirements and unnecessary duplication through operating on the principle that individual items of data are captured once and used many times, making effective use of automation;
  - Incorporate a range of automated validation tools to ensure that data is complete, accurate and consistent;
  - Provide both standardised and custom analysis of data;
  - Output data in prescribed formats as defined by the Big Lottery Fund;
  - Export data in common formats to permit transfer to other management information systems used by delivery partners;
  - Permit multiple levels of access across different organisations and specific roles therein;
  - Offer flexibility to incorporate future changes to prescribed funding rules, processes etc;
  - Ensure the highest standard of data security in a manner compliant with both EU and UK regulations, including the transmission of sensitive personal data between delivery partners and the central project team;
  - Offer regular backup and other appropriate security and resilience features;
  - Provide good value for money;
  - Be designed, tested and rolled out to delivery partners no later than 1<sup>st</sup> September 2017
  - Provide direct regular usage from implementation to 2020 and archiving until 21<sup>st</sup> December 2030, possibly through migration to a Weston College server;

- 1.5. The successful tenderer will:
- Undertake independent research to confirm and understand both Big Lottery fund and European Social Fund data and evidence requirements that relate to the Building Better Opportunities Programme and the West of England Works Project;
  - Work closely with the West of England Works Project Team and individual delivery partners to understand specific requirements, and agree concept designs;
  - Design and test a management information system that effectively supports the requirements identified above;
  - Design and agree a robust implementation plan that provides effective roll-out of the system whilst maintaining business continuity;
  - Deliver the management information system to both the project and each individual delivery partner offering appropriate training and support materials;
  - Provide ongoing technical support for the duration of the West of England Works Project;
  - Review and update the system as and when required in order to respond to emerging issues and any changes to funding rule and project processes;
- 1.6. This specification is written on the assumption that a bespoke system will be needed. We are however perfectly willing to consider off-the-shelf solutions that meet our requirements, especially where such an approach minimises implementation timescales.
- 1.7. As a core aim of the West of England Works Project is to strengthen the local voluntary and community sector we welcome applications from such organisations
- 1.8. Any questions regarding this specification should be forwarded to:

[procurement@westofenglandworks.org.uk](mailto:procurement@westofenglandworks.org.uk)

We are required to maintain openness and transparency through ensuring that all potential tenderers have access to the same information and support. Given this we reserve the right to circulate any question submitted and the associated response to all tendering organisations.

All proposals should be submitted in both electronic and triplicate hard copy to:

TENDER - MIS  
 Matt Hempstock  
 Project Manager – West of England Works  
 Weston College  
 South West Skills Campus  
 Locking Road  
 Weston-super-Mare  
 BS22 8NL  
[procurement@westofenglandworks.org.uk](mailto:procurement@westofenglandworks.org.uk)

- 1.9. The deadline for response is noon on Friday 28<sup>th</sup> July 2017.

## 2. CONTEXT - THE WEST OF ENGLAND WORKS PROJECT

2.1. The West of England Works Project is part of the national Building Better Opportunities programme delivering across the following unitary authority areas:

- Bath and North East Somerset
- Bristol
- North Somerset
- South Gloucestershire

2.2. The project supports unemployed and economically inactive individuals with complex needs who face multiple barriers to employment to develop their confidence and skills in order to secure employment. In contrast to other programmes aimed at supporting the unemployed, the West of England Works project is specifically designed and intended to support the individuals who are hardest to help and furthest from the labour market. Groups of such individuals include:

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| <ul style="list-style-type: none"> <li>▪ Disabled People</li> <li>▪ People who are over 50</li> <li>▪ People who are homeless or in housing need</li> <li>▪ People from Black and Minority Ethnic (BAME) communities</li> <li>▪ People who are offenders or ex-offenders</li> <li>▪ People with caring responsibilities</li> <li>▪ People with digital exclusion issues</li> </ul> | <ul style="list-style-type: none"> <li>▪ People with drug and alcohol dependency</li> <li>▪ People with educational attainment issues</li> <li>▪ People with family, parenting and relationship problems</li> <li>▪ People with health problems, particularly mental health</li> <li>▪ People operating in the informal economy</li> <li>▪ Young people</li> </ul> |
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2.3. The project is jointly funded by the Big Lottery Fund and the European Social Fund and runs from 1st January 2017 to 31st December 2019.

2.4. The project is led by Weston College and delivered through a network of local voluntary and community sector organisations located across the West of England area. Current partners include:

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| <ul style="list-style-type: none"> <li>▪ Babbasa</li> <li>▪ Barton Hill Settlement</li> <li>▪ Broadway Lodge</li> <li>▪ Business in the Community</li> <li>▪ Carers Support Centre</li> <li>▪ Creative Youth Network</li> <li>▪ Developing Health and Independence</li> <li>▪ Julian House</li> <li>▪ Prince's Trust</li> <li>▪ Southern Brooks Community Partnerships</li> <li>▪ Southmead Development Trust</li> <li>▪ The Park</li> </ul> | <ul style="list-style-type: none"> <li>▪ West of England Centre for Inclusive Living</li> <li>▪ Weston College</li> </ul> |
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- 2.5. Each partner is tasked with using a variety of approaches to identify potential participants and recruit them to the project. Some participants will be referred by statutory services such as JobcentrePlus, others will be referred by other organisations within the wider local voluntary and community sector and others will be directly engaged by the partner through outreach activities within the local community.
- 2.6. Once engaged, the partner will complete a detailed and holistic assessment of the participant in order to identify all if the issues and barrier that prevent or discourage the individual from securing gainful employment. Once the barriers are identified the partner and the participant will jointly design and agree an individualized programme of support intended to address the barriers identified and progress the participant towards and into employment.
- 2.7. Individualised programmes of support may include a very broad range of interventions, some drawing upon the expertise of specialist organisations to deliver, but most will include general employability skills, jobsearch, CV writing, interview skills and a work experience placement.
- 2.8. The partner and participant will review progress throughout their time on the programme and modify the individualized programme of support in order to address emerging issues and barriers.
- 2.9. Ideally, following their time on the project the participant will secure employment and the partner will continue to work with them in order to ensure that they are settled in their new job and likely to be retained.
- 2.10. As the project works with the individuals who are hardest to help and furthest from the labour market it is recognized that a job may not be a realistic outcome for some in the time allowing. For such individuals progression to structured jobsearch or a formal training course may be more appropriate progression routes.
- 2.11. The project is grant-funded with payments issued in advance of delivery and reconciled following submission of data and evidence.
- 2.12. Further information regarding the West of England Works Project can be found here:

[www.westofenglandworks.org.uk](http://www.westofenglandworks.org.uk)

Further information regarding the wider Big Lottery Fund Building Better Opportunities Programme can be found here:

<https://www.biglotteryfund.org.uk/global-content/programmes/england/building-better-opportunities>

Specific guidance concerning project rules, processes, paperwork, claims etc. can be found here:

<https://www.biglotteryfund.org.uk/global-content/programmes/england/~/link.aspx?id=50FAB7D4B5A248F8A8C8F5D4D33F9E0F&z=z>

### 3. DESIGN

- 3.1. We require the successful tenderer to conduct independent research in order to ensure a thorough understanding of the Big Lottery Fund and European Social Fund requirements that must be embedded within the management information system developed. We have provided links to key information sources above;
- 3.2. In addition to the independent research conducted we require the successful tenderer to work with the West of England Works project team in order to understand our specific requirements, priorities and ways of working, including Weston College Group IT policies and procedures;
- 3.3. Any initial proposals and concepts should be reviewed and approved by the West of England Works project team before more detailed development work is undertaken;
- 3.4. Your proposals for the design process should be set out in a detailed plan that sets out all key activities, timescales, costings, dependencies and accountabilities. An initial high-level version of this plan will be included within your tender submission and will be refined and developed further during the design phase of the project;
- 3.5. We anticipate that some features of the management information system may not be fully designed and tested in order to be ready for implementation by the deadline of 1<sup>st</sup> September 2017. Given this it is permissible to seek permission for specific elements to be designed and implemented at a later date provided that this will have no significant detrimental impact on project performance;
- 3.6. This specification is written on the assumption that a bespoke system will be needed. We are however perfectly willing to consider off-the-shelf solutions that meet our requirements, especially where such an approach minimises implementation timescales.

#### SPECIFIC REQUIREMENTS

- 3.7. Although the project wishes to be advised by the successful tenderer and confirm specific requirements and approaches as part of the design phase, we have set out our thoughts regarding specific requirements below. These are indicative and may be updated through agreement between the West of England Works Project and the successful tenderer. Please highlight any specific requirement that you would wish to change at this stage in your high-level design plan to be submitted as part of your tender setting our reasons for any proposed changes and alternative options;

#### 3.8. ACCESSIBILITY

- 3.7.1. The management information system must be accessible to both the West of England Works Project Team, located within Weston College, and all delivery partners. We believe that this will most likely require the creation of a web-based database and information sharing portal. Most partners will be accessing the web via Windows PCs but some use Apple OSX Desktops. It is not envisaged that specific Android or iOS delivery will be absolutely required, but may be of some use in some circumstances. Although we envisage a web-based system we are willing to consider alternatives.

3.7.2. We require the ability to assign different levels of access to individual users based on what they need to be able to see and manipulate. Some roles will require read-only access, some will be required to upload data and evidence, some will be required to export, some will be required to edit. We will require different levels of access between individual partners (own data only) and the West of England Works Project Team (all data). We will also require different levels of access for individual roles within each organisation (e.g. participant, key-worker, administrator, line manager, manager, finance manager, auditor etc).

3.7.3. We anticipate that all access levels will initially be assigned by a high-level super-user within Weston College. This individual should be able to establish super-users within individual partners with authority to manage access levels within their organisation only.

### 3.9. SECURITY

3.8.1. The system will be used to both communicate and store personal and sensitive data relating to both individual participants and financial transactions. The management information system must therefore adhere to all UK and EU data protection and data security regulations including ISO 270001.

3.8.2. The data contained within the Management Information system shall remain the sole property of Weston College and shall not be used for any other purpose without explicit written permission granted by the college that shall be conditional upon full compliance with UK and EU data protection and data security regulations;

### 3.10. DATA AND EVIDENCE CAPTURE

3.9.1. The system must capture all of the data and associated evidence required by the Big Lottery Fund. This is set out in the various annexes and guidance documents published on the Big Lottery Fund (link provided above);

3.9.2. Although data capture processes may be customised the management information system should be capable of presenting the data captured in the prescribed formats;

3.9.3. We are currently capturing this information with range on individual hard-copy forms that are completed by partners prior to being scanned and submitted to the project as part of a monthly claim. Partners also produce .zip files containing scans of all evidence that relates to the scanned paperwork that they are submitting, and other spreadsheets and reports that summarise the claim. We wish to replace and / or as much of this as possible with online equivalents.

3.9.4. Much of the data captured by these forms is duplicated. Where this is the case we require sections to be automatically completed in order to avoid repetition in data entry.

3.9.5. Some Annexes are predominantly a summary of the information contained in other annexes. For example:

- Annex L (Participant Monitoring Spreadsheet) summarises information relating to all participants as captured through:
  - Annex H (Participant Entry Form);
  - Annex I (Participant Progress Form)
  - Annex J (Participant Exit Form)

3.9.6. Some Annexes must be accompanied by specific items of evidence. For example, the Annex H (Participant Entry Form) must be accompanied by:

- Evidence of identification
- Evidence of right to live and work in the UK
- Evidence of unemployment / economic activity

3.9.7. Where specific evidence is required we require the facility to upload documents, photographs and other files to the system and for these to be linked to the participants and financial transactions to which they relate.

3.9.8. Many documents require signatures, usually of both the participant and the partner, and some require specific declarations. The system developed will need to provide electronic solutions to replace traditional wet signatures.

3.9.9. Some documents may be submitted / updated more than once during the project. The system must have the facility to offer this and record meta-data relating to all entries in order to allow appropriate tracking and audit. Examples of meta-data include:

- Author
- Date and Time of Change
- Version Number
- Reason for Change

3.9.10. Where multiple versions of the same document are submitted all historic versions should be retained and remain accessible with version numbers assigned for audit purposes.

3.9.11. In addition to the data required by the Big Lottery Fund the project requires partners to complete and submit a number of additional documents, these include:

- Specialist Provision Fund Business Case;
- Access Fund Business Case;
- Contract Variation Request Form;
- Participant Initial Assessment and Entry Survey;
- Participant Progress Review and Survey;
- Participant Exit Form and Survey;

3.9.12. Some records are intended to be completed in an iterative manner to capture changes over-time. For example, Annex I (Participant Progress Form) captures all significant actions and interventions that relate to an individual participant throughout their time on the project. It is essential that such records are maintained and presented in a manner that permits the viewer to understand

the journey. To do this, some records / documents will need to be updated rather than old versions replaced by new versions;

- 3.9.13. Although we wish to move to a predominantly online system we anticipate that the facility to produce hard copies (in the format prescribed by the Big Lottery Fund) will be needed in order to share with individual participants who lack access to the online system or with other parties (e.g. auditors).

### 3.11. DATA CHECKING AND VALIDATION

- 3.10.1. As far as is practicable, we wish to incorporate our data checking and validation processes within the MI system developed. In order to do this we will need to assign different statuses to records as they pass through the system. For example:

- Work in Progress – A record has been created and some information has been added but this is not complete and may contain errors;
- Submitted by Key Worker – All components of the record have been entered by the key worker who confirms that it is accurate, complete and fully evidenced;
- Checked by Partner – Following completion by the key worker, the record has been checked by another appropriate individual within the partner’s organisation who confirms that it is accurate, complete and fully evidenced;
- Claimed by Partner – Following completion and all appropriate checks the partner formally submits the record to the project to be formally included within their claim;
- Checked by Project – Following a record being claimed by the partner the project team has conducted a range of checks and has confirmed that it is accurate, complete and fully evidenced;
- Rejected by the Project - Following a record being claimed by the partner the project team has conducted a range of checks and has confirmed that it is not accurate, complete and fully evidenced and is therefore returned to the partner to be corrected (at this point we will need a mechanism to record information setting out why the record has been rejected);
- Claimed by the Project – Following initial checks conducted by the West of England Works project team, final checks have been conducted by an appropriate manager who confirms that the record is accurate, complete and fully evidenced and should be included in the quarterly claim to the Big Lottery Fund.

- 3.10.2. As part of the assignment of different statuses as detailed above, the system should contain measures that prevent the status of a record being progressed if errors or omissions exist (e.g. it should not be possible to submit an enrolment if all evidence of eligibility is not provided);

- 3.10.3. Where errors and omissions are identified the system should offer the facility to record the specific issues and record these in a report that can be shared between the project and delivery partners to facilitate resolution.

### 3.12. PROFILING, MODELLING AND CONTRACT VARIATIONS

- 3.11.1. The system should offer the facility to generate delivery profiles that mirror Annexes A (Payments) and E (Targets and Outcomes) of the Big Lottery Fund Guide to Delivering European

Funding. The system should also provide the facility to update other key contractual records such as the Approved Staff List and Approved Premises List.

3.11.2. Such profiles and lists will need to be generated at a number of levels:

- Partners will require the facility to create a number of model profiles / lists to consider and plan for a range of circumstances;
- Partners will require the facility to select a complete set of the model profiles / lists generated and formally submit it to the project in the form of a contract variation request;
- The project will require the facility to review the contract variation requests submitted and either approve, reject or edit the request prior to approval.

3.11.3. Fully approved contract variation requests will be used to generate formal contract variation letters.

### 3.13. ANALYSIS AND REPORTING

3.12.1. The system should be able to manipulate data and automatically generate a series of standard reports. The system should also be able to generate custom user-defined reports.

3.12.2. Examples of standard reports include:

- Targets and Outcomes – Profile v Planned (individual quarters and project to date);
- Progression Rates
- Participant Characteristics;
- Error Reports (Participant and Financial).

### 3.14. COMMUNICATING WITH OTHER MANAGEMENT INFORMATION SYSTEMS

3.13.1. A number of organisations delivering the West of England Works Project also maintain other management information systems for a wide range of purposes. These systems may already contain some items of data that the West of England Works Project needs to capture.

3.13.2. Given this, the management information system developed should be capable of both importing and exporting data in common formats (e.g. .xls / .csv etc).

3.13.3. The project may wish to explore the possibility of direct communication with specific systems if there is sufficient demand but this is not considered to be a core requirement.

### TESTING

3.15. The management information system should be thoroughly tested prior to implementation in order to ensure functionality and ease of use.

- 3.16. Such tests should be conducted both independently by the successful tenderer and in a test environment in conjunction with the project and delivery partners prior to implementation.
- 3.17. During the test process, and during subsequent implementation, the successful tenderer shall upon request provide the project with details regarding all known issues, bugs, security risks etc with associated processes and timescales for resolution.

#### DETAILED IMPLEMENTATION PLAN AND SUPPORT PLAN

- 3.18. As part of the tendering process the tenderer will submit a high-level implementation plan that sets out how the management information system will be rolled out to the West of England Works Project Team and all delivery partners.
- 3.19. They will also submit a high-level support plan that sets out how they intend to support the project team and delivery partners to use the system following implementation including the identification and resolution of any technical issues that may arise.
- 3.20. During the design phase the successful tenderer will build on and refine these high-level plans to provide detailed plans that set out all of the key milestones, activities, costs, timescales, dependencies and accountabilities that relate to the implementation phase and support phase of the project.

#### DESIGN SIGN-OFF AND PROGRESSION TO THE IMPLEMENTATION PHASE

- 3.21. Following the development of the system and all appropriate testing the successful tenderer will provide a full demonstration to West of England Works project staff and nominated delivery partner staff in order to seek approval to proceed to the implementation phase.
- 3.22. Progression to the implementation phase will also require formal approval of the detailed implementation plan and support plan to be granted by the West of England Works Project Team.

## 4. IMPLEMENTATION

- 4.1. During the implementation phase of the project the successful tenderer will make the management information system that has been designed and tested available to the West of England Works project team and all delivery partners and deliver measures that will ensure that all users are able to work with the system in a confident and effective manner;
- 4.2. The management information system may be implemented in a phased manner, subject to prior agreement with the West of England Works project team and on condition that all essential components are delivered to all partners on time;
- 4.3. It is essential that implementation of the management information system is delivered in a manner that does not disproportionately or detrimentally distract from the core delivery of the West of England Works project or the submission of claims and evidence between individual delivery partners, the West of England Works Project Team and the Big Lottery Fund.
- 4.4. In order to ensure business continuity we anticipate that some parallel processes may need to be maintained during the initial implementation phase, though we would wish this to be kept to a minimum in order to reduce pressures on partners, in particular administrative staff.

### ACCESS TO THE SYSTEM

- 4.5. We anticipate that the management information system will be delivered through a web-based methodology and in this case assume that providing access to the system will be a relatively simple matter of establishing user identification, passwords and access rights prior to removing the system from the test environment to the live environment. If however an alternative methodology is proposed we will require the successful tenderer to provide details of how the system will be rolled out to all planned users as part of the implementation plan.
- 4.6. The tenderer shall provide full details of any licencing arrangements that may be necessary;

### TRAINING

- 4.7. We do not wish to prescribe the implementation process but would anticipate a combination of the following possible training measures plus any other that the tenderer may recommend:
  - The provision of written guidance, manuals, FAQs and other learning resources;
  - The use of online and or video guides and demonstrations;
  - Group training sessions;
  - Individual training sessions;
  - Helpline;
  - Follow-up visits following the initial implementation to confirm the understanding and effectiveness of individual partners;

- 4.8. We anticipate that the provision of enhanced training to establish ‘super-users’ both within the West of England Works Project Team and within individual delivery partners would be a sensible and desirable measure.

#### UPDATES

- 4.9. In addition to the initial roll-out of the system we may also require the successful tenderer to periodically update the management information system in order to respond to emerging changes to funding rules, processes and priorities.
- 4.10. We may also require updates to deliver specific improvements proposed by the successful tenderer, required by the project or suggested by individual delivery partners.
- 4.11. Such updates should be subject to an equivalent process of design, testing, approval and implementation.

## 5. SUPPORT

- 5.1. Following the implementation of the management information system and for the duration of the project we will require the successful tenderer to provide ongoing technical support to both the project and individual delivery partners.
- 5.2. We will require the successful tenderer to propose and secure approval of a service-level agreement that sets out how the project and individual partners may secure technical support and the process through which issues will be prioritised and the timescales within which issues will normally be resolved or escalated.
- 5.3. We anticipate the need for a helpline through which partners may secure technical support. We are willing to consider online equivalents to helplines if there are benefits in doing so.
- 5.4. We will require to successful tenderer to maintain a log of all issues identified including details of resolution and timescales. This will be shared with the West of England Works Project Team on demand.
- 5.5. We will require the successful tenderer to update the system, guidance and training in response to emerging issues where necessary.
- 5.6. We will expect the successful tenderer to propose and implement a range of periodic tests to ensure the integrity, security and efficiency of the system. The plan for this will be shared with the West of England works Project Team as will the results of activities delivered in support of this plan.
- 5.7. The obligation of the successful tenderer will cease once the management information system and / or data therein is successfully transferred to an archive to be maintained by Weston College.

## 6. FUNDING AND PAYMENTS

- 6.1. The West of England Works Project is funded through the Big Lottery Fund and the European Social Fund, as such we are required to ensure that all expenditure provides good value for money;
- 6.2. The project currently has a potential budget ring-fenced to support this work. Additional funding may be secured if justified, equally if the current budget is overly generous it will be redeployed to support additional participants. Given this we do not propose to provide an indicative budget and look to tenderers to set out what they are able to delivery and at what cost.
- 6.3. We are seeking a fixed price proposal for the development, implementation and maintenance of the management information system. This fixed price should include any future minor updates that may arise to accommodate emerging requirements and policy changes. Additional funding may be released to respond to more significant updates through negotiation.
- 6.4. We are willing to consider low, medium and high cost alternative options within a single proposal if the tenderer wishes to offer these;
- 6.5. Payments will normally be released upon successful delivery of agreed milestones;
- 6.6. We are willing to consider up-front payments to meet reasonable costs thought such payments would need to be clearly justified and offer value for money;
- 6.7. All payments will be made via BACS transfer.
- 6.8. We will require to provide a range of evidence of expenditure in order to allow the project to recoup all funding issued as part of our ongoing claims process.

## 7. RESPONSE

7.1. Organisations who wish to respond to this tender opportunity should prepare and submit the following documents to Weston College in both electronic form and triplicate hard-copy no later than The deadline for response is noon on Friday 28th July 2017.

- A completed organisation information form;
- A proposal executive summary;
- A high-level Design-Plan;
- A high-level Implementation Plan;
- A high-level Support Plan;
- A Financial Summary;
- Details of referees and / or testimonials;
- Copies of all documents and other evidence requested to support initial due diligence (as a separate annex);

7.2. Other than where indicated, these should be submitted in the form of a single document. Additional information may be provided through annexes if necessary.

7.3. All documents that constitute your tender must be signed and dated;

7.4. Should your tender be approved all contents of your submission may be formally incorporated within the contract issued;

### ORGANISATION INFORMATION FORM

7.5. This has been provided by Weston College as part of this Tender Specification and Information Pack. It is used to capture simple legal and administrative information regarding your organisation;

7.6. The Organisation Information form also contains a declaration confirming that all of the information included in your tender is complete and true.

## PROPOSAL EXECUTIVE SUMMARY

- 7.7. Please provide an executive summary that details the key components of your proposal, all key milestones, timescales and costs;
- 7.8. The Proposal Executive Summary should be no longer than 4 pages of A4 (c.2,000 words);

## HIGH LEVEL DESIGN PLAN

- 7.9. Please provide a high-level plan that describes the proposed system setting out:
- How you will deliver the specific functionality required;
  - Any additional functionality that you believe is required following your independent research;
  - Any functionality that is listed as required that you suggest is not needed, could be improved upon or could be delivered in a different manner;
  - How you propose to involve the West of England Works Project Team and Delivery Partners in the design of the system;
  - Any options that may require discussion and approval by the West of England Works Project;
  - Key benefits of your proposed system;
  - Potential weaknesses and vulnerabilities of your proposed system (and how this may be mitigated);
  - Your proposals for testing the system prior to implementation;
  - Any additional information you will require from the West of England Works Project team and / or individual delivery partners in order to inform your design process;
  - All key milestones within the design process;
  - All key timescales within the design process;
  - All key dependencies within the design process;
  - All key accountabilities within the design process;
  - All costs within the design process (summarised at an appropriate level);

#### HIGH-LEVEL IMPLEMENTATION PLAN

7.10. Please provide a high-level plan that describes how you will implement the proposed system including:

- How you propose to make the system accessible to identified users;
- How you propose to ensure that identified users are sufficiently trained and able to operate the system in a confident and effective manner
- What materials, resources and other methods you propose to make available to support implementation and use on an ongoing basis;
- How you propose to respond to any updates that may prove necessary as identified by yourselves, the project team or individual partners;
- Any additional information you will require from the West of England Works Project team and / or individual delivery partners in order to inform your implementation process;
- All key milestones within the implementation process;
- All key timescales within the implementation process;
- All key dependencies within the implementation process;
- All key accountabilities within the implementation process;
- All costs within the implementation process (summarised at an appropriate level);

#### HIGH-LEVEL SUPPORT PLAN

7.11. Please provide a high-level plan that describes how you will support the West of England Works Project Team and individual delivery partners to work with the system and ensure that technical issues are identified and resolved in a timely manner, including:

- Details of your proposed methodology for the reporting and resolution of issues identified;
- Details of the service-level agreement that you propose including:
  - Resolution timescales;
  - Prioritisation methodology;

- Escalation Process
- Details of how you would ensure critical business continuity in case of system failure;
- Details of period tests that you propose to implement to ensure system robustness, resilience and efficiency
- Any additional information you will require from the West of England Works Project team and / or individual delivery partners in order to inform your implementation process;
- All key milestones within the support phase;
- All key timescales within the support phase;
- All key dependencies within the support phase;
- All key accountabilities within the support phase;
- All costs within the support phase (summarised at an appropriate level);

#### FINANCIAL SUMMARY

7.12. Please provide an itemised summary of all associated with the design, implementation and support of the management information system. This should detail:

- A breakdown of anticipated costs on a quarterly basis for the duration of the project;
- Any up-front development funding sought and justification for this;
- Proposed milestones that trigger payments;
- Ongoing / recurring costs;
- Details of which costs are fixed and which are negotiable on either the basis of price or scale;
- Details of any design and delivery options that may have bearing on cost (e.g. basic, intermediate and advanced options)

7.13. In addition to providing this as part of your overall proposal document, please submit your financial summary separately in .xls format.

#### CVs, REFEREES AND TESTIMONIALS

- 7.14. Please provide a copy of the curriculum vitae for all key members of staff who will be working on the project ensuring that all relevant qualifications and experience are detailed.
- 7.15. Please provide details of two organisations for whom you have previously delivered any similar work including full contact details plus a description of the work undertaken. These organisations may be contacted prior to contracting decisions being taken and in support of our due diligence process.
- 7.16. You may also include brief testimonials of any additional work that you feel is relevant.

#### SUBMISSION

- 7.17. Any questions regarding this specification should be forwarded to:

[procurement@westofenglandworks.org.uk](mailto:procurement@westofenglandworks.org.uk)

We are required to maintain openness and transparency through ensuring that all potential tenderers have access to the same information and support. Given this we reserve the right to circulate any question submitted and the associated response to all tendering organisations.

All proposals should be submitted in both electronic and triplicate hard copy to:

TENDER - MIS  
Matt Hempstock  
Project Manager – West of England Works  
Weston College  
South West Skills Campus  
Locking Road  
Weston-super-Mare  
BS22 8NL  
[procurement@westofenglandworks.org.uk](mailto:procurement@westofenglandworks.org.uk)

- 7.18. The deadline for response is noon on Friday 28th July 2017.

## 8. EVALUATION

8.1. Tenders will be reviewed and scored against the following criteria:

- Demonstrated knowledge of relevant Big Lottery Fund and European Social Fund requirements and expectations that relate to the West of England Works Project;
- Relevant organisational experience and track record;
- Referees and testimonials;
- Proposed design
  - Delivery against requirements
  - Ease of use;
  - Flexibility;
  - Security
- Proposed implementation timescale and capacity to deliver against these;
- Value for money;

## ANNEX 1

### BACKGROUND INFORMATION:

#### **CURRENT APPROACH TO MANAGEMENT INFORMATION AND CLAIMS WITHIN THE WEST OF ENGLAND WORKS PROJECT**

The project is required to submit data and associated evidence to the Big Lottery Fund on a quarterly basis via their Kiteworks portal. In order to do this we require individual delivery partners to submit data and associated evidence to the project on a monthly basis.

Data and associated evidence broadly falls into one of two categories – Participant Evidence or Financial Evidence.

Data is currently submitted to the Big Lottery Fund using a series of prescribed spreadsheets and documents. Evidence is submitted to the Big Lottery Fund in the form of scanned .pdf copies of original documents plus a variety of other documents and spreadsheets all stored in series of .zip files associated with individual participants or individual financial transactions utilizing a standardized naming protocol. We require the bespoke MIS system procured to collate the required data and evidence, allow a combination of automatic and manual validation and output data and evidence in these prescribed formats.

Full details of the evidence rules and requirements can be found here:

<https://www.biglotteryfund.org.uk/global-content/programmes/england/~/link.aspx?id=50FAB7D4B5A248F8A8C8F5D4D33F9E0F&z=z>

Note that the guidance provided on this website is updated on a regular basis.

Individual partners submit data and evidence to the project using equivalent documentation adjusted as appropriate to refer to the partner rather than the project and provide submissions on a monthly basis rather than quarterly. In addition to the standard data that mirrors that which the project returns to the Big Lottery Fund, we ask delivery partners to complete and return a small number of additional documents for contractual compliance purposes. These documents currently include:

- Participant Initial Assessment and Entry Survey;
- Participant Progress Review and Survey;
- Participant Exit Form and Survey;
- Contract Variation Request Form, incorporating:
  - A Participant KPI Profile;
  - A Finance Profile;
  - Details of Approved Staff;
  - Details of Approved Premises (including Health and Safety risk assessments).
- Specialist Provision Business Cases
- Access Fund Business Cases

Once submitted, data and evidence is manually checked by the team to ensure eligibility, compliance, accuracy and completeness. Once these checks are complete and any issues identified are resolved all individual partner data and returns are collated to provide a single set of returns covering the project as a whole. These are in turn uploaded to the Big Lottery Fund via their Kiteworks portal.