

Request for Quote

Management Information System for ESF
Participant Data

**Community Led Local Development
TEN432**

6th July 2018

1. About the Community Led Local Development project

Cornwall Development Company (CDC) is looking to procure a management information system (MIS) for the purpose of collecting and reporting on ESF participant data, for individuals being supported through the new Cornwall Community Led Local Development (CLLD) programme. The CLLD programme is jointly funded by the European Social Fund (ESF) and the European Regional Development Fund (ERDF) as part of the Growth Programme 2014-2020. CDC manages the CLLD programme on behalf of the four Local Actions Groups.

More information on the CLLD programme can be found at:

www.communityledcornwall.co.uk

2. Background and context

Although the CLLD programme is jointly funded by ESF and ERDF, the MIS being procured is solely for collecting, recording and reporting on data concerning the ESF participants supported.

CLLD ESF Project Outputs and Results

As part of the CLLD contract, CDC has a responsibility to deliver the following outputs and results. These will be delivered through a variety of delivery partners who make successful applications to CDC.

CLLD ESF Outputs and Results	Total number
Outputs	
O1 - Number of participants	3,099
CO01 - Participants that are unemployed including long-term unemployed	1,799
CO03 - Participants that are inactive	1,300
O4 - Participants that are aged over 50	740
O5 - Participants that are from ethnic minorities	29
CO16 - Participants that have disabilities	900
Results	
CR02 - Participants in education or training on leaving	621
R1 - Unemployed participants in employment, including self-employment on leaving	356
R2 - Inactive participants into employment or job search on leaving	586

More information on the outputs and results can be found at https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/506534/MI_definitions_Final_V1_20160210.pdf

3. Objectives

CDC is seeking to commission services to deliver:

- a) Provision of a MIS for the collection, recording and reporting of personal and sensitive data about supported participants.
- b) The applicant to provide hosting, maintenance and ongoing support service for the MIS over the lifetime of the contract.

4. Requirements

4.1 Provide a management information system

You will need to confirm you are able to meet the following MIS requirements:

a) To be a web-based system with no software installation required.
b) Access to the MIS 24 hours a day, 365 days a year
c) To be hosted within an ISO 27001 accredited datacentre based in the EU.
d) Encryption of all data stored on the MIS
e) A full audit trail of any changes made to the data on the MIS
f) IP address recognition to prevent access from unknown locations and the option to use two factor authentication
g) Different levels of access including read only accounts.
h) An unlimited number of user accounts to allow delivery partners to view the data of their own participants.
i) Standard screens that collect all the funder's required data in an easy to use format. Required fields can be found in the ESF Participant Data Scheme attached. (Attachment 3)
j) A customisable system and user defined fields to record data in addition to funder's requirements
k) The facility to highlight if the same participant's details are being data entered twice.
l) The facility to look up an address from a postcode to save time at data entry stage
m) A document upload and storage facility that allows delivery partners to securely transfer sensitive participant paperwork to CDC using encrypted security protocols. Participant paperwork will consist of a learner record, learning plan, exit and feedback forms, along with evidence proving eligibility.
n) The ability to input Contract profiles and be able to monitor and report against them using the data input.
o) The ability to run reports using data from any combination of selected fields, to export them to Excel and to populate the ESF Participant Data Schema (see Attachment 3).
p) To be compliant with EU branding & publicity guidelines, so the appropriate EU logo must be displayed in a compliant way (see attachment 4)

q) Data Protection/GDPR Compliant

4.2 Provide a hosting, maintenance and ongoing support service.

The budget includes the costs for hosting, maintenance, and support throughout the lifetime of the contract (end date Sept 2022). You will need to confirm you are able to provide a service package for the lifetime of the contract that meets the following requirements:

a) Hosting of the MIS, to include daily backups of data.
b) On-going maintenance work.
c) Telephone support from 9-5, Monday to Friday.
d) Provide a cost per hour for any additional development work.
e) A detailed budget breakdown of the service package.

4.3 Further requirements of this service.

You will need to confirm the following:

a) There is an option for a copy of the entire database held by you to be made available to CDC at the end of the contract
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5. Total budget and milestone payments

Budget	Detail
£24,000 exclusive of VAT	<p>This sum would cover all the <u>activities</u> and <u>expenses</u> incurred with:</p> <ul style="list-style-type: none"> • Provision of the MIS, as detailed as in 4.1 • Provide a hosting, maintenance and ongoing support service for the MIS over the lifetime of the contract, as detailed in 4.2 • Further requirements as detailed in 4.3

Milestone Payments Claims	Target Dates
1) Management Information system in place and functioning	1 st October 2018
2) Ongoing hosting, maintenance and support – to be paid monthly	1 st October 2018 – 30 th September 2022

6. Timescale

The need for the MIS will run from 1st October 2018 until 30th September 2022.

7. Quote submission requirements

Please include the following information in your quote submission.

- 7.1 Covering letter (two sides of A4 maximum) to include:
 - Contact name for further correspondence
 - Confirmation that the bidder has the resources available to meet the requirements outlined in this brief and its timelines
 - Confirmation that the bidder accepts all the Terms and Conditions of the Contract attached (Attachment 2)
 - Confirmation that the bidder will be able to meet the Corporate Requirements (see Section 15) to include confirmation that Equality and Diversity and Environmental policies are in place and, if successful, supporting documentation will be provided as evidence
 - Confirmation that the bidder holds current valid insurance policies as set out below and, if successful, supporting documentation will be provided as evidence
 - Confirmation that the bidder will work collaboratively with other parties appointed by Cornwall Development Company
 - Conflict of interest statement
- 7.2 A completed Submission Template (see Attachment 1)
- 7.3 A relevant example where the bidder has provided a similar MIS for a client
- 7.4 A relevant example of where the bidder has delivered an MIS hosting, maintenance and support service for a client – to include current SLA/response times
- 7.5 Quotation
 - A fixed price for the delivery of the brief (exclusive of VAT), reflecting the budget available for the work, as per 5 above.

8. Request for Quote process

This request for quote is being issued through an Open process. Each quote will be checked for completeness and compliance with all requirements of the RFQ. The lowest quotation that meets the requirements of the brief in full, having met the pass/fail criteria below, will be selected

9. Evaluation methodology

Proposals will be marked with a pass/fail against the following criteria.

Ref	Requirement	Score
7.1	Acceptable cover letter including confirmation of the requirements outlined in Sec. 7	Pass /Fail
7.2	A completed Submission template (Attachment 1), each element being marked as pass/fail. Inclusion of a total budget figure as explained in Sec.5	Pass/Fail
7.3	A relevant example where the bidder has provided a similar MIS for a client	Pass/Fail
7.4	A relevant example of where the bidder has delivered an MIS hosting, maintenance and support service for a client – including current SLA/response times	Pass/Fail

Please note that by submitting a quote, the applicant must accept the conditions of CDC as outlined in the attached Terms and Conditions of the Contract.

10. Timetable

Please submit the Request for Quote document by email or post or in person by **5pm Friday 20th July 2018.**

If submitting electronically, please send by email to finance@cornwalldevelopmentcompany.co.uk with the following wording in the subject box: "Request for Quote TEN432, CLLD Management Information System"

Bidders are advised to request an acknowledgement of receipt when submitting by email.

If submitting by post or in person, the Request for Quote must be enclosed in a sealed envelope, only marked as follows:

"TEN432 CLLD Management Information System. Strictly Confidential"

Nicky Pooley
Head of Corporate Services Cornwall
Development Company Bickford
House
Station Road
Pool
Redruth
Cornwall TR15 3QG

The envelope should not give any indication to the bidder's identity. Marking by the carrier will not disqualify the quote.

11. Clarifications

Any clarification queries arising from this Request for Quote which may have a bearing on the offer should be raised by email to: natasha.downing@cornwalldevelopmentcompany.co.uk by the 12th July 2018 and strictly in accordance with the timetable below.

Responses to clarifications will be anonymised and uploaded by CDC to Contracts Finder and will be viewable to all bidders.

No representation by way of explanation or otherwise to persons or corporations bidding or desirous of bidding as to the meaning of the request for quote, contract or other documents or as to any other matter or thing to be done under the proposed contract shall bind CDC unless such representation is in writing and duly signed by a Director/Partner of the bidder. All such correspondence shall be returned with the Request for quote documents and shall form part of the contract.

12. Point of contact

Bidders must provide a single point of contact in their organisation for all contact between the bidder and CDC during the selection process.

13. Quote and commission timetable

The anticipated timetable for submission of the quotes, completion of the project and interim contract process milestones, are set out below.

Milestone	Date
Publication of Request for Quote Documents on Contracts Finder	06/07/2018
Final date for submission of clarifications on Contracts Finder	12/07/2018
Final date for response to clarifications published on Contracts Finder	16/07/2018
Deadline to return the quotes to CDC	20/07/2018
Evaluation of quotes by CDC	w/c 23/07/2018
Successful and unsuccessful bidders notified	w/c 30/07/2018
Contract sent by post to successful bidder	w/c 30/07/2018
Signed Contract returned by post/hand	w/c 06/08/2018

Project inception meeting (in person or via skype/telephone)	August 2018
Project end	30/09/2022

14. Corporate requirements

CDC wishes to ensure that its contractors, suppliers and advisers comply with its corporate requirements when facilitating the delivery of its services. It is therefore necessary to ensure that the contractor can evidence their ability to meet these requirements when providing the services under this commission.

All quote returns must include evidence of the following as pre-requisite if the quote return is to be considered.

Equality and Diversity

CDC is committed to providing services in a way that promotes equality of opportunity. It is expected that the successful bidder will be equally committed to equality and diversity in its service provision and will ensure compliance with all anti-discrimination legislation. The bidder will be required to provide a copy of their Equality and Diversity Policies/Practices if successful in securing this contract.

Environmental Policy

CDC is committed to sustainable development and the promotion of good environmental management. It is expected that the successful bidder will be committed to a process of improvement with regard to environmental issues. The bidder will be required to provide a copy of their Environmental Policies/Practices if successful in securing this contract.

Indemnity and Insurance

The contractor must effect and maintain with reputable insurers such policy or policies of insurance as may be necessary to cover the contractor's obligations and liabilities under this contract, including but not limited to:

- Professional indemnity insurance with a limit of liability of not less than £1 million;
- Public liability insurance with a limit of liability of not less than £1 million;
- Employers liability insurance with a limit of liability of not less than £1 million

All insurances shall cover for any one occurrence or series of occurrences arising out of any one event during the performance of this contract.

The bidder will be required to provide a copy of their insurance policies if successful in securing this contract.

In addition, the contract will be subject to the following legislation.

Freedom of Information Legislation

CDC may be obliged to disclose information provided by bidders in response to this request for quote under the Freedom of Information Act 2000 and all subordinate legislation made under this Act and the Environmental Information Regulations 2004 (Freedom of Information Legislation). Bidders should therefore be aware that the information they provide could be disclosed in response to a request under the Freedom of Information Legislation. CDC will proceed on the basis of disclosure unless an appropriate exemption applies.

Bidders should be aware that despite the availability of some exemptions, information may still be disclosed if it is in the public interest.

Prevention of Bribery

Bidders are hereby notified that CDC is subject to the regulations of the Bribery Act 2010 and therefore has a duty to ensure that all bidders will comply with applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including, but not limited to, this legislation.

Health and Safety

The Consultant must at all times comply with the requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1992 and all other statutory and regulatory requirements.

Exclusion

CDC shall exclude the bidders from participation in this procurement procedure where they have established or are otherwise aware that the organisation, to include administrative, management or supervisory staff that have powers of representation, decision or control of the applicant's company, has been the subject of a conviction by final judgment of one of the following reasons:

1. Participation in a criminal organisation
2. Corruption
3. Fraud
4. Terrorist offences or offences linked to terrorist activities
5. Money laundering or terrorist financing
6. Child labour and other forms of trafficking in human beings

Publicity

In order to comply with the necessary publicity regulations that accompany ESIF funds all promotional material, meeting invites, questionnaires and reports must at all times comply with the latest guidelines.

The Secretary of State has published the National European Structural and Investment Fund Publicity Guidance to assist grant recipients to comply with the Regulations referred to in the paragraph above. The chosen contractor will be required to agree all project paperwork design with the project manager at the

start of the contract to ensure that the necessary conditions have been met.

The appointed contractor must comply with the publicity requirements in all activities, events, and literature developed as part of this contract. The link to the ESIF publicity requirements is [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/705940/ESIF-GN-1-005 ESIF Branding and Publicity Requirements v7.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/705940/ESIF-GN-1-005_ESIF_Branding_and_Publicity_Requirements_v7.pdf)

Sub-contracting

Bidders should note that a consortia can submit a quote but the sub-contracting of aspects of this commission after appointment will not be allowed.

Document Retention

All documentation (electronic and hard copy) produced as part of this contract will need to be returned to CDC at the end of the contract so that we can retain them for future reference/audit. The contractor will not be expected to store these documents for future reference.

Conflicts of Interest

Bidders must provide a clear statement with regard to potential conflicts of interests. Therefore, **please confirm within your quote submission** whether, to the best of your knowledge, there is any conflict of interest between your organisation and CDC or its project team that is likely to influence the outcome of this procurement either directly or indirectly through financial, economic or other personal interest which might be perceived to compromise the impartiality and independence of any party in the context of this procurement procedure.

Receipt of this statement will permit CDC to ensure that, in the event of a conflict of interest being notified or noticed, appropriate steps are taken to ensure that the evaluation of any submission will be undertaken by an independent and impartial panel.

15. Disclaimer

The issue of this documentation does not commit CDC to award any contract pursuant to the quote process or enter into a contractual relationship with any provider of the service. Nothing in the documentation or in any other communications made between CDC or its agents and any other party, or any part thereof, shall be taken as constituting a contract, agreement or representation between CDC and any other party (save for a formal award of contract made in writing by or on behalf of CDC).

Bidders must obtain for themselves, at their own responsibility and expense, all information necessary for the preparation of their quote responses. Information supplied to the bidders by CDC or any information contained in CDC's publications is supplied only for general guidance in the preparation of the quote

response. Bidders must satisfy themselves by their own investigations as to the accuracy of any such information and no responsibility is accepted by CDC for any loss or damage of whatever kind and howsoever caused arising from the use by bidders of such information.

CDC reserves the right to vary or change all or any part of the basis of the procedures for the procurement process at any time or not to proceed with the proposed procurement at all.

Cancellation of the procurement process (at any time) under any circumstances will not render CDC liable for any costs or expenses incurred by bidders during the procurement process.

16. Attachments

1. Submission Template
2. Example successful supplier contract with CDC – under £25K
3. ESF Participant Data Schema
4. ESIF Publicity Guidelines