**Seetec Request for Quotation (RFQ)**

**Referral Management System & Services - RFQ reference: SEETEC/RefMS – 01/23**

* **Frequently Asked Questions (FAQ’s) / Clarifications Sought**

***The Q&A’s / Clarifications below are being provided in order to ensure that there is additional information available to prospective suppliers / responders to this RFQ, as the details below provide an enhancement and development to the Specification provided in Schedule 1 of the RFQ document.***

1. Do you expect to keep a list of numeracy providers within the referral system? Is this the same as “directory of services”? How many providers do you have? How many courses?

Providers will need to be in the system in order for referrals to made. The providers would then need to log into the system to pick up referral details. 75 different ‘delivery partner user’ accounts are needed across 5 delivery partner organisations, to then refer onto at least 3 different training providers. The number of courses to be held on the system is not likely to be relevant.

1. You mention an assessment taken by the participants / delivery partner users to determine what services to refer to. Where is this assessment done? Are the results of the assessment to be stored within the referral system?

The assessment will be done at physical locations that are suitable to the participant so may be a variety of community locations.  Yes, the results of the online / system driven assessments will need to be stored in the referral system.

1. Is the assessment like an online quiz that the users take? What is the outcome of this assessment? Does the assessment output which providers to refer to or is this done by another “human” officer? Can you please explain the process undertaken between the assessment and the referral?

Generic life skills assessment needs to be part of the system, questions will be asked by a delivery partner user to the person being referred (participant), then captured in the system ready for referral. It will be a manual review / allocation rather than system driven in terms of the ‘referral destination’, as this may depend upon individual circumstances (home address; ease of access to training provider locations; course availability / timings etc.)

1. What do you mean by a “referral”? By “referral” do you mean informing a participant of your recommended numeracy courses (via an email or another mechanism)? Do you expect to inform the provider about a potential participant coming their way? Do you expect providers to login to the system and update which participants have actually used their courses?

Middle Q – yes, this will be done by the system. Inform provider about a participant, provider then follows up to sign up to their course. Providers will need to log in to the system to take referrals and update.

1. What is the role of the 75 champion volunteers? Do they recruit participants and record their details on the system?

Yes, they will be the people who deliver the project by engaging with prospective participants, encouraging them to participate in engagement activities that “warm them up” for referral to numeracy courses, and recording their details on the system.

1. When you mention distance travelled, are you talking about the distance travelled by the participant to the numeracy course or distance travelled by the volunteers to find participants?

By ‘distance travelled’, we mean from a ‘skills development’ perspective i.e. how far the participant has progressed in various measurements including confidence, self-esteem, mental wellbeing etc.

1. When you mean unlimited sign-ups – do you expect participants to register/login to the system using a referral number and access all the recommended courses from the system? We are assuming the actual registration onto the courses will be handled by the providers and they will update the referral system when a participant registers into a course.

We mean that we need an unlimited number of delivery partner users to be able to access the system

1. Do you expect the budget to cover hosting and maintenance of the application until March 2025?

Yes

1. Your answer to question #3 suggests that the assessment is almost like an interview between the referrer and the participant, with the referrer inputting results directly into the system. Is my understanding correct?

Yes, this is correct. The system would need to have the questions built in for input.

1. Is it possible to see the assessment – so that we can understand what questions are asked and what results should be captured? This will give us a better understanding of what metrics are being measured in question #6.

Not at this moment, discussion is still in place around what this will look like. Assume it will be something like a statement, answers to be scored numerically (0 – 5 etc).

1. I’m assuming that the assessment is a standard pre-defined set of questions, unlikely to change regularly. Is this assumption correct?

Correct, pre-defined, possible change once or twice over life of contract (if at all).

1. On page 13, you mention “Easy access to directory of services – this must be easy to maintain and access **so that participants**, Seetec and partner organisations’ staff and other referrers are able to view and assess appropriate providers” – Does this mean participants can access the system? Do you want this system to be public so that participants can self-register on the system, do the assessment and self-refer to providers?

No plans for participants or public to access the system, would always be undertaken with another individual who has log in access to the system.

**Clarification**

**Under Schedule 1, Section 3.3 – Services, the 5th bullet point makes reference to multiple referral entry points. This wording has been reviewed and updated as follows: -**

*“Multiple views of the data captured on the referral system, depending upon access privileges – the system must be capable of supporting views of the data captured depending upon whether they are a partner organisations’ staff, other providers, volunteers who are capturing data or Seetec staff from a management information point of view”*

**Document End**