Request for information

Workforce Planning System – COP22\_2022

Response deadline: 26/08/2022 12 Noon

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# Introduction

The College is conducting early market engagement in the form of this Request for Information (RFI) to explore potential solutions that could meet its requirements as set out in this document.

Contained within this document is a background to the project and the requirements along a series of questions that we seek responses to from interested parties.

The responses to this document will be used to inform an Outlined Business case for the project and help inform the future direction we take both in terms of the solution and any future procurement process.

By responding to this RFI, should your responses be of interest to the College we may in the future seek further engagement with you to better inform our approach to any future procurement.

# The College of Policing

The College of Policing (the “College”) is the Professional Body for all in policing in England and Wales. ​Working together with everyone in policing, we share the skills and knowledge officers, and staff need to prevent crime and keep people safe.

We set the standards in policing to build and preserve public trust and we help those in policing develop the expertise needed to meet the demands of today and prepare for the challenges of the future.

We have a mandate to set standards in professional development, including codes of practice and regulations, to ensure consistency across the 43 Home Office (HO) forces in England and Wales.

We also have a remit to set standards for the police service on training, development, skills, and qualifications, and we will provide maximum support to help the service implement these standards.

Further information is available on the College website: [Working together | College of Policing](https://www.college.police.uk/)

The College has 4 locations:

* Spring Gardens, London
* Ryton-on-Dunsmore near Coventry
* Harperley Hall, Crook, Co. Durham
* Harrogate

# Background

The College of Policing is looking to procure a workforce planning system to identify future workforce requirements to include headcount, efficiency, locations, competencies, and skills to inform our approach to recruitment, development, and deployment of staff and secondees.

We need to improve our current workforce planning approach to easily be able to undertake meaningful analysis of the “*as is*” nature of our workforce, that enables us to develop models of how our future workforce could look and the critical skills gaps needed to bridge our work demands. We must be able to identify our people development activities so they can be targeted to address defined future needs and strengthen future leadership capacity, reducing lag time or the need to bring in contingent labour.

The College needs a solution that is secure, user friendly, stores all relevant information and provides easy access to College users. Users will be allocated a user level when they are invited to join the system which will only allow them to see information appropriate to their role and prevent changes to records being made by someone without correct authority.

In summary, the College is seeking to find a solution which provides better data management, better accessibility, appropriate security, and allows for efficient and realistic modelling against future requirements.

# Desired Outcomes

A new holistic solution should allow us to manage data relationships in a single product, empowering managers to effectively plan and make better business decisions. We would expect to see the following:

* **Increase productivity and ensure continuity with a complete view of information.** Rather than having to toggle between systems or manage spreadsheets, staff remain within the same intuitive interface.
* **Improve visibility and fluid design.** Reporting dashboards of all relevant management data increase transparency and allow each business area to develop clear workforce plans, which will be consistent with the College wide plan.
* **Ensure effective collaboration.** With critical information easily accessible to all authorised employees improved awareness of the capabilities within of our current workforce will support greater cooperation/skills transfer across business areas.

**Envisaged benefits to the College:**

# Will determine future workforce needs, identifying the gap between the present and the future

# Implementing workforce solutions so that the College can accomplish its mission, goals, and strategic plan.

# Ability to get the right number of people

# with the right skills

# employed in the right place at the right time

# at the right cost

# and on the right contract to deliver the College’s short and long-term objectives

# Improved operational workforce planning - stronger case for recruitment asks when needed, identifying suitable alternatives to recruitment, identifying areas of succession risk earlier, identifying key people/single points of failure.

# Our people are developed and challenged to do meaningful work, with appropriate transparent succession plans and career pathways

# To create a proactive culture of workforce management

# Drive better analytics that will enable us to measure key workforce elements - performance, well-being, productivity, alignment, innovation, diversity; and how these interact with each other.

# The requirements

We are seeking to implement a solution that provides easy access to data with a high-quality user experience. Any future solution must have the ability to integrate with our current HR systems.

Our need has been driven by the requirement to significantly improve our approach to workforce planning and has been informed by internal customer focus sessions. The platform will also need to meet necessary accessibility, security and information management requirements.

# Outline of requirements

We have identified a series of features and functionality we would like the new platform to have:

## System Functionality/User Needs

**System Admin.**

* Ability to set user access levels for all user roles and groups access levels to be set ranging from front line manager, strategic managers, human resources users to systems administration rights
* Ability to export information from HR Systems into the platform
* Able to restrict access to sensitive data/protected characteristics to appropriate user access levels
* Able to create new users
* Ability to configure new workflows as necessary
* Ability to restrict access on any record where necessary
* User Password resets
* Mandatory audit trail showing:
  + Date of Change
  + Name of person making the change
  + Reason for the change
* Ability to record in audit trail who submitted/created the record
* Ability to review an audit trail of data access, amendment, deletion and export

**Human Resources / Data Analysts**

* Able to quickly review the “as is” demographic nature of the workforce at both operational management level, and at strategic management level by:
  + Headcount
  + Vacancies
  + Job Role / Job Type
  + Business Unit / Professional Community alignment
  + Contract Type (Substantive, Fixed Term, Secondments)
  + Working patterns (Full time, Part time, Job Share, Term time)
  + Grade
  + Location
  + Temporary allowances
  + Skills
  + Protected characteristics
* Able to identify patterns of activity across organisation:
  + Glass ceiling issues by demographic information
  + Under representation by demographic information
  + Turnover trends
  + Occupancy trends
* Able to provide statistical data that allows trends to be broken down by demographic data as outlined above.

**Operational & Strategic Managers**

* Able to quickly review the as is demographic nature for their appropriate business area (set by user level) as per Human Resources Users
* Able to align potential resource needs with current resource to ensure ease of alignment and identify resource gaps.
* Able to identify resource needs vs availability (including sickness absence) to minimise wastage/make best use of varying contract types as appropriate
* Able to identify skill/competence allocations and identify current or future gaps
* Able to link resource/skills to career pathways, appropriate assessment tools (9 box grid) and identify gaps
* Able to align role profiles (job descriptions) to resource/skills needs
* Able to map resource needs against central skills/talent pools
* Able to identify key person dependencies based on resource/skills

## Usability, compatibility, and accessibility

* The platform must be capable of running on any device, operating system, and browser from IE11 upwards or equivalent.
* Customisable to reflect College branding and style guide
* Able to migrate data from our current HR Systems
* Good user experience – system should be clear and easy to use for users
* Platform should be tested and work with the following assistive technologies across Chrome, Firefox, Safari and MS Edge browsers (where applicable),
  + JAWS (desktop screen reader)
  + NVDA (desktop screen reader)
  + Dragon (speech recognition)
  + Windows Magnifier or Apple Zoom (screen magnifiers)
  + Voiceover (iOS only) (mobile screen reader)
  + TalkBack (mobile screen reader)
* Compatible with assistive software
* An independent audit will be required to assess the accessibility requirements for the system

## Technology, security and hosting

* This system is going to be handling OFFICIAL SENSITIVE data
* Uses Multi-Factor Authentication (MFA) for administration users in line with government guidance
* Meets following security assurance standards:
  + Cyber Essential plus and/or ISO27001 and/ or SOC2/3 accreditation
* Meets all requirements under UK data protection legislation (GDPR, DPA 2018) and the standards required by the College including wider information law compliance such as freedom of information and transparency
* Data stored/platform hosted in UK or European Economic Area
* There is an audit of data access, amendment, deletion and export
* System is fully resilient, with rollback and recovery processes in place
* Detection against misuse or compromise, and automated attacks
* Data is securely held and managed in line with protocols
* All staff who have access to the system vetted at NPPV2 for non-privileged users and NPPV3 for privileged users
* Solution complies with NCSC14 Cloud Security Principles
* Accreditation for Police use must be demonstrated

## Incident management, support and maintenance

* Documented life cycle management processes for the platform must be in place
* Qualified supplier resources identified to support the platform alongside the College
* Prompt resolution of incident and service requests
* Database of fixes and known errors
* Clearly defined process for managing incidents and problems
* Clearly defined maintenance process
* Comprehensive fall back and recovery processes are in place to reduce disruption to the system
* Adequate disaster recovery response times are in place to reduce disruption to the system/users

## Product and service management

* Supplier to perform application and platform management of the system in line with contractual obligations
* Supplier to provide tools for defect logging and project communications
* Supplier to provide critical applications support
* Supplier meets our agreed resolution times for incidents and problems
* Supplier signs up to our Service Management Agreement
* Supplier provides College with access to system back-ups
* Supplier to provide, configure, deploy and manage the cloud hosting platform
* Supplier to monitor hosting
* Supplier to have a disaster recovery plan in place
* Supplier to ensure appropriately qualified staff are available for service management

# Request for Information Questionnaire

Please provide answers to the following questions and return your response to the following email address by the response deadline on the front cover of this document

[CPU.Tenders@college.police.uk](mailto:CPU.Tenders@college.police.uk)

|  |  |
| --- | --- |
| **Response – General Questions** | |
| Please provide a brief introduction to your company: | |
|  | |
| Please provide the name of the solution you offer: | |
|  | |
| Is this your solution or do you provide a third-party solution? | |
|  | |
| What would a typical timeframe be for the implementation of your solution and what would the project phases look like? | |
|  | |
| What would be the cost of implementing your solution? (please include one off/annual licensing/per user costs based on approximately 750 users annually) | |
|  | |
| Can you provide any references or case studies evidencing the use of your solution? (please provide links or documents if possible) | |
|  | |
| How closely does the solution you offer meet the user needs as outlined in the functionality requirements we have detailed in this document? | |
| Further to the functionality requirements we have detailed in this document are there any other features or functionality that we have not listed that you believe may be of value to the College? (please provide an overview of why these features  built into our final specification) | |
| Further to the functionality requirements we have detailed in this document are there any other features or functionality that we have not listed that you believe may be of value to the College? (please provide an overview of why these features or functionality should be built into our final specification) | |
|  | |
| Does your organisation sit on any Public Sector Frameworks that would be accessible to the College and would be suitable for Procuring this type of requirement? If so, please can you provide the detail of the Frameworks below. | |
|  | |
| Using the table below please identify if the system you offer provides the required functionality. Please also provide further information about how your proposed solution meets this requirement. | |
| **System Users** | **Does your solution provide this functionality?** |
|  |
| **System Functionality** | **Does your solution provide this functionality?** |
|  |  |
| **Usability** | **Does your solution provide this functionality?** |
|  |  |
| **Technology, security and hosting** | **Does your solution provide this functionality?** |
|  |  |
| **Incident management, support and maintenance** | **Describe your approach to this offering** |
|  |  |
| **Product and service management** | **Describe how you would service manager this product with us?** |
|  |  |
| **Future improvements** | **What scalability and customisation does your platform offer??** |
|  |  |
| **Accesibility – WCAG 2.1 AA** | **Evidence of how your platform meets accessibility requirements** |
|  |  |
| **Security** | **Describe how your platform meets our security needs** |
|  |  |