The Coal Authority
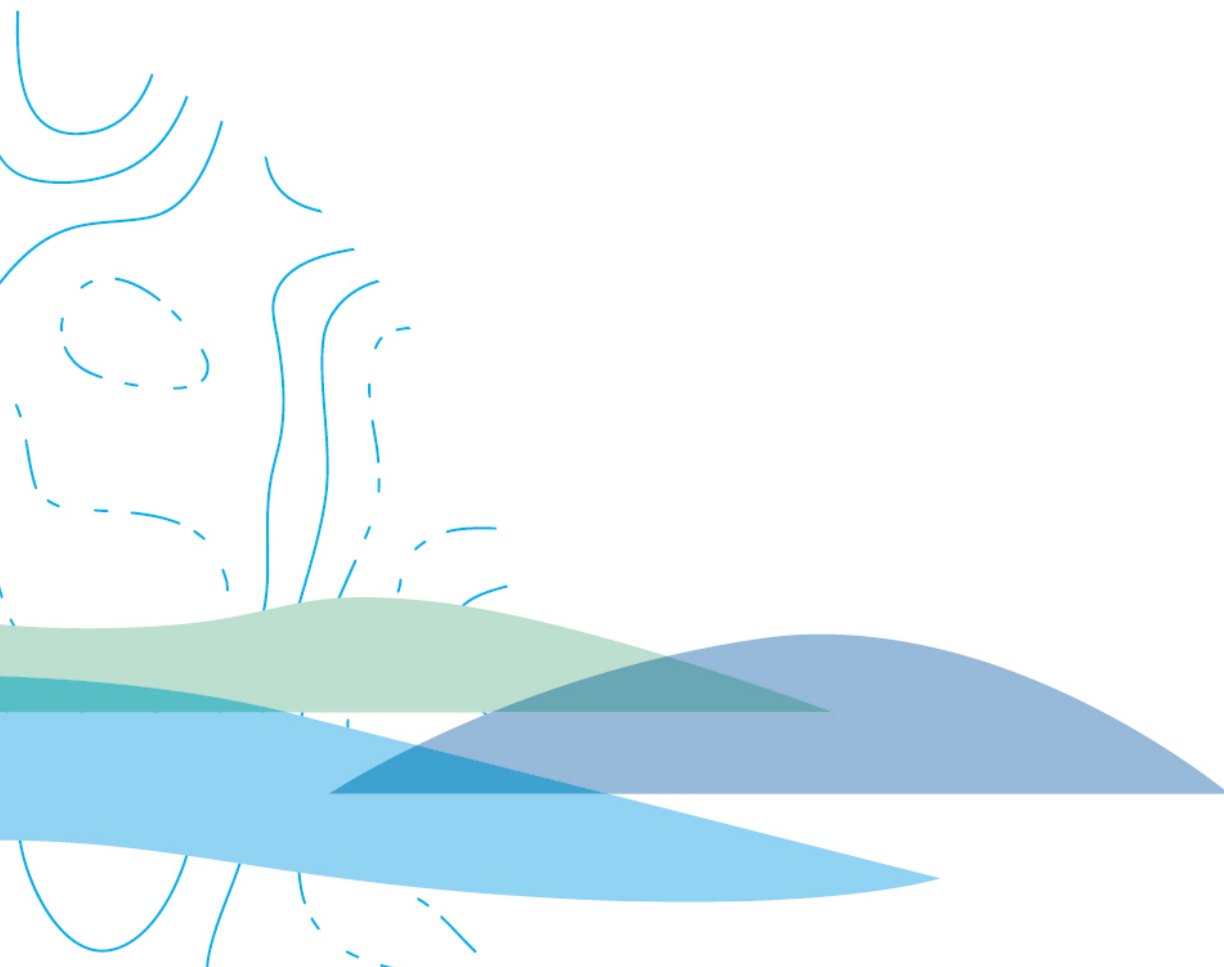
Collaboration Tool Replacement Project

Procurement Guidance & Supporting Information

24th June 2020

Contents

Background

The Coal Authority is an executive non-departmental public body, sponsored by the Department for Business, Energy & Industrial Strategy. The mission of The Coal Authority is to make a better future for people and the environment in mining areas.

The Coal Authority have a growing portfolio of operational projects and assets, which require efficient and effective communication with suppliers. For example, one of the Coal Authority's statutory duties is to deal with water pollution caused by mining. The Coal Authority's Environment team fulfils this duty by building and operating Coal and Metal Mine Water Treatment Schemes with its contractors and suppliers using the NEC3 and NEC4 suite of contracts.

The Coal Authority are therefore looking for an NEC contract management tool to replace the current tool (Conject). Additionally, the system should provide document sharing and document management functionality, and enable Coal Authority staff to work in a highly collaborative way with each other and colleagues from third party organisations.

Contract Duration & Terms

The contract will be let for an initial period of 5 years, with options to extend by a further 2+1 years

The Coal Authority will look to agree contractual terms with the successful bidder to include elements that are required as an executive non-departmental public body, covering (but not limited to) Freedom of Information, Transparency and the GDPR 2018. These elements are contained within the contractual terms provided.

Project approach

Our preference is to phase the go-live of the replacement system for various projects or users, based on relevant milestones in project lifecycles and contract stage. This is to limit disruption to business areas. Therefore, it is expected that the implementation of the replacement system will run in parallel with the existing system for around a year. To meet this timescale, initiating system setup and configuration as soon as possible, post contract award, is important.

There also will be data to migrate to the new system. We are seeking expertise within the tender to help us do this effectively. In line with our project approach, data migration may be staggered or phased. The scale of data is discussed in the 'volumes' section.

During project implementation, we will be using the opportunity to revise and refine our internal working practices, particularly around document management and would like to reflect this in the setup of the system. Records management is an important consideration, to enable us manage our information effectively and compliantly. For example, as a public authority, we are required to publish certain information and share requested information under the [Freedom of Information Act 2000](#).

Ensuring our users are well equipped to take full advantage of the system and encourage full uptake, we require a suitable training offering, supported by materials for guidance and reference. Additionally, we are interested in case studies where a similar system has been implemented into an organisation of a similar size and nature to The Coal Authority.

Minimum Requirements

We have defined a set of minimum specific requirements to bring focus to our core business needs and to provide bidders with compliance guidance. If the minimum requirements (see below) are not met, the bid may be considered non-compliant.

ID	Requirement area	Minimum Requirement
001	Contract Management	The system to accommodate NEC 3 and NEC 4 contract management out of the box, including: TSC, PSC, PSSC, ECC and ECSC
002	Document Management	The system to support project document uploading, storing, sharing and version control. The system must be able to handle files of 1GB in size, and support file types commonly used by the Coal Authority including, but not limited to: AutoCAD (.dwg, .dgn and .dxf), ArcMap/ArcGIS shape files (.cpg, .dbf, .prj, .sbn, .sbx, .shp, .shx, .shp, .mxd, .lyr, .gdb, .mdb), Microsoft Project (.mpp), all MS Office file types, PDFs, and ZIP files.
003	Single Platform	The Contract Management and Document Management functions specified above are to be available on a single platform
004	Access Management	The Coal Authority Administrators must have the ability to define user roles and restrict user access to certain areas of the system
005	Reporting	The system must offer reporting functionality, providing a standard set of reports out of the box
006	Dashboards	The system must provide a visual display of key performance indicators (KPI), metrics and key data points in real time
007	Training	Provision of training in the use and management of the system for selected users
008	Data Migration	Supplier will provide assistance with the import of data and documents into the new system, and undertake to supply all TCA data and documents back to us at contract end
009	Support	Provision of a helpdesk facility during office hours (Monday to Thursday 08:00-17:30 and Friday 08:00-17:00) contactable by phone and email
010	Interoperability	The application must be supported on the current Windows Operating System and Windows Edge browser

The Functional, Non-Functional, Information Security and Service Management Requirements are detailed in separate documents within this tender.

We require both service desk and service management support, with a dedicated account manager to ensure continued adherence to service agreements and to maintain a positive on-going relationship with The Coal Authority.

The Coal Authority is working to the Government's 'cloud-first policy'; as such, we are looking for a SaaS (Software as a Service) offering that is cloud based. Being a Government organisation, Information Security is of paramount importance to us; hence, we include a detailed Information Security questionnaire as part of our due diligence process.

Volumes

It is anticipated that the initial user base will be c150 users, with 50 of these being 'internal' Coal Authority employees and 100 being 'external' users from third party organisations. The system is expected to handle up to 50 concurrent users initially. We estimate a growth of 30 new users, and an increase of 15 more concurrent users, each year.

It is expected that there will be a certain volume of documents and data (up to 125GB) that will need to be migrated across from our existing system (Conject) within the first 12 months of operation. Going forward, the storage space needed is likely to increase by 15% to 25% each year.

To be used as a guide, the forecast programme value is shown below. This is subject to change, especially due to the uncertainty of COVID-19 and the implications on our programme delivery.

Year	Total Programme Value
2020/21	£10,400,000
2021/22	£20,700,000
2022/23	£19,300,000
2023/24	£21,600,000
TOTAL	**£72,000,000**

The Coal Authority Values

At The Coal Authority, our values are important to us. In this tender, our values have influenced our requirements in the following ways:

Inclusive

The Coal Authority is a Disability Confident employer, which means that we are committed to recruiting and retaining people with disabilities and health conditions. As such, we would expect any solution to meet high standards of accessibility and usability.

Progressive

As a forward thinking organisation, incorporating industry developments and best practice is key. We expect suppliers to share this mind-set when developing both technical and functional product roadmaps to ensure the tool is effective, relevant and secure.

Trusted

Environmental, economic and social sustainability is The Coal Authority's core purpose and our Sustainability Plan details our contributions to the wider national and global effort. We are keen to work with supplier who share our ethos.

Indicative Timetable

Below is detailed the indicative timetable of the procurement process:

Task	Date
Tender published	24th June 2020
Tender submission deadline	2nd September 2020 17:00 hrs
Software demonstrations	Week Commencing 12th October 2020
Contract award notification	Week Commencing 7th December 2020

Any changes to these timescales will be notified with the maximum possible notice.

Tender submissions received after the closing date and time will not be considered. Failure to comply with the provisions of these Instructions or to complete the tender document in full and without alteration may also result in the disqualification of your submission.

Software Demonstration

Those suppliers meeting the minimum criteria will be invited to provide a live demonstration. As a minimum, the expectation is that the scenarios provided are demonstrated.

Due to the current COVID-19 restrictions in place the demonstration is likely to take the form of a virtual live demonstration using screen-sharing and video, rather than a face-to-face meeting.

Suppliers will be contracted to arrange the demonstrations through the portal after submissions have been received and internal confirmation that the minimum criteria have been met.

Tender Return, Assessment & Criteria

The bid evaluation will be based on the Mandatory and Discretionary Exclusion Grounds, Technical and Financial proposals within the bids and the information set out in each compliant bid.

Bidders must accept the Coal Authority's terms & conditions.

The Coal Authority will reject any bid which is not a compliant bid.

A bid shall only be a compliant bid if the following documents have been completed and submitted via the eTendering portal:

- Standard Selection Questionnaire & Mandatory/Discretionary Exclusion Questions
- Quality Assessment Responses
- Deliverable Pricing

Bidders are to ensure that the registered contact details on the eTendering (InBye) portal are correct for this process. Should you have any difficulties with this procedure, please contact Gareth Billings on 01623 637280.

Once registered for the event, any queries and clarifications must be submitted via the messaging facility within the InBye eTendering Portal.

The tender will be awarded on the basis of the most economically advantageous tender and will be assessed based upon a **55% Quality and 45% Financial split**, with the quality assessment being completed prior to the financial assessment.

The initial evaluation of responses will be carried out based upon the Quality Assessment. Bids meeting the project requirements will then be evaluated on the basis of the most economically advantageous tender. Your tender should be submitted on a fixed price basis and should remain open for acceptance for a period of 120 days from the closing date for the receipt of tenders.

Tenders received after the tender closing date will not be considered. Failure to comply with the provisions of these Instructions or to complete the tender document in full and without alteration may also result in the disqualification of your tender.

It is the responsibility of tenderers to ensure that submissions are accurate and as they intend. The Coal Authority will not ensure that bids are complete or correct, or allow omitted material to be submitted after the tender deadline should any errors occur.

Your submitted tender rates and prices must be exclusive of Value Added Tax.

Quality Scoring Assessment

Quality scoring will be undertaken on the basis of the approach below:

Assessment	Detail	Score
Adds Value	The evaluators are satisfied that the submission demonstrates clearly and convincingly how all the *Employer's r*equirements in the area being evaluated will be delivered in an excellent way adding value	**5**
Meets Requirements	The evaluators are satisfied that the submission demonstrates how the *Employer's r*equirements in the area being evaluated will be met to an acceptable standard.	**4**
Minor Concerns	The evaluators consider that the submission demonstrates how most of the *Employer's r*equirements for the area being evaluated will be delivered but there are areas of minor concern.	**3**
Significant Concerns	The evaluators consider that the submission leaves them with significant concerns about the requirements for the area being evaluated being delivered in an acceptable manner	**2**
Unacceptable	Either • no proposals are submitted in relation to the aspect of the proposals for delivery being evaluated, • the evaluators consider that the submission fails to demonstrate how the *Employer's r*equirements for the area being evaluated will be delivered or • the evaluators have major reservations about the approach or solution proposed in the submission in relation to the area being evaluated	**0**

The Coal Authority reserves the right to deem any submission scoring a 0 or 2 for any scored question as non – compliant and as such may be excluded from consideration

For the **Functional Requirements** and **Service Management** sections, the total % allocated for that section will be calculated by applying the percentage outcome of the associated document to the question weighting. For example, a Functional Requirements document outcome of 75% would be given 75% of the total points available for that question (i.e. 75% of 60 = 45).

Full details of the assessment approach for each Quality Question and associated sub-requirements are explained in further detail within the question wording and response templates.

Quality Assessment (55%) – Details

See below questions, weightings and high scoring response guidance for the quality elements of this tender:

Question	Weight	Question	High Scoring Response
1. Minimum Requirements	Pass/Fail (RAG Status Assessed)	Please review and respond to each of the Minimum Requirement elements listed in the document: Minimum Requirements.xlsx. This document catalogues the minimum requirements expected of any new system; these requirements must be met before the bidder can participate further in the Tender Process. For each requirement, please complete the 'Supplier Response' column by selecting one of the following: - Not met - Partially met - Fully met Please provide evidence to support your assessment in the 'Supplier Comments' column. Any response without supporting evidence will be considered as requirement not met.	Suitably detailed responses with the inclusion of evidence where appropriate will increase the likelihood of a pass.
2. Functional Requirements	60% (Scored)	Please review and respond to each of the requirements listed in the document: 'Functional Requirements.xlsx'. For each requirement, please complete the 'Supplier Response' column by selecting one of the following: - Not met - Partially met - Fully met Please provide evidence to support your assessment in the 'Supplier Comments' column. Any response without supporting evidence will be considered as requirement not met.	A high scoring response will demonstrate a high degree of compliance with the requirements. *(See tab: 'Cover Sheet & Instructions' in the Functional Requirements document for details of how responses will be scored).* Every answer should contain supporting information that is relevant to the requirement and addresses the points raised in the acceptance criteria.

Question	Weight	Question	High Scoring Response
		Those bidders meeting the minimum criteria will be invited to provide a demonstration: Please show us how you would meet the functional requirements outlined by providing a working demonstration of your system. Please demonstrate the scenarios outlined in the "Scenarios for Demo" tab of the Functional Requirements document.	A demonstration of the software's capability should make specific reference to the scenarios we have supplied, and should support and validate your written responses in the submitted functional requirements document.
3. Data Migration Approach	10% (Scored)	Some data and documents from our existing application are required to be migrated to the new application. How would your internal capabilities assist us in doing this efficiently? As a minimum (but not limited to), please explain how you could support us with the following challenges: 1. preserving original document metadata, including but not limited to: author, date, owner (company) and status; 2. data conversion prior to migration; 3. managing a phased migration over an extended period (project by project); 4. identification and correction of inconsistencies and omissions; 5. Verification/confirmation of accuracy upon migration. Where possible, please provide examples of where a similar approach has been applied for other organisations of a similar size and structural complexity to the Authority. **Page limit: 5 pages of A4**	A credible data migration approach, detailing the tools and expertise you are able to offer the Coal Authority with the migration of data into your system. A migration approach which reduces manual effort and complexity, whilst maintaining data quality. Skilled and experienced experts. A willingness to work with the Coal Authority to develop a migration plan to meet the business need. A willingness to work with our current supplier to make this process as frictionless as possible.
4. Service Management	10% (Scored)	Please review and respond to each of the requirements listed in the document: 'Service Management Requirements.xlsx'. *Note: This document should be read in conjunction with our Service Management document ('Service Management.docx'), which we also attach for your reference.*	A high scoring response will demonstrate a high degree of compliance to the requirements. *(See tab: 'Cover Sheet & Instructions' in the requirements document for details of how responses will be scored).*

Question	Weight	Question	High Scoring Response
		For each requirement, please complete the 'Supplier Response' column by selecting one of the following: - Not met - Partially met - Fully met Please provide sufficient evidence to support your assessment in the 'Supplier Comments' column. Any response without sufficient supporting evidence will be considered as requirement not met. Please also include your proposed Customer service plan as part of your response.	A detailed and credible customer service plan and agreement that gives us confidence. A suitably experienced team that will be supporting this contract.
5. System Implementation	15% (Scored)	Please provide a detailed submission of how you plan to help us implement the system to ensure effective use. As a minimum (but not limited to), your response should include: 1. Consultancy services for system design support, set up and configuration (during and after implementation) 2. The testing and sign off approach for when changes to the system are made (where appropriate) 3. Early life support offering – expert help on hand for a period of time to resolve issues / answer any questions during the early life of the system 4. The training proposed for different user roles (e.g. as a minimum for general user, super-user and administrator) and the delivery approach (including timescales) Please state your availability to engage immediately after contract award. **Page limit: 5 pages of A4**	Credible implementation approach that meets our need to commence planning and delivery immediately post award. Collaborative approach to engaging the client in system configuration and setup. Details of the number of consultancy days included in your offering. A testing approach that involves user participation and acceptance. Details of early life support offering, including duration of support and method of delivery (e.g. email, telephone, live chat, etc.) Training plans provided that reflect the needs of different roles. Provision of accessible training materials (e.g. guides / videos) evidenced.

Question	Weight	Question	High Scoring Response
6. Product Roadmap	2.5% (Scored)	Please provide details of your product vision and product roadmap for the next 5 years. **Page limit: 2 pages of A4**	Feature development that aligns to industry trends (e.g. BIM functionality). Opportunities to integrate with other systems (e.g. Office 365). Specific detail about future offerings.
7. Sustainability	2.5% (Scored)	Please refer to the Authority's Sustainability Plan document. Please outline how your product / service provision could contribute to the Authority's sustainability objectives by providing a response which covers the main areas of focus in the Action Plan: • People • Places • Resources • Nature • Climate Change • Minimising Waste **Page limit: 2 pages of A4**	Strong awareness of sustainability. Plans to reduce the organisation's impact on the wider environment. Evidence of proactive contribution to facilitating that the Authority meets its goals as outlined within the Action Plan as appropriate, considering the service to be provided.
8. Technical Non-Functional Requirements	Pass/Fail (RAG Status Assessed)	Please review and respond to each of the non-functional requirements in the document: 'Technical Non-Functional Requirements.xlsx'. As described in the document, each response will be assessed using a RAG system. Your responses to all requirements will be considered collectively before determining a pass or fail. Where a response is not initially determined to represent an instant pass, TCA may seek clarification from bidders to ensure the requirements are understood and whether mitigating controls are in place. We reserve the right to exclude any submission that is determined to be a fail for this question.	Suitably detailed responses with the inclusion of evidence where appropriate will increase the likelihood of a pass.

Question	Weight	Question	High Scoring Response
9. Information Security	Pass/Fail (RAG Status Assessed)	Please review and respond to each of the non-functional requirements in the document: 'Information_Security_Questionnaire.xlsx'. As described in the document, each response will be assessed using a RAG system. Your responses to all requirements will be considered as a collective before determining a pass or fail. Where a response is not an instant pass, TCA may seek clarification from bidders to ensure the requirements are understood and whether mitigating controls are in place. We reserve the right to exclude any submission that is determined to be a fail for this question.	Suitably detailed responses with the inclusion of evidence where appropriate will increase the likelihood of a pass.
10. Case study	Pass/Fail	Please provide two case studies where your proposed solution has been implemented into an organisation of a similar size and nature to The Coal Authority. Please provide contact details for the clients referenced in the case studies. (These customers will not be contacted without prior agreement, upon consideration for award as part of our due diligence process.) **Page limit: 2 pages of A4 per case study**	Evidence of a successfully implemented solution. Evidence of a well-managed service. High customer satisfaction. Benefits achieved. User feedback.

Pricing Assessment (45%) – Details

Pricing will be assessed using the least cost differential method, for the initial 5 year contract period.

The following pricing elements should be provided for each year of the initial contract period:

1.0   SOFTWARE AS A SERVICE
2.0   SYSTEM CONFIGURATION
3.0   DATA MIGRATION
4.0   CONSULTANCY
5.0   TRAINING
6.0   OTHER

Your submitted pricing must be inclusive of all requirements outlined within the tender documentation.

Your pricing should be submitted on the pricing template provided within the eTender portal.

To ensure your bid is compliant, you **must** summarise this using the pricing elements **1.0-6.0** on the template to provide a total for each pricing element above, a total for each year and a grand total for the initial 5 year contract period; failure to do so may render your submission as **non-compliant.** You may break down your pricing under each element on the template to provide further granularity.

You may provide details of your standard pricing structure for a service of this type in addition to your compliant pricing submission.

Completion Guidelines

The questionnaire should be completed by a partner/director/senior manager.

Please answer each question fully. The Authority stresses the value and importance of substantiating answers with supporting documentation when requested.

The questionnaire should be completed accurately; if successful this document will form part of the contract.

The response and supporting documents must relate specifically to the organisation's policy and arrangements.

Assessment & Feedback

The tender submissions will be assessed in accordance with assessment criteria outlined.

The Coal Authority will recognise the required standstill period when notifying all bidders of the outcome of the process.

Feedback will be provided at that time to organisations which are not successful through the issue of a letter providing debrief information on the assessment of the tender, scoring and confirmation of the successful tenderer.

Acceptance Procedure

The Authority does not bind itself to invite you to tender for the project and will not be responsible for, nor pay for, any expenses or losses which may be incurred by you in the preparation of your tender.

It is intended that the procurement process will take place in accordance with the provisions of this ITT, but the Coal Authority reserves the right to terminate, suspend, amend or vary this procurement process by notice to all potential bidders in writing.

The Coal Authority will have no liability for any losses, costs or expenses caused to bidders as a result of such termination, suspension, amendment or variation.

No tender shall be deemed to have been accepted unless such acceptance has been notified in writing to the tenderer.

Whether or not your tender is accepted, you must treat the details of all tender documents as private and confidential. If you decide not to submit a tender, you must reply that you wish to reject the tender and provide a comment why.

If you require any clarification on the details within this document, associated attachments or the tender process, a query should be submitted through the online messaging facility within the InBye eTendering portal.

Declaration

We declare that this is a bona fide tender, intended to be competitive, and that we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person.

We also declare that we have not done, and we undertake that we will not do, at any time before the returnable date for this tender any of the following acts:-

(a) Communicate to a person other than the person calling for these tenders the amount or approximate amount of the proposed tender;

(b) Enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted;

(c) Offer, pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above.

In this declaration the word 'person' includes any persons and anybody or association, corporate or unincorporated; and 'any agreement or arrangement' includes any such transaction, formal or informal, and whether legally binding or not.

Appendix A − Document References

Reference Documents & Response Templates:

1. CA18-2-1-23-Procurement Guidance & Supporting Information.docx (this document)
2. CA18-2-1-23-Glossary.pdf (also incorporated into this document as Appendix B)
3. CA18-2-1-23-Minimum_Requirements_V1.1_VENDORNAME.xlsx
4. CA18-2-1-23-Functional Requirements_V1.2_VENDORNAME.xlsx
5. CA18-2-1-23-Service Management.pdf
6. CA18-2-1-23-Service Management Requirements_V1.1_VENDORNAME.xlsx
7. Coal Authority Sustainability Plan.pdf
8. CA18-2-1-23-Technical Non Functional Requirements V1.1_VENDORNAME.xlsx
9. CA18-2-1-23-Information_Security_Questionnaire_V1.2_VENDORNAME.xlsx
10. CA18-2-1-23-Deliverable Pricing_VENDORNAME.xlsx
11. Conditions of Contract for Consultancy Services Sept 2018.pdf

Appendix B – Glossary of Key Terms

Term	Definition
API	Application Programme Interface
ASD	The Coal Authority Service Desk.
Authority	The Coal Authority.
BIM	Stands for 'Building Information Modelling' - a very broad term that describes the process of creating and managing digital information about a built asset.
Blackberry UEM	Blackberry 'Unified Endpoint Management' is an approach to securing and controlling devices (e.g. smartphones) in a connected, cohesive manner from a single console.
CA	Acronym for the Coal Authority.
Checkpoint	See Streamline.
Coal Authority	An executive non-departmental public body, sponsored by the Department for Business, Energy & Industrial Strategy (BEIS) that manages the effects of past coal mining, including mine water pollution, subsidence damage and other mining legacy issues.
Company	A legal entity, which may be the Coal Authority or a supplier, contractor, consultant, etc. System Users may be associated to a Company. A Company (meaning all users within a Company) may be granted access to System Access Areas, or be included in an Issue Group.
Concurrent users	The total number of Users using the system at the same time.
Conject	An online collaboration platform offering NEC contract management and document sharing for managing construction projects. This system is used by all staff involved in the Mine Water Programme at The Coal Authority and by external Contractors and Consultants. This is the system that will be replaced by the 'new system'.
Contract	The contractual basis around which a Project will be delivered. These are normally based on NEC3/4 contracts, e.g. ECC, PSC, TSC, PSSC, ECSC, etc. A Project may use a number of Contracts during project delivery and may use multiples of the same contract (e.g. ECC). Contracts may be framework specific, i.e. may be based on standard templates but with differing timescales from that of standard NEC3/4 contracts.
Contract Process	A process undertaken to orchestrate events, communication, agreement and delivery between Project stakeholders. Contract processes are undertaken in association to and in the context of a Contract. These are usually standard NEC3/4 contract processes, but may also be 'bespoke', e.g. to support an internal process with tailored information capture, workflow options and decision flows. Multiple contract processes (of all types) may be undertaken within a Contract. Contract Processes may also be associated to each other, i.e. a Contract Process triggered from within another Contract Process. A single Contract Process may be undertaken in relation to multiple Projects or Sites at the same time, e.g. a TSC Task Order for refurbishment work across multiple Sites.

Core hours (or Office hours)	Monday to Thursday 08:00 - 17:30 and Friday 08:00 - 17:00, excluding Bank Holidays. The TCA Service Desk supported hours).
Could	A 'Could have' requirement. These are desirable requirements that add value to the solution and can improve the user experience and increase customer satisfaction. In this project, these requirements have a weighting value of '1'. (Also, see MoSCoW).
Customer	In the context of this tender, this refers to the company to whom the New System is being supplied, i.e. the Coal Authority.
Data Migration	The process of transferring data/documents from Conject to the New System.
Document	A documented artefact which may be associated to a Site, Project or Contract Process, and could be of various format, e.g. a text document, image, model, email, etc.
DR	Disaster Recovery.
Environment Project Manager	Member of the Coal Authority's 'Environment team', who is responsible for managing the Mine Water Projects as per the Coal Authority's 'Streamline' process.
Environment team	The team within the Coal Authority who are responsible for Environmental projects such as Coal and Metal Mine Water Treatment Schemes, and for whom the new contract management and document collaboration system (i.e. the 'new system') is being procured.
External users	Users of the System who are not Coal Authority employees, but are employees of other organisations, such as suppliers, contractors, regulators, partners, etc.
Folder	See Register.
Framework Specific Contract	A tailored contract, based on a standard NEC3/4 contract, but with specific tasks and timescales as per a specific framework agreement.
Functional requirements	Requirements that are concerned with what the solution is to do, i.e. the facilities and features the solution must provide.
Internal users	Users of the System who are Coal Authority employees.
Issuer	A System User who has issued a Task to a Responder. The Task could relate to a Contract Process or Document.
Issue Group	A defined group of recipients made up of system Users and/or Teams to whom a Contract Process or Document is issued.
ITIL	'Information Technology Infrastructure Library', is a set of detailed practices for IT Service Management (ITSM) that focuses on aligning IT services with the needs of business.
KPI	Key Performance Indicator.
Legacy system	The Coal Authority's current contract management and document sharing platform, a.k.a. Conject.
Local Company Administrator	An External System User with a limited set of Administrator rights delegated by the System Administrator.

Metadata	Data that provides information about other data. For example in the context of a Document, metadata might include: 'title', 'filename', 'author', 'date created', 'status', etc.
Mine Water Treatment Scheme (MWTS)	A treatment scheme designed to improve the quality of mine water through removal of metals by either active (chemical/mechanical) or passive (settlement/filtration) treatment.
MoSCoW	Prioritisation technique used in this project for functional requirements. M = 'Must have' (mandatory); S = 'Should have' (high importance); C = 'Could have' (desirable). Note: W (or 'Would like to have') is not used here. (Also, see Must, Should, Could for more detailed definitions of each).
Must	A 'Must have' requirement. These are mandatory requirements that are fundamental to the success of the solution. In this project, these requirements have a weighting value of '4'. (Also, see MoSCoW).
NEC	Stands for 'New Engineering Contract'. It is a suite of construction contracts intended to promote partnering and collaboration. The third edition, NEC3 was published in 2005. The fourth edition, NEC4 was published in 2017.
New System (or Replacement System)	The NEC contract management and document sharing tool to replace 'Conject', the purchase of which is the purpose of this tender.
Non-functional requirements	Requirements that are concerned with how the solution is to operate or the qualities it must exhibit.
Portfolio	A Project Management structure put in place to support the delivery of Programmes and Projects and to ensure best practise and adherence to policy.
Programme	An area of TCA operational business in which the Project resides. Projects are normally delivered as part of a programme.
Project	A discreet body of work (with a start and a finish). Projects are normally undertaken in association to one or more Sites, e.g. scoping / feasibility / design / construction / refurbishment / operational projects. Projects are normally associated to a programme. Projects may be of finite length, e.g. when associated to the design, construction or refurbishment of a Site, or may be on-going, e.g. to manage the operation and maintenance of the Site.
Project Administrator	A Coal Authority System User with full Administrator rights restricted to a particular Project or Projects in the System.
Project Manager	Refers to 'Environment Project Manager' unless otherwise stated.
Recipient	See Responder.
Register (or Folder)	An area of the document repository in which particular types of document are stored, e.g. photos, drawings, photographs, correspondence, inspections, etc. A Register may be associated with a Project or a Site or may be 'global', i.e. not Project or Site specific.
Responder	A System User who has been issued a Task by an Issuer. The Task could relate to a Contract Process or Document.
Reviewer	A specific type of Responder (where the Task involves reviewing a Contract Process or Document).

Should	A 'Should have' requirement. These are requirements of high importance, but which are not fundamental to the success of the solution. In this project, these requirements have a weighting value of '2'. (Also, see MoSCoW).
Site	A geographical location representing an area of activity for The Coal Authority, for example a Mine Water Treatment Scheme or a Subsidence Pumping Station, etc. which may have Projects and/or Contract Processes associated with it.
Standard NEC3/4 Contract	A contract specified under NEC3/4 which incorporates all standard NEC3/4 contractual content, such as tasks, standard timescales, etc.
Streamline	The Coal Authority's own project lifecycle framework, which outlines the way Coal and Metal Mine Water projects should be managed by the Environment Project Managers. This framework consists of a series of 9 project stages (Project Initiation, Scoping, Feasibility, Outline Design, Detailed Design, Target Cost, Construction, Completion and Operational), with 8 key project management Checkpoints between stages. There are several variations of the Streamline process depending on the type of project: - the full individual Checkpoint 1 – 8 Checkpoint Process; - the Combined Checkpoint 1 – 3 , 4 – 5, 6, 7 & 8 Checkpoint process; - the Emergency Project Combined Checkpoint option
STS –	'Severn Trent Services Ltd', our Operation & Maintenance contractor for Mine Water Treatment Schemes.
Supplier	In the context of this tender, this refers to the company supplying the New System to the Customer. Otherwise, it refers to a Supplier as defined within NEC.
System	The entire NEC contract management and document sharing tool – either our existing system ('Conject') or the New System, depending on context.
System Access Area	An area of the System to which a User or Team is given access. This may be Site, Project, Contract, Contract Process, Register or Document.
System Administrator	A Coal Authority System User with full Administrator rights across the System.
System Design	Will define how the New System will be setup and how Users will use it.
Task	An activity within a Contract Process, assigned (issued) to Users and/or Issue Groups in relation to the acceptance of a contract process or development/approval of a document. Tasks may involve review, approval, acceptance of project/contract information/documentation, request for information, etc. and may require an action in response or may be for information only. Tasks will usually be issued with a deadline, by which the associated action must be completed.
TCA	Acronym for the Coal Authority.
Team	A collection of system users and or companies (both Internal and External) normally defined in association to a Project, but could be defined in relation to any System Access Area.
User	An individual person who uses the System. They may be an Internal user or an External user.
WCAG	Web Content Accessibility Group. Web Accessibility Initiative, compliance levels are A, AA, AAA.

Workflow	A set of activities to orchestrate the Contract Process. This will include: 'initiation', 'issue Tasks', 'review' and 'response management' and potentially the triggering of other (child) Contract Processes in response to a parent Contract Process Workflow Task.
WCAG	Web Content Accessibility Group. Web Accessibility Initiative, compliance levels are A, AA, AAA.
Workflow	A set of activities to orchestrate the Contract Process. This will include: 'initiation', 'issue Tasks', 'review' and 'response management' and potentially the triggering of other (child) Contract Processes in response to a parent Contract Process Workflow Task.

Appendix C − Transparency Guidance

Transparency

Government has set out the need for greater transparency across its operations to enable the public to hold public bodies and politicians to account. This includes commitments relating to public expenditure, intended to help achieve better value for money.

As part of the transparency agenda, Government has made the following commitments with regard to procurement and contracting:

- All new central government ICT contracts over the value of £10,000 to be published in full online from July 2010.
- All new central government tender documents for contracts over £10,000 to be published on a single website from September 2010, with this information to be made available to the public free of charge.
- All new central government contracts over the value of £10,000 to be published in full from January 2011.
- New items of central government spending over £25,000 to published online from November 2010*

Suppliers and those organisations looking to bid for public sector contracts should be aware that if they are awarded a new Government contract, the resulting contract between the supplier and Government will be published. In some circumstances, limited redactions will be made to some contracts before they are published in order to comply with existing law and for the protection of national security.

The publication of information incorporates but is not limited to the following documentation/information. This will cover potential contract extensions and orders placed against a framework or term contract.

Contracts: contract, specification, terms and conditions, schedules and pricing – issued by both the tenderer and the Authority.

Tenders: invitation to tender, specification, terms and conditions, prequalification questionnaires, OJEU notices – issued by the Authority.

Spending: summary of invoice information in relation to payments made and includes invoice values – submitted by suppliers.

*The Authority publishes all of its spend items online.

Appendix D – Freedom of Information Act 2000

On 1 January 2005 the provisions of the Freedom of Information Act 2000 came into force and has created a general right of access to information held by public authorities, which includes the Coal Authority.

The Coal Authority therefore, draws to your attention that it could receive requests for the release of information contained within documentation and correspondence, and the Coal Authority will disclose information in accordance with the legislation. Should a request be received to which an exemption to disclosure may apply, the Coal Authority will consult with you at the time.