Request For Information

AccessPoint – Hotel Management Platform

Version number 3

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1. Introduction
	1. 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 Outline 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 in order to better inform our approach to any future procurement.
	2. The College is seeking a supplier to provide a hotel, management booking solution for our onsite accommodation including both back office room management, and booking platforms.
	3. Suppliers are requested to complete the Appendix A Excel document ‘AccessPoint RFI- Schedule of Rates v1’.
	4. Please complete the supplier response at the end of this document if you have any questions please contact CPU.Tenders@college.police.uk by **22 January 2024**.
	5. The deadline for submission is **26th January 2024**.
2. Who we are
	1. The College of Policing (The College) is the professional body for 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.
	2. The College has four locations:
		1. Government Hub, Canary Wharf, London
		2. Ryton-on-Dunsmore near Coventry
		3. Harperley Hall, Crook, Co. Durham
		4. Harrogate, North Yorkshire
	3. Further information is available at: [Working together | College of Policing](https://www.college.police.uk/)
	4. The College has two sites where we host delegates and we generate revenue by hosting events, training courses and offer onsite hotel accommodation. All onsite hotel stays have the option for delegates to access our onsite catering services.
	5. Our onsite hotel accommodation room capacity is a total of 464 rooms across 2 sites used throughout the year.
	6. Operationally we have at each site, the following teams: reception, housekeeping, security, catering, and facilities site managers.
3. Our problem
	1. We require a Hotel management platform that would be accessed by delegates and corporate policing entities globally via a link from the College Website and by College administrators, locally from inside the College’s secure network work to modify and manage the back end elements of the platform and ideally integrate with our Event management platform and Training Management platform.
	2. We would require the solution to:
		1. Meet the College’s Non-functional requirements.
		2. We want delegates to book hotel rooms at our locations
		3. Create user profiles for delegates, administrators, and corporate accounts.
		4. Support our onsite operations team deliver security, reception, catering, and housekeeping functions
		5. Integrate with the [government payment gateway](https://www.payments.service.gov.uk/), or provide a secure payment gateway for onsite payments.
		6. Integrate with our finance system (METIS)
		7. Provide delegate usage MI for internal College processes (P11D – Benefits in Kind).
		8. Provide reporting information for KPI’s
		9. Provide notifications to the internal College team, and external customers where appropriate.
		10. Send automated communications to delegates via [gov.notify](https://www.notifications.service.gov.uk/), or a secure email/messaging service.
	3. Further information on what we are looking for and any specific requirements that we have at present continues below.
4. Non-Functional Requirements
	1. Role Based Access Control (RBAC)
		1. All solution functionalities should include RBAC and the following:
			1. Ability to ensure that authorised users are granted access to appropriate information and functionality based on their role
			2. Customisable roles to be defined and associated with specific functionalities and data access for different users
			3. Assignment of roles to individuals or groups of users
			4. Control of roles at system or feature level
			5. Role hierarchies that are easy to manage/apply
	2. Usability, compatibility, and accessibility
		1. The solution must be universally accessible, and work on all devices and browsers, for further information please refer to the gov.uk [service manual here](https://www.gov.uk/service-manual/technology/designing-for-different-browsers-and-devices)
		2. Customisable to reflect College branding
		3. Good customer/ delegate UX – system should be clear, intuitive, and easy to use for users
		4. Platform should work with the following combinations of assistive technologies listed here [Testing with assistive technologies - Service Manual - GOV.UK (www.gov.uk)](https://www.gov.uk/service-manual/technology/testing-with-assistive-technologies)
		5. Solution customisable to support our compliance with the Equality Act 2010, specifically:
		* ‘Text to Speech’ and ‘Speech to Text’ functionality
		* Modify text size
		* Colour overlay/screen colour
		* Content that gives consideration to the language used, i.e. gender neutral
		1. Solution will be fully compliant with [Web Content Accessibility Guidelines (WCAG) 2.2 (w3.org)](https://www.w3.org/TR/WCAG22/) AA standard and supplier to provide documentary evidence in support of this. Where there are areas of non-compliance a detailed roadmap and timescales for remediation work to be complete will be provided
		2. Solution to make available an accessibility statement to all users from all pages or areas within the system, usually within the footer, detailing compliance status. The accessibility statement will follow the guidelines as outlined at [Sample accessibility statement (for a fictional public sector website) - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/sample-accessibility-statement/sample-accessibility-statement-for-a-fictional-public-sector-website)
		3. The product and supplier should follow the Agile delivery methodology, and work to adhere to the [Service Standard - Service Manual - GOV.UK (www.gov.uk)](https://www.gov.uk/service-manual/service-standard)
	3. Technology, security, and hosting
		1. Our requirement is for a system that can be used securely by both internal and external users. We do not prejudge how this might be achieved. If the system runs outside our infrastructure it must be established how internal account information is passed to it without risk, if it runs inside our infrastructure it must be established how external users access the interface. The College infrastructure is a physical network with secure links to M365 and Azure resources in a private tenant.
	4. Legislation and assurance - Any System used by the college must meet the following security assurance standards:
		1. Uses Multi-factor authentication for administration users if it is implemented outside the College network.
		2. Cyber Essential plus and or is ISO27001 certificated
		3. The application is tested using [OWASP Application Security Verification Standard](https://owasp.org/www-project-application-security-verification-standard/) best practice, to mitigate most common web based attacks. <https://owasp.org/www-project-top-ten/>
		4. Comply with the NCSC 14 Cloud Security Principles if delivering a cloud based solution
		5. The successful supplier must provide information detailing their compliance with UK GDPR. This should include but not limited to, the security measures employed by the successful supplier where personal data is stored (physical and digital measures); the policies and procedures in place to support the facilitation of UK GDPR compliance; the training provided to staff and its frequency, the ability to comply with individual’s rights under UK GDPR and the general compliance with the Data Protection principles listed under Article 5 of the GDPR
		6. Data stored/platform and data handling solely hosted in UK, in-line with UK policing policies relating to data storage and handling.
		7. CHECK Green Light ITHC completed annually on platform or with each incremental change to the system, or permission for the College to do this (may include testing the hosting environment). All findings must be made available to the College with a summary of what hasn’t been fixed and a plan to rectify where appropriate.
		8. There is an audit of data access, amendment, deletion and export.
		9. System is stable and there are fall back and recovery processes in place.
		10. The successful supplier must provide information on data management and security in their bids, and supply details about team members who are vetted. If the supplier is required to access any information classified as OFFICIAL or higher, then the successful supplier will be required to be vetted to NPPV Level 2 or Level 3 as required.
		11. If hosting is provided by the supplier, management, maintenance and support of the hosting environment would be the responsibility of the supplier
		12. As part of the requirement documents and evaluation requirements, we often stipulate that if successful, the supplier must provide the following documents and that failure to provide these documents will mean that the supplier will not be awarded the contract and they will forfeit it to the second successful bidder.
		13. The documents we would like to request are:
* DP protection policy
* Privacy notice
* Data Retention Policy
* Data Subject Consent form (where applicable)
* Supplier Data Processing Agreement (where applicable)
* Data Breach response and notification
	1. Service management and product development
		1. Audit logs should be maintained by the system to keep track of all data access, amendments, deletions and exports. Audit logs should not be amendable and should be retained in line with an agreed Data Retention period.
		2. Agree to a Service Level Agreement (SLA) documenting incident problem and change management processes, response time, core business hours, and business continuity / disaster recovery processes.
		3. Suppliers should follow ITIL 4 guiding principles for service management when transitioning to and during business as usual.
1. Further information
	1. Delegate profile - A record containing personal details for any user that wants to access the solution to search, view and book hotel accommodation and includes the following:
		1. Create/update/archive own profile
		2. Can navigate to other screens from here
		3. View own full booking history
		4. Search and make bookings on behalf of other registered delegates and a way to validate the correct person is returned in the search
		5. View another user’s booking and transaction history
		6. We may need to restrict which users can create/update their own profile and the sections of the profile they can update.
		7. Create/update/archive another user’s profile
	2. Customer profile - A customer profile containing details for any individual or organisation that will be invoiced and charged for College services. To include the following:
		1. Create/update/archive own customer profile
		2. Can navigate to other screens from here
		3. All expenditure shown with transaction history and status
		4. Create/ update/ archive someone else’s customer profile
		5. View someone else’s expenditure
	3. User Functionality
	4. Account creation
	5. Search for accommodation availability via a calendar view
	6. Include breakfast, lunch and dinner as part of accommodation booking (Delegates do not need to make their menu selections in the solution as delegates make their food selections as they arrive in the canteen)
	7. Book on behalf of other users
	8. Assign payment to force or corporate employer
	9. View / cancel / amend booking with associated fees and reasons
	10. View general FAQ section
	11. Track purchase orders and invoices, with ability to print
	12. Receive automated notifications for booking status changes
	13. Book multiple stays, and multiple people at the same time.
	14. Provide Capacity management and warnings to College administration.
	15. Provide College approval processes for allocating bedrooms
	16. Include support for booking bedrooms with Sensory, Physical and Dietary accessibility needs
	17. Onsite operations tasks
		1. Our security team are responsible for:
			1. performing ID / warrant card checks, then direct them to reception for check-in during 8am-10pm.
			2. ‘Out of hours’ 10pm-8am the security team would act as the reception team in addition to security checks.
	18. Reception and security team tasks
		1. Manage hotel delegate accommodation arrivals and departures including accessibility requirements
		2. Manage arrivals/departures lists with ability to print
		3. Manage room servicing status
	19. Facilities team tasks
		1. Track all people on-site with arrivals/departure status for security and fire register management
		2. View arrivals/departures lists with ability to print/export
	20. Housekeeping team tasks
		1. Manage hotel arrivals and departures lists including accessibility requirements
		2. View all room resources and booking information
		3. View additional setup details created by admin teams
		4. View room servicing status
		5. View room servicing lists with booking information and ability to filter/print
		6. Flag lost property
		7. Raise issues to the maintenance team
	21. Catering tasks
		1. Track invoicing/manage delegates with prepaid catering
		2. Manage catering/hospitality orders and filter/print
		3. Be alerted when orders contain dietary requirements
		4. Take payment if catering is not pre-paid
	22. Payment gateway
		1. We require either Integration with [GOV.UK Pay (payments.service.gov.uk)](https://www.payments.service.gov.uk/) or a secure payment gateway within the solution for customers to make payments that includes:
			1. Wide range of payment methods including recognised payment gateway service providers
			2. Robust security measures and complies with relevant industry standards and regulations
			3. Payment can be made depending on event type and user role
	23. Integration with finance system
		1. We currently integrate with a Home Office finance solution ‘METIS’ (an Oracle Fusion Application) so that the College finance team can process invoices and payments for hotel and event services.
		2. There are four categories of master data exported from METIS and imported to our existing solution: event information, items, and price to be charged, delegate details and organisation to be charged.
		3. This means when new internal staff and organisations are created on METIS, they will then exist in our current system. When our current system creates booking and invoice information for hotel and some event types, these are exported to METIS. The finance team then complete the payment process on METIS.
		4. The solution will be required to handle:
			1. Import and export of XML, CSV and similar file types
			2. Data validation specific fields
			3. Minimum mandatory fields
			4. Configurable import and export frequency
	24. P11D - benefits in kind
		1. For some associates that utilised accommodation and internal staff attending their own site, we must account for benefits in kind. The solution should be able to:
			1. Identify the individuals that are impacted by benefits in kind and can be run as a report
			2. Allow us to identify/calculate associates accommodation in days
			3. Allow us to identify/calculate internal staff that have utilised catering or accommodation at their own site
	25. Automated notifications and processes to reduce manual processes for operations and admin teams, such as:
		1. Real-time notifications and reminders to users/teams for tasks
		2. Real-time updates for status changes of hotel bookings, activity e.g., arrival/departures
		3. Ability to have delegate feedback requests
		4. Notification types e.g., email, SMS/text, push, in-app or integration with [Gov.notify](https://www.notifications.service.gov.uk/)
		5. Ability to ensure that any personal or sensitive information included in notifications is transmitted/stored securely to protect user privacy and comply with relevant data protection regulations
	26. Reporting analytics
		1. Visual and adaptable Management Information (MI) dashboard
		2. All metadata to be available, queryable and exportable in reporting analytics
		3. Some standard reports to support operational needs e.g. arrivals list
		4. College customisation of reports for analysis and management information (MI) reporting
		5. Ability to implement data controls and measures. e.g., ability to delete some user profile data after specified time
2. Supplier Response

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

|  |  |
| --- | --- |
|  | Please provide a brief introduction to your company: |
| [Please insert response] |
|  | Please provide the name of the solution you offer: |
| [Please insert response] |
|  | Is this your solution or do you provide a third-party solution? |
| [Please insert response] |
|  | What would a typical timeframe be for the implementation of your solution and what would the project phases look like? |
| [Please insert response] |
|  | Please provide information on your development and release path schedule for the next 5 years. |
| [Please insert response] |
|  | How would you support us if we require new features and functionality that are not on your current roadmap in the future? |
| [Please insert response] |
|  | What SLA’s do you typically work to? |
| [Please insert response] |
|  | Further to the functionality requirements 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. |
| [Please insert response] |
|  | As we are investigating 3 areas (Hotel, Events, and Training course management system) to support our business processes, Do you have any existing partnerships with other event or training course solutions?  |
| [Please insert response] |
|  | Does your solution provide or integrate with automated check-in screens for events arrivals and departures? If it does integrate with another supplier, do you have existing partnerships with a supplier? |
| [Please insert response] |
|  | 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 Framework below. |
| [Please insert response] |
|  | Please provide any feedback on the specification we have provided. For example, is there sufficient information for you to understand our needs? If not, what data would you require? Can clarity be provided in any sections where you feel the information is ambiguous? |

|  |
| --- |
| Using the table below, please identify if the system you offer provides the required functionality as set out in sections 4 – 25.  |
| **No** | **Requirements** | **Does your solution provide this functionality?****(Delete as applicable)** |
|  | Account registration | Y/N |
|  | User profile | Y/N |
|  | Customer profile | Y/N |
|  | If dietary requirements are set in the user profile, can it auto pull through to the catering orders screens? | Y/N |
|  | Event booking journey/ form for users | Y/N |
|  | Does your solution provide or integrate with automated check-in screens for hotel arrivals and departures? If it does integrate with another supplier, do you have existing partnerships with a supplier?  | Y/N |
|  | Currently delegates with pre-paid meals are given physical meal cards when they arrive at reception, which are shown when they enter the restaurant. Does your solution have a method to replace this process e.g. QR code scanning?  | Y/N |
|  | When booking delegates with dietary/accessibility requirements, is there a visual or system prompt to indicate they have dietary/accessibility requirements? | Y/N |
|  | Is your solution able to integrate securely with College M365 Exchange Calendars? | Y/N |
|  | Onsite Operations tasks – reception/security | Y/N |
|  | Onsite Operations tasks – facilities | Y/N |
|  | Onsite Operations tasks – housekeeping | Y/N |
|  | Onsite Operations tasks – catering/hospitality | Y/N |
|  | When the catering team are reviewing orders, is there a visual or system prompt to indicate it contains dietary requirements? | Y/N |
|  | If dietary requirements are set in the user profile, can it auto pull through to the catering orders screens? | Y/N |
|  | When the catering team are reviewing orders, is there a visual or system prompt to indicate it contains dietary requirements? | Y/N |
|  | Currently delegates with pre-paid meals are given physical meal cards when they arrive at reception, which are shown when they enter the restaurant. Does your solution have a method to replace this process e.g. QR code scanning? | Y/N |
|  | Admin team management tasks: events creation, and scheduling and resource management including different College event types | Y/N |
|  | Freeze period- can your solution allow our admin teams to apply a predefined time frame where users cannot book? | Y/N |
|  | Can your system validate booking details against delegate booking details, eg, accessibility requirements, when users book an event?  | Y/N |
|  | Delegate event and booking history | Y/N |
|  | Payment gateway | Y/N |
|  | Does your system have the capability to integrate with Oracle for example utilising Rest API with JSON protocol or other suitable methods? | Y/N |
|  | P11D - benefits in kind | Y/N |
|  | Fields and forms functionality | Y/N |
|  | Services marketing | Y/N |
|  | Automated notifications and processes | Y/N |
|  | Document management | Y/N |
|  | Reporting analytics | Y/N |
|  | Is your solution compatible with google analytics or similar product? | Y/N |
|  | We would be keen to analyse end to end (E2E) customer activity from initial enquiry to booking invoicing/ payment for management reporting and wider market research purposes. Does your solution have the capability to do this | Y/N |
|  | Role Based Access Control (RBAC) | Y/N |
|  | Usability, compatibility, and accessibility | Y/N |
|  | How would you handle data migration from our current system? Please provide case studies and examples if possible.  | Y/N |
|  | Technology, security, and hostingLegislation and assurance | Y/N |
|  | Service Management | Y/N |
|  | Is your data hosted inside the UK?  | Y/N |
|  | Have you integrated with other event or training course solutions and if so what method, have you used? | Y/N |

1. Glossary of terms

|  |  |
| --- | --- |
| **Term** | **Definition** |
| 2FA | 2 Factor Authentication - a security feature you possess via app or text message, as opposed to one you know like a password |
| API (Application Programming Interface) | API stands for Application Programming Interface. It is a set of rules and protocols that allows different software applications to communicate and interact with each other. APIs enable the exchange of data and functionality between systems, facilitating seamless integration and interoperability. |
| Associate | Associates independent staff of the College and bring specialist skills to complement those of our staff. They include:TrainerSpecialistAssessorQAer - quality auditor assessorTutorCoachesMentorsPeer ReviewersSubject Matter Experts |
| COTS | Commercial off-the-shelf |
| Customer | Individual or organisation that will be invoiced and pay for College services |
| Delegate | Person attending an event  |
| Event | Anything attended by one or more delegate and or ASSOCIATE including: Selection Process, Training Courses, Conferences.  |
| Function | Service at an EVENT provided by an ASSESSOR |
| Journal Format | Journal Format Data refers to data recorded in a chronological sequence, similar to a journal or log. It is structured with each entry representing a single event or transaction, accompanied by timestamps and relevant details. Journal format data is commonly used for auditing, tracking changes, and data synchronization between systems. |
| METIS | Home Office finance solution (Oracle Fusion Application) that our solutions must integrate with |
| PD11 - Benefits in Kind | Accommodation or other non-financial benefit claimed by an associate or staff member  |
| Pool  | Grouping of ASSOCIATEs performing the same FUNCTION |
| RBAC | Role Based Access Control. - function to provide specific privileges to user groups/types  |
| XML (Extensible Markup Language) | XML stands for Extensible Markup Language. It is a versatile and widely used markup language that defines rules for encoding documents in a human-readable format. XML is often used for data representation, configuration files, and data exchange between systems due to its flexibility and self-descriptive structure. |

**About the College**

We’re the professional body for the police service 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.

**college.police.uk**