

STATEMENT OF REQUIREMENTS

1. PURPOSE

- 1.1 The purpose is to provide training in Microsoft Access and Microsoft Excel to delegates from the Drugs and Law Enforcement of The Gambia (DLEAG) in to enable them to be skilled and self-sufficient in their ability to develop, operate and maintain their own Access databases and Excel spreadsheets.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

Border Force is a law enforcement command within the Home Office. Border Force secures the border and promotes national prosperity by facilitating the legitimate movement of individuals and goods, whilst preventing those that would cause harm from entering the UK. This is achieved through the immigration and customs checks carried out by our staff at ports and airports. Our officers work at 140 sea and air ports across the UK and overseas.

Border Force International are responsible for delivering the UK's commitment to support other law enforcement agencies worldwide. Part of this commitment is to help upskill these agencies with a view to stemming the flow of illegal migration, smuggling and international terrorism. Border Force International is seeking to deliver training to these agencies to assist them to deliver against these challenges.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 Border Force is assisting DLEAG in The Gambia in a range of capacity-building work. Part of this work requires officials from DLEAG to undertake database and spreadsheet functions. The use of technology within some of these regions is limited and training is needed to provide these core administrative skills.

4. DEFINITIONS

Expression or Acronym	Definition
Delegate	means a trainee or someone whom will attend the training course to undergo training by a trainer.
Trainer	means a person with experience of training/ mentoring delivery and certified in Microsoft Access and/or Microsoft Excel.
Certification	means a certificate that is issued to a delegate and recorded and retained as confirmation of meeting the required standard necessary to pass the training course.
DLEAG	Drugs and Law Enforcement of The Gambia
FCO	Foreign & Commonwealth Office

5. SCOPE OF REQUIREMENT

- 5.1 The Supplier will provide suitably skilled trainers and premises and equipment (Computers running operating system Windows 10 and a using Microsoft Office 2016 or 365) within Banjul (Gambia), to train delegates on Microsoft Access and/or Excel packages. These two courses will be delivered separately, and bidders may bid on one or both.

6. THE REQUIREMENT

- 6.1 As part of this requirement, Border Force require the delivery of Microsoft Access and Microsoft Excel training to delegates from DLEAG.

- 6.2 Each course will be expected to contain *no more* than eight (8) delegates;

- 6.3 Each course will require a *minimum* of two (2) certified Excel/ Access trainers specific to the course being delivered;

6.4 ***Each certified training programme must contain the following core elements:***

6.4.1 **Microsoft Access**

- Introduction to functionality and capability of Microsoft Access
- Use of an existing Microsoft Access database including:
 - Entering new information
 - Create a form including:
 - Configure form controls
 - Format a form
- Navigating through information
- Running searches on existing information
- Producing reports from information including:
 - Configuring report controls
 - Formatting a report
- Maintenance of an existing database including ability to:
 - Import data
 - Modify an Access database
 - Fix common problems.
- Create an entirely new database from start to functionality including:
 - Creating a blank desktop database
 - Creating a database by using a template
 - Creating a database by using import objects or data from other sources.
 - Deleting database objects

6.4.2 **Microsoft Excel**

- Introduction to functionality and capability of Microsoft Excel

- Use of an existing Microsoft Excel worksheet including:
 - Entering new information
 - Navigating through information
 - Running searches on existing information
 - Customizing options and views
 - Producing reports from information
- Maintenance of an existing worksheet including ability to:
 - Import data including the ability to parse data received in different formats into a worksheet.
 - Modify a worksheet
 - Fix common problems
- Creating a new worksheet including:
 - Inserting data in cells and ranges
 - Formatting cells and ranges
 - Summarising and organising data
 - Demonstrable proficiency in both these elements through (e.g.) regular testing within the training and an examination at the conclusion of the training.

7. MANAGEMENT REPORTING

7.1 The supplier agrees to:

- i. Ensure value for money to Border Force when arranging travel and venue bookings for trainers to support the delivery of courses;
- ii. Maintain accurate records to support all purchasing/ procurement activities and make said records available to Border Force on request;
- iii. Provide invoices, along with a breakdown of costings within 30 days of course completion. All invoices will be paid in arrears;
- iv. Maintain a record of certifications/ accreditations and progress for each delegate trained;
- v. Make available for inspection by Border Force all relevant certifications and accreditations of all trainers.
- vi. The Supplier will report on the progress of the training to a Border Force official present in The Gambia whilst the training is being undertaken.

8. DELIVERY DATES

8.1 The supplier will be expected to have commenced delivery of courses by 30/01/2020 at the latest to ensure that all planned courses are delivered before the end of 31/03/2020.

8.2 Courses will be planned no later than 20 days in advance;

8.3 It is proposed that eight delegates are trained through the courses covered in this Statement of Requirements.

9. LOCATION

The location of the Services will be carried out at the Suppliers training location in Banjul, The Gambia.

10. CONTINUOUS IMPROVEMENT

- 10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.3 The Supplier will work with Border Force to develop new ways and methods of working to improve course delivery, content and quality. Upon request, the supplier should make dates available to Border Force for meeting to discuss this;
- 10.4 Changes to the way in which the Services are to be delivered must be brought to the attention of Border Force and agreed prior to any changes being implemented;
- 10.5 The continuous development and tailoring of training material and methods may be required by Border Force to ensure that the training delivered continues meet Border Force, delegate and legal requirements;
- 10.6 The supplier will ensure that they remain up to date with relevant country's legislation and operational process in relation to the course content and delivery.
- 10.7 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

11. SUSTAINABILITY

- 11.1 The supplier must have the capability to deliver the course/s throughout the regions specified and the life/ term of the contract
- 11.2 The supplier must have the capacity to deliver the course/s to a maximum of 8 delegates, each with two certified trainers.

12. QUALITY

- 12.1 All trainers will be Microsoft certified trainers in the software package in which they are delivering the training.
- 12.2 All trainers will have a minimum of 12 months professional experience of training delivery and mentoring.
- 12.3 All delegates and their Agency will receive feedback to help improve their performance. The supplier is expected to act upon and implement feedback where necessary.

13. SAFETY, SECURITY & TRAVEL

- 13.1 Border Force International will liaise with the supplier in respect of training venues and security arrangements and organise and arrange all local security passes for access to sites where courses will be delivered.
- 13.2 If required, relevant vaccinations, Gambian work visa requirements, all travel arrangements worldwide to/from The Gambia, hotel accommodation & **all** sustenance will be the responsibility of the successful bidder & should be included in the fixed quoted price above;
- 13.3 If required, Border Force International at its cost, will arrange transfers for the suitably qualified trainers to/from the airport and between the hotel & training premises. Please base your travel expenses on the cost of the The Kairaba Beach Hotel, Banjul.
- 13.4 All trainers must be willing to undergo, if required, any additional specific training course(s) prior to arrival in The Gambia at the supplier's expense, as advised by FCO.

14. PAYMENT AND INVOICING

- 14.1 Payment can only be made following satisfactory delivery of pre-agreed courses and deliverables.
- 14.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

14.3 Invoices should be submitted to:

Border Force International Finance
Border Force
Custom House
Heathrow Airport
Nettleton Road
Hounslow
TW6 2LA

E-Mail: BFInternationalFinance@homeoffice.gov.uk

15 CONFIDENTIALITY

All material, such as Statement of Requirements, results, delegate information and performance (this is not an exhaustive list) must not be shared or disseminated to anyone outside Border Force without the express permission of Border Force and all information must be held on secured networks.

16 FURTHER INFORMATION FOR BIDDERS

Any questions, queries or clarifications regarding this tender should be submitted to christian.hough@homeoffice.gov.uk by 12 noon on Thursday 10th October 2019 at the latest.

All written submissions should be submitted to christian.hough@homeoffice.gov.uk by 12 noon on Monday 14th October 2019 at the latest.

All potential bidders must confirm in writing within their submitted bids that the personnel that they will provide to service this requirement must meet all of the above mandatory standards & requirements. Any non-compliant bids will **not** be accepted.

All bids that meet the above mandatory standards will be considered for financial evaluation as outlined as above.

Please note any agreement signed with your Company will be subject to the Standard Home Office Terms and Conditions for the GLS short form services contract (attached for reference).