

**Document A (1) – Finance Project Request for Proposal (RFP)**

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Dear Supplier,

**REQUEST FOR a PROPOSAL FOR A finance system**

You are invited by The Royal College of Anaesthetists (RCoA) to submit a proposal for the provision of services detailed in the attached documentation. Your proposal must be received by **4pm on Wednesday 25th April 2018** via the [tsp@rcoa.ac.uk](mailto:tsp@rcoa.ac.uk) email account. It is the responsibility of all Prospective Suppliers to ensure that their proposal is received no later than the appointed time. RCoA may undertake not to consider proposals received after that time.

Following the evaluation process, the intention is to arrive at a short list of the top ranked Prospective Suppliers (two to four in number), for the presentation stage. This will include:

* A presentation/interview (**between 14th-18th May 2018**) session to present their proposal and respond to questions from the RCoA evaluation panel. This meeting will provide the panel with the opportunity to address any unclear aspects of the Prospective Supplier’s response. Prospective Suppliers may use live demonstrations of their system and hardware to help explain, validate or demonstrate a clarification point.
* Workshop to demonstrate how your product would handle example business processes (**between 21st-25th May 2018**). Example processes to be provided by RCoA in advance of the workshop.

RCoA reserves the right to discount proposals that are incomplete or completed to insufficient quality. Suppliers excluded before the presentation round will not receive feedback. RCoA reserves the right to moderate scores in-line with clarification responses and the presentation stage. RCoA is not a contracting authority for the purposes of EU public procurement regime as implemented by the Public Contracts Regulations 2015 (as amended).

Best wishes,

Katie Edmondson  
  
Technology Strategy Programme  
Royal College of Anaesthetists  
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London WC1R 4SG

## The Royal College of Anaesthetists (RCoA)

Anaesthesia is the largest single hospital medical specialty in the NHS. The Royal College of Anaesthetists is the professional body responsible for the specialty throughout the UK, and it ensures the quality of patient care through the maintenance of standards in anaesthesia, critical care and pain medicine.

## Introduction

The project seeks to replace our current finance system, Exchequer, and asset log, Asset 4000, with a robust modular finance system. It will support the College departments in effectively managing income and expenditure, using resources and stewarding assets, liabilities and funds.

The key benefits are a finance system that acts as a management information system, providing greater transparency, financial control, improved access and detailed analytical reporting. Directors and managers will have instant access to business management information and the ability to analyse performance against key performance indicators.

Finance staff will have an up to date, supported system. The new system will enable the finance department to use more efficient workflows, processes and apply robust internal controls. Members will be able to submit expense forms online, supporting faster approval and re-imbursement of expense claims.

The project will provide a system that is future proofed, cost effective and secure. It will replace the current finance system, asset management system and a number of paper based methodologies of working. The new system will enable compatibility with the recently adopted Office 365 software and allow for the possibility of future integration with other proposed systems.

RCoA are looking for a supplier that can provide the key requirements using one system and has a flexible user model that recognises the distinction between core and “ad hoc” users.

Additionally we are looking for a supplier to become a longer-term partner to help us maximise the value of the solution over time, by extending it to other areas of use, integrating with other systems and adding features to keep up with financial developments.

## Award and contract

The service will be provided at the costs set down within the pricing schedule to the contract.

The scope of this contract is for the implementation of the new solution. It is an initial three to five year contract, with one break clause, with the expectation the contract would be extended further subject to performance.

There will be review points at key and agreed milestones of the contract to review progress and plan future work and depending on positive outcomes from these then the chosen provider will be assured of this work, should it be decided as necessary by RCoA.

The contract will cover any license or maintenance fees, dispute resolution mechanisms, change control process, liability, performance, implementation and configuration of the system and on-going support and maintenance.

RCoA is not bound to accept the lowest priced or any proposal and shall not be bound to accept the supplier as sole supplier. For the avoidance of doubt, RCoA reserves the right to award this contract in part, in parts, as a whole or not at all should circumstances be deemed necessary unless the Prospective Supplier expressly stipulates otherwise on the response.

Prices quoted shall remain firm for the duration of the contract and be exclusive of Value Added Tax (VAT). VAT should be shown separately.

## Proposed procurement timetable

|  |  |  |
| --- | --- | --- |
| **Activity** | **Estimated start** | **Estimated finish** |
| Request for proposal (RFP) window | 29/03/18 | 25/04/18 |
| Evaluate proposals and shortlisting | 26/04/18 | 08/05/18 |
| Supplier presentations | 14/05/18 | 18/05/18 |
| Workshops | 21/05/18 | 25/05/18 |
| Contract award and finalisation | 10/06/18 | TBC |

## General solution requirements and scope

### Objectives

* Provides improved user workflow experience for finance department staff
* Encourages volunteers to submit expense claims electronically
* Enables future integration with new systems
* Introduces a more up to date finance system offering access to real time information
* Reduces the amount of paper and manual paper flow between other departments and finance
* Helps RCoA to comply with GDPR
* Provides greater transparency and reporting for the Finance & Resource Board
* Enable compliance with external reporting
* Financial planning and reporting for teams

### Outcomes and capabilities

* Improved financial management processes
* Intuitive reporting tools
* Real time financial reporting
* Stable supplier relationships and service provision
* Reliable, effective and integrated systems
* Higher staff productivity
* Improved data protection with reduction in paper processes
* Improved traceability and reconciliation
* Quicker issue resolution as system is single point of truth for financial information
* Cost effective, stable and secure IT systems and services

### Outputs

* New finance system
* New digital business processes replacing paper based ways of working
* Departments have access to real time information and report at a touch of a button
* Invoice and expense management system. Please note the majority of expense claims are external to staff e.g. members and fellows
* Electronic Purchase Order system
* Financial document management
* Automatic bank feeds
* Management information to monitor internal processes and drive greater efficiency
* Management information to analyse cost base of meetings, projects, events and exams
* Data migration of information from the financial year of go-live
* Reduced physical storage requirements
* Supported system
* Ability to link with CRM and Event Booking systems
* Integration with Single Sign on (SSO)
* High data security
* Resilient platform stability
* Training documentation on how to use the system
* Flexible administration (to enable administrators to complete tasks using specific permissions according to their roles within the system and the organisation)
* Set up of users
* Accessible and intuitive design (User Interface/User Experience)

### May be in scope

* Mapping and migration of data from the previous financial year.

### Out of scope

The development or implementation of:

* Payroll system
* Automated authorisation (authorisers will still need to check and approve)
* Financial advice

## Key project phases and milestones

|  |  |  |
| --- | --- | --- |
| **Phase and stage** | **Start** | **Finish** |
| **Discovery** |  |  |
| Initiation process | December 2017 | January 2018 |
| Stage 1 (Requirements analysis) | January 2018 | March 2018 |
| Stage 2 (Procurement – supplier selection) | April 2018 | June 2018 |
| Stage 2 (Procurement – contract agreement) | July 2018 | August 2018 |
| **Implementation** |  |  |
| Set up and Testing | August 2018 | October 2018 |
| Training | October 2018 | October 2018 |
| **Live** |  |  |
| Go live | November 2018 | November 2018 |

## Account implementation and management

For successful implementation of the solution and service, RCoA requires a named contact responsible for managing the implementation process, and a flexible integration plan. RCoA will make a dedicated local Project Manager available for the duration of the project. RCoA will also require an account manager to be provided throughout the length of contract who will be required to attend regular review meetings. There may be a requirement for other meetings on an ad hoc basis.

## Format and assessment of proposals

* 1. The completed documents that must be submitted to form your tender response are listed below. Please ensure that information provided as part of the response is succinct and of sufficient quality and detail so that an informed assessment of it can be made. Where word limits are expected, these are stated in relevant sections.
* Document A (1) - Request for Proposal (RFP) Information
* Document A (2) – Request for Proposal (RFP) Supplier Response
* Document B - Requirements
  + Functional
  + Non-functional
* Document C - Pricing Matrix  
  1. Do not submit any additional supporting documentation with your RFP response except where specifically requested to do so as part of this RFP. Adobe PDF, Word, Project and Excel formats can be used for any additional supporting documentation.
  2. All attachments/supporting documentation should be provided separately to your main tender response and clearly labelled to make it clear as to which part of your tender response it relates.
  3. Responses from Prospective Suppliers will be assessed to determine the most value for money proposal using the following criteria and weightings and will be assessed on your response submitted and (if applicable) other aspects i.e. presentations and prototyping:

|  |  |
| --- | --- |
| **Section** | **Potential of total score** |
| Technical merit and functional fit | 70% |
| Cultural fit | 10% |
| Price | 20% |
| Declaration and acceptance | **Pass/Fail** |
| **Total** | **100%** |

* 1. The weightings are further broken down as follows:

| **Section** | **Evaluation method** | **Section weighting** | **Potential of total score** |
| --- | --- | --- | --- |
| **Technical merit and functional fit** |  |  |  |
| Method statement for system implementation | Scored | 10% |  |
| Method statement for system support (including ledger support) | Scored | 20% |  |
| Other services | For information |  |  |
| Specific requirement responses |  |  |  |
| *Functional requirements* | Scored | 20% |  |
| *Non-Functional requirements* | Scored | 10% |  |
| *Future requirements* | Scored | 5% |  |
| Presentations | Scored | 15% |  |
| Workshop | Scored | 20% |  |
| **Total Technical merit and functional fit** |  | **100%** | **70%** |
|  |  |  |  |
| **Cultural fit** |  |  |  |
| Organisational details | For information |  |  |
| Type of Organisation | For information |  |  |
| Sub-contractors and consortia | For information |  |  |
| Contact details and declaration | For information |  |  |
| Exclusion grounds | Pass/fail |  |  |
| Company information | For information |  |  |
| Commercial information | For information |  |  |
| Financial standing | Scored | 50% |  |
| Operations and experience | Scored | 50% |  |
| Quality assurance | For information |  |  |
| Environment | For information |  |  |
| **Total Cultural fit** |  | **100%** | **10%** |
|  |  |  |  |
| **Price** |  |  |  |
| Implementation cost | Scored | 25% |  |
| Annual revenue cost | Scored | 75% |  |
| **Total Price** |  | **100%** | **20%** |
|  |  |  |  |
| Declaration and acceptance | Pass/fail |  |  |
|  |  |  |  |
| **Total** |  |  | **100%** |

* 1. For those Respondents that are compliant with the Pass/fail items (sections or requirements), an evaluation will be then made of each response that is Scored. A rating scale of 0-3 (as shown below) will be used for evaluating each response. Where the response does not address a requirement at all, this may result in the proposal being invalidated.

| **Grade label** | **Grade** | **Definition of grade** |
| --- | --- | --- |
| Not met or no evidence (fail) | 0 | The response has been omitted, or the proposal evidences inadequate (or insufficient) delivery of the requirement. |
| Partially met (pass) | 1 | The proposal has merit, although there is weakness (or inconsistency) as to the full satisfaction of the requirement. |
| Met (pass) | 2 | The proposal has a suitable level of detail to assure that a satisfactory delivery of the requirement is likely. |
| Exceeded (pass) | 3 | The proposal has evidenced significant levels of understanding that assures there will be desirable value-add within the proposal **or** superior and desirable (time or quality) delivery outcomes. |

* 1. For the Functional requirements (**Document B – Requirements**), Prospective Suppliers are additionally required to indicate the proposed approach to system implementation. This will either be based on an existing product, extending an existing product or a new build. In either case, explain how each requirement should be coded as below. This is not scored but explains the proposed approach.

|  |  |
| --- | --- |
| **Implementation type** | **Explanation** |
| Coding | Feature will require developer coding |
| Configuration | Feature will require non-code configuration |
| Existing feature | Feature already exists and exactly matches requirement |
| Third party | Feature is or will be achieved through a third party product |
| Unable to provide | Feature is not currently offered and will not be offered |

* 1. Prospective Suppliers are also required to complete a number of additional ‘For Information’ questions as part of the response. We have kept this to a minimum and whilst these questions are not scored, they allow RCoA to gather information about the Prospective Supplier. Any Prospective Supplier may be excluded from the process at any stage if any of those representations are found to be untrue, misleading or are materially inaccurate.
  2. Prospective Suppliers are required to complete a number of ‘Pass/fail’ questions as part of their response. These questions ensure that RCoA’s minimum requirements are met by Prospective Suppliers. Any response deemed a fail on these questions may result in the supplier’s response not being evaluated further.
  3. The general requirements are listed in **Document A (2) - Request for Proposal (RFP)**. Clearly state, together with reasons, if a section is not applicable to you.
  4. The specific requirements are listed in **Document B – Requirements** in two worksheets. Both the Functional and Non-Functional requirements are separated into Primary, Secondary and Tertiary requirements.
  5. Primary requirements are all core requirements. The aforementioned rating scale of 0-3 will be used. Prospective Suppliers who cannot meet these core requirements may fail this requirement and their response will not be assessed further. Secondary and Tertiary will be considered but are not essential.
  6. For each item in **Document B – Requirements**, a documented response of not more than 500 words each is required. Each will contribute to overall scoring. NB. Illustrative embedded graphics and images are acceptable where they illustrate a point and do not contribute to the word count.
  7. Prospective Suppliers must submit pricing costs for Implementation and Post-Implementation Annual Costs in **Document C - Pricing Matrix.** Any expected increases in pricing and options to fix costs should be outlined in the Pricing Matrix.
  8. The lowest qualified proposal cost will receive the maximum percentage score available. Proposals that are more expensive will be given a lower percentage score using the standard deviation from the lowest cost. Scores will be calculated to two decimal places.
  9. As circumstances and requirements may change over the life of the proposed contract, the supplier must commit to make changes with the day and server hosting (based on incremental changes in storage and bandwidth) rates agreed contractually in advance. Day rates should be presented in the form of a SFIA rate card (see <http://bit.ly/1ML6A8a>) in order for RCoA to ascertain the competence level of the proposed support. This cost will be inclusive all expenses incurred by supplier in the course of the engagement. The supplier should also provide costs for purchasing additional hardware outside of the contract.
  10. RCoA shall have the right to disqualify your Proposal if you fail to complete the relevant parts (in full or part) as required by this document. RCoA shall also have the right to disqualify your proposal at any stage in the process if it becomes aware of any omission or misrepresentation in your response to any question.
  11. All Responses must be in English.

## Assumptions for pricing

RCoA anticipates a user base of:

|  |  |  |  |
| --- | --- | --- | --- |
| Module | User | Number | Level of access required |
| Finance System |  |  |  |
|  | Finance Department | 10 | Full access |
|  | Budget holders | 35 | Access to reports and data only. No data entry allowed |
| Purchase Orders |  |  |  |
|  | Finance Department | 10 | Full access |
|  | Budget holders | 35 | Authorisation, review and data input |
|  | Administrative staff | 50 | Data input and review only |
| Expense module |  |  |  |
|  | Finance Department | 10 | Full access |
|  | Budget holders | 35 | Authorisation, review& reports |
|  | Claimants | 1500 | Claim submission, tracking and history only |
| Asset module |  |  |  |
|  | Finance Department | 10 | Full access |
| Document Management System |  |  |  |
|  | Finance Department | 10 | Full access |

Approximate number of purchase orders handled per year 2,000

Approximate number of expense claims submitted a year 3,500

Approximate number of supplier invoices handled per year 3,200

Anticipated data storage of 1,500 MB per year, requirement to store data for 7 years so ongoing storage estimate of approximately 10.5GB.

## Next Steps

Please complete your response in:

* Document A (2) - RFP Supplier Response
* Document B - Requirements
* Document C – Pricing Matrix

Responses should be sent electronically to [tsp@rcoa.ac.uk](mailto:tsp@rcoa.ac.uk)by **4pm on Wednesday 25th April 2018**.

Please note that we can only answer queries relating to the proposal documents and cannot provide any information or help in relation to the content of the Prospective Suppliers submission. Answers to specific queries and advice given will be made available to all Prospective Suppliers.

You may submit, by no later than four (4) days prior to the closing date any queries that you have relating to this Proposal. Please submit such queries to [tsp@rcoa.ac.uk](mailto:tsp@rcoa.ac.uk).

Any queries should clearly reference the appropriate paragraph/section in the documentation and, to the extent possible, should be aggregated rather than sent individually. As far as is reasonably possible, RCoA will respond to all reasonable requests for clarification of any aspect of this Proposal and supporting documents, if made before the above deadline. RCoA will aim to provide its response within two working days and no later than two days prior to the closing date. No queries received after the above deadline will be answered.