**Specification for Health & Safety System**

**Background & Context**

The company are currently using a combination of quality systems, local and shared drives, and SharePoint pages to store documentation and manage compliance with Health & Safety.

The objectives are:

* To create a single location for health and safety related documentation, reporting, risk assessments and chemical management
* To enable all four sites to utilise the same system and have overarching policies and collaborative working on policies and risk assessments etc. covering the same/similar subjects/projects
* To enable consistent and clear reporting to executive and senior management teams at a site and company level removing the manual element of collating the information
* Integrate the system within the company’s current Identity Provider (IdP), Okta, for user identity authentication and to provide single sign on capability.
* Start the company on the continuous improvement journey to achieve ISO 45001 accreditation
* To enable compliant and comprehensive management of chemicals including up to date safety data sheets reducing the time spent reviewing and sourcing revised documents

**Statement of Requirements**

Services to be included:

* Initial coverage for up to 500 staff (person licences) and up to 400 chemicals/safety data sheets
* Observation Reporting (Mandatory)
* Incident/Event Investigations (Mandatory)
* Auditing & Inspections (Mandatory)
* H&S Document Management including Risk Assessments, SOPs, Policies & Point of Work Risk Assessments. (Mandatory)
* Ability to accurately describe locations in risk assessments including by admin set locations. These are then to be searchable or located by drop down menus to narrow down the relevant documentation attached to a location. (Strong Wish)
* Adaptable Templates (Mandatory) and Industry Best Practice (Strong Wish) Templates available for all documents including Audits & Inspections / Risk Assessments
* Chemical Management (Mandatory) including sourcing SDS revisions with alerts/notifications where significant changes are identified (Strong Wish)
* Action allocating and tracking feature using Microsoft Outlook to notify users of new actions and overdue/reminders (Mandatory)
* Live statistic reporting which can be filtered by site/departments etc. (Mandatory)
* Health & Safety accredited Training (Wish)
* Digital functionality – useable on mobile devices, via QR codes etc, (Mandatory)
* Temporary Access to visitors/contractors/emergency services as required (Mandatory)
* User access to be customisable with permissions set by administrators and the users having the ability to customise their home screen/dashboard to be fit for their role. (Mandatory)
* Ability to access documents from site to site where required, and ability to set confidentiality levels to prevent confidential data being shared beyond specified persons. (Mandatory)
* Ability to set auto-retention and archive/recover documents, where required. (Mandatory)
* Information Security and Security and Resilience Accreditations or equivalent (Mandatory)
* Provide an online learning package to an accredited level for health and safety training (Strong Wish)

Services specifically excluded:

* Where legislation-based materials or documents are present, to only see UK relevant items opposed to international.

Accreditation/Certification Requirements of Supplier:

ISO/IEC 27001:2013 - Information Security Management (Mandatory)

ISO/IEC 27018:2019 - Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors (Preferable)

* ISO/IEC 27701:2019 - Privacy Information Management (Preferable)

Geographical Area covered by the services:
To be able to cover multiple sites including the supplementary offices to them and persons working remotely and from home.

Category of Service Users:

The users of this service will predominantly be CGTC employees. However, the ability to temporarily provide access to contractors/visitors as necessary will be essential to ensure that access to relevant risk assessments, documentation and reporting is accessible to all on our sites. Health & Safety officers for each site will require access to all areas of the system to enable reviews, investigations and oversite of the health and safety of their respective site.

CGTC employees using the service will cover all functions of the business and therefore the level of use will vary, with those in our laboratories being the key users. Those working within the laboratory areas will require to create risk assessments including for chemicals, processes, and biological risks, as well as documenting and referencing their safe operating policies and procedures.

All persons will require to have the ability to report observations to enable health and safety officers to respond by investigating and allocating actions to remedy any identified hazards or risks.

Any planned changes to services:

Once the health and safety system has been in place approximately 12 months, a review will be planned for the consideration of adding training modules/elements. A review will take place prior to implementing the training modules/elements to enable CGTC to ensure the base health and safety system has been fully integrated and provided users a period of adjustment to the new system.

The training modules/elements we would require would be health and safety-based training in the format of e-learning/pre-recorded training packages.

We would work with the successful bidder to determine the implementation plan following year 1 and our internal review.

Health & Safety subjects we would require training for include, but not limited to:

* Display Screen Equipment (including Assessment)
* Manual Handling
* Control of Substances Hazardous to Health
* Spill Control
* Emergency Response – Fire Safety & First Aid Awareness

Service Development:

We would like to work with a company that can support us in teaching employees/collaborators best practices for health and safety.

Installation and maintenance requirements:

We would require a clear plan for installation and maintenance requirements with support provided in loading data into the system prior to a go-live date. Once the system is operational, any requirement for outage/maintenance to be pre-planned and notified to enable appropriate contingencies to be implemented, where necessary.

The ability for the system to run off cloud-based storage is preferred, due to limited space for additional IT infrastructure within the sites. Due to this, the opportunity to have our data stored within a UK regional data centre would be preferable.

Contract’s duration and proposed start date:

* 3 years + 1 + 1 years

Proposed Contract Start Date: 14th June 2022

**Inputs, Outputs & Deliverables**

Outcomes

* To have a single location for Health & Safety documentation, risk assessments and information for our multiple sites.
* Reduce the time persons spend on sourcing chemical data sheets
* To enable more collaborative and co-ordinated approaches with SOPs, policies and risk assessments being linked across different sites and locations, where suitable to do so.
* Improve health & Safety culture including reporting of observations
* To enable continuous improvement in health and safety compliance, with the long-term objective to achieve ISO 45001 accreditation

Service Timescales

We have sites which have functionality over a 24/7 period and therefore would require 1 week prior notice of pre-planned maintenance to initiate appropriate contingencies. It would be preference for maintenance to be undertaken during overnight and weekend hours to minimise impact, with prior agreement.

The ability for ongoing support would be essential within office hours. Details to be provided of how this can be accessed and timescales for support responses or actions. With a multi-level user system, where there are restrictions on who can access the support, these must be specified, i.e. administrator only can make contact, or all users can make contact and utilise the support.

Resources

* We would provide details of those persons to be listed as administrators
* We would require support to provide training on the system for personnel, this may be by way of a short video or online meetings/video call
* We would require support to upload the relevant information prior to go-live dates
* We would require a detailed implementation plan to determine what IT support is required from our perspective

Contract Management & Performance

Set out the arrangements for monitoring the service and the requirement for review/progress meetings.

* Staff survey to see progress of culture
* Comparison to previous data pre system – including estimation of times extracting data by our health & safety officers
* Durations of downtime

Procedure for breakdown in services

* The health & safety system shall have an aggregate uptime of more than 99.75% when measured in relation to a 24-hour day over a rolling 90-day period. Aggregate uptime (A) is calculated as a percentage using the following formula: A=((T-D)/T)\*100, where: A = Aggregate uptime, T = period (90 days = 2,160 hours), and D = downtime (measured in hours)
* Where downtime during a rolling 90-day period is: (1) more than 5 hours but less than 10 hours, there will be a 10% reimbursement of the fees paid for that period; (2) more than 10 hours but less than 20 hours, there will be a 20% reimbursement of the fees paid for that period; and (3) more than 20 hours, there will be a 30% reimbursement of the fees paid for that period.
* CGTC shall also have the option to terminate the agreement with immediate effect in the event that there is downtime in excess of 20 hours in any rolling 90-day period.
* Updates in terms of outage cause, remedial action, and timeline for back to operational use