Invitation to Tender

Management Information System for ESF Participant Data

**Cornwall and Isles of Scilly People Hub**

**TEN516**

JULY 2021

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# About the Cornwall and Isles of Scilly People Hub (CIOSPH) project

1.1 Cornwall Development Company Ltd (CDC) is looking to procure a Management Information System (MIS) system for the purpose of collecting and reporting on European Social Fund (ESF) participant data, for individuals being supported through the new Cornwall and Isles of Scilly People Hub (People Hub).

1.2 The People Hub is funded by the European Social Fund (ESF) and Cornwall Council (CC). CDC will manage the People Hub and has contracted with 4 delivery partners to assist in the achievement of targets.

The four delivery partners are:

* Konnect Cornwall CIC
* SmartMatching Ltd
* Hi9 Ltd
* Isles of Scilly Council
  1. The project has secured £4.2 million of ESF investment for a three and a half year period running from July 2020 to December 2023 with an objective to support 1,605 eligible residents in Cornwall and the Isles of Scilly.
  2. The project will have 3 key components; making it unique in terms of existing ESF provision in the county:
     1. **Triage and referral**

CDC will employ a team who will receive calls from eligible individuals and be able to assess their needs, barriers and goals in order to ascertain which existing ESF or mainstream provision is most appropriate.

CDC’s People Hub team will therefore be able to effectively refer a participant for to suitable provision that meets their needs.

* + 1. **Direct support**

In certain circumstances there will be participants that may not be best supported by alternative provision. In this context, the People Hub team will carry out direct Information, Advice and Guidance (IAG) and access bespoke training that will be carried out by one of the delivery partners (Konnect Communities CIC). The goal will be to move these participants into work or training. SmartMatching Ltd will also be involved in supporting some participants into new types of jobs and work.

1. **IT solutions**

2.1 CDC will be using 2 delivery partners (Hi9 Ltd and Smart Matching Ltd) to provide innovative IT solutions to support eligible participants into work or wider progressions. The proposals to develop smart matching tools as a well as a chatbot will be put in place to supplement and complement traditional IAG support by using artificial intelligence.

2.2 The People Hub will provide an important focal point, combining direct employment and skills support through a dedicated team based across the county and linking with other ESF and mainstream provision in support of eligible individuals in need of help.

2.3 The project is an unprecedented opportunity to provide a focal point for all those looking to progress with training or into employment. It will make a real difference to hundreds of lives in Cornwall and the Isles of Scilly.

# Background and context

3.1 The MIS is being procured solely for collecting, recording and reporting on data concerning the ESF participants supported whilst allowing management information to be extracted by CDC for the purposes of contractual reporting and informing strategic decision making.

3.2 **People Hub Project Outputs and Results**

As part of the contract, CDC has a responsibility to deliver the following ESF Outputs and Results. These will be delivered through the CDC team and the delivery partners above.

|  |  |  |
| --- | --- | --- |
| **Output Result** | **Definition** | **Programme target** |
| O1 | Participants | 1,605 |
|  | Male | 780 |
|  | Female | 825 |
| CO01 | Unemployed | 638 |
| CO03 | Inactive | 967 |
| R1 | Unemployed into work | 89 |
| R2 | Inactive to work/job search | 261 |
| CR06 | In work 6 months after leaving | 321 |
| O4 | Over 50 | 296 |
| O5 | Ethnic minorities | 29 |
| CO16 | Disabilities | 443 |

More information on the outputs and results definitions can be found at <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/506534/MI_definitions__Final_V1_20160210.pdf>

* 1. **People Hub Skills for Growth**
     1. In addition to the People Hub project, CDC has bid for a potential ESF PA2 bid for the People Hub (Skills For Growth) project, which will provide practical support and information to enable people who are currently in work (with a focus on those under threat of redundancy) to resolve the skills gaps and needs and enable them to stay in and/or progress in work. This additional project is subject to gaining approval from the Department of Work and Pensions. Therefore, should CDC be successful, this contract maybe extended so the MIS service requirements of the People Hub Skills for Growth project can be aligned and coordinated with this those of this commission.

3.3.2 The People Hub (Skills for Growth) project will have a total value of £2m to provide training and skills support to 851 participants who are in work in Cornwall and the Isles of Scilly; with a focus on those going through a redundancy process.

3.3.3 CDC intends to run the People Hub (Skills for Growth) project concurrently with the existing People Hub; through to the end of December 2023. The People Hub (Skills for Growth) project is still subject to approved funding of ESF investment from the DWP. In the event of approval, CDC anticipates that the People Hub (Skills for Growth) project will commence in August 2021 and subsequently proposed activity will need to be coordinated between the two projects.

3.3.4 In specific relation to the budget available for providing the MIS for the People Hub (Skills for Growth) project, CDC is allowing between £15,000 and £20,000 (excluding VAT) for this activity.  This allocation would be in addition to the budget set out in this commission under 5.1

# Commission & Objectives

* 1. CDC wishes to commission services to deliver:
     1. **Provision and Development of a MIS** - for the collection, recording and reporting of personal and sensitive data, along with relevant supporting evidence about eligible supported participants.
     2. **Hosting and Support** – on-going maintenance, technical assistance, security of data and support service over the lifetime of the contract.

# Provision and Development of MIS

You will need to confirm you are able to meet the following MIS requirements:

* + 1. To be a mobile-ready, web-based secure system with no software installation required, compatible with the latest versions of the most common browsers (Internet Explorer, Chrome, Firefox, Edge and Safari) and optimised for functionality on smaller screen devices
    2. Access to the MIS 24 hours a day, 365 days a year
    3. Strong industry standard encryption is to be used to protect data at rest and in transit and be a minimum of AES-256 encryption or equivalent
    4. A full audit trail/log of any changes made to the data on the MIS
    5. IP address recognition to prevent access from unknown locations with a log of devices used
    6. Robust user security including complex password security, forgotten password handling, different user roles, including ‘read only’ accounts.
    7. Compulsory two-factor authentication
    8. An unlimited number of user accounts that only allow delivery partners to view the data of their own participants. Initially 30 named accounts but non-concurrent usage.
    9. Standard screens that collect all the participant’s required data and evidence in an easy to use format. Required fields can be found in the ESF Participant Data Schema (PDS) Guidance attached with further details here <https://www.gov.uk/government/publications/esf-claim-applications-and-self-declared-adjustments>. (Enclosure 1)

4.2.12 A customisable system and user defined fields to record data in addition to those detailed in 4.2.11

* + 1. The facility to highlight if the same participant’s details are being data entered twice, for instance using elastic search
    2. Automation and validation checks for phone, email etc to avoid data entry errors
    3. The facility to look up addresses, e.g. from a postcode, to save time at data entry stage
    4. A document upload and storage facility that allows delivery partners to securely transfer sensitive participant paperwork to CDC using encrypted security protocols. Participant paperwork will include learner record, learning (action) plan, exit and feedback forms, along with evidence proving eligibility and outcomes
    5. Ability for customisable Document Automation, e.g. for printing pre-filled client agreement documents
    6. The ability to ‘hold’ information about participants before it is checked and ‘accepted’
    7. Fully supported API input of data to the holding area (4.2.18) to enable seamless integration with third-party applications.
    8. The ability to set alerts for key users; for example, client status changes and reminders for due and overdue actions
    9. Messaging SMS - Ability to send and store email and SMS messages to participants with logs of message content, time and date saved on participant profile
    10. The ability to input Contract profiles and be able to monitor and report against them using the data input, for CDC’s reporting on Deliver Partner performance
    11. The ability to easily design and run reports using data from any combination of selected fields, to export them to a variety of formats including csv, xlsx and pdf and to populate the ESF Participant Data Schema (see Enclosure 1)
    12. Customisable Dashboard interface to view up-to-the-minute data and management information
    13. To be compliant with ESIF branding & publicity guidelines, so as a minimum the appropriate ESF logo (to be supplied by CDC) must be displayed in a compliant way (see Enclosure 2)
    14. System to provide full compliance with Data Protection and GDPR requirements
    15. The ability to send secure messages between MIS users (CDC and Delivery Partners) of the system within a secure framework
    16. Provide your plan for security testing the software during the duration of the contract.
  1. **Hosting and Support**

4.3. The budget includes the costs for hosting, maintenance, and support throughout the lifetime of the contract (end date December 2023). You will need to confirm you are able to provide a service package for the lifetime of the contract that meets the following requirements:

* + 1. To be hosted within an ISO 27001 accredited datacentre which utilise servers in the EEA, but preferably UK based.
    2. Backup and mobile application servers should also be based in the EEA or UK
    3. A process must be in place to ensure software is patched in a timely fashion when software vulnerabilities are identified.
    4. Detailed disaster recovery plan to ensure data backups throughout the day with minimum full-service daily backups, including a recovery and restoration procedure.
    5. Be agile in nature to handle growing or changing operational demands of The People Hub
    6. CDC have submitted an ESF PA2 bid for People Hub 2 that will support in work which would require additional fields, reporting etc if successful.
    7. Telephone support during normal office hours (excluding public holidays applicable in England) with prompt response times.
    8. A training package for both People Hub and Delivery Partner staff who will be responsible for setting up and reporting from the system and training for external users of the system
    9. A detailed budget breakdown of the service package.
    10. You will need to confirm that there is an option for a copy of the entire database held by you to be made available to CDC at the end of the contract.
    11. Provide a cost per hour for any additional development work. Please note this is for information only and will not be scored as part of the tender
  1. Security Assurance. **This section will be completed post the Tender Evaluation with the winning tenderer only.**
     1. CDC, a member of the Corserv Group of companies, requires assurance over the security of the systems that it uses in order to ensure that data is protected throughout its entire lifecycle.
     2. The proposed solution will need to pass accreditation by Corserv’s Business Systems Team. This will be subject to a full security review and risk assessment to ensure that our data, and the application / services offered are suitably secure. This may also involve the completion of a security questionnaire and providing evidence in the form of certifications, policies, audit and penetration test results.

# Total budget and milestone payments

5.1 The budget is £50,000.00 excluding VAT. This sum would cover all the activities and expenses detailed in Section 4, including any annual licence costs for the duration of the contract. The costs should be broken down into the MIS (4.2) and the Hosting (4.3).

5.2 Ongoing hosting, maintenance and support – to be paid quarterly to cover the period 1 October 2021 – 31 December 2023

# Contract Timescale

The need for the MIS will run from 1 October 2021 until 31 December 2023.

# Tender submission requirements

Please include the following information in your tender submission.

* 1. Covering letter (two sides of A4 maximum) to include:
     1. Contact name for further correspondence
     2. Confirmation that the bidder has the resources available to meet the requirements outlined in this brief and its timelines
     3. Confirmation that the bidder accepts all the Terms and Conditions of the Contract attached (Enclosure 3)
     4. Confirmation that the bidder will be able to meet the Corporate Requirements (see Section 12) to include confirmation that Equality and Diversity, Environmental and Data Protection policies are in place and, if successful, supporting documentation will be provided as evidence. Confirmation that the bidder holds current valid insurance policies as set out Section 12.6.1, if successful, supporting documentation will be provided as evidence
     5. Confirmation that the bidder will work collaboratively with other parties appointed by Cornwall Development Company
     6. Conflict of interest statement (see Section 12.15)
     7. Confirm that there is an option for a copy of the entire database held by you to be made available to CDC at the end of the contract.
     8. Evidence that the hosting will be within an ISO 27001 accredited datacentre based in the UK or EU
     9. A cost per hour for any additional development work. (This is for information only and will not be scored as part of the tender).
     10. Confirm that the final award of the contract will be subject to section 4.4.
     11. Confirmation that should CDC be successful in its bid for funding of the People Hub programme, detailed at Section 3.3, that the tenderer has the resources available to meet the additional requirements outlined in Section 3.3. Any additional commission for the People Hub will be subject to an agreed amendment to the contract for this commission.
  2. Detailed proposal as to how you will meet the requirement set out in 4.2. Please ensure that you reference each subsection of 4.2 in your response. Failure to provide how you will meet each individual requirement will result in the tender being evaluated as a Fail.
  3. Detailed proposal as to how you will meet the requirement set out in 4.3. Please ensure that you reference each subsection of 4.3 in your response. Failure to provide how you will meet each individual requirement will result in the tender being evaluated as a Fail.
  4. Two relevant examples where the bidder has provided a similar MIS (or CRM) together with contact details for those businesses / organisations (maximum 2 sides A4)
  5. A relevant example with contact details of where the bidder has delivered a MIS (or CRM) hosting, maintenance and support service for a client – to include current SLA/response times (Maximum 1 side A4)
  6. Budget
     1. MIS (Section 4.2)
     2. Hosting and support (Section 4.3)

A fixed price for the delivery of the brief (exclusive of VAT), reflecting the budget available for the work, as per 4 above.

# Evaluation of Tenders methodology

8.1 Each Tender will be checked for completeness and compliance with all requirements of the ITT.

8.2 Tenders will be evaluated to determine the most economically advantageous offer taking into consideration the following award criteria:

|  |  |
| --- | --- |
| Ref 7.1 Covering Letter | Pass/Fail |
| Covering Letter |  |
| Ref 7.2 | Pass/Fail |
| Failure to provide how you will meet each individual requirement will result in the tender being evaluated as a Fail. |  |
| Ref 7.3 | Pass/Fail |
| Failure to provide how you will meet each individual requirement will result in the tender being evaluated as a Fail. |  |
| Ref 7.2 | 60 Marks |
| Detailed proposal as to how you will meet the requirement set out in 4.2. Please ensure that you reference each subsection of 4.2 in your response. |  |
| Ref 7.3 | 40 Marks |
| Detailed proposal as to how you will meet the requirement set out in 4.3. Please ensure that you reference each subsection of 4.3 in your response. |  |
| Ref 7.4 | 40 Marks |
| Two relevant examples where the bidder has provided a similar MIS (or CRM) together with contact details for those businesses / organisations (maximum 2 sides A4) |  |
| Ref 7.5 | 20 Marks |
| A relevant example with contact details of where the bidder has delivered a MIS (or CRM) hosting, maintenance and support service for a client – to include current SLA/response times (Maximum 1 side A4) |  |
| Ref 7.6 Budget | 40 Marks |
| A **fixed fee** for this work (exc VAT) including travel and other expenses  The lowest bid will be awarded the full 40 marks. Other bids will be awarded a mark that is proportionate to the level of their bid in comparison to the lowest bid i.e. Marks awarded = 40 x lowest bid / bid |  |

# 8.3 Tender assessment

8.3.1 Each Tender will be checked for completeness and compliance with all requirements. During the evaluation period, CDC reserves the right to seek clarification in writing from the tenderers, to assist it in its consideration of the tender.

8.3.2 Tenders will be evaluated to determine the most economically advantageous offer taking into consideration the award criteria weightings detailed in the criteria table above. CDC is not bound to accept the lowest price or any tender.

8.3.3 CDC will not reimburse any expense incurred in preparing tender responses. Any contract award will be conditional on the Contract being approved in accordance with CDC’s internal procedures and CDC being able to proceed.

8.3.4 The reviewer will award a percentage of the marks depending upon their assessment of the tenderer’s response.

8.3.5 The following scoring, or graduations of such, will be used to assess the tenderer’s response.

|  |  |  |
| --- | --- | --- |
| **Scoring Matrix for Tender Criteria** | | |
| **Score** | **Judgement** | **Interpretation** |
| 100% | Excellent | Exceptional demonstration of the relevant ability, understanding, experience, skills, and resource and/or quality measures required to provide the goods/works/services. Full evidence provided where required supporting the response. |
| 80% | Good | Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Majority evidence provided to support the response. |
| 60% | Acceptable | Demonstration of the relevant ability, understanding, experience, skills, and resource and/or quality measures required to provide the goods/works/services, with some evidence to support the response. |
| 40% | Minor Reservations | Some minor reservations of the relevant ability, understanding, experience, skills, and resource and/or quality measures required to provide the goods/works/ services, with little or no evidence to support the response. |
| 20% | Serious Reservations | Considerable reservations of the relevant ability, understanding, experience, skills, and resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 0 | Unacceptable | Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |

# Tender and contract timetable

The anticipated timetable for submission of the quotes, completion of the project and interim contract process milestones, are set out below.

|  |  |
| --- | --- |
| **Milestone** | **Date** |
| ITT available on Contracts Finder | 15 July 2021 |
| Final date for submission of clarifications | 23 July 2021 |
| Final date for response to clarifications published on Contracts Finder | 27 July 2021 |
| **Deadline to return Tender to CDC** | **1700 13 August 2021** |
| Evaluation of Tenders by CDC | 17 August 2021 |
| Award of Contract | 20 August 2021 |
| Project inception meeting via Microsoft Teams | 23 August 2021 |
| MIS complete and launched (following testing) | 03 October 2021 |

# Tender return

Tenders should be returned by email to:

[finance@cornwalldevelopmentcompany.co.uk](mailto:finance@cornwalldevelopmentcompany.co.uk)

with the following wording in the subject box: “Tender TEN516, People Hub Management Information System” by **5pm Friday 13 August 2021**. Bidders are advised to request an acknowledgement of receipt when submitting by email.

# Clarifications

11.1 Any clarification queries arising from this Request for Quote which may have a bearing on the offer should be raised by email to: [josh.hoole@cornwalldevelopmentcompany.co.uk](mailto:josh.hoole@cornwalldevelopmentcompany.co.uk) by 23 July 2021 and strictly in accordance with the timetable below.

11.2 Responses to clarifications will be anonymised and uploaded by CDC to Contracts Finder and will be viewable to all bidders.

11.3 No representation by way of explanation or otherwise to persons or corporations bidding or desirous of bidding as to the meaning of the request for quote, contract or other documents or as to any other matter or thing to be done under the proposed contract shall bind CDC unless such representation is in writing and duly signed by a Director/Partner of the bidder. All such correspondence shall be returned with the Request for quote documents and shall form part of the contract.

# Corporate requirements

12.1 CDC wishes to ensure that its contractors, suppliers and advisers comply with its corporate requirements when facilitating the delivery of its services. It is therefore necessary to ensure that the contractor can evidence their ability to meet these requirements when providing the services under this commission.

12.2 All quote returns must include evidence of the following as pre-requisite if the quote return is to be considered.

12.3 **Safeguarding**

12.3.1 As a result of the management and delivery of publicly funded contracts, Cornwall Development Company has statutory obligations that need to be followed in relation to safeguarding. This includes the safeguarding of vulnerable adults as well as children.

12.3.2 As the system being procured will store confidential, personal and sensitive information relating to both safeguarding categories, we will require an MIS that has security features sufficient to ensure that data will be held securely and can only be accessible to those whom CDC has authorised. As a minimum we will require a password only accessible entry and the ability to have different levels of access depending on the personnel involved in the project and their requirements to input or extract data; all strictly based upon the needs of the individual roles.

12.4 **Equality and Diversity**

CDC is committed to providing services in a way that promotes equality of opportunity. It is expected that the successful bidder will be equally committed to equality and diversity in its service provision and will ensure compliance with all anti-discrimination legislation. The bidder will be required to provide a copy of their Equality and Diversity Policies/Practices if successful in securing this contract.

12.5 **Environmental Policy**

CDC is committed to sustainable development and the promotion of good environmental management. It is expected that the successful bidder will be committed to a process of improvement with regard to environmental issues. The bidder will be required to provide a copy of their Environmental Policies/Practices if successful in securing this contract.

12.6 **Indemnity and Insurance**

12.6.1 The contractor must affect and maintain with reputable insurers such policy or policies of insurance as may be necessary to cover the contractor’s obligations and liabilities under this contract, including but not limited to:

* + - Professional indemnity insurance with a limit of liability of not less than

£1 million;

* + - Public liability insurance with a limit of liability of not less than £2 million;
    - Employers liability insurance with a limit if liability of not less than

£2 million

12.6.2 All insurances shall cover for any one occurrence or series of occurrences arising out of any one event during the performance of this contract.

12.6.3 The bidder will be required to provide a copy of their insurance policies if successful in securing this contract.

12.7 **Freedom of Information Legislation**

CDC may be obliged to disclose information provided by bidders in response to this request for quote under the Freedom of Information Act 2000 and all subordinate legislation made under this Act and the Environmental Information Regulations 2004 (Freedom of Information Legislation). Bidders should therefore be aware that the information they provide could be disclosed in response to a request under the Freedom of Information Legislation. CDC will proceed on the basis of disclosure unless an appropriate exemption applies. Bidders should be aware that despite the availability of some exemptions, information may still be disclosed if it is in the public interest.

12.8 **Data Protection**

The contractor will comply with its obligations under Data Protection Legislation (DPL), being the UK Data Protection Legislation and the General Data Protection Regulation (GDPR) and any other directly applicable European Union legislation relating to privacy. The tenderer will be required to provide a copy of their Data Protection policy and privacy statement if successful in securing this contract.

12.9 **Prevention of Bribery**

Bidders are hereby notified that CDC is subject to the regulations of the Bribery Act 2010 and therefore has a duty to ensure that all bidders will comply with applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including, but not limited to, this legislation.

12.10 **Health and Safety**

The Consultant must at all times comply with the requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1992 and all other statutory and regulatory requirements.

12.11  **Exclusion**

CDC shall exclude the bidders from participation in this procurement procedure where they have established or are otherwise aware that the organisation, to include administrative, management or supervisory staff that have powers of representation, decision or control of the applicant’s company, has been the subject of a conviction by final judgment of one of the following reasons:

1. Participation in a criminal organisation
2. Corruption
3. Fraud
4. Terrorist offences or offences linked to terrorist activities
5. Money laundering or terrorist financing
6. Child labour and other forms of trafficking in human beings

12.12 **Publicity**

In order to comply with the necessary publicity regulations that accompany ESIF funds all promotional material, meeting invites, questionnaires and reports must at all times comply with the latest guidelines. The Secretary of State has published the National European Structural and Investment Fund Publicity Guidance to assist grant recipients to comply with the Regulations referred to in the paragraph above. The chosen contractor will be required to agree all project paperwork design with the project manager at the start of the contract to ensure that the necessary conditions have been met. The appointed contractor must comply with the ESIF Publicity Requirements in all activities, events, and literature developed as part of this contract. See Enclosure 3

12.13 **Sub-contracting**

Bidders should note that a consortia can submit a quote but the sub-contracting of aspects of this commission after appointment will not be allowed.

12.14 **Document Retention**

All documentation (electronic and hard copy) produced as part of this contract will need to be returned to CDC at the end of the contract so that we can retain them for future reference/audit. The contractor will not be expected to store these documents for future reference.

12.15 **Conflicts of Interest**

12.15.1 Bidders must provide a clear statement with regard to potential conflicts of interests. Therefore, **please confirm within your quote submission** whether, to the best of your knowledge, there is any conflict of interest between your organisation and CDC or its project team that is likely to influence the outcome of this procurement either directly or indirectly through financial, economic or other personal interest which might be perceived to compromise the impartiality and independence of any party in the context of this procurement procedure.

12.15.2 Receipt of this statement will permit CDC to ensure that, in the event of a conflict of interest being notified or noticed, appropriate steps are taken to ensure that the evaluation of any submission will be undertaken by an independent and impartial panel.

# Disclaimer

13.1 The issue of this documentation does not commit CDC to award any contract pursuant to the quote process or enter into a contractual relationship with any provider of the service. Nothing in the documentation or in any other communications made between CDC or its agents and any other party, or any part thereof, shall be taken as constituting a contract, agreement or representation between CDC and any other party (save for a formal award of contract made in writing by or on behalf of CDC).

13.2 Bidders must obtain for themselves, at their own responsibility and expense, all information necessary for the preparation of their quote responses. Information supplied to the bidders by CDC or any information contained in CDC’s publications is supplied only for general guidance in the preparation of the quote response. Bidders must satisfy themselves by their own investigations as to the accuracy of any such information and no responsibility is accepted by CDC for any loss or damage of whatever kind and howsoever caused arising from the use by bidders of such information.

13.3 CDC reserves the right to vary or change all or any part of the basis of the procedures for the procurement process at any time or not to proceed with the proposed procurement at all.

13.4 Cancellation of the procurement process (at any time) under any circumstances will not render CDC liable for any costs or expenses incurred by bidders during the procurement process.

# Enclosures:

ESF Participant Data Schema Guidance

CDC Terms and Conditions over £25k

ESIF Publicity Guidelines: