

**REQUEST FOR INFORMATION**

**FOR**

**ACCESS POINT**

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# BACKGROUND TO THE CONTRACTING aUTHORITY

## In December 2011 the Home Secretary announced their intention to create a police professional body to increase professionalism in policing. This led to the creation of the College of Policing (“The College”) which was formed as a company late in 2012.

## The College is the first body to focus solely on professionalising policing and acts in the public interest. It provides evidence-based services, primarily for police officers and staff.

## The College is the professional body for policing. It has a mandate to set standards in professional development, including codes of practice and regulations, to ensure consistency across the 43 forces in England and Wales. We also have a remit to set standards for the police service on training, development, skills and qualifications and we provide support to help the service implement these standards.

## The College has 4 locations;

### London

### Ryton-on-Dunsmore near Coventry

### Harperley Hall, Crook, Co. Durham

### Harrogate

## Further information is available on the College website: [www.college.police.uk](http://www.college.police.uk)

# Instruction

## Please response to this RFI by completing the questionnaire in section 7 and uploading your response to the Jagger system

[Home Office eSourcing Portal (jaggaer.com)](https://homeoffice.app.jaggaer.com/web/login.html)

## The RFI response must be returned by the 16th December 2022 at 12 noon

## Clarification questions can be submitted to the Jagger portal and the deadline for questions to be raised is 9th December 2022 at 12 noon

## It is the Tenderers responsibility to ensure the appropriate person is selected as the main point of contact on the Jaggaer System and that their email address is accurate.  All correspondence in relation to this Tender will be sent electronically via Jaggaer to this person. Further instructions on how to use the tender exchange facility are given on the site. If you experience any problems or are unable to comply with this request, please contact the Procurement Representative detailed below.

# Presentation

## To help suppliers better understand the requirement below and support your ability to provide the College with a quality response to this RFI the College wishes to extend an invitation to all interested parties to attend a presentation were the College will present on the current as-is situation and detail it’s aspirations moving forward.

## This presentation has been set for the 5th December at 10:30am and will take place virtually via Teams. Should you be interested in attending this event then please respond with the name and contact details of your proposed attendees.

# Background to requirement/OVERVIEW of requirement

## The College currently use a centralised platform for administration of all training and estate management activity. This includes the management of course and event bookings, onsite hotel accommodation, training room and resource allocation, offsite product delivery, professional event management, management of site visitors and a repository for all training records.

## Our sites at Ryton and Harperley Hall have on-site hotel accommodation capable of housing 384 at Ryton and 80 at Harperley. Guests in the accommodation are predominantly external to the College, but also include College staff.

## We also have 195 training rooms, conference and meeting rooms split across our estate as follows.

### 152 at Ryton;

#### 141 training rooms

#### 1 Conference room

#### 10 meeting rooms

### 43 at Harperley;

#### 38 training rooms

#### 5 meeting rooms

## In total we have on average;

### 47K occupancy for delegates, trainers, associates, and visitors staying in our hotel accommodation per year

### 2K training activities, professional events, and meetings per year

### 43K delegate days per year

### 16K delegate numbers per year

### 250 internal and external visitor bookings per year

## The current platform also manages resources used to deliver training, at present we have 1,600 trainers who are external to the College. The external trainers are either from a limited company or are personally engaged through the College.

## The system also contains a catalogue of training and conference events. Data such as, title, block price, price per person, revenue for delivery area and product, length of training and conferences, training rooms and hotel accommodation requirements.

## The current system was procured in 2011 and is a web-based system with a limited number of licenses. The product is however at the end of its life as it is no longer supported by Internet Explorer. The system is too internal facing with many manual steps in processes and limited automation of tasks. There is also no access to external customers which allows them to directly book training or accommodation. As such the College has concluded that the existing platform is no longer fit for purpose and is impeding the drive to improve customer service.

## In order for the College to transform how it operates we are seeking to take advantage of newer technologies in the market which can lead to new effective and efficient ways of working and drive improvements through automation within the College which will lead to a better customer experience for internal and external customers.

# The requirement

## The College has identified some of the functionality we would require from a solution to effectively manage our resources and facilities, delivery of training products, hotel accommodation booking and human resources, such as trainers. The minimum requirements are;

### Cloud-based system

## Products Catalogue

### Product catalogue, including price lists

## Resource Management

### Ability to create training and events for specific dates and locations

### Ability to book and allocate College facilities; such as hotel accommodation, classrooms, meeting rooms and conference facilities

### Management of site locations and resources (site catalogue)

### Ability to publish dates and locations for training and events via an on-line booking portal

## Booking Management

### Management of customer records; ability to create new customers, edit and archive, record customer details, such as organisation name, address and billing address, interface with College finance system for billing. Tracking of customer bookings and expenditure

### Management of person records; ability to create new person records, record person details, such as their organisation name, address, billing address, contact details (mobile number and e-mail address), vetting clearance, protected characteristics, dietary requirements. Tracking of training record, bookings, and expenditure. Categorisation of staff, trainers, and external visitors

### Attendance log – attended, pass/fail, certificates etc

### End to end enquiry/booking management (life cycle)

## Customer Experience

### On-line booking portal to be accessible by internal and external customers to enable self-service bookings, payments, access to pre course material etc

## Trainer Management

### Management of external and internal trainers; pools of work, availability, logging time worked, booking on to training events and hotel accommodation

### Management of internal trainers; availability, booking on to training events and hotel accommodation

## Report Management

### Visual and adaptable Management Information (MI)/dashboard. See [Appendix A](#_Appendix_A_–) for current list of reports

### Operational reports, including site visitor reports for security, reception, catering, and housekeeping. See [Appendix A](#_Appendix_A_–) for current list of reports

## Automations

### Automated communications and workflow tools, for example e-mail, text messaging, including joining instructions, booking confirmations and notifications between teams

## Document Management

### Document upload; e-mails, purchase orders, booking forms, certificates etc. File types are PDF, CVF, e-mail, excel and word

## User Permission Management

### User group examples: full access (read and edit), read only, report access, on-line booking portal access, back-office access, system administrator

### Restricted areas within the system

## Interfaces

### Integration/ interface with College internal systems. For example, the College website, ability to click a link on that information and book from there. Currently the finance system used is SAP and this will be moved over to Oracle in due course

### Management and production of invoicing to create and send the invoice file to the finance system

## Third Party Facility Management

### Reception management – attendee check-in and check-out, including hotel accommodation, issuing of security passes and room keys etc

### Housekeeping management – training, conference and meeting room setups, hotel accommodation cleaning. Taking hotel accommodation, training, conference and meeting rooms offline etc.

### Catering and hospitality management – bookable requirements for breakfast, lunch, and dinner ability to tailor bookings per individual, including dietary requirements. Bookable hospitality such as buffet lunches, refreshments, formal dinners etc

## GDPR

### GDPR compliant, including document retention management

## Digital Requirement

### Would be required to meet WCAG 2.1AA design principles or have established a plan for meeting WCAG 2.1AA prior to any User Acceptance Testing.

## Further Requirements

### Delegate and visitor management system, self-check in, self-registration and to be able to produce visitors and class lists, etc.

### Registers; ability to hold databases and professional registers

### We would require the new solution to enable us to have unlimited use to internal and external users through a self-service portal

### External access to an on-line portal with the ability to manage own bookings and person record details

### The preferred supplier should be able to provide a flexible approach to licensing and provide the College with clearer data on usage

## Support and Maintenance

### The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service

### The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard

### The Supplier shall ensure that staff understand the College’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract

### Our core operational hours are between 8am-5pm Mon to Fri. It’s the expectation from the College that the appointed supplier will be able to provide support during these hours

### The supplier is expected to ensure that the platform is patched, up to date through the life of the contract

### Audit logs should be maintained by the system to keep track of data access, amendments, deletions and exports

### Documented life cycle management processes for the platform must be in place

### Prompt resolution of incident and service requests

### Database of fixes and known errors

### Comprehensive fall back and recovery processes are in place to reduce disruption to the system

### Supplier provides College with access to system back-ups

### Supplier to provide, configure, deploy and manage the cloud hosting platform

### Supplier to monitor hosting

### Supplier to have a disaster recovery plan in place

### Supplier to maintain the interface and interoperability with any third-party suppliers

## Security and Confidentiality Requirements

### Uses Two Factor Authentication for administration users in line with government guidance

### Solution should be accredited/assured to HMG standards and must be suitable for storage and processing of OFFICIAL SENSITIVE data as set out in the Government Security Classification scheme (GSC).

### The Supplier will be required to agree to a controls set out in the College’s Security Aspects Letter (to be agreed with the preferred supplier) and must demonstrate how the product, provider and any third parties meet recognised security standards such as ISO27001 and/or Cyber Essentials Plus.

### Compliance with the NCSC principles such as the 10 Steps to Cyber Security or the 14 Cloud Security Principles.

### The supplier must demonstrate compliance with responsibilities under the UK GDPR and Data Protection Act 2018. This should include all organisational and technical measures that they have in place to protect personal data.

### Data stored/platform hosted in UK or European Economic Area

### Any policing data must be handled in accordance with the National Policing Information Risk Management Team’s Candidate Control Set for Suppliers.

### The product must be subjected to a CHECK IT Health Check by a CHECK Green Light company prior to go-live and a minimum of every 12 months, or more frequently where changes or incidents may affect the security of the service.  All CRITICAL, HIGH and MEDIUM findings must be remediated within a specified period.  This typically will be of the order of: Critical vulnerabilities patched within 14 days, important vulnerabilities patched within 30 days and all others patched within 60 days.

### The supplier must agree to work towards the following over the life of the agreement:

#### NPIRMT Candidate Control Set for Suppliers

#### OWASP Testing

### OWASP testing is in place to mitigate against injection type attacks through open response options

### Where a vulnerability is being actively exploited then mitigating action (e.g. patch applied) should be taken immediately.

### There is an audit of data access, amendment, deletion and export

### Where a patch is not deployed (or available) within the timescales above then there must be alternative mitigating action, such as disabling or reducing access to the vulnerable service.

# key milestones and Deliverables

## Soft Market testing

## Supplier demonstrations/ key stakeholder engagement

## Procurement strategy

## Design

## Implementation

## Go live no later than March 2024

# Request for information questionnaire

|  |  |
| --- | --- |
| **Response – General Questions** | |
| Please provide a brief introduction to your company: | |
| [Please insert response in white boxes] | |
| As part of the RFI we’re seeking to establish if there are any commercial off the shelf solutions that can cater for all our requirements, if we would need to look at procuring multiple systems or if a system could be developed that would meet our needs.  Please set out how you would meet our requirement and detail the products that you would propose we use. | |
|  | |
| If proposing a COTS products is this your product or do you provide a third-party product? | |
|  | |
| What would a typical timeframe be for the implementation of your solution and what would the project phases look like? | |
|  | |
| What would be the cost of implementing your solution? | |
|  | |
| Based on 120 College users what would be the cost per annum for your solution? In providing the answer please also set out your full licensing model with your best estimation of cost based on our number of College users. | |
|  | |
| Can you provide any references or case studies evidencing the use of your solution? (please provide links or documents if possible). If proposing a bespoke solution case studies can be provided from project of a similar nature | |
|  | |
| Further to the functionality requirements we have 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 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? etc | |
|  | |
| 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. | |
|  | |
| Using the table below please identify if the system you offer provides the required functionality as set out in 5.1 – 5.17. Please also provide further information about how your proposed solution meets this requirement. | |
|  |  |
|  |  |

# Appendix

## Appendix A – Examples of current reports

|  |
| --- |
| Booking Sheet |
| Business Admin Course Data |
| Event Cancellations |
| Accommodation Bookings and Charges |
| Day Delegate Charges |
| Visitors on site |
| Force Data |
| Associate vetting expiry dates |
| Associates Level 4 qualified |
| Associate Allocated Days |
| Associates not utilised in last 12 months |
| Associates by Pool |
| Associates - Exams |
| Associates - Search |
| Benefit In Kind |
| Cancellations |
| Bedroom Occupancy |
| Delegate Summary |
| Resource Usage Overview |
| Hospitality Report |
| Person GDPR data |
| GDPR Retain Until Expired OR In next 30 days |
| Logged Time |
| Hydra Activities |
| Invoice Report |
| Invoice Report 2 |
| Activity List |
| Resource Usage Breakdown |
| Attachments to be Archived |
| International Report |
| Protected Characterises |
| Protected Characteristics 2 |
| Organisation Report |
| External Activities |
| Bulletin Report |
| Catering Report |
| Bedroom Allocation Warning |
| Invoice Search |
| MI – Income By Month |
| Housekeeping – 7 Day Bedroom Planner |
| Housekeeping – Bedroom Weekly Planner |
| Housekeeping – Bedrooms Report |
| Housekeeping – Room Setup Report |
| Bedroom Usage Report |
| Bedroom Utilisation |
| Events and Activities List |
| Training Room Allocations |
| Badge Report |
| Course Sign In Sheets |
| Visitors – Arrivals List |
| Visitors – Security Site Visitors List |
| Visitors – Site Visitor List |