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1. PURPOSE

- 1.1 The purpose of this procurement is to supply the Authority with online Health and Safety e-learning packages within the current Health and Safety statutory regulations which its staff and agency staff can complete on an as required basis. The packages should have the potential to be branded by the Authority and to be hosted within the Authority’s Learning Management System provided by an external party. The Authority’s agencies will also require access to the e-learning via an internet link if they do not have access to the Authority’s Learning Management System.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Authority is the United Kingdom's economics and finance ministry responsible for formulating and implementing the Government's financial and economic policy. Its staff are based across two sites within the UK: the majority of staff work in the Authority’s Central London headquarters, and a small number of the Corporate Services staff are based in Norwich.

The Authority provide corporate services to approximately 1,250 people which includes core Treasury and other agencies and arms-length bodies.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 Health and Safety legislation requires employers to provide information and training to their employees to ensure their safety whilst at work and prevent them from the risk of harm occurring due to the work activity. The Authority therefore must be able to provide Display Screen Equipment information and risk assessment, New and Expectant Mothers information and risk assessment and Fire Warden training to its employees.
- 3.2 The Authority requires a provision to ensure its employees have appropriate training and risk assessment in order to reduce the risk of the relevant activity causing harm and to ensure legal obligations are met.

4. DEFINITIONS

Expression or Acronym	Definition
DSE	Means Display Screen Equipment.
CSV	Means Comma Separated Value

5. SCOPE OF REQUIREMENT

- 5.1 The requirement is to appoint a supplier to provide an online Health and Safety e-learning and risk assessment service for employees to be accessed via the Authority’s Learning Management System. The provision must be accessible via Internet Explorer and Chrome version 11 and without any additional software extensions to the browser. The format will need to be an output of an authoring tool e.g. SCORM Package.
- 5.2 The Learning Management System provider is likely to change within the next 12-18 months so it’s possible that a new supplier will be appointed, subsequently e-learning must be accessible via any new systems.



- 5.3 The provision must include Display Screen Equipment e-learning and User Checklist (risk assessment); Home Workers e-learning and checklist based on DSE principles; New and Expectant Mothers e-learning and checklist to be completed at each trimester; Fire Wardens e-learning providing information relating to fire safety awareness and actions to take in an emergency evacuation of the building. The provision must include the maintenance of products and materials both for content updates and continuous improvement.
- 5.4 There must also be the option to include the provision of other e-learning e.g. Introduction to Health and Safety, Stress Awareness, Preventing Slips, Trips and Falls, Manual Handling.
- 5.5 The Contract will initially be awarded to provide a service to the Authority, including the following agencies and arms-length bodies - UK Financial Investments (UKFI); Office for Budget Responsibility (OBR). The current headcount totals approx. 1,250 but this may increase over the coming months. **We should therefore allow for 1,300 staff in total to use the System with the capability to increase or decrease this number as needs be.**
- 5.6 Our requirement is for online e-learning packages which the Authority's staff and agencies can complete on an as required basis within the current statutory regulations. The DSE e-learning must provide a risk assessment tool to help solve DSE related issues locally but with the ability to flag up more serious risk issues by alerting the central Authority's Health, Safety and Wellbeing Team. It must give employees instructions on the optimal set up for their computer workstation (particularly with the use of laptops), desk and chair in line with legislation. It must also provide information regarding workstation breaks, workstation stretching exercises and eyesight testing arrangements. It must also provide information which will give an increased awareness of DSE related hazards and how to avoid them and also focus on the use of mobile equipment e.g. smart phones, tablets and laptops. The package must also allow customisation to include business-specific questions and information.
- 5.7 A similar module is required to provide training and risk assessment for Home Workers based on DSE principles.
- 5.8 A New and Expectant Mothers e-learning module will include information and risk assessment i.e. physical risks and working conditions to ensure risks are identified and controlled in line with Health and Safety legislation as well as HR required information. Risk assessment must be completed at each trimester. The Authority will agree the e-learning content with the Supplier.
- 5.9 A bespoke e-learning package is required for Fire Wardens training to give them the basic knowledge of fire safety awareness, information regarding fire extinguishers, when and how to use them and specific detail on the role they must carry out in the Authority's building. The Fire Wardens e-learning must always reflect this level of detail in order to remain compliant with the Regulatory Reform (Fire Safety) Order 2005.
- 5.10 E-Learning packages need to be interactive with the ability to test the individuals understanding of what has been taught e.g. a 75-80% pass mark must be met by the individual. A completion certificate should be available for the user.
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- 5.11 All e-learning packages must be accessible to those with special needs.
- 5.12 All packages must have the ability to archive users training records and retrieve those records as and when required.
- 5.13 Management Information must be available at least monthly or when needed to provide detailed reports on completion rates and causes of concern as required.
- 5.14 The e-learning solution must be able to provide, to a central HR function, the outcomes or actions as a consequence of a user undertaking the e-learning e.g. follow up actions.
- 5.15 In order to ensure a smooth transition, the provider must work with the Authority's IT department and Learning Management System supplier and any incumbent e-learning supplier.

6. KEY MILESTONES

- 6.1 The Contract must be available to go live in line with the Authority's direction post contract award. This is anticipated to be no later than 10 February 2017.
- 6.2 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Development of bespoke content implemented for testing	Within week 2 of Contract Award
2	Finalise course content available	Within week 3 of Contract Award
3	Integration with existing learning management system	Within week 4 of Contract Award
4	e-learning available for use by the Authority's employees.	Within week 6 of Contract Award

7. AUTHORITY'S RESPONSIBILITIES

- 7.1 The Authority will sign-off on course content and undertake assessment of the proposed solution before going live.

8. REPORTING

- 8.1 Historical data to be transferred from the incumbent supplier to the new Supplier. This will be available in Comma Separated Value (CSV) format.
- 8.2 The provision must allow the e-learning to be completed and details to be reported to the Treasury Learning Portal to allow the detail to be exported to Excel format. The detail will include names of those completing each package, date of completion, frequency, usage, pass rates, date next due to complete, if concerns were identified, if packages have been completed or in progress, what Treasury Group they belong to.
- 8.3 Reports must include detail of concerns raised by the user, summarise follow up actions and keep a record on file for audit trail purposes.



9. VOLUMES

- 9.1 Approximately 1,300 employees must be able to use the system to complete their e-learning. The System must be able to increase or decrease the number of user subscriptions as needed.

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.
- 10.2 The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.
- 10.3 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. QUALITY

11.1 Proposals should give examples of where suppliers have successfully worked with a similar client group in the past. Responses should also set out how suppliers propose to monitor the quality of the design and delivery of the system as well as demonstrate the reliability, validity, suitability and relevance of the system to the needs of the Authority.

12. PRICE

- 12.1 Tenders must include detailed costings – for 1,300 employees - of each part of the requirement including initial set-up costs, if any, including any customisation required to ensure necessary data is captured. Ongoing costs including: cost per licence; cost for integration with the Learning Management System and any costs when the Learning Management System provider changes.
- 12.2 Prices are to be submitted via Appendix E excluding VAT.

13. STAFF AND CUSTOMER SERVICE

- 13.1 The Authority requires the Supplier to provide a sufficient level of resource throughout the duration of the Health and Safety e-Learning Contract in order to consistently deliver a quality service to all Parties.
- 13.2 Supplier's staff assigned to the Health and Safety e-Learning Contract shall have the relevant qualifications and experience to deliver the Contract.
- 13.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.
- 13.4 Customer service must be provided by telephone and email.

14. SERVICE LEVELS AND PERFORMANCE

- 14.1 The Authority will measure the quality of the Supplier's delivery by:



14.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
#1	Access to the solution	Services on-line between 08:00-20:00 hours Mon-Fri excluding Bank Holidays.	100%
#2	Ad hoc reports	Provision of ad hoc reports within 3 working days of request.	95%
#3	Package developments	Responding to and rolling-out changes to the e-learning content within 5 working days of request.	95%
#4	Customer Service/technical support	Customer service to respond within 24 hours should a query be raised.	100%

14.2 In the event that there are two or more rolling periods of the potential suppliers' standards falling below the service level and performance required, the Supplier will be required to develop, manage and implement a service improvement plan, which will be reported against to the Authority.

14.3 In the event of inadequate supplier performance, refer to Appendix C Terms and Conditions of Contract for Services, Clause 16.

14.4 At contract end any historical data held by the Supplier must be extracted and exported into an industry standard CSV to the Authority to enable it to be incorporated into any new e-Learning systems or the Treasury's Learning Management System. The Supplier must comply with Health and Safety legislation, data should be retained for 6 years, refer to appendix C, clause 10.

14.5 At the end of the retention period, copies of any personal data relating to the Authority users should be reviewed and deleted in compliance with the Data Protection Act and the Official Secrets Acts 1911 to 1989.

15. SECURITY REQUIREMENTS

15.1 Suppliers must have appropriate IT, physical, personnel and procedural security measures in place to prevent any unauthorised access to, or leakage of, data collected as part of the training, and to prevent it being shared with any unauthorised third parties. Potential Providers should state whether they hold any relevant independent security-related certification or accreditation (i.e. such as ISO27001) and, where they have, provide documentary evidence of that certification or accreditation, setting out very clearly why it is relevant to this requirement.

15.1.1 IT Security

Any IT systems used by the supplier to meet the Authority requirement must comply with the technical requirements prescribed by "Cyber Essentials". This can either be through the Potential Provider having a



current and valid cyber essentials certificate awarded by one of the government approved Cyber Essentials accreditation bodies within the last 12 months (see: <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>) or by being able to explain in detail how they comply with the relevant technical requirements of Cyber Essentials, which can be found here:

<https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf>

In supplying information of the IT Security measures they have in place, Potential Providers should include confirmation whether any IT systems that they would deploy to meet any part of the requirement would be subjected to periodic independent penetration testing and, if so, set out their policy in relation to both the frequency of such testing and in relation to applying remediation actions in response to any vulnerabilities identified in the penetration testing.

15.1.2 **Physical Security**

On physical security, Potential Provider are expected to have appropriate physical security measures in place in any data centres used to host the Authority's data and should describe in detail what those measures are.

15.1.3 **Personnel Security**

In describing the personnel security measures they have in place, Potential Providers should say what pre-employment checks they subject their staff to and confirm whether those checks are at least equivalent to the [Government Baseline Personnel Security Standard](#).

15.2 Suppliers are requested to set out how their proposed solution complies with control measures numbered 3 to 15 inclusive of [CESG's 15 Good practice measures related to Protecting Bulk Personal Data](#), and to note that they may be asked to re-confirm compliance with these measures periodically during the life of the contract.

15.3 Full compliance with the [Data Protection Act \(DPA\) 1998](#) is essential, with the Authority being the Data Controller and the Supplier being the Data Processor. The Authority's preference is that the Supplier would be able to host the data entirely within the UK, and supported entirely by UK based system admin staff, but would consider hosting with the European Economic Area (EEA) as long as the Supplier is able to provide assurances that all other security requirements can be met, and subject to compliance with the Data Protection Act. Where a Potential Provider is considering proposing a solution in which part of the solution is either (a) hosted outside the UK or (b) supported by system administrator staff based outside the UK, the countries involved must be clearly stated.

16. **INTELLECTUAL PROPERTY RIGHTS (IPR)**

16.1 Refer to Appendix C, Clause 9.

17. **PAYMENT**

17.1 One invoice per year to be paid by Payable Order.

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- 17.2 Payment to be made in advance annually.
- 17.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

18. ADDITIONAL INFORMATION

- 18.1 The contract is required to run for 2 years with the option to extend for up to a further 2 years (2+1+1).

19. LOCATION

- 19.1 The location of the Services will be carried out at the Supplier's premises. The service must be available via the internet.