

LFRS Application Tracking System: Contract Notice

2024

This document outlines the scope of requirements for the implementation of an Application Tracking System within Leicestershire Fire and Rescue Service.

Leicestershire Fire and Rescue Service

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# Introduction

## Leicestershire Fire and Rescue Service

Leicestershire Fire and Rescue Service (LFRS) is seeking to procure an Applicant Tracking System to effectively manage the work streams and demands of our Recruitment function and to support our teams during internal transfer and promotion processes.

It is vital that LFRS works with a viable and credible supplier who has the track record, and professional discretion to deliver the required solution and services which will enable LFRS to meet its current and future goals and business needs.

LFRS will be using a public sector framework to form a contract with the successful bidder.

## Project Timeline

Invitation to Tender published February 2024.

A Contract Award Notice is expected to be published in April 2024.

LFRS are targeting a contract commencement date of 1st May 2024, with an implementation period of up to 3 months and provision of the live system for at least 3 years.

Suppliers **MUST** be able to support LFRS to implement a live system which delivers all the “Must have” requirements by 31st July 2024.

## Budget

LFRS’s expect for the implementation, usage, and maintenance charges to cost no more than £108,000 to cover both, the project delivery and 3 years of operational usage.

# Our Requirements

## Business Objectives

Our key objectives for introducing a new Applicant Tracking System are:

1. A cloud-based Applicant Tracking System that effectively manages all aspects of the hiring process efficiently and effectively.
2. All functionality presented through a vendor hosted platform.
3. Provide a people focused, commercially off-the-shelf system that maintains 100% compliance with legislation, regulation, and national guidance.
4. A system that allows LFRS to attract and recruit high quality candidates that reflect the communities that we serve.
5. Partner with a responsive supplier that has the required experience and technical proficiency to deliver:

* A solution that reflects the specific requirements of LFRS.
* A live system in place by 31st July 2024 which delivers all the “Must have” requirements.

1. The system supports seamless integration with other systems using standard technologies such as APIs.
2. Maintain 100% compliance with UK legislation, regulation, and best practice throughout its lifetime as well as effective protection of our highly sensitive personal data.
3. Streamlined and automated repetitive and time-consuming tasks while maintaining clear and consistent records of every stage.
4. Provide a Mobile phone, tablet, and PC friendly hiring process.
5. The system provides data for detailed analysis to generate insights and support evidence-based decision-making, KPI matrix and EDI reporting.
6. Provide configurable application forms, workflows, templates, and reports.
7. Reduced bias in the recruitment process including provision of anonymised applications.
8. Ability to host and manage talent pools for internal transfers and internal/external promotions.
9. Visibility of vacancy status, workflow progress, outstanding and pending work items configurable to individual and organisational needs.
10. Candidate portals to track application progress which is user friendly and simple to access.
11. Flexible design to allow LFRS to incorporate current and future changes to service branding.

## Functional Requirements

Detailed requirements can be found in Appendix 1.

## Performance, Support and Maintenance Requirements

* The system must achieve at least 99.9% uptime over a 3-month period.
* System monitoring and logging capabilities to track performance metrics, system events, and user activities.
* 24-hour service monitoring for any Cloud services provided.
* Ongoing support and maintenance for all aspects of the Application Tracking System for the duration of the contract.
* SLA covering:
* System reliability and performance
* Fault resolution
* Defined service credits applied should performance drop below defined levels.
* Quarterly service reporting, covering interruptions and performance, or allow LFRS to run reports via a self-service portal.
* Biannual service relationship management meetings.

## Project Deliverables

The key deliverables required by the supplier are:

* Provision of a system and support services that meet our objectives and delivers the expected organisational benefits within cost and time constraints.
* A live system in place by 31st July 2024 which delivers all the “Must have” requirements.
* Delivery of business analysis and project implementation services.
* Configuration and implementation of the solution that meets our requirements to our satisfaction.
* Integration with our Azure Active Directory (Entra ID) and our Data Warehouse/ Hub.
* Assistance with the migration of existing data where required.
* Delivery of suitable training for all users of the Solution.

# Instructions and Information on the Procurement Procedures

## Selection Procedure

Leicestershire Fire and Rescue Service is using Regulation 27 of the Public Contracts Regulation 2015, an Open Procedure.

The selection of the successful bidder will be based on final tenders and all bidders will be advised of our award decision.

## Selection Schedule

|  |  |
| --- | --- |
| **Date** | **Activity** |
| 19th February 2024 | Contract Notice issued. |
| 29th February 2024 | Closing date by which suppliers can request clarifications or additional information regarding the Contract Notice as well as submit their preferred presentation date within our time constraints. |
| 7th March 2024 | LFRS will respond to all requests for clarifications or additional information submitted on time. |
| 11th 12th 14th 15th March 2024 | Supplier presentations (These will be delivered remotely) |
| 22nd March 2024 | Closing date by which suppliers can submit their final tender. |
| 25th March -5th April 2024 | Evaluation of tenders, including technical reviews, supplier selection and contract award. |
| May 2024 | Target contract commencement date. |

LFRS reserve the right to alter this schedule or cancel this procurement procedure at any time.

## Requests for clarification or additional information and Responses

All correspondence must be in written format and sent to  [ictprocurement@leics-fire.gov.uk](mailto:%20ictprocurement@leics-fire.gov.uk). All requests for clarification will be logged and responses issued to all providers.

Valid responses to this invitation to tender must contain all the information and documentation requested and be submitted by the closing date. Responses may be rejected if the required information and documentation is not given at the time of submission. It is the provider’s responsibility to ensure their response arrives by the closing date.

## Tenders

Suppliers are expected to outline their proposed approach to the Invitation to Tender as a whole, and how they will approach each element of our requirements. Tenders should comprise of no more than 20 pages and include/ be supplemented by:

* Completed Non-Disclosure Agreement.
* Completed Suitability Assessment Questionnaire.
* Technical and design information:
* Details of the capabilities of the proposed solution, including any recommended optional packages, against the specified requirements and organisational needs.
* Fit-Gap Analysis of our requirements by completing “Appendix 1 -LFRS ATS Requirements”.
* Product development roadmap.
* An outline of the supported implementation options with the costings for each option, including training, scalability.
* Financial information:
* Cost of meeting Our Requirements, including all “Musts” listed in Appendix 1.
* Cost of optional functionality to satisfy the Should and Could Have requirements.
* Proposed implementation plan with timescales and effort for both supplier and LFRS.
* Performance and support information:
* Guaranteed system availability and evidence that this has been upheld.
* Proposed SLA.
* Proposed Business Continuity and Disaster Recovery Strategy and Procedure.
* Proposed Change Management Procedure.
* Cloud Security and Compliance statements.
* Data Protection Statement.
* Equalities documentation.
* Equality and Diversity and Inclusion Policy/ Statement. Please state the number of employees your organisation employs.
* Evidence of how the supplier’s duties under the Equalities Act are met, including through recruitment, training, communication, monitoring, reporting and consultation on equality and diversity practices.
* Proposal on how the supplier would support LFRS meet their legal obligations under the Equality Act 2010 and its associated Public Sector Equality Duty
  + Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010
  + Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
  + Foster good relations between people who share a protected characteristic and people who do not share it.

## Pricing

LFRS ask that suppliers price each element of our requirements to enable us to understand the costs of each element and choose those that deliver most value.

If there are individual elements that can be combined to provide an “economy of scale”, please highlight these in the response.

## Cost

LFRS will not be liable to cover any costs or expenses you may incur in responding to this Call for Competition or preparing your tender, whether or not your tender is successful.

## Contract Award Criteria

Assessment of the information provided in the tenders and supplementary information and selection of the successful bidder will be made using the following contract award criteria:

1. Technical understanding of LFRS’s business requirements (objectives, benefits, deliverables) 10%
2. Proposal for the design (Appendix 1) 40%
3. Cost 30%
4. Support arrangements Performance, Support and Maintenance 10%
5. Supporting Equality agenda in vendor organisation 10%

# Background Information

## Organisation

LFRS runs a 24/7 operation. Wholetime stations are crewed by operational personnel 365 days a year, 24 hours a day. All our stations are able to support mobilisation 24/7. Office hours are from Monday to Friday 08.30 – 17.00. Outside of these hours Fire Control provide an on-call emergency support service to our operational staff and duty officers provide an on-call service for Fire Protection issues.

In 2023 LFRS progressed

* 76 Operational roles
* Conducted 5 firefighter recruitment campaigns.
* Ran 6 Talent Pool processes.
* Recruited into 29 support department roles.
* Received 265 applications for internal transfer process.

LFRS has 650 employees to fill over 750 positions. Of these positions, around 80% are firefighters, 16% are in support roles and 4% are control operators.

Further information can be obtained from our website http:/www.leicestershire-fire.gov.uk.

## http://lfrs/corporate/LFRS%20Corporate%20Branding/LFRS%20Logo%20No%20Strap.jpgContact

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