



The Coal
Authority

Provision of Applicant Tracking System Invitation to Tender

January 2022



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Background

The Coal Authority is an executive non-departmental public body, sponsored by the Department for Business, Energy & Industrial Strategy and our mission is to make a better future for people and the environment in mining areas.

As a responsible and caring employer, we are looking to source an Applicant Tracking System (ATS) which will enable us to better manage our recruitment processes and also provide an enhanced experience for any candidates considering joining the organisation.

This will support our commitment to improving the diversity of candidates applying to the Coal Authority and an ATS will give us more data on which to base our recruitment decisions, including which job boards we should use for advertising our roles and also informing any changes to our current processes.

We currently have a recruitment module within iTrent (provided by MHR) which has limited functionality and reporting which will be replaced with the selected ATS.

Key requirements are to include:

- Enable hiring managers to raise a job requisition and for the relevant approval to be given
- Anonymise all candidate CVs to remove bias during selection processes
- Enable hiring managers to complete candidate selection
- Enable the recruitment team to manage applicants from multiple sources (and identify those sources for reporting purposes)
- Integrate with iTrent to transfer successful candidates into the HR system, providing a seamless transition from applicant to employee.
- Update and inform candidates of the outcome of their application
- Contain a library of resources for recruiting managers, such as job descriptions and interview question, template emails and text messages
- Drive efficiencies in time to hire, reduce cost per hire as well as administration time – with automated HR administration processes from initial placing of job advertisements through to successful onboarding of applicants.
- Build a talent bank of applicants
- Be accessible and compliant with government accessibility requirements
- Provide management data and reporting including capturing equality and diversity data so that the Authority can see where candidates drop out of the process and identify any links to under-represented groups
- Identify anyone with a disability so that we can ensure we comply with our commitment to being a Disability Confident employer
- Promote the Coal Authority positively
- Be fully customisable, based on our requirements
- Allow recruitment companies to submit candidates via the ATS

Contract Duration & Terms

The contract is to be for 3 years, with the option to extend for up to an additional 2 years through 1 year extensions (3+1+1).

Tenderers are to note that the conditions of contract will be undertaken in accordance with Terms and Conditions for the Supply of Services to the Coal Authority.

Minimum Requirements

We have defined a set of minimum specific requirements to bring focus to our core business needs and to provide bidders with compliance guidance. Instructions including assessment guidance is provided within the “ATS Minimum Requirements” document.

Non-functional Requirements

We have defined a set of non-functional requirements to bring focus to our core business needs and to provide bidders with compliance guidance. Instructions including assessment guidance is provided within the “ATS Non-functional” document.

Service Management Requirements

We require both service desk and service management support, with a dedicated account manager to ensure continued adherence to service agreements and to maintain a positive on-going relationship with The Coal Authority as outlined within the “ATS Service Management Document”. Instructions including assessment guidance is provided within the “Service Management Requirements” document.

Information Security Requirements

Being a Government organisation, Information Security is of paramount importance to us, hence we include a detailed Information Security questionnaire as part of our due diligence process which if not met, the bid will be considered non-compliant.

Software Demonstration

Those suppliers meeting the minimum requirements criteria will be invited to provide a live demonstration.

Demonstrations are highly likely to take the form of a virtual live demonstration using screen-sharing and video if this more suitable for all participants.

Suppliers will be contacted to arrange the demonstrations through the portal after submissions have been received and internal confirmation that the minimum criteria have been met.

Please note that the scenarios to demonstrate, usability criteria and glossary are included in the Applicant Tracking System Scenario Scoresheet document.

The Minimum requirements, Non-Functional requirements, Service Management Requirements and Information Security Requirement are detailed in separate documents within this tender. These must also be completed and submitted for the bid to be considered compliant.

The Coal Authority Values

At The Coal Authority, our values are important to us. In this tender, our values have influenced our requirements in the following ways:

Inclusive

The Coal Authority is a Disability Confident employer, which means that we are committed to recruiting and retaining people with disabilities and health conditions. As such, we would expect any offer to meet high standards of accessibility and usability.

Progressive

As a forward thinking organisation, incorporating industry developments and best practice is key. We expect suppliers to share this mind-set when developing both technical and functional product roadmaps to ensure the tool is effective, relevant and secure.

Trusted

Environmental, economic and social sustainability is The Coal Authority's core purpose and our [Sustainability Plan](#) details our contributions to the wider national and global effort. We are keen to work with supplier who share our ethos.

Indicative Timetable –

<i>Phase</i>	<i>Process</i>	<i>Date</i>
Tender	ITT Published	16:00pm 4 th January 2022
	Deadline for Queries	16:00pm 28 th January 2022
	Tender Closing Date	16:00pm 4 th February 2022
Evaluation	Selection Criteria / Scoring	7 th February 2022 – 11 th March 2022
	Demonstration	8 th February 2022 – 23 rd February 2022
Award	Award Notification	31 st March 2022

	Standstill Period Ends	11 th April 2022
	Award	12 th April 2022
	Contract Commencement	18 th April 2022

Any changes to these timescales will be notified with the maximum possible notice.

Tender submissions received after the closing date and time will not be considered.

Failure to comply with the provisions of these Instructions or to complete the tender document in full and without alteration may also result in the disqualification of your submission.

Tender Return, Assessment & Criteria

The bid evaluation will be based on the Mandatory and Discretionary Exclusion Grounds, Technical and Financial proposals within the bids and the information set out in each compliant bid.

Bidders must accept the Coal Authority's terms & conditions.

The Coal Authority will reject any bid which is not a compliant bid.

A bid shall only be a compliant bid if the following documents have been completed and submitted via the eTendering portal:

- Applicant Tracking Minimum Requirements
- Applicant Tracking Non-Functional Requirements
- Applicant Tracking Service Management Requirements
- Information Security Requirements
- Standard Selection Questionnaire & Mandatory/Discretionary Exclusion Questions
- Quality Assessment Responses
- Deliverable Pricing

Bidders are to ensure that the registered contact details on the eTendering (InBye) portal are correct for this process. Should you have any difficulties with this procedure, please contact Joe Keir at joekeir@coal.gov.uk.

Once registered for the event, any queries and clarifications must be submitted via the messaging facility within the InBye eTendering Portal.

The tender will be awarded on the basis of the most economically advantageous tender and will be assessed based upon a **70% Quality / 30% Price** assessment

The initial evaluation of responses will be carried out based upon the Pass/Fail Requirements. Bids meeting the project requirements in this respect will then be evaluated on the basis of the most economically advantageous tender. Your tender should be submitted on a fixed price basis and should remain open for acceptance for a period of 120 days from the closing date for the receipt of tenders.

Tenders received after the tender closing date will not be considered. Failure to comply with the provisions of these Instructions or to complete the tender document in full and without alteration may also result in the disqualification of your tender.

It is the responsibility of tenderers to ensure that submissions are accurate and as they intend. The Coal Authority will not ensure that bids are complete or correct, or allow omitted material to be submitted after the tender deadline should any errors occur.

Your submitted tender rates and prices must be exclusive of Value Added Tax.

Quality Scoring Assessment

Quality scoring will be undertaken on the basis of the approach below:

Assessment	Detail	Score
Adds Value	The evaluators are satisfied that the submission demonstrates clearly and convincingly how all the <i>Authority's</i> requirements in the area being evaluated will be delivered in an excellent way adding value	5
Meets Requirements	The evaluators are satisfied that the submission demonstrates how the <i>Authority's</i> requirements in the area being evaluated will be met to an acceptable standard.	4
Minor Concerns	The evaluators consider that the submission demonstrates how most of the <i>Authority's</i> requirements for the area being evaluated will be delivered but there are areas of minor concern.	3
Significant Concerns	The evaluators consider that the submission leaves them with significant concerns about the requirements for the area being evaluated being delivered in an acceptable manner	2

<i>Unacceptable</i>	<p>Either</p> <ul style="list-style-type: none"> • no proposals are submitted in relation to the aspect of the proposals for delivery being evaluated, • the evaluators consider that the submission fails to demonstrate how the <i>bidders</i> requirements for the area being evaluated will be delivered or • the evaluators have major reservations about the approach or solution proposed in the submission in relation to the area being evaluated 	0
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The Coal Authority reserves the right to deem any submission scoring a 0 (Unacceptable) or 2 (Significant Concerns) for any scored question as non-compliant and as such may be excluded from consideration.

Full details of the assessment approach for each Quality Question are explained in further detail within the question wording and response templates.

Quality Assessment – 70%

Please respond to the ITT questions using the separate ITT Questionnaire within the procurement portal. Offered below are the specific questions and weightings for the quality elements of this tender:

Question	Weight	Question	High Scoring Response
1. Minimum Requirements	Pass/Fail	<p>Please review and respond to each of the requirements listed in the minimum requirements document (see attachments in the Portal)</p> <p>This document catalogues the minimum requirements expected of any new system; these requirements must be met before the bidder can participate further in the Tender Process.</p> <p>For each requirement, please complete the ‘Supplier Response’ column by selecting one of the following:</p> <ul style="list-style-type: none"> - Not met - Partially met - Fully met <p>Please provide evidence to support your assessment in the ‘Supplier Comments’ column. Any response without supporting evidence will be considered as requirement not met.</p>	Suitably detailed responses with the inclusion of evidence where appropriate will increase the likelihood of a pass.

Question	Weight	Question	High Scoring Response
2. Scenarios	40% of available quality marks	<p>Those suppliers meeting the minimum requirements criteria will be invited to provide a live demonstration.</p> <p>Suppliers must not exclude any part of the scenario as listed within the “Applicant Tracking System Scenario Scoresheet”</p> <ul style="list-style-type: none"> - Suppliers are expected to use the standard product to perform the demo and should be clear about which module(s) are required for each scenario to be run effectively - Suppliers are expected to use their own appropriate test data for the demonstration - Where it is practical to do so suppliers should aim to link together results from one scenario to the next <p><u>Demo sessions will be limited to 2hrs 30mins, this includes timing for questions.</u></p>	<p>Suitably detailed demonstration of the functionality, including any related functionality that the supplier can provide over and above that which has been specifically requested, will increase the likelihood of a high score.</p>
3. System Usability	10% of available quality marks	<p>The usability and general look and feel of the system will be assessed during supplier demonstrations as highlighted in the ‘Applicant Tracking System Scenario Scoresheet’. (see attachments in the Portal)</p>	<p>Usability along with the systems look and feel will be judged using the criteria listed in the Scenarios For Demonstration Tab.</p> <p>A high scoring response will demonstrate that all or nearly all of the criteria listed</p>

Question	Weight	Question	High Scoring Response
			have been judged by those at the demonstrations to have been met. (See tab Cover Sheet & Instructions' in the Applicant Tracking System Scenario Scoresheet document for details of how this will be accessed).
4. System Implementation	15% of available quality marks	<p>Please provide a plan, by way of a Gantt chart or similar that illustrates the timeline of your delivery of this requirement, if successful.</p> <p>Please confirm within the timeline details of the work that we as client would be expected to complete to make for a successful implementation</p> <p>Please include details of the testing programme that would be required if you were successful.</p> <p>Within your submission please also confirm the timing of the implementation, both start and finish dates.</p>	<p>A detailed and credible plan for delivery within the timescales outlined in the procurement scope with specific commitments to timescales will score highly.</p> <p>Inclusion of details that are clear about expectations of client involvement as well as a detailed and credible testing approach will also score highly.</p> <p>The inclusion of Training plans that reflect the needs of different roles alongside the provision of accessible training materials (e.g. guides /videos) evidenced will equally also score highly.</p> <p>It is important to us that the system is implemented by July 2022.</p>

Question	Weight	Question	High Scoring Response
5. Service Management including reporting and account management	10% of available quality marks	<p>Please review and respond to each of the requirements listed in the 'Service Management Requirements'. (see attachments in the Portal)</p> <p>Note: This document should be read in conjunction with our Service Management document ('Service Management.docx'), (see attachments in the Portal)</p> <p>For each requirement, please complete the 'Supplier Response' column by selecting one of the following:</p> <ul style="list-style-type: none"> - Not met - Partially met - Fully met <p>Please provide sufficient evidence to support your assessment in the 'Supplier Comments' column. Any response without sufficient supporting evidence will be considered as requirement not met.</p> <p>Please also include your proposed Customer service plan as part of your response. This is to support the 'Service Management.docx', but it will not be scored itself.</p> <p><u>Maximum 2 sides of A4</u></p>	<p>A high scoring response will demonstrate a high degree of compliance to the requirements. (See tab: 'Cover Sheet & Instructions' in the requirements document for details of how responses will be scored).</p> <p>A detailed and credible customer service plan in support of your completion of the 'Service Management Requirements' which gives us confidence as well as a suitably experienced team that will be supporting this contract will score highly.</p>

Question	Weight	Question	High Scoring Response
6. Previous Experience	15% of available quality marks	<p>Provide evidence of two previous projects that you have delivered which are relevant and / or similar to the scope of this contract.</p> <p>Please include detailed information on the scope of these previous projects, the extent and detail of the works involved, client and value. Including examples of Microsites</p> <p>Please also provide details of two client references for who you have delivered relevant projects (info only) These references will not be contacted without prior agreement, upon consideration for award as part of our due diligence process.)</p> <p><u>Maximum 4 sides of A4</u></p>	<p>Technically relevant examples provided. Scope meets or exceeds the specification of this requirement.</p> <p>Responses with technical content providing significant detail to assure technical capability.</p> <p>Responses show relevant experience of complying with legislative requirements</p>
7. Delivered Benefits	10% of available quality marks	<p>If successful please describe the benefits / improvements that you would deliver for us in the following areas;</p> <ul style="list-style-type: none"> - Time to hire - Cost to hire - Diversity of applicants - Administration efficiencies <p><u>Maximum 2 sides of A4.</u></p>	<p>A high scoring response will be one that provides clear and credible evidence of benefits / improvements.</p> <p>The inclusion of metrics to evidence benefits / improvements would contribute to a higher scoring response</p>

Question	Weight	Question	High Scoring Response
8. Social Value	For Info Only.	<p>Please detail how your company supports social value currently, and what you could offer, to benefit the community, related specifically to this contract. Please also mention how your company works to ensure equality and diversity in what you do.</p> <p><u>Maximum 1 side of A4.</u></p>	<p>Response could include:</p> <ul style="list-style-type: none"> - Telling us how you make sure your workforce is representative of the communities you work in; and what this means you would do if awarded this contract. - Outlining what your employment methods are around making sure you are offering equal opportunities to applicants and existing staff. - Anything you do/offer, (or could do/offer) as a company, that is in addition to the requirements of the specification that supports wellbeing or other benefits to staff and communities, the local environment or economy. <p>Maximum of 1 page</p>
9. Sustainability	For Info Only.	<p>Please refer to the Authority's Sustainability Plan document.</p> <p>Please outline how your product / service provision would contribute to the Authority's sustainability objectives by providing</p>	<p>A credible response that illustrates commitment to working with us to have</p>

Question	Weight	Question	High Scoring Response
		<p>a response which covers the main areas of focus in the Action Plan, as well as social value, and how you will support us to ensure compliance with ‘Greening Government: ICT and digital services strategy 2020 to 2025’.</p> <p><u>Maximum 1 side of A4.</u></p>	sustainability goals and delivery at the heart of all we do.
10. Technical non-functional requirements	(Pass/Fail)	<p>Please review and respond to each of the non-functional requirements in the ‘Technical Non-Functional Requirements’ (see attachments in the Portal)</p> <p>As described in the document, each response will be assessed using a RAG system. Your responses to all requirements will be considered collectively before determining a pass or fail.</p> <p>Where a response is not initially determined to represent an instant pass, TCA may seek clarification from bidders to ensure the requirements are understood and whether mitigating controls are in place.</p> <p>We reserve the right to exclude any submission that is determined to be a fail for this question.</p>	Suitably detailed responses with the inclusion of evidence where appropriate will increase the likelihood of a pass.

Question	Weight	Question	High Scoring Response
11. Information Security	(Pass/Fail)	<p>Please review and respond to each of the requirements in the 'Information Security Questionnaire document' (see attachments in the Portal)</p> <p>As described in the document, each response will be assessed using a RAG system. Your responses to all requirements will be considered as a collective before determining a pass or fail.</p> <p>Where a response is not an instant pass, TCA may seek clarification from bidders to ensure the requirements are understood and whether mitigating controls are in place.</p> <p>We reserve the right to exclude any submission that is determined to be a fail for this question.</p>	Suitably detailed responses with the inclusion of evidence where appropriate will increase the likelihood of a pass.

Pricing Assessment (30%) – Details

Pricing will be assessed using the least cost differential method, for the initial 3 year contract period.

Prices are to be fixed for the three year duration of the initial contract and increased by CPI (Consumer Price Index) if options for years four and five are taken.

Your submitted pricing must be inclusive of all requirements outlined within the tender documentation.

Your pricing should be submitted on the pricing template provided within the eTender portal.

You may provide details of your standard pricing structure for a service of this type in addition to your compliant pricing submission.

Completion Guidelines

The questionnaire within the Inbye Portal should be completed by a partner/director/senior manager.

Please answer each question fully. The Authority stresses the value and importance of substantiating answers with supporting documentation when requested.

The questionnaire should be completed accurately; if successful this document will form part of the contract.

The response and supporting documents must relate specifically to the organisation's policy and arrangements.

Assessment & Feedback

The tender submissions will be assessed in accordance with the assessment criteria outlined.

The Coal Authority will recognise the required standstill period when notifying all bidders of the outcome of the process.

Feedback will be provided at that time to organisations which are not successful through the issue of a letter providing debrief information on the assessment of the tender, scoring and confirmation of the successful tenderer.

Acceptance Procedure

The Authority does not bind itself to invite you to tender for the project and will not be responsible for, nor pay for, any expenses or losses which may be incurred by you in the preparation of your tender.

It is intended that the procurement process will take place in accordance with the provisions of this ITT, but the Coal Authority reserves the right to terminate, suspend, amend or vary this procurement process by notice to all potential bidders in writing.

The Coal Authority will have no liability for any losses, costs or expenses caused to bidders as a result of such termination, suspension, amendment or variation.

No tender shall be deemed to have been accepted unless such acceptance has been notified in writing to the tenderer.

Whether or not your tender is accepted, you must treat the details of all tender documents as private and confidential. If you decide not to submit a tender, you must reply stating you do not wish to respond to the tender and provide a comment why.

If you require any clarification on the details within this document, associated attachments or the tender process, a query should be submitted through the online messaging facility within the InBye eTendering portal.

Declaration

We declare that this is a bona fide tender, intended to be competitive, and that we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person.

We also declare that we have not done, and we undertake that we will not do, at any time before the returnable date for this tender any of the following acts:-

- (a) Communicate to a person other than the person calling for these tenders the amount or approximate amount of the proposed tender;
- (b) Enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted;
- (c) Offer, pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above.

In this declaration the word 'person' includes any persons and anybody or association, corporate or unincorporated; and 'any agreement or arrangement' includes any such transaction, formal or informal, and whether legally binding or not.