**Title: Business Intelligence Information Service Requirements**

**Background Information**

The Environment Agency (EA) requires access to an end user online business information service capable of providing relevant and detailed company information to our staff when required. This would include shareholder information, directors’ records, balance sheets, and turnover information for registered companies, sole traders and partnerships, mainly in the UK but also abroad.

The service will need to meet the needs of our current EA users but also be flexible enough to allow, on application, other EA users access to the system, if and when required.

We envisage the use of one system to fulfil our full requirement and **will not** consider the use of multiple systems to fulfil the need.

Current users reside within the Data & Systems Team, Environmental Crime Unit of the National Enforcement Service and our National Operations Regulatory Services Department but could also be of interest to other teams internally.

**How to Apply**

We ask that all suppliers interested in this work opportunity only apply if they can fulfil and meet our full requirements as detailed within section ‘6.5 – Requirements’ located within the specification (attached to this advert).

Should you wish to apply, please send your **contact name, company address, email and telephone number, along with a brief description of your offer, attaching your licence agreement and licence terms** to Peter Lloyd, Specialist, Data & Systems Team at p.lloyd@environment-agency.gov.uk.

**Please note that we will evaluating bids which can fulfil our needs purely on price.**

**Specification**

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| **1.0 Background** |
| The requirement is for access to a user friendly online business/company information service to ensure key departments are able to make informed decisions; these departments include the Environmental Crime team and the National Operations team. In total the current requirement for access for 25 users. The Data and Systems team ensure that all Environment Agency (EA) staff can easily find, share and use high quality data, information which supports key business outcomes. The focus is to help the EA comply with Freedom of Information, Environmental Regulations and government policy on transparency. The Environmental Crime team provide advice and analysis through intelligence and partnerships to support internal staff involved in the identification, prevention and prosecution of environmental crime. They would use the service to investigate current and inactive companies and directors, including the movement between companies and changes of business name. The National Operations team need to have current detail of company information as part of their work relating to Producer Responsibility Regulations. This is to enable them to investigate links between companies; identify company structures and addresses; and review financial details and evidence of audited accounts to reduce fraud. . There are two key requirements for service under this contract:* The first is an online business information service capable of providing ad-hoc detailed business information.
* The second is the matching and aggregation of data sets provided by the Environment Agency to a company and parent company level.

Please Note: * That the Environment Agency uses Windows 7 & will soon be upgrading to Windows 10 for laptops and Ultra Thin Client (UTC) for desktop use. As well as operating a hot desk & remote working policies where individuals may access the system through different IP addresses.
* Only one system is required, fulfilment of the specification by multiple systems will not be considered.
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| **1.1 Objectives**The Environment Agency requires access to an end user online business information service capable of providing relevant and detailed national and international business data to the necessary staff. This would include shareholder information, directors’ records, balance sheets, and turnover information for registered companies, sole traders and partnerships.A service is required which best meets the needs of all the existing users of the current service provided and which allows, on application, the extension of access to others that may need this type of information. **1.2 Target Audience*** Data & Systems
* Environmental Crime
* National Operations Regulatory Services

**1.3 Geographic coverage:** * National (UK wide) business information and company data, on registered business, Sole traders and partnerships.
* Potential for additional access to related International company information, including Europe, the United States of America, Australia and Japan to be provided within the same system.
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| **Specification** |
| **1.4 Key deliverables:** * The most cost effective service is identified
* The service is effective
* It is usable on EA networks
* It is easily deliverable to users and is simple to use by ad-hoc users, with minimal training
* It provides the best quality, and variety, of information necessary for EA users to achieve their aims.
* A robust (demonstrable) process is in place for matching company names
* National (UK wide) business information and company data coverage
* It is possible to get access to international company information, within the same system.

**1.5 Requirements**There are 2 elements to the service that the Environment Agency is looking for:* The first is a web-based, easy to use Business Information system with access to downloadable and searchable business information on individual companies, Sole Traders, Partnerships and Directors.
* The second element is the matching and aggregation of data sets provided by the Environment Agency to a company and parent company level.

The business information required as part of the service includes but is not limited to: **Company Data** * Company name
* Address
* Registration Number
* Financial Information / Turnover
* Detailed company financial data
* SIC Code
* Operational status
* Staff information
* Parent companies
* Ownership structures
* Subsidiaries
* Ultimate Owners / Person with Significant control
* Credit rating / risk score
* Main stock market listing (if listed company)
* Site-level information e.g. Address of branches etc
* Director and Contact information (with ability to click through to each company listed in the report)
* Basic core-industry market research
* Company related news and historical information
* Access to details of inactive companies
* Shareholders
* Ability to access international financial information in a cost effective manner [e.g. International Parent companies]

**Director Data*** Name
* Gender
* Age
* Birthdate
* Nationality
* Address
* Position (Company secretary, LLP member, Other director)
* Occupation
* Appointment date
* Resignation date
* Current or previous address
* Company name
* ID number
* Location
* Quoted/unquoted company
* Industry
* Turnover.

**Functionality*** A simple search interface, with the ability to refine searches into multi step searches to produce lists of companies.
* Ability to create lists of companies by multiple search criteria, for example but not limited to; SIC code, Company Number, Company name turnover, postcode or listed status
* Postcode search to be detailed to two levels e.g. for Nottingham area ability to search for NG 12, rather than just NG and then combine many postcodes NG10, NG11, NG12
* The ability to validate directors and their permanent residential addresses
* Ability to create and retrieve saved searches
* Ability to click from one report to another. (e.g. from company report to director report or to report on parent company).
* Reports to be exported to an email or as a PDF or Excel spreadsheet.
* Online/ contextual help features

 **Data Matching*** The EA require data matching of volumes of records from 500-10,000 per year.
* These would normally be supplied as a list of company names with limited address details, but including the postcode as a minimum.
* The EA will require these records to be matched to a verified list of company names using a unique identifier. Ideally these would be aggregated to the company, parent and ultimate parent company level.

Matching and aggregation of data sets provided by the Environment Agency to a company and parent company level. Key elements include:* Turnover
* Revenue
* Total Assets
* Total Assets less liabilities
* Number of employees
* Main Stock Exchange listed on (if listed)
* Owner
* Ultimate Global owner (with ability to get all information on this company as well even if based overseas)
* Shareholders
* Subsidiaries (and Corporate Structure)
* Registered Country

.**1.6 Performance / System Specification*** The service must be accessible via the Environment Agency internet connection and be available at the point of need for all staff
* A test of compatibility with Environment Agency services and equipment will be performed prior to award of contract
* The service should be available 24hours a day, 7 days a week
* Any server downtime should be performed outside of core hours – 8.30am to 5.30pm

 **1.7 Delivery / Interface Requirements** * The system must allow for novice/ad-hoc and experienced users – an end user system is required, not a complex research tool.
* Users must be able to view documents on screen in meaningfully large segments with minimum navigation between segments
* Users must be able to print and/ or download entire documents, in PDF and excel format
* The system must allow for the saving of searches
* Email alerts must be able to be set up
* The EA must have the right to internal distribution of information obtained from the service

**1.8 Trial / Demonstration*** The EA require access to a trial / demonstration of the business information system. Access will be required as part of the evaluation.

**1.9 Account Management** * Online account management and administration will be required.
* The service must include a facility to allow electronic access to management information. This must include detailed user, and usage information.
* The Environment Agency requires a high quality of service and one experienced point of contact must be made available.
* Any change of personnel relevant to the Environment Agency's contract must be communicated to the Contract Manager in advance if possible.
* Service levels must be available and agreed between the supplier and the Environment Agency.
* Password reset facility.

**1.10 Licence*** Subscription / Access Licence will enable use by the 25 named users in the Environment Agency and on application could be reduced or extended to use by others.
* Access to the service should be transferrable within each EA business unit that has a subscription.

**1.11 Reporting*** Full user reports and statistics on Environment Agency access to the data (broken down by user) will be required online.

**1.12 Resolution of problems*** A helpline service must be available between the hours of 9am and 5pm weekdays.
* It is expected that any service "downtime" should occur outside of normal working hours (0830 - 1730 hours, Monday to Friday inclusive).
* Timescales must be provided for the resolution of problems.
* The supplier must provide a tracking service for all queries and problems.
* An escalation system must be available and apparent to the Contract Manager for problems which remain unresolved.

**1.13** **Training*** The supplier must provide training, at no extra cost, to relevant Environment Agency employees.
* The system should provide online help and user guides.
* An online user tutorial should be available.
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