Dear Sir/Madam

CSW Group is pleased to invite you to submit a quotation to CSW Group for a Work Experience Platform.

The following documents are enclosed:

Part A: Specification (general)

Part B: Tender layout

Part C: Scoring matrix

Part D: CSW Group terms and conditions (CSW Standard SLA V3)

Quotations must be submitted by 22nd November 2022 via Contracts Finder.

Yours faithfully

Karen Crosby

Service to Education Manager, CSW Group

**Request for Quotation (RFQ) for the provision of Work Experience Database.**

GENERAL REQUIREMENTS

CSW Group would like to invite Quotations for the provision of a Work Experience Database.

Work experience provides a crucial opportunity for the development of vital employability skills. It can take place at any point, but for most it’s something which happens during secondary school. For many, that week or two will be the first taste of working life.

For all it is a valuable experience; developing employability skills is essential alongside traditional academic qualifications to help prepare for life after school, college and university.

We are committed to provide a work experience service that supports young people, schools, colleges and businesses to work together to achieve meaningful and safe work experience as simply as possible. Our Health and Safety professionals undertake duty of care checks with employers for work experience placements to ensure they are assessed/reviewed as suitable and compliant to provide a student placement.

We are looking to upgrade our existing Work Experience platform to a modern online platform which will move with us into the future, to deliver a first class service to our schools, colleges and students. CSW are committed to an Environmentally friendly policy and require a platform which will allow us to move towards a paperless operation in the future.

The Platform will need to allow CSW Group to manage its Work Experience portfolio of schools, colleges and students enabling the latter to search an extensive database of employers, access employer contact details and once a placement is secured upload the information to progress towards Health & Safety status checks. CSW Staff will need to be able to see the Health & Safety check status of any employer currently on the database and allocate to a Health & Safety Officer should an updated check be required. If an employer is new to the database CSW Group will need to upload this information to the platform to then enable a H&S check to be allocated. The H&S Officer will need the functionality to work offline and automatically upload information when Wifi is re-accessed.

The platform will need to meet all the criteria stated below in the full specification and will be required to hold information on more than 48,000 employers across the wider South West.

The platform will need to allow access for CSW Staff and up to 150 schools/colleges and 16,000 students by secure log in/pins.

The platform provider will need to provide a secure database for CSW Group to process confidential information. The platform provider will need to hold all relevant certifications including Cyber Essentials and ISO 27001.

CSW Group will be looking to secure a contract of 3 years with a break clause after six months should the platform not meet the required specifications.

**PROCUREMENT TIMETABLE**

This procurement process is intended to follow the timeline below:

|  |  |
| --- | --- |
| 1 .Request for Quotation Issued | 24.10.2022 |
| 2. Deadline for Questions | 11.11.2022 |
| 3. Deadline for Quotation Responses | 22.11.2022 |
| 4. Quotation Evaluation | 23.11.2022 |
| 5. Contract Awarded | 25.11.2022 |
| 6. Contract Strategy/Delivery Meeting | 28.11.2022 |
| 7. Contract implementation date | 09.01.2023 |

Please note CSW Group reserves the right to amend this timetable and dates are indicative.

**RFQ Questions**

Any queries about this document, the procurement process, or the proposed contract itself, should be referred to:

Karen Crosby

Services to Education Manager

[Karen.crosby@cswgroup.co.uk](mailto:Karen.crosby@cswgroup.co.uk)

07876 476775

Questions should be submitted by email/ Contracts Finder. Please note that the deadline for questions is 11th November 2022.

**SUBMITTING A QUOTE**

Quotations, should be submitted by 9am 22nd November 2022, via Contracts Finder.

**RFQ EVALUATION**

Your organisation will be eliminated from the procurement process where the contract value is more than 2X your annual turnover.

Your proposal will be assessed based on a mix of, price, functionality/suitability of the database, if this is currently in place and ready to be demonstrated, security of the platform, customer service and response times, as follows:

**Functionality/Suitability 60%**

Security/Cyber Essentials - 20%

Currently developed and ready to be demonstrated - 15%

Customer service and response times - 15%

References – 10%

**Price 40%**

Based on the information provided by Tenderers, each submission will be evaluated based on the following combination of price and quality:

**1. SPECIFICATION**

The platform provider will need to ensure the platform is able to meet the below specification fully:

* Centralised platform that allows users to manage employers, school staff & students, match students to potential employers, manage H&S, attendance & feedback
* Must integrate with school MIS platforms so student & staff information can be imported and school accounts can be set up quickly & easily
* Must integrate with other school careers, WEX & CRM platforms

* Needs CSW umbrella portal through which everything can be managed, school staff facing portal that gives them visibility of placements,
* Need student facing portal (digital logbook) so placement contact details can be submitted and logs completed
* Platform must accommodate 3 initial placement set up processes:
  + Placement Opportunities
    - CSW umbrella portal will allow CSW users to set up specific placement opportunities with employers, assign them to schools who will offer chance to apply to students through their portal
  + Employers with potential opportunities
    - CSW account will also allow users to share potential employer contact details with schools & students & invite them to approach & apply
  + Student Own Finds
    - Student portal will include online placement forms so they can submit the details of employers they’ve found themselves
* School staff users will need to complete an initial review of all student ‘own find’ placements and be able to edit forms, add notes before confirming, and manage parent/guardian consent where necessary
* Once placements are approved all parties should be notified automatically by platform
  + Consent/confirmation email to parents/guardians (depending how consent is managed)
  + Confirmation email to school staff
  + Confirmation email to CSW staff
  + Confirmation/placement request email to employers (depending on placement type)

* Assuming H&S details will have been recorded for employers already on the CSW database new employers will need to complete risk assessments (based on risk level and employer type/industry sector) & submit ELI details online which will automatically update the CSW umbrella portal & school portal
  + H&S details will need to be downloadable for CSW & school staff users
  + Ability for CSW staff to assign Health & Safety visit to Health & Safety Officers for any employer which is new to taking students/out of date for H&S check.
  + Ability for CSW Staff to allocate H&S status to employers of Low/Medium/High risk
  + Ability for CSW Staff to amend and upload Job Descriptions/Risk Assessments for differing employers.
* Platform will need to automatically upload and integrate into the platform the H&S details collected from site visits by CSW H&S staff which they will have completed offline
* Automatic confirmation emails to all parties when all set up stages complete and placement is ready to go
  + Including ‘info-pack’ style email to employers summarising placement, confirming H&S details, emergency contacts etc
* Students will need a digital log book to record hours & experiences whilst out on placement which automatically updates school & CSW accounts for monitoring/reporting
* Automatic attendance (at end of each week) & feedback request (at end of placement) emails sent by platform for employers
* Ability for CSW and the school to share feedback with students
* Ability to generate reports on placement status and progress including views on:
  + School
  + Batches
  + Placement Date
  + Placement Stage
  + Required action (e.g. consent required/DBS check required etc)
  + Placement Location
  + Employer Location
  + Employer Industry sector
  + Employer Placement Status
  + H&S Status
* Ability for CSW Staff to write and create own reports based around current business need.

The platform provider will need to have office hours of 09:00-17:00 Monday – Friday or longer and be available to take calls/queries during these times.

The platform will need to be ready to be implemented on or before 9th January 2023 on a three year contract basis, payable yearly by fixed agreed price with a potential break clause at 6 months should the platform not deliver the above specification to an agreed standard or meet the required response times for any faults or outages on the platform.

Performance will be measured by reliability of the platform and the ability of all parties to access the platform successfully with minimal ‘outages/downtime’.

A key performance target is customer service and aftersales care. CSW will require the platform provider to be available between a minimum of 09:00-17:00 Monday to Friday to respond to any queries/faults.

CSW will require the platform provider to acknowledge a report of a fault/error on the platform within 2 business hours and respond as below;

* Severity 1 - Critical - Response time: Immediate, Target close time: 24 hours.
* Severity 2 - Urgent - Response time: 4 hours, Target close time: 48 hours.
* Severity 3 - Important - Response time: 48 hours, Target close time: 2 weeks.
* Severity 4 - Routine, Allow 2-4 weeks for processing.

The platform provider will be responsible for updates of the platform software and developments included in agreed fixed price, any updates or developments will need to be communicated to CSW staff and any updated training offered.

The platform provide will provide the opportunity for regular meetings with CSW Group to identify any issues or developments needed.

The platform will need to integrate with existing school software platforms.

The platform provider will need to provide a secure database for CSW Group to process confidential information. The platform provider will need to hold all relevant certifications including Cyber Essentials and ISO 27001. The platform will have clear segregation so that schools/colleges are only able to see their own student information.

The platform needs to:

* Provide to CSW Group reassurance around the testing of the platform
* Have a backup policy
* Have undergone disaster recovery testing
* Have the ability to transfer data from CSW Groups current platform to ensure business continuity within agreed timescales
* Be available to demonstrate functionality before implementation date.

**2. PRICING SCHEDULE**

Please complete pricing schedule on Tender Layout excel sheet attached.

**3. CONDITIONS OF CONTRACT**

CSW Groups Standard Terms & Conditions for Services are attached separately.

**Supplier Submission**

**SECTION A Organisation Details**

A-1 CSW Group

A-2Type of Organisation

|  |  |
| --- | --- |
| A Public Limited company | 🗸 |
| A Limited Company |  |
| A Company Limited by Guarantee |  |
| A Partnership |  |
| A Sole Trader |  |
| A Charity |  |
| A Franchise |  |
| A Small/Medium Sized Enterprise or SME |  |
| Other (e.g.: a Special Purpose Vehicle, Joint Venture Company etc. |  |
| *Please specify* |  |

A-3 Registered Office

CSW Group

Poseidon House

Neptune Park

Cattedown

Plymouth

PL4 0SJ

A-4 Company Registration

Number

3029947

A-5 VAT Registration Number

GB 245653887

A-6

Karen Crosby

Services to Education Manager

[Karen.crosby@cswgroup.co.uk](mailto:Karen.crosby@cswgroup.co.uk)

07876 476775

**SECTION B Who are CSW Group**

For well over 25 years CSW, whilst uncovering learning and work opportunities for many thousands of local people, has adapted to meet market demand and changing government requirements. We are the South-West’s own company, proudly delivering our services for the LA areas of Cornwall, Devon, Plymouth and Torbay, with a priority focus on those younger people in our society with SEND, those at risk of NEET, and those that are NEET**.**

We provide support to young people, vulnerable adults, schools, colleges, businesses and employers through their key transition points. While we strive to deliver services that build aspiration and turn it into achievement; our greatest potential is in integrating our provision for our LAs.

Our team is motivated by the belief that support means more than a shoulder to lean on. We provide an unfaltering attention that delivers lasting, positive change. We look to provide longer-term, integrated support that sustains way beyond one-off contact. It is this commitment, and the dedication throughout CSW, that enables us to achieve fantastic results.

As a highly experienced and agile organisation, our ability to manage contracts, supply chains and frameworks enables us to create solutions to our Owners’ complex regional employment and training problems.

We lead diverse delivery partnerships and direct services in a mix of settings collaborating with a range of partners and stakeholders, enabling delivery of complementary services through mutually supportive contracts. Additionally, we can offer information, advice, and guidance to adults, young people and businesses, providing support on a variety of levels, from light touch to intensive, long-lasting interventions.

Demonstrably our future activity does not need to be solely focused on work with young people in isolation but could include anything that requires the management of services that provide advice and guidance or drives skills and personal development through direct or subcontracted delivery. We especially aspire to work more closely with SW businesses as they look to upskill, building a mutual network that enables work experience, T-level placements and STEM opportunities for the workforce of tomorrow.

For our Team at CSW, knowing our purpose is hugely important it drives everything we do as individuals and collectively. Our purpose is brought to life through our vision and delivered by our mission.

|  |  |  |
| --- | --- | --- |
| **Our Purpose** | To help build a future where every individual can contribute positively to society and lead a fulfilling life | *“why We come to work”* |
| **Our Vision** | Through high quality, trusted service delivery become the collaborator of choice in support of young people and adult development across the South-West | *“what We and Our Owners want us to become”* |
| **Our Mission** | To focus our experience, skills and passion to inspire, develop and support people, communities and organisations make their desired positive change | *“how We shall set about Our work”* |
| **Our Values** | Create trust / Sustain services / Work collaboratively | *“delivered through Our behaviours”* |

In order to re-establish our reputation for high quality services across all our portfolio, not simply in pockets of excellence; to Deliver a People Strategy that will be at the heart of our leadership focus; and to Build a spirit of collaboration across our Team and stakeholders we will work towards six core aims.

1. Deliver consistent, high-quality services across all contracts to agreed budgets

2. Support our staff’s physical and mental health, and wellbeing while safeguarding the children and vulnerable adults whose lives we interact with

3. Maximize and exploit opportunities for collaboration

4. Improve business efficiency through the adoption of technology or other innovation

5. Reduce overall cost of ownership

6. Understand and then reduce our environmental impact.

**SECTION C References**

C-1Please submit the details of two organisations who would be willing to act as references

|  |  |
| --- | --- |
| **Contact name and position in organisation** | **Organisation name and full postal address, telephone number and e-mail address** |
| 1. |  |
| 2. |  |

**SECTION D – ITQ Response to Specification**

*[Supplier to insert the proposal]*

**Prepared for [company]**

Form of Tender

Method Statements

[link these to the specification]

**Signature**

*Duly authorised agent of the Supplier*

Position held

Name and Address

Dated