

20th April 2022

Dear potential supplier

**RE: Preliminary Market Consultation (PMC).**

**Project: ITS074LTU - University website ‘Report and Support’ Tool.**

In respect of the above Leeds Trinity University seeks advice from independent experts/authorities/market participants with a view to developing the scope and specifications needed to plan and conduct its procurement procedures.

The information provided in this document presents the university’s current understanding of requirements and available options, however the university wishes market operators to consider this PMC as an opportunity to make the university aware of optimal, variant, and optional solutions, in order that any investment represents the very best demonstrable value for money.

If it is convenient to do so, please annotate the Market Operator’s Comments text boxes we have provided within the sections of this document. We would also greatly appreciate your completion of the supplier information table in [Appendix 1](#APPDX1).

For the avoidance of doubt, no call for competition has been made, and no contract award opportunity identified. All relevant information exchanged or resulting from this preliminary market consultation will be documented and may be communicated to other candidates and tenderers participating in any resultant procurement procedure.

Please may we ask for your comments and correspondences as soon as possible, and certainly no later than 5th May 2022. (A business case for this project is due for Project Board approval on 6th May 2022).

All correspondences to Mark Hayter by e-mail: m.hayter@leedstrinity.ac.uk

I hope to hear from you soon

With kind regards

Mark Hayter

Head of Procurement

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1. Executive Summary

The project aims to procure and launch an online reporting solution that will enable members of the LTU community and general public to report incidents of bullying, harassment, sexual misconduct, micro-aggressions, discrimination, safeguarding and prevent.

Besides the online submission of a report, the tool will need to provide data analysis and reporting functionality to monitor trends and allow a small number of staff to log into the administrative part of the tool to review the data entered by users. The system will offer case management features such as the assigning of and tagging cases/reports to staff, as well as the recording of actions by staff (that relate to processing of reports).

The solution will also contain support material to give details and advice regarding each incident type and enable LTU specific campaigns to also be highlighted.

*Market Operator’s Comments:*

1. Background and Strategic Context

The cultures in which we work, and study have never been in sharper focus. Be it from the leaders who recognise the importance of building positive environments, the regulatory bodies that are implementing new legislation to drive change or the students and staff who are increasingly and importantly more vocal about behaviour that threatens their safety and happiness.

For those responsible for the welfare of students or staff, the need for change is clear. With both the Equality and Human Rights Commission (EHRC) and the Office For Students (OfS) laying out clear expectations of what employers and universities must do to address and prevent issues relating to bullying, harassment and sexual misconduct, the time for that change is now.

Harassment in higher education is not just reserved for in-person interactions, and harassers will always find a way to victimise individuals. So as a result of increased digital learning, many institutions have seen an increase in online harassment of staff and students.

As part of the work done which led to the University achieving the Race Equality Charter Bronze award, it became clear that both staff and students at LTU would benefit from an anonymous and informal reporting tool. One of the key aims of the reporting is to identify any trends, and for the University to take action required e.g., training around a specific topic related to the incidents that are reported.

The University also requires a reporting tool for Safeguarding and Prevent issues to achieve the following:

* It will provide strong governance, leadership, and management
* A clear focus on harm prevention and reduction
* Efficient recording and case management of concerns
* Effective team working within and between individuals and organisations
* Managing and sharing information securely, lawfully, and pro-actively
* Being able to see the rich picture – understanding data and developing insight
* Learning lessons from professional practice.

There is an existing Zero Tolerance tool, but it is only accessible via myLTU for students or the staff intranet. Adding a reporting tool to the LTU website would allow anyone on campus (including visitors) to report an incident either formally or anonymously.

Among those requirements are:

* A clear commitment to prevent and respond to incidents of harassment, sexual misconduct, microaggressions, Safeguarding and Prevent.
* Clear lines of accountability to embed and uphold a fit-for-purpose solution.
* A clear message to all staff, students, and visitors that such behaviour will not be tolerated and carry consequences
* A clear message to all staff, students and visitors about the behaviours that are expected from everyone.

*Market Operator’s Comments:*

1. Project Goal

The aim of the project is to implement a tool that allows for both formal and anonymous reporting of incidents by staff, student and the general public, case management of any formal incidents and a dashboard to monitor any trends in specific topics or concerns. The project also aims to provide clear support information and to highlight the resources available at Leeds Trinity.

*Market Operator’s Comments:*

1. Project Objectives and Deliverables

The key objectives and deliverables of this project are:

1. Implement a new report and support system solution to enable anyone (Students, Staff, Public) on or off campus to access and use the reporting tool. This includes the functionality to be able to report an incident and also access support information.
2. That the University will have access to comprehensive reporting at high level on the number of cases of micro-aggressions, harassment, bullying and Safeguarding and Prevent and be able to devise interventions to address these.
3. Allocated authorised staff in Human Resources and Student Support and Engagement teams can manage the cases raised with audit trails, log case activities, outcomes, status updates and triage handling and have real-time dashboards showing data related to specific type of incidents.
4. Documentation and guidance produced to enable prompt action in response to cases raised.

*Market Operator’s Comments:*

1. Project Scope

The key objectives and deliverables of this project are to:

* Complete a Race Equality Charter action to enable both anonymous and non-anonymous reporting by all (staff, students, and the public)
* To enable non anonymous Safeguarding and Prevent Reporting by all (staff, students, and the public)
* Procure and implement a solution
* Ensure guidance and information is available to all with meaningful articles and campaigns both generally and Leeds Trinity University specific
* Enable case management of formal incidents within the system
* To enable easy reporting and better visibility of the types of incidents and to identify any trends to enable the University to take action required e.g., training around a specific topic related to the incidents that are reported
* To shows the University takes these matters seriously and inappropriate behaviour will not be tolerated and carry consequences
	1. In Scope
* Procurement of the software solution in line with the agreed procurement strategy
* Implementation of software to meet the requirements set out in this business case
* Establishing a service level agreement with the host for availability, upgrades, incident response and resolution.
* Implement role-based access control to ensure appropriate permissions to data
* Training on the software for the core users and administrators
* The facility for anyone to report an incident anonymously (excluding Safeguarding and Prevent)
* The facility for anyone to report an incident formally
* To ensure guidance and support information is available - Direct people to meaningful articles and campaign content that is specific to Leeds Trinity University
* Case Management - Manage and follow individual cases with audit trails, log case activities, outcomes, status updates, triage handling and team management
* Different levels of user access – for example Admin, case management, content editor
* Customisable dashboard showing information with the ability to filter, segment and compare data from incidents that are reported
* Ensuring easily accessible ‘landing page’ is available on Leeds Trinity University website, Staff Intranet and MYLTU where information regarding Report and Support is available including a link through to the system and retiring previous reporting tools if no longer needed.
	1. Out of Scope
* Integration of this software with other systems other than SSO/email
* The reporting of any formal processes that may arise following a report being made, e.g., disciplinary action – these will be undertaken using current processes
* Training of staff to respond to reporting
* Training of staff to undertake any formal processes that may result following the reporting

*Market Operator’s Comments:*

1. Project Benefits

The implementation of the software will provide the following benefits:

* Contribute to the University achieving the Race Equality Silver Chartermark
* Ensure the University can show Ofsted we have a clear focus on harm prevention and reduction and provide a reporting tool for safeguarding and prevent issues as well as support material
* One platform for reporting incidents – better experience for students, staff, and the public – the system could be expanded moving forward to include other types of reporting
* Anyone on or off campus will be able to report an incident either anonymously or formally
* In depth reporting with real time data and customisable dashboards to enable the University to understand issues and concerns being raised
* The University will know more about any unacceptable behaviour that is happening on campus and this will enable us to implement remedial action as necessary
* To contribute to creating a speak up culture

*Market Operator’s Comments:*

1. Project Approach

The project will deliver the solution in one stage and will be done in partnership between in-house and the external supplier.

The solution will be provided by an external supplier in line with the procurement strategy.

Internal resource will be required to support the implementation of the solution.

The supplier will host the solution and provide ongoing maintenance.

In terms of technical support as the system will be hosted by the supplier the impact on the University’s Digital and Information Services teams should be limited except for those highlighted as administrators of the system being enabled for single sign on.

The following breakdown show the roles and responsibilities from an LTU prospective:

|  |  |  |
| --- | --- | --- |
| **Role** | **Responsibility** | **Owner** |
| Supplier Management / Business Ownership | Account management. Be the main contact with the supplier for account meeting | Office for Institutional Equity |
| System Administrator | System administrator to the system with full ownership rights | HR Systems Team in the first instance but may move to a Corporate Systems team if introduced |
| Licence Management | Ensure our licensing model is adhere to | HR Systems Team in the first instance but may move to a Corporate Systems team if introduced |
| User Administration | Ensure system admin user accounts and permissions are maintained effectively and monitor usage stats etc | HR Systems Team in the first instance but may move to a Corporate Systems team if introduced |
| Configuration of Workflow | Ensure workflow is built correctly and maintained/amended when needed | HR Systems Team |
| Production and Dissemination of reports | Ensure reports are built, ran, and disseminated as per an agreed schedule | HR Systems Team |
| On-going communication and awareness | Ensure the system is continually promoted | Student Support and Engagement Team / HR |

*Market Operator’s Comments:*

1. High-Level Requirements

We are looking for the supplier to provide the following:

* Ability to comply with GDPR legislation and the LTU’s requirements of the following policies: support for single sign on (SSO), access control policy, password usage and management policy, data storage and remote working policy, IT security for Third Parties Suppliers and Support Organisations policy.
* Ability to respond to and resolve incidents in line with LTU’s requirements
* Ability to provide real-time system/service availability and related service performance metrics to LTU.
* Ability to recover the service to normal operation in line with LTU’s requirements following a failure of the service.
* Ability to provide consultancy on new features, functionality, and best practice.
* Recipients of the reported incidents will vary depending on which reporting option is selected (anonymous vs formal and staff vs student vs public)
* For the anonymous option – no identifiable information should be stored.
* We will need multiple user access levels (Admin, case management, content editor)
* The system needs to be able to provide both the reporting mechanisms and support material including allowing the University to have LTU specific material.
* The system needs to be branded as per LTUs criteria and enable the University to customise the types of reporting.

*Market Operator’s Comments:*

1. Resource Requirements

|  |  |  |
| --- | --- | --- |
| Resource  | What  | Time allocation (estimated)  |
| Project Manager | Project management and business analysis | 1 days per week for duration of project |
| Project Sponsor | Project governance and steering | 0.25 days per week for duration of project |
| Project Group | Requirements capture | 1 week |
| Project Board | Supplier/tender review and contract negotiations | 1 week |
| Project Group | Process Review and mapping and design of system (including of system workflows etc) | 2 weeks |
| Student Support and Engagement, Marketing and Communications, HR | Development of user communication | 2 days |
| IT Services | Single sign on for system administrators | 1 day |
| Information Services, Marketing and Communication and Student Communication | Website, Intranet and MyLTU changes | 2 days |
| Admin users | Training of Admin Users | 1 day |
|   | **Approximate total effort** | **46 days over 4 months** |

*Market Operator’s Comments:*

1. Initial Project Plan

|  |  |
| --- | --- |
| Stage  | Deadline  |
| Pre-market consultation  | April 2022 |
| Business case approval (ITPB) | 6 May 2022 |
| Resources allocated to project  | May 2022 |
| Detailed requirements gathering | May 2022 |
| Tender if required | June 2022 |
| Due diligence checks if tender not required – hosting, security etc | June 2022 |
| Tender Award If Required | June 2022 |
| Contract Review | June 2022 |
| Supplier Contract signed | July 2022 |
| Design of system | August 2022 |
| Configure/develop/test system | August 2022 |
| IT set up requirements – single sign on and email | August 2022 |
| Training of admin users | August 2022 |
| Sign off live system build | August 2022 |
| Development of external website Report and Support landing page | August 2022 |
| Development of staff intranet and Student MYLTU Report and Support page/link and removal current Zero Tolerance page | August 2022 |
| Comms to end users | August 2022 |
| Go live  | September 2022 |

Although the timescales are dependent on whether a full tender will be required, which will be confirmed following the pre market consultation and feedback from the Head of Procurement, due to the summer holidays and end of term it would be sensible to do a full launch at the start of the 2022/23 Academic year although a full communication plan will be developed, and it could be this is communicated earlier then re-enforced.

*Market Operator’s Comments:*

1. Key Project Risks

The risks identified in the Business Case are included here and a full risk log will be maintained.

|  |  |
| --- | --- |
| Risk  | Project Impact  |
| Insufficient time to procure and implement the solution | Solution will be delayed, and our risk especially around Safeguarding and Prevent will continue |
| University requirements not met | System solution unsuitable and expenditure wasted |
| End user buy-in is limited | If the end users do not engage with the system, then the benefits will not be achieved |

*Market Operator’s Comments:*

1. Key Assumptions and Constraints
	1. Assumptions
* The experts on these matters within Institutional Equity, Human Resources and Student and Engagement will be available throughout the project.
* The supplier will be able to implement the solution in line with our timescales.
* The supplier will be able to provide the required training of those who will have administrative access.
* There will be enough resource to support implementation and testing of the solution and support it once live.
* The solution will meet the agreed requirements.
* The solution will be delivered in full whilst remaining within agreed costs.
* Students, Staff, and the Public will fully engage with the solution.
	1. Constraints

Competing institutional priorities, requiring those on the project team not being able to spend as much time as planned on this project could result in delays in implementing the solution.

*Market Operator’s Comments:*

**Appendix 1 – Supplier information**

|  |  |  |
| --- | --- | --- |
| **About your company** | **Supplier information** | **Example information** |
| Supplier name |   | Leeds Trinity University |
| Company Registration Number |   | 06305220 |
| Address (Line 1) |   | BROWNBERRIE LANE |
| Address (Town) |   | HORSFORTH |
| Address (Postcode) |   | LS18 5HD |
| Company size (delete as appropriate) | Micro / Small / Medium / Large | Large |
| Turnover (last accounting year) £GBP | £ | £45,654,674 |
| Modern Slavery and Human Trafficking statement (enter URL or provide as attachment) |   | [Slavery and Human Trafficking Statement (leedstrinity.ac.uk)](https://www.leedstrinity.ac.uk/media/site-assets/documents/key-documents/pdfs/slavery-and-human-trafficking-statement.pdf) |
| Data Protection and Privacy policy (enter URL or provide as attachment) |   | [Privacy and cookies policy - Public information - About - Leeds Trinity University](https://www.leedstrinity.ac.uk/privacy-and-cookie-policy/) |
| **Your contact information in relation to this preliminary market consultation** |
| Contact Name |   | Mark Hayter |
| Contact Name email |   | m.hayter@leedstrinity.ac.uk |
| Telephone |   | 0113 2837100 |
| Mobile |   | n/a |
| **Information you are providing about potential solutions** |
| Description of solution and price structure (delete as appropriate) | Yes No | Please find attached "ITS074LTU Preliminary Market Consultation.docx" |
| Indicative price, set-up integration and testing (pre-business as usual) excluding VAT  | £ |  £10,000 |
| Indicative price (business as usual status) excluding VAT per year | £ |  £3,000 |
| Indicative price (total contract sum) excluding VAT over a four year term | £ |  £22,000 |
| **Supplementary information you are providing** |
| Company overview |   | [Home - Leeds Trinity University](https://www.leedstrinity.ac.uk/) |
| other (please overtype with description) |   |   |
| other (please overtype with description - extend table as necessary) |   |   |