

Request for Quotation (RFQ)

Northern Safety LTD

Date of return:
12:00 on 23rd February 2021

Introduction

Northern Safety Limited (NSL) was established in 1998 and has become a market leader offering high quality Health & Safety, Environmental & Quality consultancy services, training, and advice. We offer professional, cost effective consultancy and training services all of which can be tailored to meet specific needs.

NSL offer compliance support to many sectors including construction, manufacturing, waste, landscaping, and renewable industries. NSL offer a suite of services to support companies in achieving compliance requirements, including ISO certification, 3rd party accreditation (CHAS, Achilles etc), Health & Safety, Environmental & Quality consultancy services.

NSL is also a well-established training company, providing a range of courses to many sectors. The business is fully accredited to deliver training courses in two ways, either at the client's site or at the NSL training facilities. Currently around 20% of the business's courses are delivered at the client's site, and the remaining 80% of courses are delivered at the NSL training facilities.

NSL currently have a team of seven staff who deliver the services in a traditional manner but are wanting to move their systems and courses online, where applicable. This will allow them to be more competitive with the other providers within their sector, and also attract additional clients on a national level negating the need and cost to travel.

To ensure the business can deliver the best service to both existing and new clients, NSL want to create an accreditation management system and a training management solution. The solution will manage all of the services/courses NSL currently offer and will also manage the various access options offered for services/courses. This could range from a company wanting full compliance support, only requiring health and safety services, training multiple staff simultaneously, a one-off purchase of a course for an individual, or a bespoke offer for companies wanting to train their staff on a regular basis to keep which could be set up on a subscription basis.

NSL currently have a very basic 'off the shelf' e-learning feature on their website, but they have found this to be very ineffective and feel a bespoke solution for their needs would be better suited. As solution development and online training is not a core skill within NSL, they are looking for assistance from specialists within the field.

NSL currently run their compliance system manually and are seeking an accreditation management system to support their clients remotely and provide a streamlined efficient service. The system will be designed to offer efficiencies for NSL when developing and implementing compliance systems for clients and will offer a full compliance range suited to the company needs.

Instructions to Tenderers

These instructions are designed to ensure that all Tenderers are given equal and fair consideration.

It is important therefore that you provide all the information asked for in the format and order specified.

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The contents of this tender request and any documentation issued by Northern Safety LTD for the purpose of submitting a tender should be treated as Commercial in Confidence.

Timetable

The below table sets out the procurement timetable. This should be treated as a guide and Northern Safety reserves the right to change the timetable at any stage.

Date	Stage
8 th February 2021	RFQ Issued
14 th February 2021	Deadline for Tenderers to submit any questions for clarification
23 rd February 2021	Deadline for tender response
26 th February 2021	Contract Award

Submission

All quotes should be submitted via email to enquiries@northernsafetyltd.co.uk by **12:00 on 23rd February 2021**. All tenders received after this deadline or submitted through the wrong channels will be rejected.

The following items should be included in your submission:

Clarification

Any clarification questions regarding the RFQ should be submitted by email to enquiries@northernsafetyltd.co.uk before the date specified in the table above. Answers to questions will be sent back via email and will not be published online.

Northern Safety reserves the right not to respond to a request for clarification where it considers that the answer to that request would or would be likely to prejudice its commercial interests.

Northern Safety reserves the right to require the Tenderer to clarify its RFQ in writing/presentation and/or provide additional information.

Evaluation

The submissions will be evaluated on the basis of the following criteria.

Price	40%
Clarity Of Submission	30%
Quality of Previous Examples	20%
Timescale of implementation	10%

Development

There are three systems that need to be considered as part of this development. These can either be separate systems or linked together as needed.

1. Website Redevelopment

The Northern Safety website needs to be rebuilt so that it can accommodate new features. The existing website is no longer fit for purpose, so a new solution will need to be produced. The following elements will need to be considered.

- A scoping document detailing all functionality and features of the website.
- Wireframes & User interface design.
- Development of the front-end, back end and admin/CMS of the website/system.

Site structure to be similar to the following:

- Home
- Training Courses
 - Ability to set up categories of courses
 - Book online
- Consultancy
 - Services
 - Categories of articles
- E-learning - Linking to Learner Management System
- About us - Several pages, including meet the team, vacancies etc
- Contact us - form with the ability to add to mailing list
- Full CMS to allow staff to update the website
- Search Site
- Google Analytics
- SSL certificate - can use existing certificate
- Cookie Notice - pop up

2. Learner Management System (LMS)

Northern Safety also requires a separate learner management system to allow them to manage learners online.

The features of the LMS will include the following:

- Adding in learners, either through purchasing credits or manually by admins.

- Completing pages of information per course, system will need to track a learners progress through the course.
- Users can complete exams/tests at the end of a course and can receive certificates (PDF) at the end of the course.
- Course Material The types of activity in each course could consist of the following:
 - Static content, text, images.
 - Videos
 - 360 panorama activity spotting (hazards in the workplace)
 - Drag & Drop into correct column e.g. Yes/No column
 - Drag & Drop correct items, e.g. fill up a first aid box
- Course editor function for administrators to use.
- Utilize an automated approach to sending joining instructions, certification, linking to accounting system, updating a training plan for non-online training courses, sending trainer updates of course type, date, location and streamlining all current manual learner management.

3. Accreditation Management System (AMS)

The second need is to provide a web-based client portal to support NSL clients with their accreditation needs for all compliance requirements including ISO certification, 3rd party accreditations, compliance dashboard etc. Northern Safety currently provides this service to their clients but it is face to face on their premises. With the current lockdown measures and the social distance restrictions likely to remain in place for a considerable time Northern Safety need a system both they and their clients can use remotely to achieve and maintain accreditation. This will also support accreditation bodies by providing them direct access to the system saving on time and effort in preparing for audits.

The system will need the ability for NSL clients to:

- Allow new and existing clients to register to use the system.
- Take payment for new and existing setups.
- Manage accreditations.
- Manage audit schedules.
- Manage training matrixes.
- Manage non-conformances with follow up actions.
- Manage all client policies from one place.
- Manage statutory requirements.
- Manage suppliers.
- Manage H&S, environmental and quality requirements.
- Manage and track company objectives, business planning and contingency.
- Manage documents through version control.
- Provide access to templates forms for use within their system
- Message NSL for assistance through the platform.

The system will need the ability for Northern Safety to:

- Setup accreditations and the requirements.
- Setup awarding bodies and the accreditations they provide.
- Setup template type generic policy documents.
- Receive proactive alerts on accreditations, training, audits and non-conformance.
- Audit the client system via the portal.
- Update client systems and documentation.
- Message clients/multiple clients through the platform.
- Utilise a planning system for all consultancy work and auto generate notification to staff/clients of tasks organized through the planner.