South Staffordshire College
t: 0300 456 2424
e: enquiries@southstaffs.ac.uk
w: www.southstaffs.ac.uk

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Tender Document

for the

Procurement

Of

A Financial Software System

Dated: 17th June 2024

Rodbaston Campus
Corporate Headquarters
Penkridge
Staffordshire
ST19 5PH

Lichfield Campus
The Friary
Lichfield
Staffordshire
WS13 6QG

Tamworth Campus
Croft Street
Tamworth
Staffordshire
B79 8AE

Cannock Campus
The Green
Cannock
Staffordshire
WS11 1UE

Torc Campus
Silver Link Road
Glascote Heath, Tamworth
Staffordshire
B77 2HJ

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t: 0300 456 2424
e: enquiries@southstaffs.ac.uk
w: www.southstaffs.ac.uk

South Staffordshire College

South Staffordshire College was created in 2009, as a result of a merger – Cannock Chase Technical College, Rodbaston College, Lichfield College and two Tamworth College Campuses.

South Staffordshire College offers a range of Further Education courses, encompassing 10,000 learners. It also has a Higher Education provision in conjunction with the University of Wolverhampton and Staffordshire University.

The Finance department is based at Rodbaston College. The dedicated team maintains all the financial services across the five campuses.

South Staffordshire College has a Turnover of £33 million.

South Staffordshire College Finance Department wishes to purchase a new finance system as our current system no longer meets the needs of our growing College and now puts forth this tender.

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Appendix A – Lot 1: Finance Software Specification

Tenders must ensure they give a detailed response as to how they will provide the required services.

The key objectives provide a high-level overview of the required functionality of the software. Tenderers are required to provide a response to each key objective to allow the College to assess if the software will fulfil the needs of the College. These responses will be scored on a Pass or Fail basis.

The additional sections of the document require a response from a tenderer. Not all the functional requirements must be met in full. The requirements have been prioritised in order of importance and therefore those which have a priority rating of 1 will be more important than those with a priority rating of 3. A description of the priority ratings is shown below:

Ranking		Description
1	*Mandatory*	The functionality is absolutely necessary in the new system. A supplier will not be considered further if either the functionality or a suitable work around is not available.
2	*Important*	Ideally, the functionality should be available, however, if it is not, and a suitable alternative cannot be found, then the supplier is not precluded from further participation in the selection process.
3	*Desirable*	It would be a bonus if this functionality was available, but it is not a key requirement.

The Tenderer **must** indicate the level of compliance with each requirement that their system offers. Where only partial compliance is possible the Tenderer **must** indicate to what extent the requirement can be met and describe plans for future compliance where they exist. The Tenderer is required to indicate whether each item is currently available in the proposed system, or is a planned future enhancement, or is not available, or a third-party product is available. Tenderers are requested to provide a timeframe where elements are subject to future enhancements. The following coding system must be used to indicate the level of compliance:

Code of Response		Description
A	*Fully Met*	The requirement can be met fully by the standard system.
B	*Partially Met*	The requirement can be met partially by the system – in this case please give details or an alternative solution.
C	*Bespoke Modification*	The requirement can be met after bespoke modifications to the software – in this case please provide costs.
D	*Future Release*	The requirement can be met in a future release of the system – in this case please give release dates where available.
E	*Further Software Required*	Can only be met by the purchase of a complementary third-party product – give details
F	*Cannot be Met*	The requirement cannot be met by the system and there are no plans to include the required functionality.

Additional notes should be entered in the 'Comments' column to support your proposal.

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Key Objectives

	Key Objectives	Priority Rating	Tenderer Comments
1.1	Accurate and reliable Finance data processing and reporting.	Pass / Fail	
1.2	System fundamentally 'user friendly' for the College ensuring usability and accessibility is embedded in the development of the software.	Pass / Fail	(Max. 500 words)
1.3	Flexible structure, allowing changes in structures/coding to be made easily, including options for parent/subsidiary and multi company/currency. NB potential for supporting shared service offer for other organisations.	Pass / Fail	(Max. 500 words)
1.4	"Self-serve" transactional processes fully automated e.g. changes to Relevant details, address, contact details etc. e.g. Workflow requests to raise purchase orders, sales invoices and petty cash requests, for example. Also, self-serve access to view (not edit) reports showing expenditure against budget and forecast for a pre-determined subsection of account codes (for example, the College may want to withhold access to salary and pay account codes)	Pass / Fail	(Max. 500 words)
1.5	Compatibility with Microsoft Office as standard to enable uploading and downloading of data.	Pass / Fail	(Max. 500 words)

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1.6	Fully compatible and automated interface with other College systems, which include: iTrent and ProSolution The facility to interface with additional systems would be an advantageous to the College.	Pass / Fail	(Max. 500 words)
1.7	The system must be capable of operating with at least SEVEN levels of definition to allow cost centre, account, location, directorate and budget holder, type of income/expenditure. Management accounts mapping as a minimum.	Pass / Fail	(Max. 500 words)
1.8	A facility to drill down data, combined with ability of the system to store scanned images of prime documents such as invoices and photographs of assets	Pass / Fail	(Max. 500 words)
1.9	The security maintenance of the system must satisfy requirements re. Segregation of duties, however there is a need to maintain the flexibility required in a large complex organisation and not be overly burdensome in its administration.	Pass / Fail	(Max. 500 words)
1.10	A facility to update/upgrade, allowing the College to ''future-proof" the system.	Pass / Fail	(Max. 500 words)
1.11	The system must provide user-editable reporting abilities which allows the College to provide, for example, College level management accounts,		

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	departmental level budget reporting and year-end financial accounts reports		

2 Technical Environment

2.1 Hardware

2.1.1	**Description**: Technical infrastructure required to support the software	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
2.1.2	**Description**: Recommended PC/Laptop specification for best performance	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
2.1.3	**Description**: Scanners – for document archiving. *NB recommended scanners must have the capability of accepting batches of documents of different sizes via a document feeder*.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	

2.2 Software

The functionality of the software must adhere to the technical requirements outlined in this document. The software may be composed of a number of modules or 3rd party solutions which together satisfy the technical requirements, as long as the final solution works together in a transparent and integrated fashion.

Indicate here which IT environment the software is located for use by the client:

Software is loaded onto a client's own server	
Software is loaded onto a client's software and is partially cloud based	

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Software is cloud based, but data is held on a server connected via VPN	
Software is fully cloud based and data is held at a <u>private</u> data centre	
Other	Describe

2.2.1	**Description**: If fully or partially on a client's own server, can the software operate within a virtual server environment?	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
2.2.2	**Description**: Cloud based data storage is required to be held in a secure storage centre. Name the data storage centre(s) that client data will be held.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
2.2.3	**Description**: GDPR 2018 compliance processes (consent and withdrawing of consent) must be granular and straightforward.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
2.2.4	**Description**: Please describe your process to comply with GDPR 2018 as a data processor. Please provide a copy of your proposed Controller / Processer agreement.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
2.2.5	**Description**: Does the software incorporate eCommerce features, for example XML?	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
2.2.6	**Description**: Will the software integrate with other products used by the College, as detailed in this tender?	**Priority:**	

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	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
2.2.7	**Description**: Which version of Windows is required?	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
2.2.8	**Description**: Which operating system and version is required? • Operating System • Version	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
2.2.9	**Description**: What database and version is required? • Database • Version	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
2.2.10	**Description**: What internet browsers are compatible with the application and if applicable what add-ons will be running?	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	

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3.   Functionality of Software

3.1   Finance System – General Requirements

3.1.1	**Description**: The Finance System must operate on a single database. Data in any common field entered into any screen in any module of the system is immediately automatically updated in all other modules or parts of the system.	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.1.2	**Description**: The System must be HMRC Accredited	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	

3.1.3	**Description**: The applications software must allow user customisations to better enable them to address their operating requirements.
	Please state in detail, outlining the tools / development language (s) involved, how the software provides the following:
	   a) User customisation of screens and menus
	   b) User creation of additional fields and/or tables to create additional custom fields
		Priority:	2

	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.1.4	**Description**: The ability to interface/populate other College systems and link directly with Microsoft Office Products e.g. the creation of email, network user accounts etc when a staff member is first appointed.	**Priority:**	
	Response:	**Compliance:**	

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3.1.5	**Description**: The system must support the data transfer between Finance, HR and Payroll system (ITrent) and other major information systems within the College.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.1.6	**Description**: Please detail what procedures you employ when interfacing your software with other systems, giving appropriate examples.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.1.7	**Description**: Please indicate any automatic procedures for data handling between systems.	**Priority:**	2
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.1.8	**Description**: Where automatic procedures for data transfer do not exist, please outline how your system handles the following requirements: a) What protocols do you support for data transfer? b) Which import data formats are supported? c) Which export data formats are supported?	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	

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3.2 Finance Mandatory Requirements

3.2.1	**Description**: The proposed solution must be delivered as cloud based, multifactor authentication		1
	1. Single sign on using Microsoft Office credentials. 2. Is accessible for any location via a URL 3. Is responsive to any web browser service 4. Has a demonstratable up time of at least 99.8%over the last 12 months 5. Data held in either the UK or Europe – Not outside of Europe 6. Provides information security accreditation of ISO27001 7. UK based support		2 1 1 1 1 1 1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.2.2	**Description**: The proposed solution must be built on financial administration best practise for Colleges e.g. EFSA reporting requirements	**Priority:**	1
	1. Includes account code structures which enable multiple hierarchies and the ability to code fixed assets, capital schemes and major projects. 2. Is regularly upgraded to meet changing statutory and/or regulatory requirements at no additional cost e,g, Making Tax Digital 3. Has an account code structure that can be easily changed (i.e. without re-engineering of workflows and without intervention from the supplier), to reflect organisational restructures or changes of reporting 4. Has the ability to add on another Sets of Books i.e. a trading company		1 1 1 1
	Response:	**Compliance:**	

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3.2.3	**Description**: The proposed solution must provide integrated financial management functionality with real time updates across all area	**Priority:**	1
	1. Analyse live financial data and transaction history by drilling into linked details 2. View source documentation (e.g. sales invoice) attached to transaction records 3. View ledger updates from journals or other transactional movements on a real time basis 4. Provide some automation of the bank reconciliation process 5. Utilise open API's to interface with other third party and/or College based systems to facilitate access to information outside of the FMS		1 1 1 1 1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.2.4	**Description**: The solution must provide identity management to manage user access	**Priority:**	1
	1. Use role-based profiles to define landing screens and other personalisation features including the use of graphics to present financial data or task lists 2. Enable access restrictions to specific areas of the solution and accounting hierarchy 3. Auto-populate codes and code descriptions department on process		1 1 1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.2.5	**Description**: The proposed solution must provide for budgets to be managed across multiple financial years	**Priority:**	1
	1. The ability to record Accounting adjustments in separate periods to the Management Accounts 2. The ability to close each period to prevent prior period postings 3. The ability to prepare salary estimates and budget working papers within the solution 4. The ability to carry out scenario planning on budgets or actuals		1 1 2 2
	Response:	**Compliance:**	

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3.2.6	**Description**: The solution must provide functions or features which help Users and minimise the opportunity for end user error 1. Provide and/or create the attach tutorial videos based on local configuration build 2. Support collaboration between College colleagues using chat functionality that archives comments and discussion within the solution 3. Provide User alerts and safeguards e.g. funds checking as part of the purchase ordering workflow process t warn of contract and/or budgetary overspend 4. Support budget holders to be more active in the budget cycle 5. Validate data and processes from included internal/external data sources e.g. bank account modulus checking 6. Import data from an excel template to allow loading of journals etc.		1 2 3 1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.2.7	**Description**: The proposed solution must provide a suite of standard reports that meet all statutory and local requirements for all modules 1. Be amended or new reports created from within the solution i.e. without the requirement for specialist report writing skills such as Crystal Reports 2. Automate the generation of standard reports e,g, monthly and quarterly budgetary returns 3. Allow authorised users to access and update their reports 4. Download reports to Microsoft Excel and other presentation software 5. Allow ad hoc reporting on screen, such as filtering multiple fields on a single query to display a result	**Priority:**	1 1 1 1 1 1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.2.8	**Description**: The proposed solution must provide procure to pay technology that considerably simplifies processing from point of purchase to payment	**Priority:**	1

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	1. Create subjective catalogues and other templates for the purchase section	1
	2. Create alerts that prompt action e.g. authorisation of purchase orders	1
	3. Read supplier invoice details and auto-match supplier invoices to purchase orders	1
	4. Make Non-Purchase Order invoice payments	1
	5. Develop workflow to include authorisation of a contract manager under specific conditions	1
	6. Be accessed on a mobile device for approvals on the move	1
	7. Enables payment of VAT only invoices	1
	8. Enable Suppliers to maintain their own data	2
	9. Enable easy creation and amendment of supplier database	1
	10. Requisitioners to be able to access a copy of the official PO via the system	1
	11. Allow different supplier types to be created and be reportable	1
	12. Improve supplier payment performance	1
	13. Enable visibility and control of Procurement spend	1
	14. Produce PDF remittance and send automatically	1
	15. Support payment of cheques and BACS	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.2.9	**Description**: The solution must be able to generate valid VAT invoicing for customers of College services	**Priority:**	1
			1
	1. Generate VAT only invoices e.g. for Insurance purposes	1
	2. Automate debt management processes based on variables including customer category or category of service but also the ability to override	
	3. Create payment plans	1
	4. Enable similar invoices to be raised repeatedly	1
	5. Enable easy creation and amendment of customer database	1
	6. Enable payment of invoices to be made via payment outlets i.e. barcoding	2
	7. Instalment plans and setting up invoices to be produced at a later date	1
	8. Produce PDF invoice and automatically send out to customer email address from system	1
	9. Allow customers to maintain their own record	2
	Response:	**Compliance:**	
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3.2.10	**Description**: The solution must be able to provide financial information on fixed assets for statutory reporting and internal asset management 1. Record automatically the monthly depreciation journal into the general ledger 2. Attach documents and photographs to assets (Link to invoice PL) 3. Track and report on assets by type, department and location 4. Provide an audit trail of asset acquisitions 5. Provide an audit trail of asset disposals	**Priority:**	1 1 1 1 1 1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.2.11	**Description**: Income Receipting produces a VAT receipt, able to be emailed or printed and given to customer	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.2.12	**Description**: Support from the supplier including an active user group and a helpdesk open during office hours	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.2.13	**Description**: VAT reporting which links to HMRC for 'Making Tax digital'	**Priority:**	1
	Response:	**Compliance:**	
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3.3 System Security

3.3.1	**Description**: Tenderers should provide full details of their system access and security provisions. They should identify which of the security and audit functions outlined are provided by the system software and which the applications software provides.	**Priority:**	1
		Compliance:	
	Response:	**Included in Price/Additional Cost?**	
3.3.2	**Description:** Please state who manages security, how and from where	**Priority:**	1
		Compliance:	
	Response:	**Included in Price/Additional Cost?**	
3.3.3	**Description:** There must be varying levels of security for different types of Users.	**Priority:**	1
		Compliance:	
	Response:	**Included in Price/Additional Cost?**	
3.3.4	**Description:** The system must allow flexible access groups to be defined including grouping of system users.	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.3.5	**Description**: Screens must be able to be tailored in such a way as to allow restricted access to functions / data depending on individual user authorisation. .	**Priority:**	1
		Compliance:	

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	Response:		**Included in Price/Additional Cost?**	
3.3.6	**Description:** It must be possible to have read only access where required.		**Priority:**	1
	Response:		**Compliance:**	
			Included in Price/Additional Cost?	
3.3.7	**Description**: Please detail the audit function of your system		**Priority:**	1
	Response:		**Compliance:**	
			Included in Price/Additional Cost?	
3.3.8	**Description**: The system must maintain an audit trail of all transactions concerned with creating, amending and deleting database records. This trail should have a reporting facility giving information on before and after values as well as time and user data.		**Priority:**	1
	Response:		**Compliance:**	
			Included in Price/Additional Cost?	
3.3.9	**Description**: The system must support a unique access identifier and password for each user.		**Priority:**	1
	Response:		**Compliance:**	
			Included in Price/Additional Cost?	
3.3.10	**Description**: The system must ensure all passwords are encrypted.		**Priority:**	1
	Response:		**Compliance:**	
			Included in Price/Additional Cost?	
3.3.11	**Description**: Please state what protection is provided from 'hackers' including support from the successful tenderer to notify security upgrades.		**Priority:**	
	Response:		**Compliance:**	

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3.4 Reporting

3.4.1	**Description**: The system must have the ability to output all reports into a spreadsheet format where necessary for amending and formatting standard fixed reports.	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.4.2	**Description**: Please describe in detail the reporting facilities provided by the system.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.4.3	**Description**: Please indicate what 'ad-hoc' reporting tools are supplied / recommended with the system. Are there any additional costs / licensing issues associated with these tools?	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.4.4	**Description**: The College expects a number of reports immediately available to cover control of data changes and routine processes. Please outline any standard reports supplied with the system.	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.4.5	**Description**: The system must have common report writing tool(s) that are used across all modules of the system.	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	

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3.4.6	**Description**: The report writing tool(s) must be capable of being used by non-technical users, in terms of both running reports that have already been defined and developing new reports and should be flexible enough to produce complex ad hoc reports.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.4.7	**Description**: The system must allow reporting on both current and historical data.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.4.8	**Description**: When reporting on historical data the system should take full account of organisational changes e.g. recreating the profile of the organisation at a specified point in time. Please outline the system's ability to provide a complete data driven history of core data including from and to dates.	**Priority:**	2
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.4.9	**Description**: As a minimum the reporting tool must offer: a) Display reports in a graphical format b) Export reports into other applications e.g. Microsoft Excel c) Create report prompts so that on opening a report the user is prompted to amend the variables. d) Preview report on screen and scrolling through a report using the page up/page down function keys. e) Calculate user defined sub totals (e.g. on change in field x, insert subtotal) and grand totals f) Perform mathematical formula on report data g) Sort report data in ascending or descending order by columns h) Group report data on one or more columns i) Search on the report data without having to page down to scroll through the data e.g. using a find option j) Parameters for the selection of report data should include operators such as: and, or, not, like, <, >, +, -, etc and allow a 'wildcard' selection k) Store standard report filters (including calculation formula) that can be accessed for inclusion in new reports. l) Direct report output to a local or network printer, to the screen or another output device m) Format reports using page breaks, headers and footers, margins, font etc.	**Priority:**	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

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	n) Provide statistical run information e.g. number of records processed, number of records extracted, number which failed extraction criteria. An individual response is required to all of the above.		1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.4.10	**Description**: The tenderer must give details of the types of reports that it is envisaged should be run as a batch process.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.4.11	**Description**: The system must allow all reports to be run as a point in time query or between date ranges.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.4.12	**Description**: The system should allow all reports to be broken down and grouped by any data item stored within the system e.g. budget holder.	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	

3.5 General Requirements

3.5.1	Description: The system must include the following modules: • General Ledger • Purchase Ledger • Purchase Ordering (may be part of purchase ledger) • Sales Ledger • Fixed Assets Ledger • Cash Book	Priority:	1

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	• Budgeting • Reporting – if not handled across the system in a different way)		
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.5.2	**Description**: The system must be able to accommodate: a) Multiple separate organisations	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.5.3	**Description**: Please describe how the system handles multiple users accessing a record at the same time.	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.5.4	**Description**: The system must have full context sensitive help screens available within all areas of the system.	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.5.5	**Description**: The system should provide the facility for help screens to be user defined/ augmented with College relevant information.	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.5.6	**Description**: Error messages must be clear and understandable to a non-technical user, indicating the error and appropriate action required	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	

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3.5.7	**Description**: The system should provide the facility for error messages to be tailored to suit College terminology	**Priority:**	
	Response:	**Compliance:**	
	.	**Included in Price/Additional Cost?**	
3.5.8	**Description**: The system must provide a test environment where any changes to the system can be tested before being applied to the live environment, including the facility to transfer live data periodically to ensure test data reflects the system in operation. This live to test transfer should also be able to be automated on a regular schedule	**Priority:**	1
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.5.9	**Description**: The system should provide a facility for both real time and batch updates of records. Please outline the facilities provided for batch input of data.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.5.10	**Description**: The system must offer the facility for validation of both real time and batch transactions.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
3.5.11	**Description**: The system should include some form of workflow in its processes. Please outline how the concept of workflow is incorporated within the package.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	

3.6   Standard Reports Provided

3.6.1	**Description**: Establishment reports	**Priority:**	

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| | Response: | Compliance: | |
| | | Included in Price/Additional Cost? | |

4. Usability of Software

The usability of the software will be evaluated during demonstrations and/or site visits, and along with other relevant considerations of the using organisation including usability from other section of this document, the following will be considered:

4.1	**Description**: Ease of data transfer to with other on-site systems (e.g.iTrent and ProSolution)	Priority:	
	Response:	Compliance:	
		Included in Price/Additional Cost?	
4.2	**Description**: The ability to reconfigure screens to allow for bespoke fields to be added, if required	Priority:	
	Response:	Compliance:	
		Included in Price/Additional Cost?	
4.3	**Description**: The user friendliness of using the software on a day-to-day basis.	Priority:	
	Response:	Compliance:	
		Included in Price/Additional Cost?	
4.4	**Description**: Report writing	Priority:	
	Response:	Compliance:	
		Included in Price/Additional Cost?	
4.5	**Description**: DDA compliance	Priority:	
		Compliance:	

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Response:		**Included in Price/Additional Cost?**	

5. Service Delivery

5.1 Implementation Plan of Project Roll-Out

5.1.1	**Description**: Evidence that an implementation plan has been produced to document the structure of the project and monitor the project progress.	**Priority:**	
		Included in Price/Additional Cost?	
5.1.2	**Description**: The implementation plan must include the installation of a test system and user manuals 3 months prior to the live installation, and the installation and set-up of the live system one month prior to the 'go live' date.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
5.1.3	**Description**: A named single point of contact is required for all enquires raised by the College during the implementation stage. Who will this be and what qualities will they provide that will benefit the College?	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	

5.2 On-site Technical Support During Implementation

5.2.1	**Description**: What techniques will you use to allow you to fully understand the requirements of the College prior to installing the software?	**Priority:**	
	Response:	**Compliance:**	

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			Included in Price/Additional Cost?	
5.2.2	**Description**: How will the findings from your research be communicated back to the College to confirm the accuracy of the detail?		**Priority:**	
	Response:		**Compliance:**	
			Included in Price/Additional Cost?	
5.2.3	**Description**: Who is responsible for setting up the system?		**Priority:**	
	Response:		**Compliance:**	
			Included in Price/Additional Cost?	
5.2.4	**Description**: During the system set-up how do you guide us through the choice of set-up options?		**Priority:**	
	Response:		**Compliance:**	
			Included in Price/Additional Cost?	
5.2.5	**Description**: What frequency and duration of contact should we expect?		**Priority:**	
	Response:		**Compliance:**	
			Included in Price/Additional Cost?	
5.2.6	**Description**: How do you monitor the quality of delivery of your consultancy days?		**Priority:**	
	Response:		**Compliance:**	
			Included in Price/Additional Cost?	
5.2.7	**Description**: What documentation, if any, will be supplied to the College before and after each consultancy day?		**Priority:**	

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	Response:	**Compliance:**	
		Included in Price/Additional Cost?	

5.3 On-site Project Management support, if required

5.3.1	**Description**: Are the services of a Project Manager provided within your standard service delivery?	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
5.3.2	**Description**: Describe the role that the Project Manager would play within this contract.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
5.3.3	**Description**: Would the Project Manager be directly employed by your company?	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
5.3.4	**Description**: What recent experience do you have of planning a project, similar in scale to the College project?	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
5.3.5	**Description**: What measures would the Project Manager take to identify and manage Risk?	**Priority:**	
	Response:	**Compliance:**	

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		Included in Price/Additional Cost?	

5.4 Training during and after implementation of software

5.4.1	**Description**: How would you propose to undertake training for this contract? What form does the training take? i.e. classroom based, one-to-one etc.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
5.4.2	**Description**: When and where does the training take place?	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
5.4.3	**Description**: Can the training be tailored to the requirement of the College?	**Priority:**	
	Response:	**Compliance:**	
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5.4.4	**Description**: What follow up is there to the training?	**Priority:**	
	Response:	**Compliance:**	
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5.5 Remote Help Desk Support

5.5.1	**Description**: Full details of the levels of support provided **must** be given, including any options regarding different levels of support and escalation procedures in the event of problems.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	
5.5.2	**Description**: Support at certain times of the year is critical and at such times a serious situation would arise if the system were to be unavailable for more than 8 hours. It is **required** that suppliers state what contingency would be invoked for an occurrence of this nature.	**Priority:**	
	Response:	**Compliance:**	
		Included in Price/Additional Cost?	

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6. EQUAL OPPORTUNITIES

6.1. Tenderers are reminded of their obligations to comply with the provisions of the Equalities Legislation and the obligations on the successful Tenderer to assist the Council to comply with their obligations under the Equalities Legislation.

7. MODERN SALVERY & HUMAN TRAFFICKING

17.1   South Staffordshire College are also committed to ensuring there is transparency in our own business and in our approach to tackling modern slavery throughout our supply chains, consistent with our disclosure obligations under the Modern Slavery Act 2015. We expect the same high standards from all our contractors, suppliers and other business partners and as part of our contracting processes and include specific prohibitions against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, whether adults or children, and we expect that our suppliers will hold their own suppliers to the same high standards.

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels; directors; officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners.

8. Contract Price

8.1 Tenderers are required to complete the tables shown below.

Description of Cost	Price (£) Excl. VAT
Capital & Implementation Cost	
Annual Cost	

8.2 Please provide a breakdown of the capital and implementation cost. Costs identified within this section should be restricted to those which the College will incur during the first year.

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Breakdown of Cost	Number of Days	Daily Rate (£)	Price (£) Excl. VAT
Software purchase cost (a)			
On-site Technical Support cost (b)			
Project Manager Support cost (c)			

8.3   How many days of your Technical Support consultant's time does your plan allocate to:

Description of Planning Stages	Number of Days
Explaining the planning process	
Project Planning with College	
Project Co-ordination	

8.4   How many days do you think the College will need to identify for:

Description of Work	Number of Days
Understanding the planning process	
Project Planning	
Project co-ordination / review	

8.5   These stages will be undertaken by the College without the Consultant being present i.e. internal planning to ensure information is available when Consultant requires it.

What staff resource will the College need, namely?

Description of Work	Response
What level of authority would the College project lead require? Please state a generic job title of the most appropriate person to act as the College's internal lead.	

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How much time (in days) will they need to make available to concentrate solely on the project?	
In your experience is it better for the Tenderer to have a single point of contact or multiple?	

8.6 Please provide a breakdown of the annual cost. Costs identified within this section should be restricted to those which the College will incur in years 2 onwards.

Breakdown of Cost	Number of Days	Daily Rate (£)	Price (£) Excl. VAT
License cost - 9 Full Finance User Licences (100 Users-view budgets, approve and raise Purchase orders).			
Optional Annual cloud hosting (a)			
Upgrade cost (b)			
On-site Technical Support cost (b)			
Project Manager Support cost (c)			

The space below has been provided to allow the Tenderer to provide clarification on the costs stated above. Please use additional pages if required.

-

For completion by the College:

8.7 Whole Life Cost (based on a 5-year lifespan)

Capital & Implementation Costs		
Software purchase cost	*Outright cost in year 1*	£
On-site Technical support cost	*Daily rate x number of days*	£
Project Manager support cost	*Daily rate x number of days*	£
Internal Resource (Person 1)	*Daily rate x number of days*	£
Internal Resource (Person 2)	*Daily rate x number of days*	£

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Capital & Implementation Costs		
Internal Resource (Person 3)	*Daily rate x number of days*	£
Annual Costs		
Annual licence cost x 9 Full Finance User Licences (100 Users-view budgets, approve and raise Purchase orders).	*Licence cost x 5 years*	£
Upgrade cost	*Upgrade cost x 5 years*	£
On-site Technical support cost (post 'go live' date). Adjustments to software.	*Daily rate x number of days*	£
Training cost (post 'go live' date).	*Daily rate x number of days*	£
TOTAL WHOLE LIFE COST (based on 5-year lifespan)		£

8.8 For completion by the College:
Whole Life Cost (based on a 3-year lifespan)

Capital & Implementation Costs		
Software purchase cost	*Outright cost in year 1*	£
On-site Technical support cost	*Daily rate x number of days*	£
Project Manager support cost	*Daily rate x number of days*	£
Internal Resource (Person 1)	*Daily rate x number of days*	£
Internal Resource (Person 2)	*Daily rate x number of days*	£
Internal Resource (Person 3)	*Daily rate x number of days*	£
Annual Costs		
Annual licence cost x 9 Full Finance User Licences (100 Users-view budgets, approve and raise Purchase orders)	*Licence cost x 3 years*	£
Upgrade cost	*Upgrade cost x 3 years*	£
On-site Technical support cost (post 'go live' date). Adjustments to software.	*Daily rate x number of days*	£
Training cost (post 'go live' date).	*Daily rate x number of days*	£
TOTAL WHOLE LIFE COST (based on 3-year lifespan)		£

Rodbaston Campus
Corporate Headquarters
Penkridge
Staffordshire
ST19 5PH

Lichfield Campus
The Friary
Lichfield
Staffordshire
WS13 6QG

Tamworth Campus
Croft Street
Tamworth
Staffordshire
B79 8AE

Cannock Campus
The Green
Cannock
Staffordshire
WS11 1UE

Torc Campus
Silver Link Road
Glascote Heath, Tamworth
Staffordshire
B77 2HJ

Registered in England - VAT Number 947 3319 04

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South Staffordshire College
t: 0300 456 2424
e: enquiries@southstaffs.ac.uk
w: www.southstaffs.ac.uk

South Staffordshire College

Name of Company..

Name:..

Signed:..

Position held in Company: (ie Director; Manager) ....

Date:..

If you would like to submit your offer for this tender, you will find details on the UK Government Find a Tender website https://www.gov.uk/find-tender.

The closing date for this tender is 31st July 2024 at 5pm.

For more information and to return your tender, please email tenders@southstaffs.ac.uk quoting Ref 2024003

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