

Tender Specification: (Scope of work)

Date: 25th July 2017

We require an experienced consultant/IT firm to assess the current system and provide us with a revised system which will provide a more user friendly report at an individual and organisational level.

CONTENTS		Page
Section		
1	INVITATION TO TENDER	3
2	BACKGROUND	3
3	SPECIFICATION OF REQUIREMENTS	4
4	PROJECT TEAM	4
5	QUALITY ASSURANCE / HSE	4
6	CONTRACT VALUE	5
7	TENDER SUBMISSIONS	5
8	AWARD CRITERIA	5
9	QUERIES	6
10	TENDER RETURN	6

1. INVITATION TO TENDER

The Contracting Authority for the purpose of this Invitation to Tender is (Drummond and Company HR Specialists).

Their address is 198 Heaton Road, Heaton, Newcastle upon Tyne NE6 5HP

(Drummond and Company HR Specialists) is looking to engage a consultant to.

We require an experience consultant/IT firm to assess the current system and provide us with a revised system which will provide a user friendly report at individual and organisational levels.

2. BACKGROUND

We have developed Wbi, a predictive Wellbeing tool. It is an on-line questionnaire which when utilised produces an individual report and aggregated data showing for an organisation answers to 87 questions. We have used it extensively in a range of large and complex organisations.

3. SPECIFICATION OF REQUIREMENTS

3.1 Services to be provided:

Background

DrummondHR provide a service Well Being Insight (Wbi) which is a web based application which surveys organisations and provides aggregated anonymised results focusing on the wellbeing of staff. It has a statistical validation that can predict Absence in organisations to a correlate of .76 and Presenteeism to 0.86

The current version of Wbi was created in 2010.

Currently this application does not meet our needs, so wish to engage the services of a technical partner with relevant knowledge and expertise to develop Wbi using current technologies with an eye on innovation and lean work practices.

Purpose

The goal of this project is to create an improved version of Wbi that works not only in a web based environment but also embraces mobile technology. It should also include the ability to offer a licensee model that can be maintained by a central administrative function.

Scope

The Wbi web based applications allows DrummondHR to survey organisations with an 87-question questionnaire, provide instant results to individuals on their wellbeing and aggregated anonymised data to the organisations management identifying weak areas that can be improved.

Development Areas

Hardware and Software Technologies

Wbi should use not necessarily use the most cutting edge hardware and software but it should allow a “shelf life” of the new product of at least 5yrs. It should also be scalable and flexible to take account of variable levels of user numbers.

Compliance and Security

Wbi needs to meet all current and published future requirements in Data Protection and Security i.e. the General Data Protection Regulation (GDPR) which comes into effect from May 2018.

Question Models

Wbi needs to use innovative question models to get better completion rates, it also needs to create shorter questionnaires using the base 87 question set.

Organisation Management

Wbi requires organisations to be created and specific organisational data adding to allow reporting on survey data

User Management

Wbi requires various role based user access levels which can be added manually or in bulk upload

User Interface

Wbi user interface should take into consideration engagement methodologies which will improve completion rates and take into consideration how people access the questionnaire i.e. PC, tablet and mobile.

Survey Creation

Wbi needs to create survey instances and issue invites either my email or paper based (printed). There also needs to be functionality to reissue invites when needed.

Self-Management/Licensee Model

Wbi needs to allow self-management by client and a Licensee model which can all be control by a DrummondHR administrator.

Data Reports

Wbi requires a reporting function to analyse survey data, the reporting function should incorporate a stand set of reports and bespoke reports. The data should be available as exports in standard formats.

Survey Reports

Wbi needs to generate a complete survey report for an organisation not just statistical data, it should include explanations on findings based on results.

3.2 Timescales

Tenders to be submitted by September 11th 2017. To commence September 18th 2017 and work to be completed by October 30th 2017.

4. PROJECT TEAM

This is the team within (Drummond and Company HR Specialists) who will work the successful bidder.

Hamish Moore, Director

5. QUALITY ASSURANCE

Tenderers should describe their procedures for quality assuring their work stating whether they hold a recognised quality management certification.

6. CONTRACT VALUE

7. TENDER SUBMISSIONS

As a minimum tenderers should provide the following details within their proposals:

- A brief description of the company, and any relevant experience
- Experience and qualifications of the individual(s) who will be assigned to the tender.
- Examples of successful delivery of similar consultative services.
- Availability of resources required to deliver the service for the delivery period.
- A proposal as to the approach to be taken to deliver the project with a list of outcomes.

Tenders will be evaluated against the award criteria as set out within Section entitled “selection criteria for consultant” and tenderers should also demonstrate within their tender proposal the following assurance that they have:-

- Capability to meet the contract requirements;
- Quality and experience of the individual(s) delivering the contract; including evidence of a proven track record;
- Value for money and added value

8. AWARD CRITERIA

The contract will be awarded to the most economically advantageous tender evaluated against the following criteria.

Criteria	Weighting %
Experience of working on similar projects	25%
Ability to identify ways of collecting data and analysing data/reports that is user friendly	40%
Ability to deliver within timescales	10%
Price, either in total or cost per day, whichever is most cost effective	25%

9. QUERIES

To ensure a fair and transparent tender process no approach of any kind in connection with this tender should be made to any other person within, or associated with Drummond and Company apart from those mentioned above. Failure to comply may result in disqualification from the process.

10. TENDER RETURN

The completed Tender and associated documents must be submitted to

Submissions can also be made by email to hamish@drummondhr.co.uk

Closing date for all tenders is (12noon) on (11th September 2017).

This project is supported by the European Regional Development Fund as part of the European Structural and Investment Funds Growth Programme 2014-2020.