# 

**Invitation to Tender**

**for the Provision of a**

**Student Management Information System**

Contract Ref:

Dated: 22nd March 2018

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Introduction

1. BACKGROUND

Adult Education Wolverhampton (AEW) require an externally hosted web based Educational Management Information System (MIS) and enrolment system which will hold staff, student, course, enrolment and financial data. It must be compatible with the Education Skills Funding Agency (ESFA) data return requirements which are essential for the funding of the AEW Service.

Adult Education Wolverhampton secures funding from the ESFA to support adult learning opportunities for the residents of Wolverhampton and the surrounding area. During 2016/2017 there were approximately 3000 learners and 7800 enrolments. Courses are currently offered from 3 main locations in the City centre but also in several community locations. Approximately 49% of the students were enrolled on regulated and non-regulated Adult Education Budget (AEB) which included some Traineeships, 49% on Community Learning funded courses and 1% on Advanced Learner Loans. The Service also had a very small cohort on 16-19 provision and some self-funded and employer funded provision.

The Service’s current operating hours are Monday to Friday 8:00am to 9.00pm, with occasional requirements for provision and enrolment events on Saturdays between 8:00 and 4.00pm.

There are currently approximately 50 users of the MIS system with differing levels of access and permissions including MIS system Mangers, MIS Administration staff, Managers and teaching staff logons.

The system required needs to provide an ongoing performance management tool by producing the appropriate management reports with regard to the retention, and achievement of students on both accredited and non-accredited learning aims, progress and forecast of the achievement of funding allocations and must produce the necessary management reports to fully satisfy the expectations of Ofsted. AEW are looking for a system which is accurate, responsive, fully supported and can provide the appropriate functionality for a variety of user roles. The interface should be user friendly and intuitive with minimal user training required.

1. PROJECT OBJECTIVES

* To procure an MIS system for the Adult Education Wolverhampton with staged implementation within the budget identified
* To provide a system which maintains the current quality of data accuracy, error checking and reporting
* To enable the effective and efficient recording of accurate student, course and achievement data for performance management and funding claim purposes
* To safeguard and manage Service data to meet the requirements and compliance with the General Data Protection Regulations

1. Scope or work

* To provide a system which fulfils the essential specification requirements as listed in the specification section along with any other additional modules agreed to provide an effective management tool for AEW
* To provide an appropriate project timeline for installation and switch to the new system within the parameters of the academic year requirements and funding returns
* To work with all levels of AEW users during the installation and configuration of the system
* To work with the existing system provider to migrate and maintain the integrity of existing staff, student, course, enrolment and financial data into the new system
* To provide a training plan for staff dependant on their user role
* To provide a live system by July 31st 2018

1. RESPONDING TO TENDER

This Invitation to Tender (ITT) for the provision of a totally managed and hosted Student MIS is issued by Wolverhampton City Council (The Authority) acting on behalf of Adult Education Wolverhampton.

The requirements have been rated according to priority levels and are listed as either **essential** or **additional** requirements.

All responses must contain sufficient information to enable a full evaluation to be carried out, suppliers are therefore asked to respond with full descriptions and not Yes/No responses. Any response omitted from the tender will be deemed as a failure to meet this requirement.

1. SPECIFICATION of ESSENTIAL REQUIREMENTS

The Software-as-a-Service (Saas) MIS software solution is required to have the following **essential** functionality:

* 1. System Users
* Defined access levels and amendment permissions for different staff roles set by Adult Education including MIS System Manager level, MIS administrator level, read only all access for curriculum management, Tutor register marking access
* Capability for 50 logins and simultaneous access for up to 30 staff
* User access and permissions to be set up at MIS System Manager level
  1. Core system functionality
* Core system will record student details, enrolments, courses, aim results, staff information, Unique Learner Numbers (ULNs), payments and all appropriate funding and monitoring codes
* Ability to support curriculum planning including targets and funding projection
* Dashboards (user interface) are configurable relating to user role e.g. Tutor logons will only see related courses, MIS administrative staff will see all data, Manager logons will be able to view and interrogate any performance module data
* User interface (UI) must be easy to navigate for all users with intuitive screens for data entry and teaching staff
* Should work with Windows 10, IE version 11 and Google Chrome and should not require any additional plug-ins or 3rd party tools or applications to work on mobile devices
* The system must error check against the most up to date data validation rules including ESFA funding rules and Individualised Learner Record (ILR) guidance, giving effective user error messaging and easy access to the affected record
* Recording of student support activity and Learner Support funding against students
* Must have signage/timetabling facility to allocate classrooms
* The system must facilitate compliance with the general Data Protection Regulations and also ISO 027001 and UK data storage requirements
* Ability to include recording against all equalities protected characteristics
  1. Reporting and data analysis
* Performance management module should include the ability for locally set performance measures which can be monitored year round
* The ability to support qualification achievement rates (QAR) and Self Assessment reporting (SAR) reporting on screen, printed and also exported to CSV
* Standard performance reporting should include the ability to filter by Sector Subject Area, Manager or Tutor and should include reports by:
  + Academic Year
  + Age
  + ASL provision type
  + Awarding Organisation
  + Budget Code
  + Course Manager
  + Course Status
  + Course Type Category
  + Courses (Course Title)
  + Courses (Instance Code)
  + Delivery Location
  + Ward Name
  + LSOA Name
  + Ethnicity
  + Funding Model
  + Progress type
  + New Customer
  + Latest benefit Status/DP Outcome/Employment Status
  + LDD
  + Learning Aim
  + Student Home SOA Name
  + Marketing source
  + Notional NVQ Level
  + Prior Attainment
  + Provision Type
  + Qualification Type
  + SAR Area1
  + Sector Subject Area Tier 1 and 2
  + Gender
  + Withdrawal Reason
* Ability to report on funding projections
* Attendance rates calculated on registers and absence reports generated
* Generate reports on register quality issues
* Financial reporting on income generated by differing funding streams
* Ability to create bespoke data analysis reports with csv download facility for data tables
  1. Human resources
* Record staff details, qualifications and contract details and ability to include pay rates and hours teaching
* Reporting and analysis by tutor timetable
  1. Integrate or communicate with other systems
* Produce ILR submissions to meet ESFA requirements. Maintenance should include on-going by the supplier to ensure that any changes to the current rules and ILR specification are reflected in the system as specified in the versions of the ILR Specification, ILR Provider Support Manual and Funding rates and formulas documentation found at <https://www.gov.uk/government/publications/ilr-specification-validation-rules-and-appendices-2017-to-2018>
* System must have open database connectivity (ODBC) in order to extract student and enrolment information preferably in csv file format
* Must be compatible with and be able to integrate with other external databases such as the Learner Record Service and AEW website
* Provide a web page hosted by the supplier which can be accessed via an external URL link i.e. from the AEW website in order to display the current and planned course offer
* Must be able to produce ILR files in .xml format and compatible with all external funding agency data requirements, Funding Information System (FIS) as well as the most up to date provider data self-assessment tool (PDSAT)
  1. Support and service
* An independent demo system should be available at all times to enable in-house training of system users
* Onboarding including training for core staff staff users in system administration, system usage and report writing will be agreed at contract commencement. Ad-hoc training will be provided on roadmap updates as required
* Identified user roles will be able to access support as per the SLA within the contract
* Comprehensive full system online ‘help’ accessible for all system users
* Programme of regular user group meetings for AEW staff to attend and ability to provide details of user group minutes, presentations and necessary information if unable to attend
* ESFA updates must be applied to the system within the timeframes identified in the contract.
* Statutory, regulatory and legislative changes must be applied to the system prior to being enacted into the law. These changes should have no detrimental impact on the live system and at least 1 months UAT testing should be available prior to going live.
* The Provider must provide the facility to export data to csv or xlsx.
* Ability to opt in to collaborative development of future modules and purchase at additional cost in order to meet the changing requirements of AEW’s delivery profile
* Provider to give option to purchase new modules for business efficiency as and when they are developed
* As identified in the SLA, at least 5 days’ notice should be given for the routine maintenance of services and these must not be carried out during AEW’s business hours. Non planned service outages should be rectified as per the SLA.
  1. Data protection and confidentiality
* Must comply with General Data protection regulations enacted on 25 May 2018
* Able to secure data, in transit and in storage, using encryption
* Able to securely transfer data in bulk (e.g. during migration processes)
* Must have resilient Data Centre with immediate switch facility
* Must be able to secure access via IP or alternative secure authentication methods
  1. Additional non-essential functionality

AEW are also interested in the following as possible additional features and would welcome costings for these elements/modules where they are not already included in the standard system costs:

* Web-based enrolment with shopping basket facility and compatible with all the major payment systems (ie. Paypal Online Payments, Shopify, WorldPay Online, Stripe, SagePay, Klarna, Payoneer, Amazon Pay, Adyen, 2Checkout, Authorize.net). The current system used is SagePay.
* SMS text messaging and emailing services which are able to integrate with https://www.notifications.service.gov.uk/
* Ability to integrate student survey requirements with text/email messaging capabilities
* Exams management
* Student tracking from initial assessment, ILPs to achievement and progression
* Staff continuous professional development (CPD) records including dates and targets met

1. SYSTEM MOBILISATION AND ONBOARDING

The successful supplier will need to work with AEW to ensure system configuration and implementation meets essential requirements. During the transitional period they will also need to work with the current provider to ensure a smooth and successful migration of existing data to the new system by 31/07/2018.

The existing system also will remain in place until the ILR final return date of 18/10/2018 to ensure a smooth submission.

The new system must have:

* The ability to migrate staff, student, course, enrolment and finance data from the existing system (current system data exports are csv format)
* Off boarding to be agreed within 8 weeks of contract commencement
* To include the support of data migration to a new system if required at the end of contract
* Supplier staff required on site during the user acceptance testing (UAT) phase of implementation

1. RISK CONSIDERATIONS

It is essential that the system procured meets ESFA and Ofsted requirements along with AEW performance management needs through bespoke reporting. Report writer facility is required.

It is essential that the new provider works closely with AEW so that ongoing and planned data processes, recording and reporting in preparation for the 18/19 academic year can continue with as little disruption as possible during the implementation phase. This phase must be timetabled and efficiently managed. The current system will be required to remain fully operational until 18/10/2018 to enable an accurate submission of the ILR final return to ESFA and to ensure that final year performance reporting is completed to enable AEW to meet the requirements of their Self Assessment Report.

Non-compliance of the above would risk the loss of ESFA funding and therefore jeopardise the future running of Adult education Wolverhampton.

1. EVALUATION CRITERIA

The underlying principle of the evaluation methodology is to select the Most Economically Advantageous Tender (MEAT). Tender submissions will be evaluated against the criteria detailed below:

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| **AWARD CRITERIA** | **PERCENTAGE WEIGHTING** |
| **Price/Total cost of ownership** | **65%** |
| **Quality**  Sub-Criteria | **35%** |
| Compliance with functionality specification | 25% |
| Data migration and implementation project management | 6% |
| User interface | 3% |
| Training and support package | 1% |
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