

**TORBAY COUNCIL**

**RFQ Part 1 Information and  
Specification**

**Contract Reference**

**TTDA5323**

**Contract Title**

**UK Shared Prosperity Fund - People and  
Skills  
and  
Sector Pathways Programme Delivery**

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**The Tender Documents can be made available in other formats. For further information please submit your request through the Supplyingthesouthwest ProContract**

## **A Procurement Information**

### **A1 Background Information**

Torbay is benefitting from a variety of revenue funds which are to be used to build on current employment and skill opportunities and to mitigate challenges the area faces. Funding is being provided through:

- UK Shared Prosperity Fund (UKSPF)
- Torquay Towns Fund
- Torbay Council Economic Development Budget

All UKSPF funding must be spent before 31/03/2025 and any associated outputs and outcomes for UKSPF must be achieved within the same timeframe. Where additional funding has been made via the Torquay Towns Fund and Economic Development Budget, programmes will be delivered over a longer period of time, this includes spend, outputs and outcomes. This has been made clear within each lot, sections E3.1 to E3.5.

A broad summary of the opportunities and challenges below highlights the justification/s for the lots that have been chosen.

#### **Context**

Torbay's workforce is ageing and as residents retire, gaps are appearing which must be filled. This can only happen if young people are able and want to fulfil these roles.

This can only be possible if young people have the right skills and favour Torbay as a place where they would like to live, therefore we must inspire young people and offer them the education and training which equips them for the future.

Currently, Torbay has a significant level of unfilled job vacancies, most of which are in the Health and Social Care and Tourism Sectors – a challenge that isn't new to the area.

Despite unfilled vacancies, the employment landscape paints a positive picture with employment rate as high as 76.4% and unemployment rate low at 2.8%. However, underneath the surface there remains issues the area must address. There are early signs that the unemployment rate is beginning to creep up, adding to this, there are high levels of economic inactivity throughout the working age population with recent figures as high as 10,600 people economically inactive. Evidence suggests that this cohort of people are also faced with far more complex and severe challenges than previously. In turn, longer and intensive support is required to enable them to progress in to work.

Universal Credit Claimant figures remain high at 13,993 claimants. Data further shows in work poverty is increasing throughout Torbay, backed up by the rising levels of in work Universal Credit (UC) Claimants, 4,893.

NEET (Not in Education, Employment or Training) figures are also rising and are currently as high as 7.4%. This is being further compounded by the lack of provision for this cohort.

A proactive approach is required here as conversations with school career leads highlight the possibility of these figures rising further and as a result, young people are increasingly at risk of becoming NEET. Once more, there is a lack of provision for this cohort.

Torbay is home to several key sectors which are key engines of our economy. The area has sector strengths and demand for high skills across Microelectronics and Photonics, Tourism and Hospitality, Health and Social Care and Construction. Whilst these sectors continue to perform strongly, there are challenges with increasing skills gaps and shortages. This was highlighted through the HotSW Local Skills Improvement Plan (LSIP) report. Skills shortages and an outward migration of young people leaves the area suffering from 'Brain Drain'. Furthermore, evidence shows that particularly within the Microelectronics and Photonics sector, the workforce is ageing – this is likely to present future staffing challenges once current staff retire, particularly if young people are not entering the sector.

Via the Devon, Plymouth and Torbay (DPT) Careers Hub employer engagement within schools and high-quality careers advice, information and guidance is improving which will help address future recruitment challenges by engaging with young people and raising their aspirations at an earlier age. However, Challenges remain around embedding local employers into the school's curriculum which would help equip young people with the key skills employers require. Early intervention would also introduce young people to the vast array of career opportunities Torbay has to offer.

9% of Torbay's working age population have no qualifications, a figure higher than national averages. Adding to this, the percentage of residents with higher education qualifications is lower than national averages. Recent data from the Department of Education (DFE) shows that the disparity between lowest achievers and highest achievers is widening.

The HotSW Local Skills Report (2022) states that Torbay has 'Lower supply and lower demand for skills' (i.e., "Low skills equilibrium"). Therefore, Torbays Economic Growth Strategy identifies that work in Torbay should focus on 'maximising the development of existing and new opportunities within Torbay. This will include new employment and upskilling within HotSW wide growth sectors such as Photonics and Microelectronics, marine engineering, tourism and wider coastal industries. Recognising long standing challenges within the area around inclusion and employment, a specific focus will be placed upon aspiration and talent retention, seeking to support young people and adults to grow and develop within Torbay, as well as supporting companies to upskill, renew and refocus as the economy evolves.

At a local level, Torbay's Investment Plan (Appendix L) sets out how we have been utilising UKSPF funding up to now. Furthermore, each lot chosen will support the delivery of Torbay's Economic Growth Strategy 2022-2030 (Appendix M). It is therefore imperative that potential applicants consider how delivery of the lots will support Torbay's Investment Plan, which includes business support programmes currently running in the area, and the delivery of the Economic Growth Strategy.

### 1.1.1 Not Used

## **A2 Core Requirements**

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Applicants must be able to demonstrate they will meet the requirements set out in Section E2 Core Requirements for the whole term of this Contract.

## **A3 Contract Period**

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It is expected that the Contracts will commence on 1<sup>st</sup> April 2024 following award and will be in place for the following periods, subject to termination clauses within Terms and Conditions of Contract and as provided for in 72 Modification of contracts during their term of the Public Contracts Regulations 2015. Some lots will have funding additional to UKSPF and therefore contract end dates are likely to vary:

### **Lot 1 E33 Employment Support for Economically Inactive**

It is expected the contract will commence April 1<sup>st</sup>, 2024 and will run as a minimum until October 1<sup>st</sup> 2025. The contract may be delivered for a further 6 months, this will be at the successful providers discretion. The UKSPF funding must be spent in the 2024/2025 financial year. Additional funding will be included via the Torquay Towns Fund and Economic Development Budget enabling the project to run until October 1<sup>st</sup> 2025.

### **Lot 2 E33 NEET (Not In Education, Employment or Training) Support**

It is expected the contract will commence April 1<sup>st</sup>, 2024 and will run until 31<sup>st</sup> March 2025. All funding must be spent in the 2024/2025 financial year.

### **Lot 3 Green Skills**

It is expected the contract will commence April 1<sup>st</sup>, 2024 and will run until 31<sup>st</sup> March 2025. All funding must be spent in the 2024/2025 financial year.

### **Lot 4 Funding to support local digital skills**

It is expected the contract will commence April 1<sup>st</sup>, 2024 and will run until 31<sup>st</sup> March 2025. All funding must be spent in the 2024/2025 financial year.

### **Lot 5 – Tailored support to help people in employment – Sector Pathways**

*Please note Sector Pathways was not included within the UK Shared Prosperity Fund market engagement events. Sector Pathways had a separate Market Engagement Event in November 2021. However, due to the nature of the lots , it has now been included as an opportunity alongside the other lots.*

It is expected the contract will commence April 1<sup>st</sup>, 2024 and will run until 31<sup>st</sup> March 2026. UKSPF funding must be spent in the 2024/2025 financial year. Additional funding is included through the Torquay Towns Fund and Economic Development Budget, enabling the project to run until 31/03/2026.

## **A4 Division of Contract into Lots**

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This Contract is being divided into Lots.

It is critical that Applicants state clearly in their response to Question 1.2 of the Supplier Suitability Questionnaire which lots they are bidding for.

**Lot 1: Employment Support for Economically Inactive** – under this lot funding will be awarded to a single applicant or a single lead applicant in the case of a consortium bid.

**Lot 2: NEET (Not In Education, Employment or Training) Support** – under this lot funding will be awarded to a single applicant or to a single lead applicant in the case a consortium bid.

**Lot 3: Green skills courses targeted around ensuring we have the skilled workforce to achieve the government’s net zero and wider environmental ambitions** – under this lot funding will be awarded to a single applicant or to a single lead applicant in the case of a consortium bid.

**Lot 4: Funding to support local digital skills** – under this lot funding will be awarded to a single applicant or to a single lead applicant in the case of a consortium bid.

**Lot 5 Tailored support to help people in employment – Sector Pathways** - under this lot funding will be awarded to a single applicant or to a single lead applicant in the case of a consortium bid.

It is critical that Applicants state clearly in their response which lot/s they are bidding for.

Applicants may apply for one or more Lot, although there is no guarantee that funding will be awarded to the same applicant in respect of multiple Lots, therefore applicants must ensure each intervention can be delivered in isolation.

There is no limit to the number of Lots applicants can apply for or the number of Lots that may be awarded to a single Applicant.

We will also accept a consortium bid but there must be a clear lead partner with overall responsibility for the lot.

## A5 Contract Price

Funding has been allocated against each lot as follows:

	2024/2025 (start 01/04/2024)		2025/2026 (start 01/04/2025)		Totals
	Cap	Rev	Cap	Rev	
<b>Lot 1</b>	£20,000	£252,837		£122,000	£394,837
<b>Lot 2</b>	X	£100,000	X	X	£100,000
<b>Lot 3</b>	£20,000	£80,000	X	X	£100,000
<b>Lot 4</b>	X	£50,000	X	X	£50,000
<b>Lot 5</b>	X	£258,719	X	£226,000	£484,719

## A6 Price Review

The price offered by the Applicant in Part 3 Pricing Schedule must be firm and fixed for the duration of the Contract. The schedule in RFQ Part 3 Pricing Schedule has been structured to enable pricing to be provided for the whole life of the Contract. Therefore no further price reviews will be available.

## A7 Procurement Timetable

Torbay Council proposes the following timetable for the award of the Contract(s):

Procurement Stage	Dates
Tender Documents Published	Friday 8 <sup>th</sup> December 2023
*First Clarification Question Submission Deadline	Monday 18 <sup>th</sup> December 2023 by 12:00 noon
*First Clarification Responses Deadline (to be issued by)	Thursday 21 <sup>st</sup> December 2023
*Second Clarification Questions Submission Deadline	Tuesday 23 <sup>rd</sup> January 2024 by 12:00 noon
*Second Clarification Responses Deadline (to be issued by)	Friday 26 <sup>th</sup> January 2024
<b>Tender Submission Date &amp; Time</b>	<b>Friday 02<sup>nd</sup> February 2024 no later than 12:00 noon</b>
Evaluation Period	Monday 05 <sup>th</sup> February 2024 to Friday 23 <sup>rd</sup> February 2024
Contract Award Notification	Monday 26 <sup>th</sup> February 2024
Standstill Period	Tuesday 27 <sup>th</sup> February 2023 to Friday 08 <sup>th</sup> March 2024
Contract Start	Monday 1 <sup>st</sup> April 2024

Torbay Council reserves the right to change the above timetable and Applicants will be notified accordingly if there is a change.

\*Please note: Due to this Tender being issued over the Christmas and New Year period, there will be two Clarification periods for receiving and responding to Clarification questions.

Questions received up to 12:00 noon on Monday 18<sup>th</sup> December 2023 will be responded to by Thursday 21<sup>st</sup> December 2023. After this date, questions may be posted by Applicant's on ProContract's 'Messaging' facility at any time through the festive period, but they will not be responded to until Tuesday 09<sup>th</sup> January 2024.

The second deadline for receiving Clarification questions, is by 12 noon on Tuesday 23<sup>rd</sup> January 2024.



For Information

Please further note: Due to the Project's critical path, any request for an extension to this deadline which will impact on timescales for delivery is unlikely to be granted.

## **A8 Not Used**

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# **B Procurement Process**

## **B1 Procurement Procedure**

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Torbay Council is inviting expressions of interest and Bids from Applicants in response to the Notice published on Find a Tender (FTS) under the identification number 2023/S 000-036288 dated 08<sup>th</sup> December 2023. This Procurement is being undertaken in accordance with the Regulations 74, 75 and 76 of the Public Contracts Regulations 2015 (SI 2015/102) relating to the award of contracts for Social and Other Specific Services, the tender process will broadly follow the Open Procedure as outlined within the Public Contracts Regulations 2015 (SI 2015/102).

## **B2 Stage 1 Supplier Suitability**

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The Council may take account of any prior knowledge it has of the Applicant, its practice, reputation or its involvement in existing services, projects or procurements to the extent that such knowledge indicates that information contained in the Applicant's Supplier Suitability Questionnaire (SSQ) submission is false, misleading or inaccurate.

The Council will test Applicants' previous experience, existing capacity, compliance with relevant legislation and their ability to demonstrate that there are no formal grounds for exclusion, using the questionnaire at section B of Part 2 Response Document.

The Applicant's response will be evaluated in accordance with the scoring methodology set out in section B4 below.

For Information

Applicants will need to satisfy the requirements of Stage 1 in order for their Stage 2 response to be evaluated.

## B2.1 Supplier Suitability Criteria

Applicants are advised to ensure they have read and fully understand the criteria below, which will be used in assessing responses within section A. Supplier Suitability Questionnaire of Part 2 Response:

Stage One Selection	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
<b>Supplier Suitability Questionnaire</b>		<b>Pass</b>		<b>Pass</b>
<b>Part 1 Potential Supplier Information, comprising:</b>	<b>Torbay Council may exclude any Applicant who fails part or all of this section.</b>			
Section 1 Potential Supplier Information	This will be assessed on the basis of pass or fail. In order for the response to be considered a pass it must be fully completed by the Applicant and the Applicant must demonstrate that they meet the requirements of this section.		Pass	Pass
<b>Part 2 Exclusion Grounds:</b>	<b>Torbay Council may exclude any Applicant who fails this section.</b>			
Section 2 Grounds for Mandatory Exclusion	This will be assessed on the basis of pass or fail. Torbay Council may exclude any Applicant who answers 'Yes' in any of the situations set out in this section.  The decision to exclude an Applicant in relation to the Exclusion Grounds will be subject to evidence of self-cleaning being provided by the Applicant demonstrating its reliability despite the existence of a relevant exclusion ground and Torbay Council considering such evidence to be sufficient.		Pass	Pass
Section 3 Mandatory and discretionary grounds relating	This will be assessed on the basis of pass or fail. Torbay Council may exclude any Applicant who answers 'Yes' to any of the situations set out in this section.		Pass	Pass

Stage One Selection	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
to the payment of taxes and social security contributions	Torbay Council reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.			
Section 4 Grounds for Discretionary Exclusion	<p>This will be assessed on the basis of pass or fail. Torbay Council may exclude any Applicant who answers 'Yes' to any of the situations set out in this section.</p> <p>The decision to exclude an Applicant in relation to the Exclusion Grounds will be subject to evidence of self-cleaning being provided by the Applicant demonstrating its reliability despite the existence of a relevant exclusion ground and Torbay Council considering such evidence to be sufficient.</p>		Pass	Pass
Part 3 Selection Questions	<p><b>Supporting evidence submitted in response to this section will only be evaluated as part of award due diligence should the Applicant be successful. At this stage, pass or fail evaluation is based on a completed response being received or self-certifying that the relevant criterion is met (see question-specific criteria below).</b></p> <p><b>Torbay Council may exclude any Applicant who fails to complete part or all of this section.</b></p>			
Section 5 Economic and Financial Standing	<p>This will be assessed on the basis of pass or fail.</p> <p><b>Assessment of Suitable Financial Standing</b></p> <p><b>Question 5.1, 5.2 or 5.3</b> – where the Applicant has provided the requested documentation, the response will be deemed a pass. Where the Applicant has not provided the requested documentation, the response will be deemed a fail. The</p>		Pass	Pass

Stage One Selection	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
	<p>information provided will only be assessed in respect of the successful Applicant(s) as part of Award Due Diligence.</p> <p><b>Question 5.4</b> – the Applicant is required to indicate whether their annual turnover for the previous 2 financial years is a minimum of twice the Annual Contract Value of<sup>1</sup>.</p> <ul style="list-style-type: none"> <li>• Lot 1- £197,418.50<sup>2</sup></li> <li>• Lot 2- £50,000<sup>2</sup></li> <li>• Lot 3- £50,000<sup>2</sup></li> <li>• Lot 4- £25,000<sup>2</sup></li> <li>• Lot 5- £242,359.50<sup>2</sup></li> </ul> <p>A 'Yes' response will be considered to be a pass and a 'No' response a fail.</p> <p><b>Question 5.5</b> –where the applicant has confirmed they meet the requirement or the requirement is not applicable, this will be deemed a pass. Where they confirm they do not meet the requirement, this will be deemed a fail.</p> <p><b>Overall Assessment of Section 5</b></p> <p>At this stage Applicants will not be excluded from the process solely on the basis of failing one or more requirements in section 5. Torbay Council will consider all of the information provided by the successful Applicant(s) in their response to this section and undertake further financial checks, in accordance</p>			

<sup>1</sup> The annual contract value is defined as the minimum anticipated spend over the life of the contract divided by the length of the contract, including any extensions.

<sup>2</sup> Average annual contract value

Stage One Selection	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
	<p>with Award Due Diligence below, to determine whether they have passed or failed this section in its entirety.</p> <p><b>Award Due Diligence</b></p> <p>The Council will carry out a credit check on the successful Applicant, using Dun and Bradstreet's Finance Analytics system. The information, together with the Applicant's response to the questions in section 5, will be used to ascertain whether a broad financial appraisal should be undertaken.</p> <p>Where the requirement for a broad financial appraisal is established through the evaluation of the Selection Questionnaire, the Council will undertake an assessment of the circumstances of the Contract and the Applicant to determine financial capacity, health and dependency. This appraisal will be used to inform an assessment of risk. In making this assessment, Torbay Council will appraise a range of financial information applying a broad commercial perspective, including an appraisal of the financial statements submitted by the Applicant and an appraisal of other relevant sources of financial information, including but not limited to Dun and Bradstreet's Finance Analytics system. Torbay Council will use the outcomes of this appraisal to determine the Applicant's financial standing and in its opinion the level of risk to Torbay Council and as such whether a guarantor will be required. Where the appraisal indicates to Torbay Council that the Applicant is a clearly unrealistic bidder with inadequate resources and without, in its opinion, adequate financial support guarantees,</p>			

For Information

Stage One Selection	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
	Torbay Council reserves the right to reject the Applicant's bid and the contract will not be awarded.			
Section 6 Additional Questions (6.1 to 6.3)	<p><b>Question 6.1 (a)</b> will be assessed on the basis of pass or fail. Where applicable, and if the Applicant has indicated they have the required level of insurance held against each requirement, this will be deemed a pass. Where they do not indicate the required level of insurance held against one or more of the requirements, this will be deemed a fail.</p> <p>The successful Applicant will be required to provide evidence of compliance with these requirements as part of the due diligence process.</p> <p><b>Questions 6.1 (b) and 6.1 (c)</b> Not used.</p>		Pass	Pass

**B3    Stage 2 Award**

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**B3.1    Award Evaluation**

The Council will only evaluate submissions from Applicants who have satisfied the requirements of Stage One Selection, taking into account a combination of Quality and Price. The top scoring Applicant will be considered to have been successful.

The Applicant’s response will be evaluated in accordance with the scoring methodology set out in B4.

**Please Note:** All percentage scores will be calculated to two decimal places.

Where the scoring for two or more Tender submissions is tied, the top scoring Applicant will be the Applicant who has achieved the higher score on Quality.

Applicants are advised to ensure they have read and fully understand the criteria below, which will be used in the evaluation process:

Stage Two Award	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
Terms and Conditions of Contract		Pass		Pass
Terms and Conditions of Contract	This criteria will be assessed on the basis of pass or fail. The Council will exclude any Applicant who fails this section.	Pass		Pass
Quality		100.00%		

Stage Two Award	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
<b>Mandatory Pass / Fail Questions – Data Protection</b>	This criteria will be assessed on the basis of pass or fail. The Council will exclude any Applicant who fails this section.	Pass		Pass
<b>Award Questions – PLEASE NOTE</b> that the same following questions will be asked for each of the five Lots. Where an applicant is applying for more than one Lot they must submit a separate response in respect of each Lot. But if the Applicant's responses are the same for the questions within each Lot, then they are free to copy and paste them into the response areas, within section E (Stage 2 Award Questions) of RFQ Part 2 Response, for the relevant Lots which they are bidding for.			<b>100.00%</b>	
<b>Award Questions</b>	These criteria will be assessed on the zero to five scoring basis.			
	<i>Award Question 1 - Project Proposal and Deliverability</i>		60.00%	N/A
	<i>Award Question 2 - Financial Management</i>		20.00%	N/A
	<i>Award Question 3 - Compliance</i>		20.00%	N/A
<b>Pricing Criteria</b>		<b>Pass</b>		<b>Pass</b>
<b>Pricing Schedule</b>	This criterion will be assessed on the basis of pass or fail. In order to achieve a pass the total funding requested from		Pass	Pass



For Information

Stage Two Award	Evaluation Criteria	Main Criteria	Sub-Criteria	Threshold
	UKSPF & Sector Pathways must not exceed the budget stated for that Lot.			

## **B4 Scoring Methodology**

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Responses will be assessed using one, some or all of the following methods:

### **B4.1 Pass/Fail**

Evaluation criteria assessed on a pass/fail basis are those where meeting the requirement is essential to Applicant's ability to deliver the Contract. They will usually relate to questions where a Yes or No response can be provided. The ability to meet the requirement will achieve a Pass and the Applicant will achieve a fail where they are unable to meet the requirement.

Where an Applicant fails one or more Pass/Fail criteria they will be deselected from participating further in the process and will be notified accordingly.

The criteria will also set out how the Applicant should evidence their ability to meet the requirement, this will be either:

- within their response to the mandatory criteria itself
- during due diligence prior to contract award.

If the Applicant is not able to subsequently evidence the ability to meet the requirement the response will be considered to be a fail and the Applicant will be deselected from participating further in the process and will be notified accordingly.

### **B4.2 Zero to Five Scoring**

Evaluation criteria assessed on a scoring basis will be evaluated using the zero to five scoring system in the table on the next page.

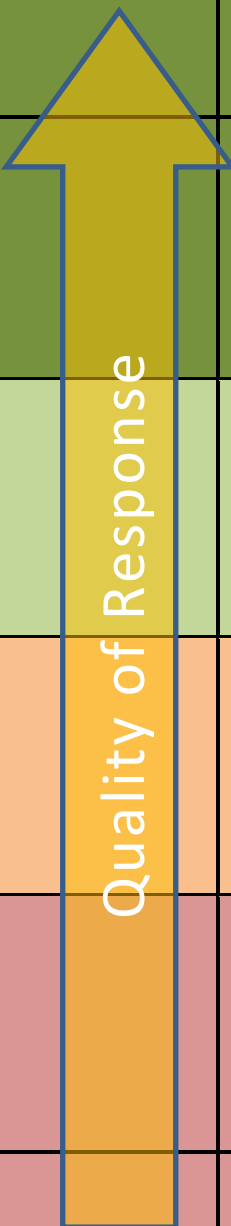
The scoring system is based on the degree to which the Applicant satisfies the requirement and provides sufficient evidence to support their response.

Where an Applicant's response is considered to have achieved a score of three, a further assessment will be made to determine whether the response has met the criteria required for a score of four or five to be awarded.

The Council's usual approach to evaluation of Tenders is for each Panel member to undertake an independent assessment of bids. The Panel will then come together in a Moderation Meeting, where a consensus score will be agreed.

Please Note: Where an Applicant's response is considered not to satisfy all of the core requirements, the maximum score achievable will be two, regardless of whether the Applicant exceeds the requirement in relation to some aspects of their response.

The scoring system awards the highest marks to those Applicants who, in addition to fully satisfying the core requirements, demonstrate their ability to meet some or all of the additional contract specific requirements or offer further services.



<b>Score 5 - Excellent</b>	Excellent demonstration by the Applicant of the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the core requirements and most or all of the additional requirements, with evidence to support the response. Response identifies significant added value and/or innovation.
<b>Score 4</b>	Good demonstration by the Applicant of the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the core requirements and some or most of the additional requirements, with evidence to support the response. Response identifies potential added value.
<b>Score 3</b>	Satisfactory demonstration by the Applicant of the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the core requirements, with sufficient evidence to support the response.
<b>Score 2</b>	Demonstration by the Applicant of the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the majority of the core requirements and/or limited evidence to support the response.
<b>Score 1</b>	Poor demonstration by the Applicant of the relevant ability, understanding, experience, skills, resource & quality measures required to deliver the core requirements, with little or no evidence to support the response.
<b>Score 0 - Unacceptable</b>	Does not comply and/or unacceptable demonstration by the Applicant of the ability, understanding, experience, skills, resource & quality measures required to deliver the core requirements, with little or no evidence to support the response.

**Scoring Example:**

<b>Sub Criteria % = 15.00%</b>			
<b>Applicant</b>	<b>Assessment</b>	<b>Score Awarded</b>	<b>% Score</b>
Applicant A	Exceeds the core requirement, with an exceptional demonstration of relevant ability, understanding, experience, skills, resource and quality measures required to deliver the Contract, with evidence of significant added value/innovation	5	15.00%
Applicant B	Fully meets the core requirements, provides sufficient evidence to demonstrate their ability to deliver the contract and offers some potential added value.	4	12.00%
Applicant C	Meets the core requirements, provides adequate evidence to demonstrate their ability to meet those requirements.	3	9.00%
Applicant D	Provides adequate evidence to demonstrate their ability to meet some, but not all, of the core requirements and offers some added value and innovation in relation to aspects of their offer.	2	6.00%
Applicant E	Applicant states they can fully meet the core requirements, but does not provide sufficient evidence to demonstrate this.	2	6.00%
Applicant F	Applicant does not provide sufficient assurance that they have the relevant ability, understanding, experience, skills, resource & quality measures required to meet the majority of the core requirements.	1	3.00%
Applicant G	Applicant does not provide sufficient assurance that they have the relevant ability, understanding, experience, skills, resource & quality measures required to meet any of the core requirements.	0	0.00%

**B4.3 The Requirement:**

Applicants will be initially assessed against all of the requirements within Section E Specification

For Information

**B4.4 Not Used**

## C Tender Requirements

### C1 Communication

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**All** communication between the Council and Applicants will take place through ProContract]. Applicants must not make direct contact with Council officers, during the procurement process regarding this tender.

**Please Note:** Applicants are responsible, at all times during the Tender process, for checking whether any messages or amendments have been issued through ProContract.

### C2 Tender Clarification

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**Please Note:** The Council will only accept clarification questions, including queries or suggestions on the Terms and Conditions, during the clarification period stated in the Procurement Timetable, unless the question is directly related to a clarification response issued by the Council on or after the deadline for submission of questions.

The Council will not negotiate on any of the substantive terms of the tender documents or requirements set out within those documents.

Responses to clarification questions will be provided to all Applicants except where the question:

- (a) is innovation based, in which case the response will only be provided to the Applicant who raised the question; or
- (b) relates to confidential Documents, in which case the response will only be provided to Applicants who have submitted a Confidentiality Agreement.

Torbay Council will endeavour to respond to clarification questions within 5 working days of the date the question is submitted, or the next working day if the question is submitted on a non-working day.

The identity of Applicants raising questions will remain confidential.

Applicants are responsible for ensuring they read and understand all of the responses to questions that have been raised.

### C3 Amendment to Documents

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Applicants are responsible for ensuring they have read all communications relating to the amendment of tender documents and will be considered to have taken any amendments into account when preparing their submission.

## C4 Post Tender Clarification

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Post tender clarification will be for the purposes of clarifying or supplementing the content of an Applicant's submission or Torbay Council's requirements where this would not be discriminatory to other Applicants. Questions may be issued to one, some or all Applicants as appropriate.

**Please Note:**

- Where post tender clarification results in modification to an Applicant's Tender the Council reserves the right to reject the Tender.
- Where post tender clarification results in substantial modification to the requirements, the process undertaken or the Contract, the Council reserves the right to restart or abandon the Tender process.
- Failure to respond to post tender clarification questions within the specified timescale may result in the Applicant's Tender being rejected.

## C5 Preparation and Completion of Tenders

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Applicants are responsible for ensuring they fully understand the requirements and have all the information they need to enable them to submit a response, within the time required. The Council will not accept any claims related to an Applicant's failure to read and understand the documents.

**Please Note:** The Council is committed to meeting its transparency commitment and may be obliged to disclose information relating to this tender or an individual Applicant's response. Any information disclosed by the Council will be in accordance with what is currently disclosable under Freedom of Information legislation. Applicants must ensure they understand the limitations on Freedom of Information exemptions for confidentiality and commercially sensitive information and are requested to clearly identify anything contained within their submission which they consider to be commercially sensitive either during the tender process or after conclusion of the Contract.

Applicants are advised to note the following when completing their response:

- (a) all responses must be in English or GBP £ sterling;
- (b) responses must be submitted using RFQ Part 2 Response and RFQ Part 3 Pricing Schedule
- (c) the format and layout of the response documents must not be altered;
- (d) each question should be answered in full and should not refer evaluators to other responses within RFQ Part 2 Response;
- (e) where a question does not apply to an Applicant they should clearly state N/A in the response section;
- (f) evaluators cannot take into account any prior knowledge they have of your organisation or its capabilities, they will assess your Tender purely on the basis of the information you provide within it;

- (g) where a word or page limit has been set any part of the response which exceeds that limit will not be evaluated;
- (h) supporting documents / appendices will only be evaluated where these have been permitted and must be clearly referenced within your response;
- (i) individual evaluators may not evaluate every question and the evaluation panel may include partner organisations or people who use Council services;
- (j) all documents must be completed in full, in accordance with any specific instructions set out within the documents and signed where required.

**Please Note:** Failure to complete or submit any of the Documents in accordance with Torbay Council's requirements may result in the Tender being rejected.

Applicants are responsible for meeting any costs, expenses or liabilities incurred in connection with this process, including if it is terminated or amended. The Council will not be responsible, nor will they pay for any expense or loss which may be incurred by Applicants in the preparation of their Tenders, or any other aspect of the Tender process.

**Please Note:** Applicants are expected to read, understand and confirm their acceptance of the Terms and Conditions before submitting their Tender.

## C6 Submission and Opening of Tenders

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Applicants should submit all documentation electronically through ProContract ([www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)) using the Response Wizard as directed in the 'Supplier Guide' located in the help section or in Appendix A ProContract User Guide.

**Please Note:** Failure to complete or submit RFQ Part 2 Response and RFQ Part 3 Pricing Schedule in accordance with the Council's requirements may result in the Tender being rejected.

Applicants are responsible for ensuring:

- (a) they have submitted all of the required documents in the correct format;
- (b) their response is submitted by the deadline. **Please Note:** any submissions classified by ProContract as late will be rejected.

If the Council is made aware of any technical issues with ProContract, which may prevent Applicants from meeting the submission deadline, the deadline may be extended. However, Applicants are strongly advised to submit their Tender response in good time.

An Applicant's submitted Tender will constitute an irrevocable offer to provide the required goods, services or works.

All Tenders will remain electronically sealed until the Submission deadline, when they will be unsealed by a member of the Procurement Team.

### Technical Support

If you experience any problems with ProContract please contact the Proactis support desk:



[ProContractSuppliers@proactis.com](mailto:ProContractSuppliers@proactis.com)

Or click on the Help link at the bottom of the web page.

**Please Note:** If your issue is time sensitive call:

**0330 005 0352**

This line is available 09:00 to 17:30 Monday to Friday (excluding English bank and public holidays).

## **C7 Rejection of Tenders**

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The Council will only reject Tenders where rejection is without prejudice to any other civil remedies available to the Council or any criminal liability which the Applicant's conduct may attract.

The Council will reject any Tender where:

- (a) submission was made after the date and time specified on the Documents;
- (b) submission was not made through ProContract
- (c) the Applicant has not accepted the Council's Terms and Conditions. **Please Note:** Torbay Council will seek clarification from the Applicant prior to rejecting the Tender;
- (d) the Applicant acts in any way improperly, including but not limited to canvassing, price fixing or inducements (which relate to offences under the Bribery Act 2010, Section 117 of the Local Government Act 1972 or any future legislation); or
- (e) the Council has become aware at any point that the Applicant has been afforded a competitive advantage or has a conflict of interest that cannot be rectified.
- (f) Torbay Council has, after evaluation and moderation, determined that a threshold has not been achieved.

Torbay Council may at its absolute discretion reject any Tender where:

- (a) any situation(s) set out in Sections 2, 3 or 4 of the Supplier Suitability Questionnaire are found by the Council to apply to the Applicant;
- (b) it is not in accordance with the required format;
- (c) the Applicant alters the Documents in any way;
- (d) it is considered by Torbay Council to be incomplete (see C7.1); or vague;
- (e) any of the information provided by an Applicant is found to be inaccurate
- (f) the Applicant contradicts itself in terms of any information provided;
- (g) the Applicant fails to demonstrate it will meet its TUPE obligations, where applicable to the contract;
- (h) the price has been assessed as being abnormally low (see C7.2);
- (i) the Applicant's price exceeds Torbay Council's declared budget;
- (j) the Applicant does not respond to post tender clarification questions within the specified timescale;
- (k) the tender has been qualified in any way; or

- (l) it is in breach of any condition contained within it.

### C7.1 **Rejection of Tenders**

Where an Applicant's price has been assessed as being abnormally low Torbay Council will require the Applicant to explain the price proposed and will assess the explanation in accordance with the guidance set out in the Public Contracts Regulations 2015. The Tender will only be rejected where the evidence provided does not satisfactorily account for the low price or where the Applicant has obtained State Aid that has resulted in a distortion in competition.

Advice in assessing the explanation may be sought from Torbay Council's Corporate Finance section.

### C7.2 **Abnormally Low Tenders**

Tenders will be considered incomplete where the Applicant has not:

- (a) submitted all of the required Documents, including any supporting information requested;
- (b) fully completed all of the Documents required;
- (c) responded to all of the questions; or
- (d) submitted the Documents in the required format.

## C8 **Evaluation and Award**

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All accepted Tenders will be evaluated in accordance with the evaluation criteria set out in the Documents.

Torbay Council will only complete a full evaluation of Tenders which meet conditions of tender and have not been rejected for any of the reasons set out above (see C7).

The evaluation will be carried out by an Evaluation Panel and will be moderated by a member of the Procurement Team.

**Please Note:** Not all Panel members may assess every question, but all Tenders will be evaluated in the same manner and by the same Panel. Evaluation Panels may not comprise solely of Torbay Council's Officers, but may also include other key stakeholders, such as partner organisations and people who use Council services.

On completion of the evaluation process approval to award the Tender will be sought in accordance with Torbay Council's approval procedure. All Applicants will be notified through ProContract of the Tender outcome, whether this is to award or not to award the Contract.

**Please Note:** Applicants will be advised through ProContract of any changes to the decision date.

## C9 Legal and Contracting Arrangements

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Information supplied by the Council as part of the tender process is supplied in good faith and Applicants must satisfy themselves as to the accuracy of such information. The Council accepts no responsibility for any loss or damage arising from the use by Applicants of such information. All information issued to Applicants must be treated as confidential.

Applicants must ensure that they are fully familiar with the nature and extent of the obligations that they will take on if their Tender is accepted.

The information provided by Applicants will be relied upon to be true and accurate and will form part of the Contract with the successful Applicant. **Please Note:** If any of the information provided by an Applicant is found to be inaccurate the Applicant may be excluded from further participation in this or any future Tender issued by Torbay Council and could lead to termination of any resultant Contract.

In submitting a response Applicants will be confirming to Torbay Council that:

- (a) they have satisfied themselves of the accuracy and viability of all prices or rates they have quoted;
- (b) all prices or rates quoted will (unless otherwise provided for in the Contract) cover all of the Applicant's obligations under the Contract;
- (c) they have obtained all of the necessary information in relation to risks, contingencies or any other circumstances which reasonably influence or affect their bid;
- (d) their Tender is accurate and sufficient.

Torbay Council may, at its sole discretion, terminate the tendering procedure at any time. If such action is taken, Applicants will be notified through ProContract.

Torbay Council reserves the right to restart or abandon the Tender process where the lowest price submitted exceeds its estimate or available budget.

The Applicant's offer shall remain open for acceptance for a period of 6 months from the closing date and may be extended by mutual agreement.

**Please Note:** if the successful Applicant does not accept the Terms and Conditions as drafted Torbay Council reserves the right to withdraw the Contract award and class the submission as non-compliant.

Any acceptance of the Tender by the Council will be communicated in writing to the Applicant and upon that acceptance the Contract shall become binding on all parties.

Prior to issuing the Contract the successful Applicant may be required to provide evidence, including but not limited to, the accuracy of their self-assessment within Section B Supplier Suitability Questionnaire of RFQ Part 2 Response and compliance with any Contractual requirements such as insurances, disclosure and barring service checks and policies and procedures.

**Please Note:** If the successful Applicant is unable to provide this evidence the Council reserves the right to withdraw the Contract award and class the submission as non-

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compliant.

The successful Applicant will not be allowed to commence performing the Contract prior to the formal Contract documents being signed by both parties, unless written agreement to do so has been given by the Council's Legal Service.

## D Glossary

### D1 Tender Documents

The following documents, together with the Appendices and Links at 0 below, form the tender documents:

Document	Purpose	For Completion and Submission
Part 1 Information and Specification	Contains: <ul style="list-style-type: none"> <li>information on the procurement process and how it will be conducted;</li> <li>the Council's requirements in relation to the goods, services or works being procured.</li> </ul>	No
Part 2 Response Document	Contains: <ul style="list-style-type: none"> <li>the Certificates and Declarations to which all Applicants must conform;</li> <li>the SSQ;</li> <li>terms and conditions of contract</li> <li>award questions</li> <li>pricing schedule</li> </ul>	Yes
RFQ Part 3 Pricing Schedule	Contains the Applicant's pricing proposals for this Tender.	Yes
Part 4 Selection Questionnaire (Parts 1 and 2 Declaration)	To be completed <u>by organisations that form part of the bidding group/consortium or subcontractor being relied on.</u>	Yes – <u>if applicable</u>
Appendix I Cloud Information Security Questionnaire	Where the Applicant is proposing a Cloud-based service, the Applicant is required to complete and submit this Questionnaire.	Yes – <u>if applicable</u>
Terms and Conditions of Contract	Contains the terms and conditions under which the resultant Contract will operate	No. Applicants are required to confirm acceptance as part of their response

## D2 Appendices and Links

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- Appendix A ProContract User Guide
- Appendix B Not Used
- Appendix C Not Used
- Appendix D Not Used
- Appendix E Not Used
- Appendix F Health and Safety Policy Statement
- Appendix G Not Used
- Appendix H Not Used
- Appendix I Cloud Information Security Questionnaire
- Appendix J Torbay Council Environment and Carbon Neutral Policy
- Appendix K Policy, Procedure and Plan Requirements
- Appendix L Torbay UKSPF Investment Plan
- Appendix M Torbay Economic Growth Strategy
- Appendix N Torbay Council Draft Corporate and Community Plan
- Appendix O Devon and Somerset Local Skills Improvement Plan
- Appendix P Torbay UKSPF People and Skills Market Engagement Q+A - 06 July 2023
- Appendix Q Torbay UKSPF People & Skills Market Engagement Event Q+A - August 2023
- Appendix R Torbay UKSPF People & Skills Market Engagement Event Q+A - September 2023
- List of Mandatory and Discretionary Exclusions:  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/551130/List\\_of\\_Mandatory\\_and\\_Discretionary\\_Exclusions.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf)
- EU Definition of an SME:  
<http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/>
- PSC Guidance:  
<https://www.gov.uk/government/publications/guidance-to-the-people-with-significant-control-requirements-for-companies-and-limited-liability-partnerships>

## D3 Definitions

Term	Definition
<b>Council</b>	Torbay Council, being the Contracting Authority or anyone acting on behalf of Torbay Council, that is seeking to invite suitable applicants to participate in this procurement process
<b>Applicant</b>	An organisation that may respond to this Tender.
<b>Authority Authorised Representative</b>	The Officer leading the Tender process on behalf of Torbay Council who may be responsible for managing the resultant Contract.
<b>Award</b>	The process by which Torbay Council will determine the successful bidder in accordance with <i>Regulation 67 Contract award criteria</i> of the Public Contracts Regulations 2015.
<b>Award Questions</b>	The written response submitted by the Applicant to evidence their ability to meet Torbay Council's requirements, which will form part of the evaluation process upon which award of the Contract will be based.
<b>Confidential Information</b>	Any information or documents which Torbay Council considers to be confidential in nature and which will only be made available to Applicants who sign and submit a Confidentiality Agreement.
<b>Contract Procedures</b>	The procedures put in place by Authority on how contracts with external suppliers must be put into place.
<b>Contract Term</b>	The length of the Contract including extensions, if available.
<b>Contracting Authority</b>	Torbay Council and any other Authority on whose behalf Torbay Council may be working.
<b>Contractor, Provider or Supplier</b>	The Applicant awarded the Contract culminating from an offer to supply accepted by Torbay Council.
<b>Documents</b>	All of the tender documents in relation to this Tender.

<b>Term</b>	<b>Definition</b>
<b>Eligible Users</b>	Any organisation given access to the Contract resulting from this Tender.
<b>Evidence</b>	The provision of examples, facts, data, case studies or other such information that will validate or support statements made in an Applicant's response in order to demonstrate they have the relevant ability, skills, resource and quality measures required to meet the Council's requirements.
<b>Lot</b>	One of a number of categories of goods or services into which a single procurement process has been divided. The use of lots potentially allows for multiple providers to be appointed following a single procurement process.
<b>Official Purchase Order</b>	Torbay Council's Official Purchase Order, to which these conditions apply.
<b>Price Review Mechanism</b>	The mechanism that will be used during the life of the Contract to review and vary the price.
<b>ProContract</b>	The e-tendering portal through which Torbay Council advertises opportunities and conducts Tenders.
<b>Procurement Representative</b>	The Procurement Officer who is leading the procurement process on behalf of Torbay Council.
<b>Relevant Tax Authority</b>	The organisation responsible for administering tax policy in the country in which the Applicant's organisation is established.
<b>Tender</b>	The invitation to bid for this Contract; and / or The Applicant's response to this tender opportunity.



## **E Specification**

### **E1 Overall Scope and Nature of the Requirement**

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#### **E1.1 Summary of the requirements**

- E1.1.1 The Council is looking to procure five (5) employment and skills interventions to build on local opportunities, raise skill levels and help mitigate current challenges, in align with Torbay's strategic priorities. The funding for the interventions has been made available through funding from the UK Shared Prosperity Fund, Torquay Towns Fund and Economic Development Budget.
- E1.1.2 Interventions have been split as five (5) separate lots. These are as follows:
- i. Lot 1 – E33 Employment Support for Economically Inactive
  - ii. Lot 2 – E33 Employment Support for Economically Inactive (NEET)
  - iii. Lot 3 – E39 Green Skills
  - iv. Lot 4 – E41 Digital Skills
  - v. Lot 5 – E37 Tailored support to help people in employment – Sector Pathways
- E1.1.3 Providers can bid for a lot separately, or a combination of lots. Providers must demonstrate expertise, experience and knowledge of the lot/s they are bidding for.
- E1.1.4 Each lot has core requirements providers must meet. There are core requirements which are applicable to all lots, clearly set out below. Each lot also has individual core requirements which differs for each intervention.
- E1.1.5 The Council is not being prescriptive in respect of how the project/s must be delivered using this funding and is looking for applicants to provide solutions to meet the objectives, outputs and outcomes set out in the core requirements section below.
- E1.1.6 Additionally, the authority requires applicants to align their proposals to the following:
- i. Torbay's UKSPF Investment Plan (**Appendix L**)
  - j. Torbay's Economic Growth Strategy (**Appendix M**)
  - k. Torbay Council's Corporate and Community Plan (**Appendix N**)
  - l. Devon and Somerset Local Skills Improvement Plan (LSIP) (**Appendix O**)
- E1.1.7 Where funding has been made available solely from the UK Shared Prosperity Fund, All evidence of outputs, outcomes and spend must be achieved and reported back on by 31st March 2025. This applies specifically to Lots 2, 3 and 4 and is clearly referenced in the core requirements section below.
- E1.1.8 Where additional funding has been made available through the Torquay Towns Fund, the timeline for outputs, outcomes and spend may differ. This applies specifically to lot 1 and
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lot 5 –this is clearly referenced in the core requirements section below. All UK Shared Prosperity Fund must however still be spent before 31<sup>st</sup> March 2025.

## **E2 Core Requirements (Requirements applicable to all lots)**

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### **Programme Management and Monitoring**

- E2.2.1 The supplier requirements, together with the objectives, outputs, and outcomes to be delivered using the funding are set out below Section E2.1 to E2.5
  - E2.2.2 All projects must be capable of delivering the stated outputs and outcomes within the required timescales and applicants are required to demonstrate this within their method statement responses.
  - E2.2.3 Successful suppliers are required to monitor the achievement of the outputs and outcomes set out in the tables below and report on them to the council on a quarterly basis until the end of the funding programme, timescales will vary dependant on the form of funding.
  - E2.2.4 Outputs and outcomes are clearly referenced across the lots E2.1 to E2.5 below. Definitions for the outputs and outcomes can be found at the following: [UK Shared Prosperity Fund: outputs and outcomes definitions \(2\) - GOV.UK \(www.gov.uk\)](#) **Please read these carefully ahead of any submission.**
  - E2.2.5 Torbay Council will contract manage the programme and therefore close liaison with the authority is expected to ensure success.
  - E2.2.6 Contract management processes will be in place to monitor progress, delivery of evidenced outputs and outcomes, programme risks and spend.
  - E2.2.7 Monthly progress meetings will be required with any successful provider and TDA programme manager.
  - E2.2.8 Quarterly reporting meetings will also be expected, as a minimum; more frequent meetings may be required at TDA's or the providers discretion. Progress reports and management information that relate to the objectives along with project and engagement plans will be required and will be agreed at project inception with input from the successful provider. A detailed programme risk register must be updated and provided at the quarterly meetings.
  - E2.2.9 Participant data must be collected and administered. The lengths of the information required will be agreed with the successful provider.
  - E2.2.10 The successful provider may be asked to provide ad hoc reports in response to wider requests from the funder.
  - E2.2.11 Achievement of outputs and outcomes must be supported by evidence. The mechanisms for doing so will be agreed with the provider at inception.
  - E2.2.12 The successful provider must return a final project evaluation report (data and narrative) detailing overall performance towards outputs and outcomes.
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- E2.2.13 If targets are not met, government can claw back funding, a process the authority has no control over.
- E2.2.14 To mitigate this and any future challenges, the authority will work closely with successful applicants to achieve the outputs and outcomes, through a collaborative monitoring and reporting process.
- E2.2.15 The authority would like to ensure that delivery builds a strong evidence base for future funding. Therefore, capturing participant data and monitoring outputs and outcomes is key throughout. Applicants will be required to collect and administer the following minimum reporting activity:
- i. Individual participant data
  - ii. Quarterly reporting of programme progress including outputs and outcomes monitoring, evidence for which will be agreed at inception. (including evidence).
  - iii. Case studies of positive stories and progress from participants
  - iv. A final evaluation report reflecting on progress of delivery and against overall outputs and outcomes.

### **Invoicing**

- E2.2.16 The Council will make payments to the Provider, quarterly in arrears, subject to the successful submission of financial evidence in relation to the claim in question, and after thorough due diligence checks by TDA / Torbay Council officers have been made. Whilst every effort will be made to pay providers swiftly, the pace at which providers are paid will largely be determined by the strength and accuracy of the evidence provided. Additional guidance will be provided to any successful applicant.
- E2.2.17 The Provider must make the invoice payable by Torbay Council and must be marked with Torbay Council's name and address, the Provider's name and address and the Council's official purchase order number.
- E2.2.18 The invoice must be addressed to addressed to Torbay Council and submitted by e-mail to: roxanne.hagreen@tda.uk.net .
- E2.2.19 The Provider must provide a consolidated invoicing approach as standard, including for third parties services unless otherwise specified. Any information specific to the invoice and the provision of services, must be attached to the invoice, to enable prompt processing / payment;
- E2.2.20 Providers who are registered for VAT should clearly state any VAT elements on invoices. VAT reclaimable from HMRC is not an eligible expense.
- E2.2.21 The invoice must contain a full breakdown of costs and must match the agreed pricing stated on the final quotation and official purchase order.
- E2.2.22 The Council's settlement terms are 30 days from the date of an undisputed invoice, or receipt of goods or service, whichever is the later.

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E2.2.23 Disputed parts of invoices and invoices not bearing purchase order numbers will not be paid and a corrected invoice will be required.

E2.2.24 Payment will be by BACS and remittance advices will be transmitted to the Provider by email (the Provider's appropriate email address must be supplied).

E2.2.25 Where funding has been made available through two separate funds (IE. Capital and Revenue), individual invoices will be required for this. This will be discussed and agreed at the inception meeting.

### **Strategic Alignment**

E2.2.26 **UK Shared Prosperity Fund Investment Plan** – Torbay's UKSPF Investment plan, the plan highlights the activity we are currently delivering and the background to the chosen projects.

E2.2.27 **Torbays Economic Growth Strategy 2022 to 2030** – Helping our community and residents to reach their economic potential and build an inclusive economy is a key theme within the strategy and pivotal to its success.

E2.2.28 **Torbay Council Community and Corporate Plan 2023 – 2043** – People are at the heart of the council's new community and corporate plan, featuring prominently throughout and in particular within the growing the economy section.

E2.2.29 **Devon & Somerset Local Skills Improvement Plan (LSIP) Report 2023 – Lot 5** The Sector Pathways programme must align to the body of evidence and recommendations included within the LSIP.

## **E3.1 Lot 1 - Employment Support for Economically Inactive**

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<b>Investment Priority</b>	People and Skills
<b>Intervention</b>	E33: Employment support for economically inactive people
<b>Funding</b>	Funded via the UK Shared Prosperity Fund, Torquay Towns Deal and Economic Development Budget
<b>Supplier Requirements</b>	<ul style="list-style-type: none"><li>The successful Supplier is required to deliver an employment support programme for economically inactive people, this includes but is not limited to intensive and wrap-around one-to-one support to move people closer towards mainstream provision and employment, supplemented by additional and/or specialist life and basic skills (digital, English, maths* and English speaking other languages (ESOL) support where there are local provision gaps.</li></ul>

	<ul style="list-style-type: none"> <li>• This provision can include project promoting the importance of work to help people to live healthier and more independent lives, alongside building future financial resilience and wellbeing. Beyond that, this intervention will also contribute to building community cohesion and facilitate greater shared civic pride, leading to better integration for those benefitting from English Speaking Other Languages (ESOL) support.</li> <li>• Provision will help mitigate high levels of economic inactivity throughout Torbay and project applications will deliver the following: <ul style="list-style-type: none"> <li>i. Tailored support for individuals across Torbay who are furthest away from the labour market. These can be defined as <ul style="list-style-type: none"> <li>○ Residents aged 25 to 64</li> <li>○ Residents not in receipt of benefits</li> <li>○ Residents in receipt of benefits with the exemption of those listed as 'all work related requirements' a group currently being supported by DWP work coaches.</li> <li>○ Residents who have not sought work within the last four weeks.</li> </ul> </li> <li>j. Provision of bespoke support interventions to assist residents in removing barriers, gaining confidence and the skills required to enter or move closer to the labour market. Provision will include high levels of individualised support and wrap around support through community partnerships to support residents into positive training, employability, or volunteering outcomes. Such interventions may include but are not limited to: <ul style="list-style-type: none"> <li>○ Mental and physical support</li> <li>○ Financial advice and guidance, including challenges with debt</li> <li>○ Housing support advice</li> <li>○ 1-1 coaching and peer support</li> <li>○ Education and training opportunities</li> <li>○ Employer engagement and work experience</li> </ul> </li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>○ Confidence building and work preparation skills</li> <li>○ Any other form of support necessary to the individual</li> <li>• It is expected that residents will receive comprehensive personalised assistance, drawing upon the expertise of a range of partners. Applicants will be expected to outline key partners and show knowledge and understanding of partners throughout Torbay.</li> <li>• The successful provider must also demonstrate an understanding of what support is currently in the market, and how any proposal they submit will compliment the provision.</li> </ul>	
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Reducing levels of economic inactivity through investment in bespoke intensive life and employment support tailored to local need. Investment should facilitate the join-up of mainstream provision and local services within an area for participants, using one-to-one keyworker support, improving employment outcomes for specific cohorts who face labour market barriers.</li> <li>• Supporting people furthest from the labour market to overcome barriers to work by providing cohesive, locally tailored support, including access to basic skills.</li> <li>• To improve the recruitment challenge facing local businesses by helping people furthest from the labour market to become work ready.</li> <li>• To primarily, although not exclusively, target support to those residents in Torbay's most deprived areas.</li> </ul>	
<b>Outputs (min)</b>	<b>2024 2025</b>	<b>2025 2026</b>
	<ul style="list-style-type: none"> <li>• 250 economically inactive people engaged with key worker support</li> <li>• 90 economically inactive people supported to engage with the benefits system</li> <li>• 50 socially excluded people accessing support</li> <li>• 120 people supported to access basic skills</li> </ul>	<ul style="list-style-type: none"> <li>• 125 economically inactive people engaged with key worker support</li> <li>• 45 economically inactive people supported to engage with the benefits system</li> <li>• 25 socially excluded people accessing support</li> </ul>

	<ul style="list-style-type: none"> <li>• 40 people accessing mental or physical health support leading to employment</li> <li>• 110 people supported to engage in job searching</li> <li>• 110 people receiving support to gain employment</li> </ul>	<ul style="list-style-type: none"> <li>• 60 people supported to access basic skills</li> <li>• 20 people accessing mental or physical health support leading to employment</li> <li>• 55 people supported to engage in job searching</li> <li>• 55 people receiving support to gain employment</li> </ul>	
<b>Outcomes (min)</b>	<b>2024 2025</b>	<b>2025 2026</b>	
	<ul style="list-style-type: none"> <li>• 80 Economically inactive individuals in receipt of benefits they are entitled to following support</li> <li>• 50 Active or sustained participants in community groups as a result of support</li> <li>• 120 Participants with basic skills (English, math, digital and ESOL)</li> <li>• 30 People sustaining engagement with keyworker support and additional services</li> <li>• 110 People engaged in job-searching following support</li> <li>• 100 People in employment, including self-employment, following support</li> <li>• 50 People sustaining employment for 6 months</li> </ul>	<ul style="list-style-type: none"> <li>• 40 Economically inactive individuals in receipt of benefits they are entitled to following support</li> <li>• 25 Active or sustained participants in community groups as a result of support</li> <li>• 60 Participants with basic skills (English, math, digital and ESOL)</li> <li>• 30 People sustaining engagement with keyworker support and additional services</li> <li>• 55 People engaged in job- searching following support</li> <li>• 50 People in employment, including self-employment, following support</li> <li>• 25 People sustaining employment for 6 months</li> </ul>	
<b>Example Projects</b>	<ul style="list-style-type: none"> <li>• Personalised and intensive support delivered through keyworkers, including referrals to relevant local training, skills and specialised support</li> <li>• Areas investing in the keyworker function may also procure additional services, offering life skills and basic skills support, where there are gaps in local provision</li> </ul>		

	<ul style="list-style-type: none"> <li>• Basic skills delivered in alternative or novel settings. Maths and English up to Level 1, ESOL courses and essential digital skills</li> <li>• Supported employment provision and placements for individuals with health and disability needs, including person-centred vocational profiling</li> <li>• Support groups for people with similar health barriers to share personal experiences, coping strategies, or information about their conditions</li> <li>• Counselling and advice services, including tailored work-focused mental health support, to help individuals with coping strategies and support plans for transition into work</li> <li>• Financial support to enrol onto courses and complete qualifications, debt advice to help manage money, housing support, financial support for clothes or travel, and childcare support</li> <li>• Enrichment activities for the socially isolated delivered in community centres such as sports, arts and other interactive activities. Volunteering and work experience opportunities to improve opportunities and promote wellbeing</li> <li>• Referrals to services that offer a holistic approach to substance misuse treatment</li> <li>• Person-centred emotional, practical or financial support for carers, and advice on how to balance caring and work responsibilities, or support around health and wellbeing</li> </ul>
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## E3.2 Lot 2 – NEET (Not in Education, Employment or Training Support)

<b>Investment Priority</b>	People and Skills
<b>Intervention</b>	E33 Employment support for economically inactive (NEET Support)
<b>Funding</b>	Funded via the UK Shared Prosperity Fund



Supplier Requirements	<ul style="list-style-type: none"><li>• The successful supplier is required to deliver interventions that support young people (aged 16-24) who are not in Education, Employment or Training (NEET).</li><li>• It is expected that individuals will receive personalised assistance which draws upon the expertise of various partners across Torbay. Any intervention must also connect with national and local initiatives included but not limited to Careers Hub, National Careers Service, Multiply, DWP funded provision and other interventions funded via the UKSPF, most notably those funded in the People and Skills Theme.</li><li>• Applicants will be asked to demonstrate and provide evidence that they have a detailed understanding of NEET issues and barriers as well as experience in delivering effective and innovative NEET support to aid progression.</li></ul>		
Objectives	<ul style="list-style-type: none"><li>• Reducing levels of economic inactivity (<b>NEET specifically</b>) through investment in bespoke intensive life and employment support tailored to local need. Investment should facilitate the join-up of mainstream provision and local services within an area for participants, using one-to-one keyworker support, improving employment outcomes for NEETS who face labour market barriers.</li><li>• Supporting young people furthest from the labour market to overcome barriers to work by providing cohesive, locally tailored support, including access to basic skills.</li><li>• To improve the recruitment challenge facing local businesses by helping young people furthest from the labour market to become work ready.</li><li>• To primarily, although not exclusively, target support to those residents in Torbay’s most deprived areas.</li></ul>		
Outputs (min)	<table><tr><th>2024 2025</th></tr><tr><td><ul style="list-style-type: none"><li>• 50 economically inactive people engaged with key worker support</li><li>• 30 economically inactive people supported to engage with benefits system</li><li>• 20 Socially Excluded people accessing support</li><li>• 30 people supported to access basic skills</li><li>• 30 people supported to engage in job searching</li><li>• 30 people receiving support to gain employment</li></ul></td></tr></table>	2024 2025	<ul style="list-style-type: none"><li>• 50 economically inactive people engaged with key worker support</li><li>• 30 economically inactive people supported to engage with benefits system</li><li>• 20 Socially Excluded people accessing support</li><li>• 30 people supported to access basic skills</li><li>• 30 people supported to engage in job searching</li><li>• 30 people receiving support to gain employment</li></ul>
2024 2025			
<ul style="list-style-type: none"><li>• 50 economically inactive people engaged with key worker support</li><li>• 30 economically inactive people supported to engage with benefits system</li><li>• 20 Socially Excluded people accessing support</li><li>• 30 people supported to access basic skills</li><li>• 30 people supported to engage in job searching</li><li>• 30 people receiving support to gain employment</li></ul>			

<b>Outcomes (min)</b>	<b>2024 2025</b>
	<ul style="list-style-type: none"> <li>• 20 Economically Inactive people in receipt of benefits they are entitled to following support</li> <li>• 30 Participants with basic skills</li> <li>• 10 people sustaining engagement with keyworker support and additional services</li> <li>• 30 people engaged in job searching following support</li> </ul>
<b>Example Projects</b>	<ul style="list-style-type: none"> <li>• Personalised and intensive support delivered through keyworkers, including referrals to relevant local training, skills and specialised support</li> <li>• Areas investing in the keyworker function may also procure additional services, offering life skills and basic skills support, where there are gaps in local provision</li> <li>• Basic skills delivered in alternative or novel settings. Maths and English up to Level 1, ESOL courses and essential digital skills</li> <li>• Supported employment provision and placements for individuals with health and disability needs, including person-centred vocational profiling</li> <li>• Support groups for people with similar health barriers to share personal experiences, coping strategies, or information about their conditions</li> <li>• Counselling and advice services, including tailored work-focused mental health support, to help individuals with coping strategies and support plans for transition into work</li> <li>• Financial support to enrol onto courses and complete qualifications, debt advice to help manage money, housing support, financial support for clothes or travel, and childcare support</li> <li>• Enrichment activities for the socially isolated delivered in community centres such as sports, arts and other interactive activities. Volunteering and work experience opportunities to improve opportunities and promote wellbeing</li> <li>• Referrals to services that offer a holistic approach to substance misuse treatment</li> </ul>

	<ul style="list-style-type: none"> <li>Person-centred emotional, practical or financial support for carers, and advice on how to balance caring and work responsibilities, or support around health and wellbeing</li> </ul>
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### E3.3 Lot 3 – Green skills courses

Investment Priority	People and Skills		
Intervention	E39 Green Skills		
Funding	Funded via the UK Shared Prosperity Fund		
Supplier Requirements	<ul style="list-style-type: none"><li>The supplier is required to deliver green skills courses/interventions targeted around ensuring residents across Torbay will benefit from the support. Providers are encouraged to provide innovative ideas and solutions to achieving the outputs and outcomes listed below.</li><li>The supplier should take a place-based approach to interventions and consider how any courses/ interventions can contribute to a net-zero economy both now and in the future.</li><li>There is currently a ‘green skills’ gap in Torbay. The supplier should evidence how their proposal can address this, whilst ensuring that projects can provide meaningful skills and employment opportunities with Torbay based employers.</li></ul>		
Objectives	<ul style="list-style-type: none"><li>Supporting local areas to fund gaps in local skills provision to help people to progress in work, and supplement local adult skills provision e.g. by providing additional volumes; delivering provision through wider range of routes or enabling more intensive/innovative provision, both qualification based and non-qualification based. This should be supplementary to provision available through national employment and skills programmes.</li></ul>		
Outputs (min)	<table><tr><td>2024 2025</td></tr><tr><td><ul style="list-style-type: none"><li>80 people attending training sessions</li><li>80 people supported to participate in education</li></ul></td></tr></table>	2024 2025	<ul style="list-style-type: none"><li>80 people attending training sessions</li><li>80 people supported to participate in education</li></ul>
2024 2025			
<ul style="list-style-type: none"><li>80 people attending training sessions</li><li>80 people supported to participate in education</li></ul>			
Outcomes (min)	<table><tr><td>2024 2025</td></tr><tr><td><ul style="list-style-type: none"><li>60 people gaining qualifications, licenses and skills</li></ul></td></tr></table>	2024 2025	<ul style="list-style-type: none"><li>60 people gaining qualifications, licenses and skills</li></ul>
2024 2025			
<ul style="list-style-type: none"><li>60 people gaining qualifications, licenses and skills</li></ul>			

	<ul style="list-style-type: none"> <li>60 people in education/training following support</li> </ul>
<b>Example Projects</b>	<ul style="list-style-type: none"> <li>To deliver green skills courses which support the transition to a net-zero economy.</li> <li>Upskilling or reskilling employees in/to roles across the Green sectors</li> <li>A green work experience programme which enables participants to gain technical skills, soft skills and opportunities into employment</li> <li>A targeted programme working with employed and unemployed people to develop their awareness around green skills and a net zero economy.</li> </ul>

### E3.4 Lot 4 – Funding to support local digital skills

<b>Investment Priority</b>	People and Skills
<b>Intervention</b>	E41 Funding to support local digital skills
<b>Funding</b>	Funded via the UK Shared Prosperity Fund
<b>Supplier Requirements</b>	<ul style="list-style-type: none"> <li>The supplier is required to develop a programme of activity to support local digital skills. Suppliers are encouraged to provide innovative ideas and solutions to achieve the outputs and outcomes listed below.</li> <li>The supplier should prioritise engaging Torbay residents facing digital exclusion and ensure delivery can be managed flexibly to those with high or complex needs.</li> <li>The supplier should consider referral channels and partnership working with frontline agencies to ensure a comprehensive approach to support.</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>Supporting local areas to fund gaps in local skills provision to support people to find or progress in work, and supplement local adult skills provision e.g. by providing additional volumes; delivering provision through wider range of routes or enabling more intensive/innovative provision, both qualification based and Non qualification based. This should be supplementary to provision available through national employment and skills programmes.</li> </ul>
<b>Outputs (min)</b>	2024 2025

	<ul style="list-style-type: none"> <li>• 60 people gaining a qualification or completing a course</li> <li>• 60 people supported to engage in life skills</li> </ul>
<b>Outcomes (min)</b>	<b>2024 2025</b> <ul style="list-style-type: none"> <li>• 40 people engaged in life skills</li> <li>• 40 people gaining a qualification or completing a course</li> </ul>
<b>Example Projects</b>	<ul style="list-style-type: none"> <li>• Developing a community digital skills pathway programme</li> <li>• To deliver basic digital literacy support and training to residents who are digitally excluded</li> <li>• Increasing access to digital opportunities to those experiencing social-economic barriers to progress in a digital career</li> <li>• Programmes to improve digital skills for life and for work which may include using the internet for shopping, banking, paying bills or improving skills.</li> </ul>

### E3.5 Lot 5 – Tailored support to help people in employment – Sector Pathways

<b>Investment Priority</b>	People and Skills
<b>Intervention</b>	E37 Tailored support to help people in employment – Sector Pathways
<b>Funding</b>	Funded via the UK Shared Prosperity Fund, Torquay Towns Fund and Economic Development Budget
<b>Supplier Requirements</b>	<p>The authority wishes to procure a ‘Sector Pathways’ programme for Torbay’s key sectors, that will help improve the overall skills levels across each sector. Aligned to Torbay’s Economic Growth Strategy, the key sectors include:</p> <ul style="list-style-type: none"> <li>• Microelectronics and Photonics (Hi-tech)</li> <li>• Tourism and Hospitality</li> <li>• Fisheries</li> <li>• Construction</li> </ul>

	<p>It is further expected that opportunities in these emerging sectors are also explored:</p> <ul style="list-style-type: none"> <li>• Medical and Healthcare</li> <li>• Creative and Digital</li> </ul> <p>Additional sectors will be reviewed on a case by case basis, applicants must provide sufficient evidence of demand for any sector/s outside of the above.</p> <p>The authority has not set a clear model of programme delivery as its expected applicants will develop proposals that suit the needs of the area, businesses, and residents, addressing current provision and any gaps within.</p> <p><b>There are however, key themes any successful programme will include:</b></p> <ul style="list-style-type: none"> <li>• Target Groups / Learner Eligibility</li> <li>• Sectors</li> <li>• Co-design with employers</li> <li>• Understanding of current skills provision</li> <li>• Learning from the Devon and Somerset LSIP (Local Skills Improvement Plan)</li> <li>• Labour Market Information (LMI)</li> <li>• Engagement with Torbay secondary schools</li> </ul> <p><b><u>Target Groups / Learner Eligibility</u></b></p> <p>The Sector Pathways programme will deliver targeted support which will help bring employees and those in work closer to better jobs, or to upskill them within their current roles. Businesses must be located within Torbay.</p> <p>Sector Pathways must also engage with young people across Torbay secondary schools, in doing so the expectation will be for any successful provider to engage with the Devon, Plymouth and Torbay Careers Hub. Sector Pathways will help foster closer relationships with employers and the school/s curriculum, aiming to inspire the future workforce and increase their understanding of the career opportunities across Torbay.</p> <p>There are no restrictions on learners participating in other funded provision, however as referenced, the Sector Pathways programme must not duplicate provision. No prior attainment levels are required.</p> <p><b><u>Sectors</u></b></p> <p>To begin, the Sector Pathways programme must be specific to the sectors referenced at the top of this supplier requirements section. As above,</p>
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	<p>additional sectors can be reviewed on a case-by-case basis but there must be a clear rationale and evidence of demand for any new sectors.</p> <p><b><u>Co-design with employers</u></b></p> <p>The Sector Pathways programme will also work with employers and training provider/s to design training programmes and courses for the sectors that suit the needs of local businesses. The programme must be developed through creative and cooperative approaches and Sector Pathways must be accessible to learners, delivered through mechanisms that enable flexibility around commitments.</p> <p><b><u>Understanding of current skills provision</u></b></p> <p>It is expected that any training/courses within the Sector Pathways programme will not duplicate existing provision. Where possible, the programme will align and enhance ongoing activity within the sectors. Successful providers must show a high level of understanding of current provision within the market. Any successful application will also include robust evidence of demand and need.</p> <p><b><u>Learning from the Devon and Somerset LSIP (Local Skills Improvement Plan)</u></b></p> <p>Building on the recommendations set out in the Devon and Somerset Local Skills Improvement Plan (LSIP) Sector Pathways must utilise modular training and Micro credentials, ensuring the training/learning is flexible and has the ability to bridge the needs of employers and employees.</p> <p>Additionally, applicants must demonstrate an understanding of the wider content included within the LSIP, highlighting through any proposal how the Sector Pathways programme will address the recommendations that have been set out.</p> <p><b><u>Labour Market Information (LMI)</u></b></p> <p>Sector Pathways will include and utilise up to date local Labour Market Information (LMI) to inform delivery, this will enable the programme to ensure it is tackling skills shortages and gaps across the sectors.</p> <p><b><u>Engagement with Torbay Secondary Schools</u></b></p> <p>Engagement with young people across Torbay Secondary Schools will be as equally vital to the programme as the upskilling and reskilling of employees. It is expected that any successful provider will engage with the Devon,</p>
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	<p>Plymouth and Torbay Careers hub to help facilitate closer relationships between employers and secondary schools. This will include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Linking employers to the school's curriculum</li> <li>• 'Taster' sessions where key employers will raise awareness of their sectors within schools</li> <li>• Helping to facilitate any activity the authority or Careers hub create within schools</li> <li>• Labour market information (LMI) sessions</li> </ul> <p>Engagement with the secondary schools is pivotal to ensure Torbay is developing a pipeline of future employees across our key sectors.</p> <p>Lastly, there is no guarantee of future funding. Any proposal should highlight its plans for sustainability once the programme funding ends.</p>	
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Supporting local areas to fund gaps in local skills provision to support people to find or progress in work, and supplement local adult skills provision e.g. by providing additional volumes; delivering provision through wider range of routes or enabling more intensive/innovative provision, both qualification based and Non qualification based. This should be supplementary to provision available through national employment and skills programmes.</li> </ul>	
<b>Outputs (min)</b>	<b>2024 2025</b>	<b>2025 2026</b>
	<ul style="list-style-type: none"> <li>• 160 people in employment engaged with the skills system</li> <li>• 30 closer collaborations with employers</li> <li>• 25 (FTE) permanent jobs safeguarded</li> </ul>	<ul style="list-style-type: none"> <li>• 160 people in employment engaged with the skills system</li> <li>• 30 closer collaborations with employers</li> <li>• 30 (FTE) permanent jobs safeguarded</li> </ul>
<b>Outcomes (min)</b>	<b>2024 2025</b>	<b>2025 2026</b>
	<ul style="list-style-type: none"> <li>• 100 people gaining qualifications, licenses and skills</li> <li>• 10 businesses receiving financial support other than grants</li> <li>• 10 businesses receiving non-financial support</li> </ul>	<ul style="list-style-type: none"> <li>• 100 people gaining qualifications, licenses and skills</li> <li>• 10 businesses receiving financial support other than grants</li> <li>• 10 businesses receiving non-financial support</li> </ul>



	<ul style="list-style-type: none"> <li>30 different employer engagement activities across secondary schools</li> </ul>	<ul style="list-style-type: none"> <li>30 different employer engagement activities across secondary schools</li> </ul>
<b>Example Projects</b>	<ul style="list-style-type: none"> <li>Programmes designed in close collaboration with employers to suit current and future skills needs</li> <li>Programmes designed to engage with young people and the future workforce, ensuring they are inspired and have the skills local businesses require</li> <li>Programmes to upskill and reskill employees across key sectors, enabling them to progress into higher value jobs and opening up future vacancies</li> </ul>	

## E4 Not Used

## E5 Data Protection and Information Security

### E5.1 Data Collection and Data Processing

The data collection/processing requirements in respect of this Contract are set out in the table below:

<b>Role of Supplier</b>	<b>Data Controller</b> responsible for determining the purposes for which and the means by which Contract Personal Data is processed.
<b>Subject matter of the processing</b>	Processing of the Contract Personal Data in connection with the provision of the Services.
<b>Duration of the processing</b>	For the full term of the Contract (including any extension periods) from 01 <sup>st</sup> April 2024.
<b>Nature and purpose of the processing</b>	To collect data on the individuals participating in and specific to, the interventions.
<b>Type of personal data processed</b>	Name, date of birth, address, National Insurance number, previous qualifications, and employment status.

<b>Categories of data subjects</b>	Individuals attending the interventions.
<b>The means of processing the data</b>	Applicants are to provide details within their RFQ Part 2 (Stage 2) Award Response.
<b>Rights and obligations of the controller</b>	As described in the Contract dated 01 <sup>st</sup> April 2024.
<b>Approved sub-processors and in each case:</b> <ul style="list-style-type: none"> <li>• <b>Nature and purpose of processing</b></li> <li>• <b>Location of processing</b></li> </ul>	Applicants are to provide details of approved sub-contractors as may be provided for under Schedule 7, paragraph 3(q)] of the contract within their RFQ Part 2 (Stage 2) Award response.
<b>Details of approved international transfers of Contract Personal Data together with details of approved transfer mechanisms</b>	N/A
<b>Details of the technical and organisational measures in place to protect contract personal data</b>	Applicants are to provide details within their RFQ Part 2 (Stage 2) Award response.

## **E5.2 Protection for the Rights and Freedoms of Data Subjects**

E5.2.1 To ensure protection for the rights and freedoms of data subjects:

- The Council's data must not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to their personal data;
- The successful applicant will be required to comply with any changes in data protection legislation.

## **E5.3 Information Security**

*Where the Applicant is proposing a Cloud-based service, the Applicant is required to complete and submit Appendix I Cloud Information Security Questionnaire.*

E5.3.1 The proposed system must comply with the following mandatory security requirements:

- It must contain parameters which can be set to enforce timeouts;
- It must have a password policy incorporating encryption, use of mixed case, number and special characters, minimum length, expiry, limit on login

- attempts, logging of unsuccessful login attempts and “forgotten password” functionality;
- c) Access to the Council’s dataset must be limited to the Council and approved personnel from the successful Applicant’s organisation
- d) Applicants must have technical and procedural security measures in place to prevent:
  - unauthorised or unlawful processing of personal data;
  - accidental loss or destruction of or damage to personal data.

## **E6 Additional Requirements**

### **E6.1 Not Used**

### **E6.2 Further Services Offered**

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The Applicant will be expected to suggest as part of its response to the Evaluation Questions any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Authority. Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.