

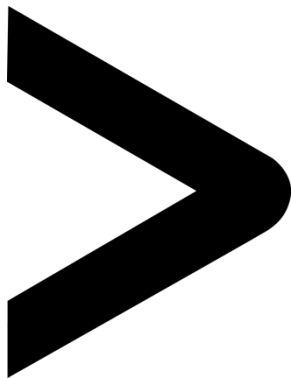


Management Information System

Invitation to Tender, November 2019

Progress: Building Better Opportunities for young people across Coventry & Warwickshire

REF: CovW/1/3/MISNov19



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Overview

Groundwork UK is seeking an organisation to provide a management information system for data collection and reporting purposes for participants on the Progress programme.

This programme is financed by The National Lottery Community Fund and European Social Fund.

Context

Groundwork UK is delivering a The National Lottery Community Fund (NLCF) and European Social Fund (ESF) co-financed programme called Building Better Opportunities (BBO) in partnership with 10 VCS and statutory organisations.

Progress started delivery in October 2016 and will run until March 2022. Groundwork UK and its partners will deliver 'Progress' – a tailored programme of coaching support and bespoke activities to NEET and at risk of NEET young people aged between 15 and 24, enabling them to access training and employment opportunities. Progress brings together a unique partnership of local organisations – with support from local councils – to transform the prospects of some of the most marginalised young people in Coventry and Warwickshire. Our partnership will ensure that young people facing the most significant barriers to accessing learning and work are able to recognise their talents and realise their potential.

About 'Progress'

Progress aims to:

- help young people overcome the personal barriers and challenges preventing them from engaging positively in learning or work
- provide a clear pathway for young people to increase their skills and take the first steps on their future career path through training or employment

In order to achieve these aims we have developed a partnership that brings together leading youth and employment charities, organisations specialising in supporting young people with complex needs, and training providers. Together, our focus will be on identifying and helping those young people most in need of support including care leavers, lone parents, young offenders, and young people with disabilities.

Progress will support at least 1,436 young people aged 15-24 years old, 40% of which will be unemployed and 60% classed as economically inactive. At least one fifth of those we support will be young people with disabilities and at least one in ten from a minority ethnic background.

Our approach will be to work closely together and collaboratively with local stakeholders, in particular local authorities, to provide an accessible and responsive service that encourages young people to succeed and provides clear pathways into positive progressions.

Our delivery model has been designed in consultation with young people and local stakeholders, and draws on a range of successful interventions delivered previously by partners. Central to our model is the deployment of **Progress Coaches** – experienced youth work professionals who will build trust with young people, encouraging them to set positive goals and helping them navigate a tailored path towards employment. Progress Coaches are employed by our End-to-End Partners who are responsible for the journey of the young person through the programme. **Specialist Partners** work closely with Progress Coaches to provide specialist support service to programme participants. This support is accessed via an internal referral mechanism based on the needs of the individual.

We will support young people through a **five-stage process**:

- **Getting on board** - using communications, outreach and referral pathways with a range of partners to identify those most in need, ensure their eligibility and promote positive engagement in the programme.
- **Preparing and planning** - helping young people to identify barriers they need to overcome and working together to develop an individually-tailored action plan containing clear goals and fostering ownership from the outset.
- **A pathway to success** - helping young people to access and benefit from specialist support services, offered from within the partnership and through local agencies, to help overcome personal challenges such as mental health issues, debt problems or substance misuse.
- **Building strengths** - using group work, training and volunteering to help young people grow in confidence or acquire new skills that will support their journey to employment.
- **Achieving goals** - identifying the most appropriate progression route for each young person, supporting a move into training or work and maintaining contact after the transition to help ensure success is sustained.

Our model is designed to be:

- **flexible** - providing intensive, long-term support to those who need it most while ensuring those who are ready to progress aren't held back
- **tailored** - offering a bespoke path through the programme based on individual aims and aspirations
- **trusted** - using youth work approaches to build relationships that offer support and understanding but also push and challenge when required
- **integrated** - working closely with other local services and provision ensuring clarity for those involved and maximising the impact of the programme.

Locations

Progress will support young people in all parts of Coventry and Warwickshire, with 60% of participants living in priority wards identified by the Coventry & Warwickshire Local Enterprise Partnership (CWLEP). 70% of all activity will be focused in Warwickshire. We will address known areas of high need and focus efforts to engage young people who may be 'hidden NEETs', affected by isolation and not engaged through other initiatives. Progress partners will operate from a range of accessible local delivery hubs, including community buildings and youth clubs giving us capacity in urban centres and reach into more rural areas.

Outcomes

Progress has been designed to form part of the solution to local challenges, linking with existing services to provide a suite of integrated interventions that will lead to the following outcomes:

- young people demonstrating increased confidence, and self-esteem
- young people with increasingly positive attitudes towards work and their own employment prospects
- young people with better skills for finding and sustaining employment
- young people reporting improved well-being.

To deliver these outcomes, we will aim to achieve the following results:

- 30% (431) of participants moving into education or training on leaving the programme
- 20% (287) of participants moving into employment or self-employment on leaving the programme
- 30% (259) of participants who were economically inactive before joining the programme regularly looking for work by the end.

Partnership Management

The Progress partnership will be led and managed by Groundwork UK, who will be responsible for ensuring high quality and compliant delivery within a supportive partnership framework, geared towards sharing learning and driving continuous improvement. Partnership governance arrangements will be underpinned by a Partnership Agreement setting out clear roles and responsibilities, and Partners and stakeholders will oversee performance through an inclusive steering group.

The Opportunity

Groundwork UK is looking to contract an organisation to provide a management information system for the remainder of programme. The successful system will allow us to gather, collate and analyse core participant data in line with ESF/NLCF rules, and avoid the need for partners to transfer sensitive data through insecure means. The attached schedule, Appendix E, is indicative of the data capture that will be required.

The successful system will incorporate the following criteria:

The system needs to be sufficiently user-friendly for youth practitioners who are not technical experts to use every day. It will need to function as a tool for caseload management and enable practitioners to record contact and progressions.

Customer service and ongoing support is valued highly. Provider organisations will need to be highly responsive with a flexible approach and the ability and willingness to adapt the system throughout the duration of the programme based on feedback and evolving programme requirements. Groundwork UK will require a named single point of contact with an in-depth understanding of the system and particular needs of the programme.

The system should offer real-time data, feedback and analysis. The system needs to be web-based and accessible remotely.

It would be beneficial for the system to support data capture directly from young people, including via email, SMS, social media and surveys.

The system will need to meet the highest standards of data security and be able to withstand penetration testing. The successful organisation will need to demonstrate exemplary credentials with relation to data protection.

The system will need to provide a separate account for each delivery organisation using it, or means to ensure only members of their organisation can access relevant data. Each account needs to allow multiple logins to access its data simultaneously. Groundwork UK need to be able to create new user logins flexibly and on an ongoing basis, without additional charges.

The system will need to check for duplicate participant records across all accounts, using a unique reference number for each individual.

Account users will need to be able to create and update participant records. These will need to be able to record progress into and progress against relevant outcomes. It will need to allow users to upload documentary evidence to provide an audit trail for the programme.

The system needs to provide a central account function for Groundwork UK that allows oversight of each individual provider account, and pull together data from across all accounts. This needs to allow the lead partner to approve or reject evidence uploaded by partners for financial claims from the user accounts.

The successful MIS will also allow both user accounts and the central account to easily produce reports and collate statistical information in a simple and intuitive manner, in a range of formats. A number of bespoke reports and exports will also be developed by the successful organisation.

The system needs to facilitate controlled participant data sharing to underpin good quality casework and efficient partnership working at a local level.

We are looking for an organisation with significant experience of providing management information systems for youth work- style programmes. The successful organisation must be committed to collaborative and flexible working and support for non-technical users.

An ongoing maintenance arrangement will need to be part of the contracted service, with ongoing support factored into the agreed cost of the system.

Successful organisations will be subject to a full due diligence process to assess financial management capacity, financial stability and relevant policies and procedures.

If system training is required, the successful organisation will provide this to core staff at Groundwork UK. Groundwork UK anticipates cascading training to partners itself.

The maximum budget available for the MIS is £12,075 including VAT.

Delivery Dates

Delivery has been ongoing since September 2016. The successful MIS will need to be ready for implementation as soon as possible after the contract has been awarded, and the ability to get the system running swiftly will inform our decision-making. The contract will run until June 2022.

Procurement Process

1. With reference to the Scoring Matrix (Appendix C), please complete the following submit both documents below to karen.field@groundwork.org.uk **and** contracts@groundwork.org.uk by **12pm MIDDAY on Wednesday 27th November 2019**:
 - a. **Tender Submission** (Appendix B) and
 - b. **Form of Tender** (Appendix D)
2. Groundwork will assess and score tenders and respond to all tenderers by **5pm on Friday 29th November 2019**.
3. The highest scoring tenderers may be invited to interview at Groundwork UK (Central Birmingham) on **Monday 2nd December 2019**. Please ensure suitable representatives are available on this date.
4. The outcome of the process will be communicated by **Tuesday 3rd December 2019**.

Further Information

For further information or clarification please email progress@groundwork.org.uk stating “BBO MIS Tender” in the email subject line, or contact Sarah Duncan or Joe Osborne on 0121 236 8565.

The final deadline for tender-related questions is **midday, Friday 22nd November 2019**.

More information regarding BBO Progress, can be found on the Groundwork website:
<https://www.groundwork.org.uk/projects/progress/>

Full details of the Building Better Opportunities programme can be found on the National Lottery Community Fund website: <https://www.tnlcommunityfund.org.uk/funding/programmes/building-better-opportunities>

Full guidance documents from the National Lottery Community Fund can be found here:
<https://www.tnlcommunityfund.org.uk/funding/programmes/building-better-opportunities/guide-to-delivering-european-funding>

APPENDIX B: Tender Submission Template

Please refer to separate document:

BBO_ITT_APPENDIX B_SubmissionTemplate_CovW-1-3-MISNov19

APPENDIX C: Scoring Matrix

Please refer to separate document:

BBO_ITT_APPENDIX C_ScoringMatrix_CovW-1-3-MISNov19

APPENDIX D: Form of Tender

Please refer to separate document:

BBO_ITT_APPENDIX D_FormOfTender_CovW-1-3-MISNov19

APPENDIX E: Example Data Capture

Please refer to separate document:

BBO_ITT_APPENDIX E_ExampleDataCaptureAnnexH_CovW-1-3-MISNov19