

# BCA Training Administration Database - Request For Proposal

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# 1. Preliminary

## 1.1 Overview

BCA's training Qualifications Management Committee (QMC) wish to update the database systems which are used to administer the Association's two leader qualifications, the Cave Instructor Certificate (CIC) and the Local Cave and Mine Leader Assessment (LCMLA).

The two schemes are key parts of BCA's support for the instructed caving sector. The CIC scheme provides a high level professional leader qualification covering all aspects of caving activity. There are about 75 holders of the CIC award, most of who are professional outdoor instructors.

The LCMLA is an area specific award, which focuses on particular sites. It is aimed primarily at the outdoor education sector and occasionally forms part of the holder's portfolio of qualifications and experience gained as part of a degree level qualification in outdoor education. There are around 400 LCMLA holders at any one time, although the churn is around 25% in any given year.

BCA has around 5000 individual members (the total of Direct Individual Members and Club Individual Members). There is currently relatively little overlap between the membership and the award scheme holders but future plans include making membership of the Association a pre-condition for membership of the award schemes (CIC or LCMLA). This will greatly assist with the medium range plan to make the award scheme self-funding, but also makes it imperative that the database system is efficient, well presented and easy to use so that award holders get the best possible user experience in return for their membership and award scheme fees.

BCA is an entirely volunteer managed organisation. We have a number of paid part time administrative employees. Management of the training database system will be the responsibility of the Training Administrator who is one of these paid employees. The Training Administrator reports to the Chairman of the QMC for the purposes of day-to-day management of their workload.

## 1.2 Introduction

The purpose of this document is to specify requirements for an administration system to replace the current three standalone access databases and offline processes that are currently carried out using a combination of standard software packages.

At present there is a separate Microsoft Access database for the LCMLA and CIC schemes plus a third to hold the details of Trainer/Assessors (T/As)

The schemes each have the following stages: enrolment, training, assessment, issue of award, update of award, and exit from scheme. Currently, manual intervention is required by the Training Administrator in each of these stages. A key aspect of a replacement system must be that it is online so as to allow the award scheme holders to manage the stages for themselves wherever possible.

### 1.3 Overview of the RFP Process

BCA Council has determined that there needs to be a comprehensive specification for the system so that this can (1) provide a basis for seeking competitive offers and (2) form the basis of a service level agreement with the selected provider.

### 1.4 Deliverables/Outcomes of the RFP

By the end of the procurement process and once the new database is in place and running, the expected outcomes are:

- A secure online database which award scheme holders and the Administrators can access quickly and easily;
- A professional appearance and delivery which meets the expectations of a generation using on-line services such as Facebook etc. via mobile devices;
- An online experience which ensures that every user on every visit, no matter how short, can easily find the information they are looking for and/or update any details (e.g. contact details, course attendance, feedback);
- A course/workshop management facility which makes it easy to create and advertise courses with all required information readily to hand;
- A reminder system which ensures award scheme holders are kept up to date with developments, upcoming courses, changes to syllabus, etc.
- A substantially reduced churn of LCMLA holders as a result of better information and regular updates;
- Reporting functions, which allow QMC and Council to monitor course participation, membership statistics and provides all information required to manage the schemes effectively.
- An award holder (LCMLA, CIC, TA) management system that can manage the whole lifecycle from enrolment to departure.
- A contact management system.
- A course/workshop booking system.
- A simple accounting system that can take online payments (desirable).
- An online experience log-book maintainable by the award holders.
- To use email wherever possible to replace posted mail.
- Integration with the existing BCA systems using the BCA (Membership) Number (desirable).

### 1.5 Overview of Current System

Currently administration of the schemes is carried out offline using three Microsoft Access databases and a combination of email, Microsoft Word, Microsoft Excel, and Microsoft Publisher (for accessing legacy documents only). Some information is also held on the BCA website. The three databases do have some links but are not fully integrated. Development has taken place over many years and by different people. Consequently the data structures are a mess. The three databases hold information about LCMLA, CIC and T/A holders respectively, each providing a different registration number – starting L or M for LCMLA (M being military), C or I for CIC, T for T/A. Registration and contact details have to be recorded in each database separately.

The LCMLA database holds a separate record for each registered person and an entry for each training course, assessment or update workshop they attend reflecting its level and scope - that is cave or mine or both. Each of these shows which authorised T/A delivered the course.

LCMLA T/As are authorised to work in one or more regions. The system will only allow T/As from an authorised region or regions to be recorded against each course delivery record. There are various menu items which are not used and do not work, such as *create letters*. Instead these are produced using MS Word mail merge. Mail merge links to queries in the database – but the method used is different for LCMLA and CIC. Both work adequately but require the Administrator to know a little more about Access than a basic user. Luckily the current Administrator has that skill but this may not always be the case in the future.

The CIC database is simpler reflecting less complex structure of the CIC award.

The T/A database is different again and holds information about each T/A, the region or regions in which they can work, which level or levels of LCMLA they can deliver, whether they are authorised to deliver cave and or mines training and assessment, whether they can deliver CIC training and assessment including an added mines module.

Due to the existence of three separate databases and the complex structures that have evolved, generation of statistics and reports is a dark art and it is not possible to be totally confident of their accuracy.

Contact detail management is carried out manually generated from the return of the log-book contact details page, an email or a phone call. Such changes must be made in each system as appropriate. There is no link with the BCA membership administration system. Where a T/A changes his or her details the Administrator must reflect those changes on all three databases, the website and also on document lists of courses which are sent out by post.

For each registration the Administrator must create hard copy log-book pages which are posted out along with various other documents and leaflets. Training reports are received by email, printed and entered into the appropriate database, paper copies are stored. Certificates are produced and posted out to leaders with a letter.

Update workshops and Core Skills reassessments are managed centrally by the Administrator, with T/As on a rota basis per region

T/As must request a course ID for all but centrally managed courses. These are supplied via the Training Officer (soon expected to be replaced in this role by the QMC Chairman) who has created another database for these. All update workshops are advertised on the website by the Training Administrator, plus training courses if requested by the T/A.

## **2 RFP Process**

### **2.1 Objectives**

It is expected that completion of the RFP and subsequent investigations of and discussions with potential providers will result in:

1. A clear specification for the functionality and features of the required database;
2. A transparent gap analysis between the specification and the functionality and features of any candidate systems reviewed;
3. A basis for a service level agreement with the selected provider;

4. A clear statement of the costs involved, being at least the up-front costs to BCA for implementing the system, the ongoing costs to BCA for maintaining the system, the costs for altering the system and any costs to the users for joining and participating.
5. A statement of timescales.

#### Contact Procedure

In the interests of transparency, all correspondence relating to this RFP must be directed to the e-mail address <training\_rfp@british-caving.org.uk>. This will forward to the following persons:

Mary Wilde - Training Administrator

Graham Mollard - QMC Chairman

Andy Eavis - BCA Chairman

Dave Cooke - BCA IT Working Party Member

Matthew Wire - BCA IT Working Party Member

Nick Williams - BCA IT Working Party Member

## 2.2 Submission Procedure

Should it be deemed necessary for there to be a competitive bidding procedure, details of how tenders are to be delivered will be circulated at least two weeks ahead of the deadline for tenders.

## 2.3 RFP Steps and Timeline

The expected timeline for this process are as follows:

1. Completion of RFP document - 30 April 2017
2. Identification of potential suppliers - 12 May 2017
3. Responses from potential suppliers to be received by 26 May 2017
4. Review and summary of suppliers with recommendation for decision submitted to BCA Council - 2 June 2017
5. Final selection of candidate at the BCA Council meeting on 11 June 2017

## 2.4 Evaluation Criteria

id	Criteria	Weighting
1	Delivery of essential features	
2	Delivery of non-essential features	
3	Setup costs to BCA	
4	Ongoing costs to BCA	

5	Setup costs to users	
6	Ongoing costs to users	
7	Supplier ongoing support capability	
8	Supplier financial risk	
9	Supplier terms and conditions	
10	Supplier previous experience with outdoor sector clients	
11	Continuity of service should supplier cease to trade	
12	Security of system and data	
13	Ability to enhance and adapt.	
14	Integration with BCA systems.	
15	Access to data	
16	Ownership of the data and software (source code)	
17	Network speed and bandwidth	

### 3 Functionality Requirements

#### 3.1 Use Case Summary

The requirements will be presented based on the needs of the following agents -

1. Training administrator
2. Military training administrator
3. Trainer/assessors
4. Trainee and qualified cave and mine leaders (CIC, LCMLA)
5. Chairman of the QMC.

Requirements will be marked as -

- E. Essential
- H. Highly advantageous
- N. Nice to have.

These prioritisations are defined as follows:

*Essential:* This is essential: a step in a core process with no reasonable workaround. There would be little point going live without it. However, if the solution met only these requirements, it would not deliver the expected outcomes to BCA.

*Highly advantageous:* This is needed: the system could theoretically go live without it but it would be a significant omission. If the solution met both 'Must haves' and 'Should haves', then it would deliver the expected outcomes to BCA.

*Nice to have:* This desirable: the system doesn't need it to go live but it would be nice to have. If the solution met 'Must haves', 'Should haves' and 'Could haves', it would deliver extra value to BCA.

### 3.1.1 Training administrator

#### 3.1.1.1 Enrolment

1	Confirm registration	Acknowledge and confirm registration	E
2	Identify scheme/s joined	Identify to which scheme or schemes the person is registered with – LCMLA, CIC, Trainer/Assessor.	E
3	Identify membership type	Differentiate between categories of scheme member – e.g. standard, military, parity scheme member	E
4	Upgrade and downgrade	Allow leader to upgrade or downgrade their scheme membership (eg downgrade from CIC to LCMLA Level 2)	

#### 3.1.1.2 Training and Assessment

	<i>Use Case Name</i>	<i>Description</i>	
	Advertise courses	Advertise centrally managed courses and workshops	E
	Manage bookings	Confirm bookings and notify course leader and candidate	E
	Receive training reports	Receive training reports and record on the system	E
	Bulk Mail	Send bulk mail via post/email to target specific groups (eg. course attendees).	H

#### 3.1.1.3 Issue of certificates

	<i>Use Case Name</i>	<i>Description</i>	
	Create certificates	Create and issue certificates	E
	Certificate authorisation	Enable authorisation by the Training Officer of certificates (currently via a signature)	E
	Allocate caves/locations	Allocate specific caves/locations per LCMLA certificate.	E
	Certificate expiry reminder	Set certificate expiry date and generate a reminder in advance for the leader.	E
	Update certificate standard wording	Change the standard wording on certificates when required.	E

#### 3.1.1.4 T/A (Trainer/Assessor) Management

	<i>Use Case Name</i>	<i>Description</i>	
	Issue T/A Reminders	Issue reminders regarding fulfilment of the T/A agreement criteria	H
	Enrol probationary T/A's	Enrol probationary T/A on the system	E
	Issue probationer's paperwork	Create and Issue probationary T/A paperwork	E
	Issue full status T/A paperwork	Create and issue full T/A acceptance paperwork	E
	Issue and store T/A agreements	Create, issue and store T/A agreement forms including their signature	E
	Change notices	Issue and store scheme change notices to T/As	E
	T/A workshop due reminders	Generate reminders to T/As when workshops are due.	E

### 3.1.1.5 Exit from scheme.

	<i>Use Case Name</i>	<i>Description</i>	
	Manage exit from scheme	Mark leader as having left a scheme and prevent further communications.	E

### 3.1.1.6 Accounts

	<i>Use Case Name</i>	<i>Description</i>	
	Invoice Management	Issue invoices and reconcile payment	H
	Bank Statement reconciliation	Reconcile bank statement to invoices, cheques and cash banked and bank transfers.	H
	Receipts	Issue receipts for all payments	H

### 3.1.1.7 Reports and Statistics

	<i>Use Case Name</i>	<i>Description</i>	
	Active Members Count	Current number of active LCMLA and CIC holders and who they are.	E
	LCMLAs within region/s	Current number of holders of an LCMLA award in a region or regions and who they are	E
	Active/Caves Mines Leaders	Current number of actives LCMLA leaders with mines or caves only awards, or both - and who they are	E
	LCMLA holders	Number of active Level 1 and Level 2 holders and who they are.	E
	Scheme leavers	Leaders who have left the scheme for any reason.	E
	Out Of Date	Number of holders of out of date awards and who they are.	E
	Registered only	Number of people in LCMA or CIC who have registered but not gone further in the scheme. and who they are	E
	Trained only	Number of people who have trained but no been assessed, and who they are.	E
	Part Assessment	Number of people who are part assessed and who they are.	E
	T/A CIC Awards	Which T/As CIC or LCMLA awards are in date.	E
	T/A Workshops	Which T/As attended which T/A workshop and when T/A workshop attendance dates	N
	T/A Panels Meeting attendance	Attendance at panel meetings (per year per panel).	N
	Ad Hoc statistics	Generate ad hoc statistics.	E
	Month End Reports	<ul style="list-style-type: none"> <li>• Number of registrations for LCMLA and CIC per month</li> <li>• Number of initial Level 1 assessments for LCMLA per month</li> <li>• Number of initial level 2 assessments for LCMLA and CIC per month</li> <li>• Number of initial assessments CIC per month</li> <li>• Number of level 1 updates for LCMLA per month</li> <li>• Number of level2 updates for LCMLA per month</li> <li>• Number of CIC updates per month</li> <li>• Number of LCMLA leavers per month</li> <li>• Number if CIC leavers per month</li> </ul>	H
	Financial reports	Update Workshop costs V income. Currently done manually using excel spreadsheets with no input via database reports	N



### 3.1.2 Military Training Administrator.

	<i>Use Case Name</i>	<i>Description</i>	
	Confirm Military registration	Acknowledge and confirm registration	E
	Military records	Access to military records	E
	Raise Military training reports	Access to raise training records on behalf of military T/As	E

### 3.1.3 Trainer/Assessors

#### 3.1.3.1 Training, Assessment, Update Workshops

	<i>Use Case Name</i>	<i>Description</i>	
	Candidate record assess	Check candidate's records to ensure fully enrolled, scheme progress and experience	E
	Training Reports	Raise training reports.	E
	Assessment reports	Raise assessment reports	E
	Cave/Location selections	Select LCMLA certificate cave/locations from pick list	H
	Public Course Recording	Record public courses	E
	Private course recording	Record private courses	E
	Manage Course Bookings	Manage booking process on their own courses	E
	Track Bookings	Track bookings on centrally managed courses (eg update workshops)	E
	Bulk Mail	Send bulk mail via post/email to target specific groups (eg. course attendees).	H

#### 3.1.3.2 T/A Agreement Fulfilment

	<i>Use Case Name</i>	<i>Description</i>	
	Record meeting attendance	Record attendance of panel meetings and T/A workshops	N
	Access change notices	Access T/A change notices	H

### 3.1.4 Trainee and qualified cave and mine leaders

#### 3.1.4.1 Enrolment

	<i>Use Case Name</i>	<i>Description</i>	
	Enrol	'Once only' enrolment.	E
	Request invoice	Request invoice	E
	Payment	Make payments	N
	Unique registration number	Acquire unique single registration number across all systems.	E
	Record details	Record and maintain the following personal details: Title Forename Surname 'Known As' name, Date of birth, Address, Tel Nos Email, Date of registration, Registration number Caving regions in which experience gained	E
	Register for schemes	Register for LCMLA on its own, LCMLA and CIC together or upgrade to CIC.	E

	Record experience		
		Related qualifications and experience including any clubs joined.	H
		Caving and mining experience - date, region, location, cave or mine name, Role (leader, assistant, or personal exploration), Comments.	E
		New caves or mine visited date, region, location, cave or mine name, Role (leader, assistant, or personal exploration), Comments.	E
	Scheme progress	Monitor progress through the schemes	E
	Web access	Site must be responsive for use on mobile devices	E

#### 3.1.4.2 Training, assessments and updates

	<i>Use Case Name</i>	<i>Description</i>	
	Book Courses	Book training courses, assessments, and updates	E
	Request invoice from T/A	Request an invoice from T/A to pay for courses.	E

#### 3.1.4.3 Issue of award

	<i>Use Case Name</i>	<i>Description</i>	
	View Certificate	View and print certificate	E

#### 3.1.4.4 Exit from scheme.

	<i>Use Case Name</i>	<i>Description</i>	
	Leave the scheme	Record exit from the scheme or schemes	E

#### 3.1.5 Chairman of the QMC.

	<i>Use Case Name</i>	<i>Description</i>	
	Authorisation	Authorise all courses and assessments in advance	E
	Access to records	The Chairman requires read only access to all the entire system plus Trainer/Assessor write access.	E
	Certificate authorisation	Sign off all certificates.	E

## 4 Non- functional requirements

### 4.1 Provision of documents

The supplier is expected to provide the following documentation alongside delivery of the system itself.

Ref	Document	Description	Rationale
a)	Test Plans	Test approach in terms of phases and cycles. Detailed test scripts/test conditions to be reviewed and approved	To assure BCA that sufficient testing will have been undertaken ahead o the site being presented for acceptance
b)	Test Results	Test status reports and summary metrics.	To assure BCA that the testing ahead of the site being presented for acceptance has been successful.
c)	Training materials	How-to guides for tasks for in-house staff	Training will be given by BCA ???
d)	Support information	Details of how, who and when to contact for support of the system, contents etc.	Reassurance for BCA that help is available
e)	Regular Status reports	Throughout the process BCA will receive regular updates on the progress, key metric testing and development.	To provide delivery assurance

## 5 System Requirements

As defined in section 3, Requirements will be marked as -

- E. Essential
- H. Highly advantageous
- N. Nice to have.

### 1.1 Data

In the future, BCA will need the ability to read and edit the data held within the training system to integrate with other systems.

	Requirement	Description	
1	Published API	The supplier must have a published API that allows read/write access to the data within the system.	E
2	Import of existing data	The supplier shall migrate data from the existing training databases into the new system.	E
3	Data recovery	The supplier shall provide a method by which BCA can obtain full access to the data held within the system, such that it can be used as the basis of a disaster recovery plan.	E
4	Data Protection	All personally identifiable information (PII) must be held on servers within the EEA ( <a href="https://ico.org.uk/for-">https://ico.org.uk/for-</a>	E

		organisations/guide-to-data-protection/principle-8-international/).	
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## 6 System Characteristics

Potential Suppliers should provide information on each of the following characteristics of their proposed solution:

1	System Up Time
2	Maintenance Down Time
3	Disaster Recovery
4	Back-Up
5	Maintenance
6	Security
7	System Updates
8	Performance and Scalability
9	Existing Data take-on
10	Underlying system software
11	Future development costs
12	Compliance with data protection regulations. (DPA, PECR, GDPR)

## 7 Delivery Timescales

BCA require that all essential features be delivered by Christmas 2017. However, priority shall be given to any supplier that is able to deliver all essential features by Q3 2017 or sooner.

## 8 Form of Supplier Proposal / Response

### 8.1 Statements of Compliance

### 8.2 Plan for Delivery

### 8.3 Ways of Working with BCA

### 8.4 Commercial Arrangements and Pricing