

Procurement of Customer Relationship Management system for our RISE employability programme - Specification

Renaisi is an award winning Social Enterprise based in East London. We aim to help people and places thrive, and in order to achieve this we deliver a range of programmes and services to people and organisations across London. Our Employment and Training Team helps us deliver this aim by supporting disadvantaged people into employment.

Renaisi has been supporting people across London into employment for over 10 years. Our Employment team operates across South, East and North London. We currently deliver a number of contracts to support people into work, specialising in supporting those furthest from the labour market. RISE was the first large-scale employment programme for which we are prime contractor, and as such represents a significant growth in our employment support delivery.

RISE is an employment service designed specifically for refugees and is funded by the European Social Fund and The National Lottery Community Fund. The service is led by Renaisi and has been developed in collaboration with a number of partners, delivering employment support across 10 London Boroughs in the North and East.

RISE provides one-to-one support to refugees to assist them to identify and overcome barriers to employment. Our Employment Advisers work with participants to build their skills and confidence, and the programme also provides access to suitable vacancies and long-term in-work support. Participants that enrol onto RISE are allocated a dedicated caseworker who conducts an initial assessment, creates a SMART action plan to overcome barriers to employment, and support them on their journey to work.

Participants will also have access to the following activities:

- **Work- focused English for Speakers of Language (ESOL) classes** for those that need support with the English language
- **Wellbeing activities** e.g. arts and crafts, nutrition and confidence building workshops
- **Work experience** and volunteering opportunities
- **Accredited training** e.g. Customer Service, Health and Social Care or Construction
- **Employability support** including CV writing, interview techniques, better off in work calculations, self-employment advice, assisted job search
- **Specialist support** with housing, debt, mental health and substance misuse
- **Access to vacancies** from our employer engagement team who will source vacancies according to participants' needs
- **In-work support** for up to six months after entering employment to provide mentoring if required to ease the transition into work

We are seeking a new provider of a CRM system to support the delivery of our RISE employment contract. The system requirements are as follows:

- An online solution without the need for Citrix or other relevant software packages
- Create and hold participant data for each phase of the participant journey on the programme



- To hold custom made Needs Assessments for each participant, including ability to create new Needs Assessments for exiting participants
- To hold custom made Competencies data with 3-point scale, including ability to create new Competencies for exiting's participants
- Live dashboard with access for various employment levels within the project structure
- Existing BBO and ESF document template generation
- Record financial participant transactions and methods
- Record and track both internal and external participant interventions
- Record and track all outputs required on the project
- Custom made reporting on all participant data, Needs Assessments, Competencies, Outputs, financial data and interventions

The total budget available for Year 1 of this project is £36,000 (excluding VAT), and we would expect this to include set up, installation/implementation, staff training and any license fees for the remainder of the first year. We are looking for a quick transition from our old system to the new, so we expect this project to include the safe and secure transfer of data to the new system.

If you are interested in applying for this opportunity we will expect you to demonstrate your experience of working with similar organisations by providing contact details of organisations that you currently work with.

To apply please download the Project Brief and response document and return to Gerrar Ahmed via email or post by **5pm Tuesday 28th May 2019**.

Any questions regarding this opportunity should be directed to Gerrar Ahmed by 10am Monday 20th May 2019. Contact details as follows:

Email: g.ahmed@renaisi.com

Address: 2nd floor, Haggerston Community Centre, 8 Lovelace Street, London, E8 4FF

Phone: 020 3146 3030

Response required:

| | Question | Decision weighting |
|---|---|---------------------------|
| 1 | Describe your organisation's skills and experience of working with similar organisations to Renaisi, to provide a CRM system that meets the needs of an employability contract such as RISE (max 500 words) | 20% |
| 2 | Please provide details on your customer support policy and procedures, including details of timescales within which you aim to respond to customers and resolve issues (max 300 words) | 10% |
| 3 | Please provide a Project Plan which includes a potential start date, lead in times, implementation and post-implementation support | 25% |



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| 4 | Please provide a budget which sets out each of the costs included in the Project Plan and includes annual costs following the first year | 40% |
| 5 | Please provide company and contact details for 2 organisations that you give your consent for us to contact should we wish to obtain testimonials for your provision. We would expect that these organisations should provide similar services to Renaisi. | 5% |

The table below details how each of the questions will be scored. However, Question 4 (budget) will receive 0 points if the the budget for the Year 1 exceeds the total available budget of £36,000.

| Score | Description |
|-------|---|
| 0 | Cannot be scored No submission was made or response given did not address any part of the question. |
| 1 | Unsatisfactory Although the Supplier demonstrates an understanding of our requirements there are some major risks or omissions in relation to the proposed solution to deliver the service and we would not be confident of our requirements being met |
| 2 | Satisfactory A response which is capable of meeting our requirements but is unlikely to go beyond this. |
| 3 | Good A response which shows that the Supplier demonstrates an understanding of our requirements, has credible skills and experience to deliver the service and could evolve into additional benefits. |
| 4 | Very Good A response which shows that the Supplier demonstrates an understanding of our requirements, has credible skills and experience to deliver the service alongside a clear process and plan to deliver additional benefits and deliver value. |
| 5 | Excellent A response which shows how the service can comprehensively be taken to the next level in terms of exceeding our requirements and/or offering significant added value to Renaisi's service |

Key dates and deadlines:

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| Notification on website | Tuesday 14 th May 2019 |
| Clarification questions received | 10am Monday 20 th May 2019 |
| Interested providers to submit response | 5pm Tuesday 28 th May 2019 |



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| Clarification interviews if applicable (by phone) | Thursday 30 th May 2019 |
| Notification of preferred supplier | Monday 3 rd June 2019 |

