

## Tender Specification



Development of volunteering platform including website, iOS and Android Apps and ongoing maintenance.

Proposals to be submitted to/by:  
Gemma Leadbetter | Director of Finance and Support Services  
31 July 2023 at 17:00

## Thank you for your interest in this tender

In this document you'll find all the information you need to submit your tender for the development and maintenance of a volunteer platform to include website and iOS and Android mobile apps. The purpose of the platform being to connect corporate volunteers with volunteering opportunities, with the opportunity to expand the platform in the future.

### 1. About us

We are BEC. We are a Profit for Purpose Company Limited by Guarantee. Our members are the Nuclear Decommissioning Authority and Cumberland Council.

Our purpose is to Build Extraordinary Communities that make a difference for people, places and partners, creating value and unlocking the potential in our local communities through sustainable and responsible action.

We own and operate commercial real estate including Westlakes Science Park and Blencathra Business Centre, utilizing surpluses to secure other investment for reinvestment into social impact schemes such as the Bus Station that create jobs and opportunities in West Cumbria. Think of us as property managers and developers with a difference.

### Location



**Ingwell Hall**  
**Westlakes Science Park**  
**Moor Row**  
**Cumbria**  
**CA24 3HY**

**Call:** 01946 595200

**Email:** [info@discoverbec.com](mailto:info@discoverbec.com)

**Visit:** [www.discoverbec.com](http://www.discoverbec.com)

### In detail

We're looking for a partner to develop a platform (a website and an app) which helps connect corporate volunteers from Sellafeld Ltd and their supply chain with volunteering opportunities from local charities or education providers in West Cumbria and Warrington.

The goal is to increase impactful volunteering to make a difference in our local communities by raising the visibility of opportunities. Volunteering opportunities that are supported on the platform will be aligned with Sellafeld's Social Impact Multiplied strategy and monitored/ reporting on.

## 2. What we're tendering for

If you're interested in tendering, have a read through the information below, check that you can provide us with what we're looking for (along with any related evidence) and impress us with your response.

### Overview

This tender is to develop and maintain a volunteer platform (website and mobile apps – IOS and Android) to connect corporate volunteers from Sellafeld Ltd and its supply chain with volunteering opportunities from charities and education providers, with the opportunity to expand its use wider thereafter. It will include new functional requirements and offer a measuring and reporting tool.

We are inviting suppliers to tender who have experience of website and mobile app design and build, software development and experience of working with the third sector.

The indicative expenditure range is: £70,000 to £90,000.

Contract duration: 2 years (+1 +1 – options to extend by 1 or 2 years)

Target timescale to launch 10 weeks from contract award, to be ready for the end of October, so November can be used for users to sign up and create volunteering requests in time to support the Christmas period.

## 3. Details of the tender

We want you to be able to answer our tender specification as comprehensively as possible, so we've listed below all the details of the work we'd like you to get involved with. Remember though, we're not the experts in this area, you are. So, if you can think of anything we might have forgotten, be sure to mention it. It's these extra little thoughtful details that will help you stand out from the crowd.

### Background

Currently the platform used is Cumbria Exchange ([www.cumbrialexchange.co.uk](http://www.cumbrialexchange.co.uk)). It has limited ability and we require a number of features and functionalities on the new platform. This includes the monitoring and reporting of volunteering, the development of a mobile app, notification features, user accounts to name a few.

Examples of existing websites:

- [www.cumbrialexchange.co.uk](http://www.cumbrialexchange.co.uk)
- <https://www.catchafire.org>
- <https://seeahead.co.uk/>
- <https://www.neighbourly.com/>
- <https://benevity.com/en-gb/>

As an indication of scale, we assume users to be as a minimum:

- 250 charities
- 140 education providers
- 150 companies
- 5,000 individuals (corporate volunteers)

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### Expected Deliverables

The minimum expected deliverables are as follows. This is not a prescriptive list and we are keen to understand where you can add additional value.

- **User Interface (UI) Design:** Design mock-ups, wireframes, and prototypes that illustrate the visual layout, navigation flow, and overall user experience of the platform. Web and mobile platforms.
- **Backend Development:** The development of the platform's secure backend infrastructure, which includes database design, server setup, and implementation of server-side logic.
- **Frontend Development:** The implementation of the user interface (UI) design using appropriate frontend technologies such as HTML, CSS, and JavaScript. To include search and filter options.
- **Database Implementation:** The setup and configuration of the secure database system that will store user profiles, volunteer opportunities, communications, and other relevant data.
- **User Registration and Authentication:** The development of user registration and authentication mechanisms that allow volunteers and organisations to create accounts, log in securely, and manage their profiles.
- **Volunteer Opportunity Management:** The implementation of features that enable organisations to create, manage, and update volunteer opportunities. With consideration for super admins and admin users (see technical functionality for more details on this).
- **Communication and Messaging:** The development of communication features that facilitate live interaction between volunteers and organisations. With consideration for how this is managed vs the potential of people contacting charities/education providers outside of the platform which could impact what is and isn't captured in the system.
- **Reporting and Analytics:** The implementation of reporting and analytics functionalities that allow organisations to generate insights and track key metrics related to volunteer engagement, impact, and program effectiveness.
- **Testing and Quality Assurance:** Conducting thorough testing to ensure the platform functions as expected, is free of bugs, and provides a seamless user experience.
- **Deployment and Hosting:** The deployment and maintenance of the platform to a production environment and the setup of hosting infrastructure that ensures scalability, reliability, and security.
- **Documentation and User Guides:** The creation of digital user guides that provide instructions on using the platform, managing profiles, finding opportunities, and utilising platform features.
- **Launch and Post-Launch Support:** The successful launch of the volunteering platform, including marketing and communication efforts to promote its availability and encourage user adoption. Additionally, providing post-launch support to address any initial issues or feedback from users requiring updates to any functionality.
- **Training:** Support provided to super admins and a group of admins. For the initial phase we would prefer this was face to face training (in person or via teams). Future training could be delivered through pre-recorded videos. We anticipate the initial training would be needed for 20 people.
- **Learning materials:** the site needs to have an area to host learning materials (videos) and document templates for charities to access.

### Mobile App and Website – Statement of requirements

1. **User-Friendly Interface:** should have a simple, intuitive, and user-friendly interface to make it easy for interested volunteers of all ages and technological proficiency levels to navigate and utilise its features. It should be designed to minimise admin/coordinator time using automation and/or by building the system so input is minimised by charities, education providers and staff.
2. **Registration and Profile Management:** The app should allow users to create and manage their profiles, including personal information, skills, interests, and availability. This will help match volunteers with relevant opportunities and organisations. Users will: -
  - Have an account for each supplier i.e Supplier ABC. A super user for Supplier ABC would be able to 'see' all volunteers who are 'associated with that company'.
  - Have an account for each charity or education provider. With an easy ability for extra staff to register and be assigned to their charity or school page.
  - Have an account for each person. People would be assigned to a charity, education provider or a company if applicable
  - Include a reward system which increases as you volunteer more, as an individual and a supplier.

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- An site email that super users have access to.
3. **Back end design: capture 'time banked'**. Sellafield Ltd and its supply chain will 'bank' volunteer time to support community or education activities. Time banked could be over a fixed period (months), year or with no end date. In the backend, we will track 'time banked' vs 'time invested'. The ability to run reports which break down more detail of what time banked could support. For example, Supplier ABC might bank 500 hours – 250 for charity projects, 250 for education activities.
  4. **Volunteer Opportunity Listings**: It should provide a comprehensive and real time database of volunteer opportunities from third sector organisations and education providers in different regional locations with the ability to promote West Cumbria and Warrington regions in the first instance. It should enable filtering and searching by location, skills, interests and duration to make it easier for volunteers to find suitable opportunities.
  5. **Notifications and Alerts**: should have a notification system that alerts volunteers about new volunteer opportunities, updates, and reminders.
    - 'Matching' skills, interests or other criteria needs to trigger notifications to our corporate volunteer users about volunteering opportunities they might be interested in.
    - A custom notification option should be available for super admins to notify all or some users of specific requests for help or successful milestones e.g 2,000 volunteer hours last month and other announcements such as trustee positions we may choose to highlight.
    - A successful match needs to trigger an email and app notification to source to provide their views as part of a case study.
    - Newsletters should be automatically generated (or part automated from success stories submitted) and a link that enables it to be embedded into existing newsletters
  6. **Communication Channels**: Include communication features such as messaging or chat functionality, question and answer section, allowing volunteers to interact with organisations, ask questions, and coordinate details related to their volunteering activities. With the ability to auto filter any malicious comments and behaviours.
  7. **Feedback and Ratings**: should facilitate a feedback system where volunteers can rate their experiences and provide reviews for organisations and volunteer opportunities. This helps other volunteers make informed decisions and encourages organisations to maintain quality and improve their offerings. Option for charities to reach out to their volunteers (by consent).
  8. **Learning material**: When logged into the platform, charity users should be able to access learning materials and templates (not limited to use of the website/ app) including:
    - Learning could be videos (short videos developed by our teams and accredited bodies to provide guidance on certain topics).
    - Learning could also be workshops (in-person) whereby a set date, time and location would be provided and charities would register one or more people to join.
    - A secure area of the website/ app to access documents for common use across the users.
    - Templates would be document templates designed by us to support charities. For example, health and safety risk assessment templates could be developed.
    - It's likely videos and documents would compliment each other.
    - Useful links and short articles would be available when charity representatives are logged in (for example, links to funding).
    - Ability for admin users to upload documents which are then approved by super users, these should be downloadable and users can see who the company admin is.
  9. **Social Sharing**: Integrating social media sharing capabilities within the app allows volunteers to share their volunteering experiences and inspire others to get involved. This will help create a sense of community and raises awareness about volunteering opportunities.
  10. **Personalised Recommendations**: By utilising data and preferences from volunteers' profiles and activities, the app can offer personalised recommendations for volunteer opportunities that align with their interests and past experiences.
  11. **Security and Privacy**: should prioritise the security and privacy of user data. It should implement appropriate measures to protect personal information and ensure that volunteer profiles and communications remain private and secure and GDPR compliant at all times.
  12. **Regular Updates and Maintenance**: should receive regular updates and bug fixes. Hosting and continuous improvement and maintenance is required to provide a reliable platform for volunteers and organisations.

## Features and Functionality

- It should provide a live booking and tracking system for charities and the businesses.
- From the charities/ education provider we need to understand what, when its needed, the location and how many volunteers / how much time is required. If the services required are recurring, these should be easily stored for making live again in the future for ease of use.
- Charities need to be able to register whether volunteer requirements and opportunities are in-person, remote or could be either
- Corporate volunteers need to be able to register whether they are interested in in-person, remote or both types of volunteering, but also if part of a group activity
- Once complete, the charity or organisation should be able to mark those activities as either complete or otherwise.
- Have the ability to account for skills and/or interests – showing volunteers opportunities which align with their skills or interests they've either selected or provided support for based on their use. This could also be a filter.
- Be listed with a dynamic flow. Behind the scenes we imagine a traffic light system for priority. Opportunities unmatched which are needed sooner, would be listed at the top (i.e red), completed ones low lighted and moved to the bottom, or disappear from the screen. Other factors could be used (for example those that meet priorities for our corporate volunteering strategy). The system should actively move opportunities based on a series of factors. Could use a filter system, active/ complete / inactive / date of requirement / type of support required etc.
- Allow staff to see and understand company 'timebank' targets and how they and colleague efforts are supporting this.
- For staff to be able to assign to be assigned to a company account (this can't be done by domain only).
- We need user accounts for company admin users who can access all the data for company registered individuals to understand the company position.
- We need super user accounts for up to 10 people who can access all the data in the system and run reports/ dashboards. These will be provided initially be Sellafield Ltd.
- Option for future self-sustaining platform from it's user base to contribute towards its upkeep – this could be the volunteers, corporate organisations and/ or charities.
- Volunteer Tracking and Reporting: should offer features to track volunteer hours, activities, and accomplishments.

## Measurement

The solution must be capable of producing quality management information including: -

- Hours volunteered.
- Hours volunteered broken down by charity / education / organisation type etc.
- Hours broken down by pre-agreed types for example. Each volunteer request record would be assigned to a proxy value. Hours delivered against this would be multiplied by the hours and provide a social value in £.
- The ability to update or change the proxy value needs to be built into the super admin accounts.

As a minimum, reports and internal dashboards should be able to filter by:

- Active organisations (by type – charity / education / organisation)
- Active suppliers
- Inactive organisations
- Inactive suppliers
- Open projects / demands
- Inactive projects (those which didn't match)
- Completed projects.



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- Dates – capturing from the date of the request or date of the match.
- Timing of obtaining a successful match and providing the service based on demanders original requirements
- Geographical region / location.
- Number of beneficiaries
- By specific fields completed by volunteers

The information above, should be able to automatically update elements on the front end of the website/app.

For example, *'We supported X number of charities in month.'*

Companies/individuals should only be able to record volunteer hours once they've submitted a case study.



## 4. How to apply and what to expect

We invite you to submit a proposal outlining how you would approach this piece of work. This should be based on the content within this document and an overview of why you believe that together we could create a partnership.

Please use the following criteria to ensure that you provide us with the information that we are looking for. We reserve the right to disregard any application that is either late or incomplete.

<b>Who are you?</b>	Tell us about the team we'll be working with.
<b>How do we know you can do it?</b>	Tell us about recent, relevant clients; you can include testimonials and contacts that would be willing to talk to us about you.
<b>Are you insured?</b>	You will need to evidence that you hold (or are willing to obtain) the following: Professional Indemnity - £5 million minimum.
<b>What's your plan?</b>	Explain to us how you'll deliver on the brief. We'd like to see timescales, milestones and deadlines in as much detail as you can provide.
<b>How much will it cost us?</b>	We'd like to see estimates (net of VAT) broken down by phases or deliverables, as a minimum we'd like to see a clear separation between Website and App Development and Maintenance costs and an understanding of services that incur an additional charge. Show us clearly how much we'll pay if we select you.



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## Scoring

Your proposal will be scored against the criteria below.

Please note: As well as responding to what we think we need; you have the opportunity to highlight your knowledge and creativity. Think carefully about whether your support could benefit us in areas that we haven't even thought of yet.

Be creative. Be innovative. Give us an extra incentive to talk to you.

Criteria			Weight (%)
1	<b>Methodology</b>	Provide a proposed timeline and milestones to get to completion and launch date. <ul style="list-style-type: none"> <li>• &lt;=8 weeks Excellent.</li> <li>• 8-9 weeks Good.</li> <li>• 10-12 weeks Satisfactory.</li> <li>• 12&gt; weeks Poor.</li> </ul>	10
2	<b>Strategic approach / understanding of brief</b>	A response that demonstrates an understanding of the requirements and how it is envisaged they will be delivered.  Response should demonstrate evidence of capabilities: <ul style="list-style-type: none"> <li>• experience undertaking similar web / mobile app work</li> <li>• experience working with the third sector</li> <li>• experience of software development skills.</li> </ul> The response should include the resource and capability you will use to achieve the proposed timeline, and why you believe you are best placed to support this opportunity.	25
3	<b>Deliverability</b>	Detail how you propose to fulfil all the technical features and functional requirements.	25
4	<b>Ongoing Maintenance</b>	Provide details on the proposed upkeep of the platform. This should cover the following requirements: <ul style="list-style-type: none"> <li>• routine maintenance</li> <li>• updates to the system to ensure continuous improvement and reliability.</li> </ul>	10
5	<b>Pricing</b>	Provide a detailed breakdown of costs in the template provided which is broken down by: <ul style="list-style-type: none"> <li>• Development</li> <li>• Maintenance</li> <li>• Hosting</li> <li>• Support</li> <li>• Improvements daily rate</li> </ul>	30
			100
	<b>BONUS: What have we missed?</b>	Have you added value with your response and shown us something we didn't think of?	10

Pricing submissions will be individually assessed based on the price submitted as set out below.

The submission offering the lowest technically compliant price shall receive a score of 5. The scores of the remaining technically compliant submissions will be factored so that they are awarded a percentage score which considers their scores relative to that of the lowest priced submission. The calculation that will be performed in factoring the price scoring of the other tenderers is as follows:

$$\text{Financial Score} = 5 - [ (\text{Tenderers price} - \text{Lowest Price}) / \text{Lowest Price} ] \times 5$$

We would prefer to work with a supplier that can cover all elements of the support we require. However, we're happy to consider a co-operative approach with other companies if there are synergies, covering any elements you cannot service in-house, and it accelerates the timeline. If this is the case, please provide full details of which organisations would be used and which service areas they would be covering. Also, tell us how the contractual arrangement with this partner provider would be set up.

## 5. Our behaviours and values

At BEC, we don't just talk about values, we live them. In our work, in our home lives and in the way we contribute to the community. We choose to work with people who feel the same way. Contractors, partners and agencies alike, we expect them to demonstrate to us that they have a similar commitment to upholding certain standards.

As part of your proposal, we'll want to see evidence that you and your business share some or all of our behaviours and values – it will make a real difference to your application.

### Our behaviors

	<p><b>Responsible for our actions</b></p> <p>We take ownership of the situations we're involved in. We see things through and take responsibility for the result – good or bad. We don't blame others when things go wrong, we do our best to make things right.</p>
<p><b>Working with integrity</b></p> <p>The only way to do business is the right way. We do the right thing for our reputation, the right thing for business and communities and the right thing for our employees and partners.</p>	<p><b>Driven to make a difference</b></p> <p>We are serious about committing to and getting results by putting in the effort and working smart. We never settle for 'good enough'.</p>
<p><b>Being commercially astute</b></p> <p>We will have BECs best interest at heart in all business transactions. We will treat the business and its resources as if they were our own.</p>	<p><b>Environmentally responsible</b></p> <p>We are committed to delivering a greener, sustainable future. Consideration of the environment will be demonstrated in our individual actions.</p>
<p><b>Leadership – courage to shape a better future</b></p> <p>We are all leaders with the ability to transform and shape the future. We have the courage to shape a better future.</p>	<p><b>Partnering people and change</b></p> <p>We value partnering people – people who bring talent, expertise, energy and passion to our organisation.</p>

### Our values

<p><b>Self worth</b></p> <p>The value you place on your time and contribution.</p>	<p><b>Kindness</b></p> <p>Be considerate in every interaction, take care of those around you.</p>
	<p><b>Support</b></p> <p>Look at the person next to you – be their biggest cheerleader.</p>
	<p><b>Integrity</b></p> <p>Act on what is right without expecting anything in return.</p>
	<p><b>Respect</b></p> <p>Respect everyone's unique contribution. Recognise and celebrate the differences.</p>

### Let's get things started

Thank you for your interest in working with us. We look forward to receiving your proposal.