Contract Details

1. **Contracting Body:** Caledonian Sleeper Limited (CSL)
2. **Contract Name and ID:** Rostering Solution RFQ CPT-031
3. **Required Services:**
   - Development and implementation of a cloud-based scheduling software solution specifically for employee scheduling.
   - The solution must include:
     o Work rosters creation and management.
     o Leave/days in lieu requests handling.
     o Absence reporting functionalities.
     o Time tracking capabilities.
     o Designed for approximately 200 employees across various roles including contact center, remote stations, and onboard train crew.
     o Initial standalone application capability with future API integration prospects with Microsoft Dynamics 365 F&SCM.
     o Features for single sign-on, workflow/reporting automation for holiday/absence requests, and overtime payments.
     o Integration for communication and collaboration via Microsoft Teams/SharePoint.
     o Essential features such as role-based permissions, 4-week rolling roster scheduling, desktop and mobile access, clock on/off functionality, shift swap/overtime request management, automated resource forecasting, planning and allocation, working time and fatigue management, overtime payment automation, management dashboards, instant mobile notifications for schedule changes, and comprehensive reporting capabilities including data warehouse integration.
4. **Financial Constraints:**
   - Estimated total value of £80,000 GBP over a 3-year period.
   - An option to extend the contract for an additional 12 months, though the budget for this extension period is not specified.
5. **Vendor Requirements:**
   - Must be a Microsoft Dynamics accredited/inner circle partner.
   - Project resources must be available immediately to collaborate with Ernst & Young on design and implementation.
   - Must have a product expert to support solution design.
   - Ability to provide staff training as part of the implementation process.
   - Must be ISO/IEC 27001 certified.
   - Must be Cyber Essentials certified.
   - Required to have 24/7 incident monitoring capabilities.
6. **Other Considerations:**
   - Geographical restrictions include the necessity for the solution to be accessible

on multiple devices with online/offline capabilities for users across the UK, and some on-site time in Glasgow for implementation.
- Deadline for submissions is July 8, 2024, at 12:00 local time.
- The solution must be live by March 2025.
- Evaluation criteria will focus on 70% quality and 30% price.
- Vendors must comply with UK GDPR requirements and have business continuity and cyber resilience plans in place.

This RFQ from CSL seeks a comprehensive, cloud-based employee scheduling and rostering solution that integrates seamlessly with Microsoft systems, adheres to strict security/data protection standards, and is capable of managing complex scheduling scenarios for a diverse workforce.

Best matches

Based on the requirements outlined in the RFQ CPT-031 by Caledonian Sleeper Limited for a cloud-based scheduling software solution, the following companies from the knowledge base could potentially fulfill these needs:

1. **TechQore**
   - **Description**: TechQore is a technology company specializing in solutions for drivers, fleet management, scheduling, payroll, and compliance. Their expertise in developing and implementing software for scheduling and management makes them a strong candidate for CSL's rostering solution.
   - **Location**: The specific location is not mentioned in the knowledge base, but their focus on technology solutions relevant to scheduling and compliance indicates a potential match.
   - **Notable Projects**: Implementation of a fleet management system and development of scheduling software for a logistics company.
2. **Dayshape**
   - **Description**: Dayshape is a provider of AI-powered resource management software, with a focus on optimizing resource allocation and improving efficiency. Their experience in resource management and AI technology could be advantageous for developing CSL's rostering solution.
   - **Location**: The specific location is not mentioned in the knowledge base, but their work across various industries suggests they have the capability to meet CSL's requirements.
   - **Notable Projects**: Resource Management Solution for a Manufacturing Company and Resource Planning Tool for a Consulting Firm.

3. **Appointedd**
   - **Description:** Specializes in online booking and management software, with experience in implementing scheduling solutions across multiple locations.
   - **Location:** Not specified in the knowledge base, but their project experience suggests they can handle UK-based clients.
   - **Notable Projects:** Implementation of appointment scheduling software for a salon business and multi-location booking system integration for a chain of yoga studios.
4. **Eureka Solutions**
   - **Description:** Provides business management software solutions, with expertise in ERP and CRM systems. Their experience with NetSuite ERP and Sage 200 integration projects indicates a strong foundation in software solutions that could be adapted to scheduling and rostering needs.
   - **Location:** UK-based, indicating a potential for easy collaboration with CSL.
   - **Notable Projects:** Implementation of NetSuite ERP for a manufacturing company and integration of Sage 200 with Salesforce for a retail company.
5. **ScotAI**
   - **Description:** Offers innovative solutions for optimizing manpower, with a focus on AI-powered software for workforce management.
   - **Location:** Not specified in the knowledge base, but their technology focus is relevant to CSL's requirements.
   - **Notable Projects:** Implementation of mAint for a large retail chain and integration with a manufacturing company's existing systems.

These companies are suggested based on their relevant experience in scheduling and resource management solutions, which aligns with the services required by CSL. Further details regarding their certifications, Microsoft Dynamics partnership, and ability to meet the specific security and training requirements would need to be confirmed.