Procurement of Customer & Job Management Application for Key Security Ltd:

National Security Firm providing key-holding and guarding services to businesses.

Summary: This tender seeks proposals for the implementation of a Customer & Job Management Application for Key Security Ltd manage customers, customer contracts, jobs and job scheduling within the manned security industry. The anticipated start date is November 2024, and the completion deadline is 31/01/2025.

THE BRIEF

Overview:
Key Security Ltd – based in Wakefield and with operations thought the UK, provide remote & physical monitoring and guarding of premises through-out the UK. Key Security has traded since 2007 and employees more than 60 across sites in Wakefield, Lincoln, Sleaford, Sheffield, Hull, Nottingham, Durham, Birmingham, Milton Keynes and Stafford

Need to implement a bespoke CRM and Job Management Application that can replace an existing legacy application for the management of customers, contracts and jobs.

The application should be developed as an immediate replacement for the current system, for internal use, but with a view to become a future SaaS product that could be sold to other similar businesses.

The application should have a web interface for management (office admin) and a native application for remote guard access.

The system will replace the existing website and application which is now end of life, access to this software is available upon request.

The main functionality should include:

Customer CRM:
- Customers with contact details
- Sites, belonging to customers with contact details
- Customer services received including invoicing and contract details
- Keyholding details
- SOP, standard operating procedures of how to access the site

Service info:
- Key Security site contact details
- Site services
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Job Management
- Job creation, including repat frequency
- Job scheduling
- Job history

Team management
- Contact details
- Office Location
- Shift details

Administration
- Customer Management
- Service Management
- Job Management
- Team Management
- Reporting

App
- Secure access by individual users
- Access to only relevant jobs and schedule
- Ability to access SOP
- Ability to complete site visit questionnaire & upload images

The system will unify customer, job and job scheduling to Key Security personnel using hierarchical relationships.

Methodology: Suppliers are expected to propose a methodology that includes:

- Technical specification
- Functional specification
- Development Plan
- Test Plan
- Migration / Deployment Plan

Outputs/Deliverables: Expected outputs include:

Development of
- Office Administration Dashboard
- Administration Portal
- Native Application

Training for employees (remote)
Migration of existing data into new system

Contract Management: The project will begin November 2024 and conclude by end January 2025. Payments will be linked to significant milestones and specified in the payment schedule. The contract manager will be Kieran Montgomery.

Award Criteria: Proposals will be assessed based on the evaluation criteria in the tender comparison matrix which is available to download from the website www. keysecuritygroup.co.uk. Bids will be assessed using a value-based evaluation methodology, which considers a combination of cost, technical compliance, experience, skills, resources and qualifications.

Due diligence checks will be completed before awarding a contract including taking up references and undertaking financial stability checks

Procurement Process:
Proposal submission deadline: 25th October 2024
Notification of procurement decision: 31st October 2024
Proposals or expressions of interest should be sent to kieran@keysecuritygroup.co.uk

Note: A More detailed description of requirements is available by contacting Kieran Montgomery at kieran@keysecuritygroup.co.uk. This tender brief provides a brief overview of our requirements and we are happy to respond directly to any questions you may have at this stage.