

INVITATION TO TENDER FOR DIGITAL SUPPORT SERVICES

1. Introduction

The SCQF Partnership is implementing a new digital strategy to improve operational efficiency. This invitation to tender invites interested parties to submit a proposal to provide flexible and specialist expertise to support the design and implementation of digitalisation projects contained within the strategy.

2. The SCQF Partnership

The Scottish Credit and Qualifications Framework Partnership (SCQFP) is an independent not-for-profit company with charitable status, responsible for upholding the quality and integrity of Scotland's National Qualifications Framework, the SCQF. The Partnership works to secure the Framework's relevance in the current and evolving learning and skills landscape in Scotland, seeking to raise awareness and understanding amongst learners and employers and those who advise them, focusing its efforts on increasing:

- access to lifelong learning for those facing barriers to education and training
- mobility for Scotland's learners and workforce to transition to further learning and training and the new industry the economy requires
- equity in how comparable learning and skills are recognised by learning providers and employers.

The Company objectives are:

- to maintain the quality of the Framework.
- to further promote and develop its use.
- to maintain and develop relationships with other frameworks in the UK and Europe.

The Partnership Board comprises 9 Trustees, 4 of whom are Appointed Members of the company being the Chief Officers of:

- College Development Network.
- Quality Assurance Agency for Higher Education.
- Scottish Qualifications Authority (or its successor body)
- Universities Scotland.

The Partnership is largely funded through annual grants from Scottish Government and the Scottish Funding Council. The CEO and leadership team liaise closely on delivering national priorities with both bodies.

The Partnership's Board recently approved a new set of Strategic priorities (3 pillars) for 2025-30, following an extensive consultation, evaluation and organisational development review process. A recent re-structure of the team of 14 has also taken place to underpin the new priorities and a revised operating model, with Heads of Assurance, Operations and Pathways Policy, responsible for reporting on delivering the three strategic pillars.

3. Background

The SCQF Partnership is now implementing its Digital Strategy to improve operational efficiency, enhance service delivery and ensure technology is used effectively across the organisation. The internal team has limited technical capacity and requires access to external expertise on an 'as needed' basis to support implementation and keep digital objectives on track. The organisation is introducing SmartSuite as a cloud-based system for work management and reporting and currently utilises SharePoint for collaboration and document management. Familiarity with both platforms is essential for effective service delivery.

4. Objective

To appoint a supplier capable of providing a range of technical digital support services under a call-off arrangement for an initial period of 6 months. The supplier will provide flexible and specialist expertise to support delivery of digital projects and day-to-day operational needs.

5. Scope of Services

The supplier will be required to provide, but not be limited to, the following services:

- **Project-Based Support:**
 - Implementation of new digital tools and platforms.
 - Systems integration, cloud migration, and digital solution deployment.
- **Technical Support:**
 - Resolution of digital platform issues.
- **Specialist Consultancy:**
 - Data management and analytics, including dashboards and reporting.
- **Training & Knowledge Transfer:**
 - Building internal capability to support long-term sustainability of digital services.
- **Process Improvement & Optimisation:**
 - Streamline and improve digital workflows and business processes.

6. Supplier Requirements

Suppliers must demonstrate:

- Expertise with, but not limited to, SmartSuite and SharePoint to ensure effective implementation and support.
- Familiarity with eLearning platforms with the ability to support the development and integration of digital learning solutions
- Experience in delivering similar digital support services.
- Proven experience of delivering technical digital support services for organisations in the third sector, with an understanding of the unique challenges and operating environments of charities and non-profit organisations.
- Familiarity with LEAN principles and process engineering to support efficiency improvements and optimise workflows as part of digital transformation initiatives.
- Capacity to provide technical expertise across multiple areas.
- Ability to work collaboratively with internal teams and other partners.
- Commitment and understanding of data protection, cyber security and accessibility compliance.

Suppliers must demonstrate experience with eLearning platforms and digital learning delivery, including the ability to support development and integration of solutions for online workshops, training, and professional development.

7. Budget

Suppliers are asked to provide a clear pricing structure, including a daily rate for services. A minimum of three (3) days support per month should be assumed for budgetary purposes, with the flexibility to increase as required.

Suppliers are encouraged to offer **discounted pricing for third sector and non-profit** organisations, including details of any preferential rates.

8. Tender instructions

Tenders should include the following information:

- A pricing schedule, including your daily rate and any discounted rates for third sector or non-profit organisations.
- The approach and methodology for delivering services including use of LEAN/process engineering principles.
- Evidence of relevant experience and examples of similar work.
- Details of the team or key personnel, including CVs .
- Approach to business continuity in the event of sickness or absence of main contact.
- References from at least two clients who know your work.
- Your commitment to Fair Work, **if** employing staff.
- Confirmation that you or your organisation has the necessary insurance cover for carrying out commercial work.
- If you are a freelance or self-employed consultant, please provide a written statement assuring SCQFP that you are registered as a business /self-employed with HMRC.

Please contact [Marissa Lippiatt](#) if you require an initial discussion prior to submitting your tender.

9. Deadline for tender submission

Responses should be concise and structured around the evaluation criteria.

- The deadline for submissions is **5pm on Friday 19 September 2025**
- Proposals should be submitted by email to m.lippiatt@scqf.org.uk

10. Assessment of tenders

Tenders will be evaluated on the following criteria:

- **Technical Expertise & Relevant Experience (30%)**
 - Evidence of ability to provide digital support services.
 - Proven experience with SmartSuite, SharePoint, and eLearning solutions.
 - Previous work with third sector or non-profit organisations.
- **Approach & Methodology (20%)**
 - Clear understanding of our requirements and objectives
 - Robust plan for delivering services flexibly under a call-off arrangement.
 - Use of LEAN and process engineering principles for efficiency improvements.
- **Capacity & Resource Availability (20%)**
 - Ability to respond and provide expertise as required.
 - Evidence of skills available to meet varying needs.
 - Contingency planning for resource continuity.
- **Value for Money (20%)**
 - Transparent pricing structure with clear daily rates.
 - Discounted pricing for third sector / non-profit organisations.
 - Demonstrate cost-effectiveness compared to quality of services offered.
- **Compliance & Risk Management (10%)**
 - Evidence of strong risk management and safeguarding of organisational data.