



Specification

**Provision of E-Bulk Solution for the Administration
of Disclosure and Barring Service (DBS) for
Conwy County Borough Council**

Tender Reference: CCBC/DBS/2025

1. Introduction and Background

1.1 Conwy County Borough Council

Conwy County Borough Council (The Authority) is located in North Wales covering both coastal and rural areas. It provides local government services to the 112,000 residents and businesses in the borough area. This includes essential services of social care and education, leisure, library services, refuse collection and environmental health.

The Authority employs approximately 5,500 full and part-time employees engaged across the spectrum of roles including caring, administrative, technical and professional duties, and manual duties in the above service areas.

The Authority operates across a number of sites, covering a range of type of work environments, including home working, working within the community, residential care, office, leisure facilities, schools, workshops and refuse operations.

1.2 Disclosure and Barring Service (DBS)

Conwy County Borough Council (the 'Authority') is a Registered Body with the Disclosure and Barring Service (DBS) and currently processes approximately 1800 DBS checks per annum, as part of the safe recruitment and registration procedures for posts, mainly within Social Care and Education, Licensing, Youth and Leisure services. In addition the service will be used to undertake checks on behalf of Personal Assistants employed via the Authority's Direct Payments scheme, (approximately 450 individuals and voluntary organisations operating within the County). The Authority also undertakes some checks as an 'Umbrella Body' for other organisations.

The Authority cannot guarantee any number of checks requested per year.

2. Service Requirements / Specification

The Authority is seeking to appoint an approved e-Broker (the 'Supplier(s)') to facilitate the administration of all its DBS checks electronically either via a hosted or umbrella body solution.

The Authority will consider both Hosted and Umbrella body e-Bulk solutions as long as the requirements identified below are met.

Suppliers are required to provide details of their e-Bulk system and how this matches the Authority's requirements taking account of the following: -

- Suppliers will need to demonstrate experience of providing a DBS e-Bulk system and service to other Local government organisations.
- Suppliers will need to be an approved e-Bulk e-Broker. Evidence of this accreditation will need to be provided to demonstrate that the Supplier's e-Bulk system abides by the terms of the DBS Interchange Agreement.
- The e-Bulk platform provided must be easily accessible via an internet enabled PC, laptop or mobile device.

- The e-Bulk platform must be easily accessible for those with sight impairments and preferably compatible with specialist reading software such as 'Jaws'.
- The e-Bulk platform provided will need to be available to users in the English language and should ideally be available in the Welsh language to enable the Authority to comply with the Welsh Language Standards.
- The notes of guidance for applicants is required to be available in English and in Welsh to comply with the Welsh Language Standards.
- Up to 20 Authority representatives will need to have administrative access to the system to set up and monitor applications for Authority employees and non-employees, for example, Council employees, volunteers of other organisations, foster carers and Direct Payments staff.
- The system should be able to provide accurate and speedy responses to facilitate the recruitment process.
- The system should send out automated notifications to:
 1. Remind the Applicant to complete the application form (copy to the Authority)
 2. Notify the Applicant if there are any errors in their application
 2. Remind the ID Checker to check the ID and complete the process
 3. Notify the Administrator at key stages including Application submission confirmation, ID check completed and Disclosure available.
- The successful Supplier will need to provide online systems training to representatives from the Authority.
- The e-Bulk solution will need to include a suite of reports/information screens to assist in managing the Authority's DBS checking process. These reports must be convertible into a .csv file and will need to include, but not limited to -
 - Numbers of checks applied for
 - Numbers of checks applied for and not yet received results back
 - Full costing reports, preferably month by month
 - Applicant process history e.g. when the form was completed; ID checked
 - Checks completed due to reach 3rd year renewal – Or at least dates on completion that can be filtered.
- Support should also be available from the Supplier to the Authority during office hours preferably via telephone, but email is acceptable.
- The Authority uses Midland HR iTrent computer system to record DBS checks – ideally the system should be able to interface with iTrent to record that the DBS check has been undertaken and the date.

- Invoicing arrangements should be able to show separate cost coding for different Authority departments.
- The Suppliers' systems, maintenance of records, processing and sharing of sensitive personal data procedures should adhere to the Data Protection Act 2018 and the General Data Protection Regulations 2018.
- Account Management provided by a nominated Customer Services Manager.
- The successful Supplier may be required to partake in review meetings during the period of the Agreement with representatives of the Authority.

3. Costings

- Suppliers are requested to provide costs for each DBS check and total cost based on Conwy County Borough Council processing circa 1800 checks per annum. The Authority cannot guarantee any number of checks requested per year. Costs should also be provided for any user licence costs and system training. Full costing requirements can be found in the Price Schedule of the Invitation to Tender document.
- Suppliers should provide information and costings of any equipment and/or software which may need to be installed with detailed technical specifications.

4. Scope of Contract

The term of the contract will be for 3 years with an option for the Authority to extend for a further period of up to 1 year plus 1.