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Planning

SSP Customer Portal

Construction Industry Training Board

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-055515

Procurement identifier (OCID): ocds-h6vhtk-0597de

Published 10 September 2025, 4:05pm

Scope

Description

CITB is looking to develop and implement a digital customer portal for the administration process of Site Safety Plus (SSP) to eliminate manual processing, improve operational efficiency and enhance the overall customer experience. We intend to work within Agile methodologies in delivering this portal and in addition, the tooling we use must enable collaboration and best practice. CITB has worked with a consultancy firm to build the requirements.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Peterborough:-Information-systems./6KB3A6D3Y8>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/6KB3A6D3Y8>

Total value (estimated)

- £1,250,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 May 2029
- Possible extension to 31 March 2031
- 5 years

Main procurement category

Services

CPV classifications

- 48810000 - Information systems
- 64216210 - Value-added information services
- 72222300 - Information technology services
- 98390000 - Other services

Contract locations

- UK - United Kingdom
-

Engagement

Engagement deadline

24 September 2025

Engagement process description

CITB seeks suppliers who can provide the services detailed below. The primary aim of this EOI is to identify suppliers with capability and interest to deliver COTS (Commercial Off the Shelf) and or subscription service (SaaS) to automate Site Safety Plus administration processes. All responses must be submitted via the e-tendering portal.

Your expression of interest must be made by the stated deadline. Suppliers who have expressed an interest by providing a formal response to the EOI questionnaire will be invited to participate in the future tender process.

EOI return date: 24th September 2025.

Your expression of interest must be made by the stated deadline.

BACKGROUND TO THE REQUIREMENT

CITB is looking to develop and implement a digital customer portal for the administration process of Site Safety Plus (SSP) to eliminate manual processing, improve operational efficiency and enhance the overall customer experience. We intend to work within Agile methodologies in delivering this portal and in addition, the tooling we use must enable collaboration and best practice. CITB has worked with a consultancy firm to build the requirements.

The solution must have the following:

Ability to submit course notifications and instantly generate course notification number. If details are incomplete/incorrect, system will prompt customer to correct and re-submit.

Delegate registration and course results uploaded via portal and certificates issued. If details are incomplete/incorrect, system will prompt customer to correct and re-submit.

Ability to register and edit candidate details.

Training Providers to have their own profile with username login and password and be able to self-serve the end-to-end admin process.

Training Providers must be able to make amendments on the portal for course changes, trainer registration, or new course approval.

Fully automated – no manual processes.

Must be easy to use and intuitive.

Training Providers to have access to replacement delegate certificates.

Each Training Provider to have the option to create multiple logins for admin users.

Ability to submit applications for new tutors and amend existing tutor details.

In addition to the above, the solution should have:

New Centre Application Process via Portal with status/progress updates available to view.

Ability to view and pay invoices.

Calendar view showing centre upcoming courses, important announcements, QA visits, course updates, etc.

Trainer records for centres – ability to update/upload CPD requirements. Centres can check trainer status.

Support functions available – ability to raise support requests/chatbot function.

Dashboard giving centres access to live information on their activity, real-time reporting.

Reminders sent to delegates/Training Providers regarding certificate expiry.

Technical area with support documents for course delivery, FAQs, scheme rules (similar to SharePoint).

Workflows to ensure customer queries are routed to the correct department within CITB.

Act as a two-way communication tool.

Technical Criteria and Constraints:

Cloud services should adopt UK hosting where possible.

Provider portal should have the ability to integrate with CITB Azure AD B2C (as used in the Training Directory) to reduce the number of Training Provider login accounts.

Processor portal should have the ability to integrate with CITB Active Directory (AD) to reduce internal login accounts.

Portal content and branding should align with the main CITB website.

Any questions regarding this EOI must be raised via Delta portal messaging facility. The deadline for the expression of interest is 12 Noon 24th September 2025.

Submission

Publication date of tender notice (estimated)

4 January 2026

Contracting authority

Construction Industry Training Board

- Public Procurement Organisation Number: PGZW-2274-ZBTV

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Organisation type: Public authority - sub-central government