Part 4 Award Questionnaire

Contract Reference	
T00118CO	
Contract Title	
Customer Feedback Monitoring System	
Maximum Period of Contract	
5 years	
Return Date	
02 August 2018	
Return Time	
12:00 Noon	
Return To	
www.supplyingthesouthwest.org.uk (ProContract)	
Applicant Name	

Contents

Stage Two – Award

Section A.   Pass / Fail Criteria

The questions within this section shall be assessed on the basis of pass or fail.

Question Number	Questions	Response
1	You must confirm that you can meet all of the Mandatory Requirements specified within Section 2 of Part 2 Specification. **The Authority's Minimum Requirement is for the Applicant to meet all of the Mandatory Requirements for the whole term of the Contract. Comments should only be used when an Applicant feels that specific requirement(s) are not appropriate to their submission.**	**Yes/No**
Comments:		
2	If your organisation is offering a Cloud-based service, please confirm that you have completed the attached Appendix 1 – CESG Cloud Information Security Questionnaire and submit this as part of your Tender response. **In order to achieve a pass for this questions, Applicants who are offering a Cloud-based service are required to meet all of the requirements within the Appendix 1 – CESG Cloud Information Security Questionnaire. Where an Applicant is not offering a Cloud-based service they should select "N/A", which will constitute a pass.**	**Yes/No/N/A**

Section B.   Method Statements

Applicants are required to submit Method Statements. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient of detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and be appropriate in length. Supporting information may be submitted, provided that it is clearly referenced in the question to which it clearly relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Method Statement Number	Method Statement	% Score / Weighting
1	Please describe the functionality of the system available to Customers. Areas to be covered must include but are not limited to: a) Logging complaints (Corporate and Children's Social Care complaints to be raised and progressed within the same database, using the same on-line forms); b) Logging compliments; c) Following the progress of their complaints; d) Escalating a complaint if they are unhappy with the response they have received; e) Adding contact details and their preferred method of communication; f) Completing satisfaction surveys following a response to a complaint. **Word Limit** 3 sides of A4 (Arial 12).	**9%**
Response:		
2	Please describe what the system enables Council Officers (including Admin) to do (and how). Areas to be covered must include but are not limited to: a) Recording premature Local Government Ombudsman complaints and automatically initiate the relevant complaint process; b) Re-assigning cases to another Council Officer, both en-masse, where an Officer is on holiday, sick leave or has left the authority, or on an individual basis; c) Recording that an external supplier should be included in any responses; d) Recording outcomes, lessons identified and recommendations made, and check that recommendations are implemented; e) Recording financial and non-financial settlements;	**10%**

	f) Personalising their use of the system, including the ability to edit correspondence templates, add shortcuts and customise screens and menus; g) Discontinuing a complaint, as the assigned officer; h) Denoting specific complaints as confidential, with access for specific users only; i) Viewing workload by Executive unit, department, team or assigned user; j) Searching for officer email addresses using Active Directory; k) Creating ad-hoc reports and creating ad-hoc communication templates. **Word Limit** 3 sides of A4 (Arial 12).	
Response:		
3	Please describe other features of the system, not covered in other Method Statements or Technical Questions. Areas to be covered must include but are not limited to: a) Automatically generating acknowledgements, responses and other correspondence relevant to the specific process being undertaken, either by email or hard copy print, with the Authority able to edit all communications prior to being sent; b) Facilitating the uploading of attachments to cases; c) Enabling a complaint to bypass a particular stage of the complaints process; d) Storing additional information for Social Care complaints, for example investigating officers, Independent Person's, Panel Members, etc. and record money spent on these resources; e) Linking an assigned stage to relevant templates; f) Prompting an officer to classify the issues raised by the customer so that the root cause of the complaint can be identified; g) Capturing Equalities information; h) Facilitating an approval requirement for individual cases so that responses have to be checked before being sent out; i) Enabling a case to be assigned to several officers e.g. where a complaint is about multiple service areas;	**9%**

	j) Storing Reference numbers for the Complainant relating to other Council systems, for example Social Care, Council Tax and Housing Benefits. **Word Limit** 3 sides of A4 (Arial 12).	
Response:		
4	Please provide information on how the System will be initially implemented and then supported during the term of the Contract with the Authority. Areas to be covered must include but are not limited to: a) A clear overview of each component of the system (e.g. modules, Apps, etc.) and how it is licensed (e.g. site wide, named user, concurrent user) so the Authority knows exactly what it needs to purchase in order to meet the functionality required, including external users. Ideally to include an infrastructure diagram showing how the components are interconnected; b) A high level implementation plan which describes how the System will be installed and deployed and a description of the tasks involved and resources needed; c) Details of Training provided; d) Details of the system "Roadmap", i.e. a plan of future changes and enhancements, which should span at least 12 months in the future; e) Details of the Service Level Agreement (SLA) for supplying comprehensive technical support for the system. The SLA needs to cover method(s) of incident reporting, incident categorisation, response times, methods of support, out of hours support, escalation processes, volume of use restrictions and any occasions where additional costs would be applicable; f) Details as to the frequency of changes to the software (Releases/versions, and patches) as well as details of the circumstances in which new Releases will be charged for (if any). Also details on the extent to which previous and alternative versions of the system are supported and the level of control the Authority will have	**8%**

	in terms of the timing of the installation of patches and new releases;	
	g) Confirmation that Client software application components (if any) provided as part of the solution are capable of unattended install;	
	h) A list of the mobile devices supported by the system;	
	i) Details of the policy for supporting new versions of Browsers as they are introduced, whilst still supporting older versions? Please illustrate your answer by listing the browsers and versions currently supported by the system;	
	j) Confirmation that system documentation is provided – as a minimum, this should be a user manual and a database schema, in hard copy or electronic format.	
	Word Limit 3 sides of A4 (Arial 12). Appendices are permitted.	
Response:		
5	Please describe the services you provide when hosting the System. Areas to be covered must include but are not limited to: a) Details of the Service Level Agreement (SLA) for the hosting of the System. As a minimum the SLA needs to cover Back-Ups, System Restore, Integration with other systems, System availability/reliability, Service Credits, Turnaround time for Live to Test/Training environment refreshes (the Authority's requirement is within 2 working days), Turnaround time for changes in access rights to data or services (the Authority's requirement is within 2 working days), Loading of Software Patches and Upgrades (including Patches and Upgrades to Operating Systems and Third Party components), Details of where data backups will be held and what physical and electronic security will be used to secure them, equipment audits by a reputable third party (details of	**3%**

	audits to be made available on request) and reaction to information on potential security breaches;
	
	b) Details of how the Authority will have free (of additional charge) access to its data for raw extraction. This can be supplied by any of the following:
	
	    • By the Supplier providing full read access (not limited to standard working hours) to the authority's dataset for a limited number of individuals within the authority; or
	
	    • Local replication; or
	
	    • Remote replication to the Authority's site;
	
	c) Details of how the Supplier will supply the Authority with all of its production data (in a format and time to be specified), with an appropriate database schema, free of charge at the end of the contract period.
	
	Word Limit 3 sides of A4 (Arial 12). Appendices are permitted.	

Response:		
6	Please describe the data protection and security measures you have adopted when designing, developing, implementing and supporting the system. As a minimum your response should fully address the following: a) Infrastructure and Technology; b) Security Protocols, Security Standards utilised (e.g. ISO/IEC 27001); c) Any relevant data protection and information security policies and procedures; d) How all information provided by the organisation is accessible only through secure network links; e) How the organisation is compliant with the recent General Data Protection Regulation (GDPR), with specific reference to how the system will comply with the information rights of data subjects including right to be informed, subject access, right to be forgotten, right to rectification; f) Details of the system's password policy, including encryption, use of mixed case, numbers and special characters, minimum length, expiry, limit on login	**8%**

	attempts, logging of unsuccessful login attempts and "forgotten password" functionality; g) Details of how the system links to Active Directory for Single Sign On (if applicable); h) Details of the security controls in place to keep the Authority's data separate from your organisation's other client data and also accessed by only authorised members of your personnel; i) How personal data or sensitive business data is encrypted both in transit and in storage? Please describe key management practices and the encryption algorithms used (e.g. TLS). **Word Limit** 3 sides of A4 (Arial 12). Appendices are permitted	
Response:		

Section C.   Technical Questions

Applicants are required to submit their response to the following Technical Question. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient of detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and be appropriate in length. Supporting information may be submitted, provided that it is clearly referenced in the question to which it clearly relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Technical Question Number	Technical Question	% Score / Weighting
1	Please describe how the Authority can set up customisable workflow processes as determined by its published complaints procedure and the statutory Children's Social Care complaints procedure including Local Government Ombudsman processes and Access to Information complaints processes. **Word Limit** 2 sides of A4 (Arial 12).	**4%**
Response:		
2	Please describe the reporting facilities available in the system, to include both system generated reports and ad hoc reports created by users. Include reports to monitor performance and list Audit details. **Word Limit** 2 sides of A4 (Arial 12).	**4%**
Response:		
3	Apart from complaints and compliments, please describe other processes the system can be used to record. Areas to be covered must include but are not limited to: a) Service Requests; b) Member/MP Enquiries; c) FOI (Freedom of Information) requests; d) SARs (Subject Access Requests);	**4%**

	e) Notifications of Data Breaches. **Word Limit** 2 sides of A4 (Arial 12).	
Response:		
4	Please detail and evidence (by supplying Policy documents, internal testing reports, external testing documents, etc, as attachments) how Penetration Testing of the System was undertaken during initial Development of the Software and is regularly undertaken as the software is updated. Areas to be covered must include but are not limited to: a) Who carries out the testing; b) How often testing is undertaken, for example at which point(s) during development, before future releases go live, any other regular intervals; c) How the Applicant ensures high priority items are addressed promptly; d) Documentation from a reputable third party, detailing the vulnerabilities highlighted in the last external penetration test (not re-test) and evidence that any high priority items have been addressed. Please Note: Applicants may mask urls etc. in their documents if appropriate. **Word Limit** 2 sides of A4 (Arial 12). Appendices are permitted.	**5%**
Response:		
5	Please describe how your organisation will continue to function and meet its obligations under this Contract, after a major event, e.g. a flood or fire that results in the loss of computers, telephones, premises, etc. As a minimum, please submit your organisation's Business Continuity and Disaster Recovery Plans and Policies (as attachments) and provide any additional commentary to evidence the effectiveness of your plans. **Word Limit** 2 sides of A4 (Arial 12). Appendices are permitted.	**4%**
Response:		

6	Please describe the various types of users on the system and give details of the functions each user type can perform, within the system. **Word Limit** 3 sides of A4 (Arial 12). Appendices are permitted.	**2%**
Response:		