**SPECIFICATION**

1. **Background**
   1. Kent County Council is committed to delivering social value and improving the social, economic and environmental wellbeing of the county. Underpinning this, the Council has championed active and connected communities and recognised the important role that the VCSE sector has to play, while working in partnership with the private and public sectors, to improve the lives of the county’s residents.
   2. The Council has an established track record of bringing together the VCSE, private and public sectors in collaboration to deliver social value and to improve outcomes for Kent’s residents. However, there is further potential to establish a more direct working relationship between those VCSE organisations that require support with those organisations able to offer it, whether they be from the private sector, the wider public sector, or other VCSE organisations.
   3. In order to achieve the above, the Council requires a Digital Social Value Platform (DSVP) through which VCSE organisations across Kent are able to request resources that they require from other organisations in a position to provide them. It is important that this platform is available for use by VCSE organisations within the next six months in order for the Council to be able to make this available to the sector as a part of its package of support following the COVID-19 outbreak.
2. **Requirement**

**Digital Social Value Platform**

* 1. The DSVP will enable users to self-register onto the platform and will enable organisations using the platform to request and/or offer resources (non-financial resources only) from other organisations able to provide them.
  2. The DSVP will have a ‘landing page’ on which all resources being requested and offered are viewable by all users of the platform. As a minimum, these resources will be filterable by requests and offers and resource type.
  3. The DSVP will have the ability for a Council user to determine which organisations are able to request and offer resources through the platform.
  4. The DSVP will enable a Council user to moderate (approve or reject) the resources requested and offered through the platform.
  5. The DSVP will not permit users of the platform to submit incomplete requests or offers for resource for approval or listing on the platform.
  6. The DSVP will have the ability for a Council user to identify whether or not resource committed by an organisation has been delivered to the intended recipient.
  7. The DSVP will have the ability for a Council user to view all resources that are being requested and offered on the platform, all resources that have been delivered, and all resources requested or offered but that were not delivered.
  8. The DSVP should have the ability for a Council user to view where, across the county of Kent and including at district level, resources have been requested and offered and where those committed resources have been delivered.
  9. The DSVP will have the ability for a Council user to view feedback from recipients of committed resources regarding their satisfaction with what was delivered.
  10. The DSVP will enable VCSE organisation to secure resources through the KCC procurement process
  11. The Council requires the option to have the ability to vary the Contract to allow other public sector organisations in Kent, for example, the District Councils to join during the life of the Contract.

**Performance and Diagnostics**

* 1. The DSVP will be a public-facing online platform with resources requested and offered viewable through a website. However, access for users of the platform will be provided by way of a secure log-in through the website.
  2. The DSVP shall not permit the creation nor the use of duplicate accounts.
  3. The DSVP shall be capable of handling a high number of users (anywhere up to 250 users) logged in and using the platform without affecting performance.
  4. The DSVP shall be fully accessible using all major web browsers to all users operating recent versions of Microsoft Windows, Macintosh (Mac) and Linux.

**Support**

* 1. The DSVP provider shall provide guidance material for Council users and users for organisations requesting and offering resources, detailing how to use the platform.
  2. The DSVP provider shall provide training for Council users and users for organisations requesting and offering resources, detailing how to use the platform.
  3. The DSVP provider shall provide a fully detailed implementation plan showing how the DSVP will be implemented and how integration with existing systems will take place, including with the Council’s procurement and contract management system.[[1]](#footnote-1)
  4. The DSVP provider shall ensure at all times that the platform is working and fit for purpose. Planned maintenance is to be carried out outside normal business hours.
  5. The DSVP provider shall provide support to Council users via telephone and e-mail. Support will also be provided at no additional cost to the Council.

**Compliance**

* 1. The DSVP shall operate in full compliance with data protection legislation and ensure compliance with any future data protection regulations and legislation.
  2. The DSVP shall operate in full compliance with procurement legislation and ensure compliance with any future procurement regulations and legislation.
  3. The DSVP shall operate in full compliance with the Web Content Accessibility Guidelines 2.1, and any subsequent updates to these guidelines.
  4. Any updates required to the DSVP in order to ensure or maintain compliance with regulations and/or legislation will be made at no additional cost to the Council.
  5. The Council would expect as a minimum, that security penetration testing of the system be undertaken annually.
  6. The Council would expect that the data for this system to be held within a UK data centre.

1. Proactis ProContract tendering and contract management system [↑](#footnote-ref-1)