1. **Background**

**General**

* 1. City of Wolverhampton Council (“the Council”) invites tender responses from service providers that can provide a Customer Records Management system which includes a User portal for public use that meets the requirements of a Local Authority service. This will require a local database that provides various levels of information supporting young people and adults into training, education, employment and support. The successful service provider will be suitably experienced and have proven track record of delivering solutions that meet the specification below.
	2. Skills and Employment is a key priority for the City and the focus of this system will be to support delivery of individual programmes and the service as a whole. Further information regarding the drivers for the system are found [here](http://www.wolverhampton.gov.uk/CHttpHandler.ashx?id=11841&p=0)
	3. The contract term will run for a period of 4 years commencing once the tender process has completed with a further option to extend subject to discretion by the Council.

**2.0 Specification**

2.1 The Council has recently launched many initiatives across the Skills and Employment system in the City. A key initiative has been the Workbox [www.wolvesworkbox.com](http://www.wolvesworkbox.com) as the virtual front door to skills support. This has become an integral part of the system for residents, training providers and employers. The Workbox also provides a referral processes to internal programmes, each of these have a specific customer pathways and outcomes.

* 1. Further development and connection of the Workbox is now required to create
* User Account functionality– enabling users to sign up and have an account online, upload or create a CV, provide training provider or job matching, targeted notifications, direct referrals to internal programmes and recording of activity.
* A Case Records Management (CRM) system enabling staff to record and track progress across the wider service.
* Business and Provider sign up to update information and post vacancies

2.3 The system must be capable of providing management information reports to meet the requirements of both national government (where required) and local needs**.**

2.4

The successful system provider will provide full implementation of the system including management, on- going maintenance, training, data migration and cleansing and report production as specified.

2.5 The system must provide the scope for the development to meet the needs of the Council. This includes supporting work to establish interoperability with other systems (such as Firmstep, Microsoft Excel, Word, Skype, PowerBi) which exist currently or may be developed in future to enhance or improve the efficiency of service delivery, more effective data management, sharing and reporting.

2.6 The system should be able to be accessed using an appropriate Internet web browser.

2.7 The System Provider will:

a) Identify a Project Manager responsible for initial roll-out.

b) Identify an Account Manager responsible for dealings with the Council.

c) Detail what level of support is available during the implementation stage.

d) Detail what level of support is available on an on-going basis.

e) Detail if the support is only for fault resolution or available for queries etc.

f) Detail any restrictions on availability of support.

g) Outline what support it would require from the Council to be able to meet the specification and timescales indicated.

2.8 The system will be General Data Protection Regulation compliant to meet data protection requirements and connection if needed through the Council’s single view solution MultiVue to manage consent.

**3.0 Key operational requirements**

3.1 Key operational areas are set out below. The System Provider must deliver the services required below, they are considered to be key operational areas and essential for the service.

 **Workbox User Portal**

 The Workbox User Portal (branded as Workbox) will be connected to the Workbox and provide online user functionality. This portal will be accessed via the Workbox and will need to provide a transfer of data to populate a customer record within the CRM. The components of this will need to include as a minimum;

|  |  |  |
| --- | --- | --- |
| **Ref** | **Category** | **Requirement Detail** |
| 1 | Functionality | Personalisation of account for customers |
| 2 | Functionality | WorkBox 'journey map' and development tracker to provide a visual display of customer's journey through WorkBox to track development |
| 3 | Functionality | Ability for customers to self-refer themselves on the Portal and collate source referral |
| 4 | Functionality | Appointment reminders - automated reminders for job interviews/meeting via SMS/email |
| 5 | Functionality | Messaging system between customer and work coach |
| 6 | Functionality | Ability to set preferences and refine content for work/training opportunities by customer's preference |
| 7 | Functionality | Ability for customers to flag/save opportunities for later reference |
| 8 | Functionality | Application reminders - automated reminders for customers to apply for jobs when available via SMS/email |
| 9 | Functionality | Tailored self-development content for customers e.g. tips/lessons for CV writing and soft skills |
| 10 | Functionality | Signposting to relevant services for customers e.g. health |
| 11 | Functionality | CV 'workshop' - upload recent CV for feedback |
| 12 | Functionality | Record kept of customer job applications and interview attendance and record of training completed  |
| 13 | Functionality | List of job/training events or courses available to customers - automated reminders/notifications (email/SMS) |
| 14 | Functionality | Automated reminder for career checks (12 weeks) - self analysis for customers to conduct themselves through the Portal |
| 15 | Functionality | Exclusive job vacancies and opportunities for customers signed up |
| 16 | Functionality | Work coach integration for customers signing up for opportunities |
| 17 | Functionality | Admin will approve employer and job vacancy listings before they go live |
| 18 | Functionality | Quality check – offline |
| 19 | Functionality | Templates for job vacancy uploading - designed for employers advertising on the site |
| 20 | Functionality | Links to training provider sites |
| 21 | Functionality | Implement plans for citizens and employees for visibility |
| 22 | Functionality | Reporting available for customer/employer details and statistics |
| 23 | Reporting/Links to CRM | Automatically import customer details into CRM upon registration |
| 24 | Reporting/Links to CRM | All personal information input to CRM record |
| 25 | Reporting/Links to CRM | Certain criteria creates alert in CRM - work coaches pick up work |
| 26 | Reporting/Links to CRM | Page use statistics available from Google Analytics |
| 27 | Reporting/Links to CRM | Individual user tracking/analytics |
| 28 | Reporting/Links to CRM | Ability to create dashboards - Qlikview/PowerBI |
| 29 | Reporting/Links to CRM | Automated reporting for performance targets |
| 30 | Reporting/Links to CRM | Employer relevant reporting - report on employer activity in the portal |
| 31 | User Experience | Content rendered from other sources - social media etc. |
| 32 | User Experience | Recently added job vacancies scrolling panel |
| 33 | User Experience | Easy for users to navigate |
| 34 | User Experience | Accessible to customers with disabilities e.g. screen readers |
| 35 | User Experience | Mobile responsive |
| 36 | User Experience | Visual journey of progress through WorkBox |
| 37 | User Experience | Messaging functionality to work coach in similar style to Facebook/WhatsApp |
| 38 | User Experience | Notification reminders/alerts - icon and email/SMS - for interviews/appointments/job listings etc. |
| 39 | User Experience | Interactive user interface |
| 40 | Links to Other Systems | Customer details shared with Customer Services CRM |
| 41 | Links to Other Systems | Option to sign up/connect to WorkBox from My Account (The Council’s user account) |
| 42 | Links to Other Systems | Social media integration - twitter feed, follow buttons |
| 43 | Links to Other Systems | Buttons for sharing content to other sites |
| 44 | Links to Other Systems | Links to employer/training provider social media |
| 45 | Links to Other Systems | Possible integration into partner systems to prevent duplication accounts |
| 46 | Links to other systems | Ability to return to Workbox when finished  |

**Customers Record Management System**

The Customer Records Management (CRM) System will connect with the Workbox User portal and operate independently to allow seamless transfer of information and ability to track through several user journeys. The CRM will need to provide;

* Visibility of the customer journey including key milestones and actions
* Ability to record returning customers
* Ability to record progress and record contacts made, for example customers status – Referred, Active, Job Offered, In Work, Sustained, Dormant
* Capture outcomes and actions
* Set customer goals
* Ability to upload documents
* Provide SMS and email alerts to individuals and groups by selection criteria
* Ability to send information to the workbox user portal account of the individual
* Portability for different platforms
* Capturing of referral information, personal details, demographic data and equalities information
* Ability to record qualifications, training and apprenticeships levels
* Ability to record vulnerable customer status
* Upload and list job and training vacancies that can be sent to customers
* Ability to upload documents
* Provide a matching service for jobs and training against various criteria
* Ability to refer to other services by sending emails
* Recording outcomes including employer, training outcome, apprenticeships, customers not seen in certain timeframe, no activity on account, average appointments per day
* Tracking sustainability and alerts to staff at identified timescales
* Ability to have a caseload of many customers and provide an overview dashboard highlighting priority actions
* Provide a worker level dashboard highlighting individual actions
* Provide a Manager level dashboard to monitor individual performance
* Provide customisable actions plans and customer assessments
* Recognise and respond to duplicate records
* Ability to change a customer’s status as defined by the service.
* Ability to be have several customer journeys as defined in Appendix 2,3 and 4
* Ability for system administrators and managers to change status and reassign work to individuals, restrict views and manage access.
* Respond to reporting requirements for Statutory and European Funded programmes
1. **Detailed System Response**

**4.1 Data Migration**

Currently customer information is held various systems, mainly Microsoft excel and the existing data will need to be imported into any new system. This service will be to be provided by the successful supplier.

**4.2 System Availability**

The solution must be fully accessible and available for all registered users 99.99% of the time, 52 weeks per year to maintain the database.

**4.3 Recovery of Lost Data**

The system must provide facilities for the restoring of information that has been lost or corrupted and must provide guarantees that a recovery can be performed, ensuring the integrity of the information. Resilience service to be provided by the winning bidder, we expect the service to be recovered fully within 4 hours. The Supplier to provide options with regards to recovery points.

**4.4 Backup Strategy**

It should be possible to produce backups of all data in a way that would allow the restoration of the system and its data to specific recovery points where the solution and data integrity is known to be intact. See above resilience note.

**4.5 Helpdesk Responsibilities**

First and second line support will be provided by the Council, however the supplier is required to detail the levels of service provided to support the Council in use of the system. The helpdesk service must provide support for the following:

* Advice on how to operate the system.
* Advice on potential ways to use the system to address a business need.
* A point of contact for the notification of system errors/faults.
* Investigation into the cause and effects of reported errors/faults.
* Processes/Procedures to be undertaken by the user to resolve reported errors/faults.
* Information on the current status of work being undertaken to resolve reported errors/faults.
* Fixes to reported errors/faults in the form of system patches/upgrades/scripts.

If this is a cloud solution the supplier will be expected to provide the 2nd line support. ICT Helpdesk to provide 1st line support (after carrying out internal checks, log the call with supplier)

**4.6 Restrict Information Displayed**

The information displayed on any screen should be aligned with the working requirements of the user and defined by the Council.

**4.7 Data Integrity**

The solution should never allow data to be created in an inconsistent way or data to be left behind in case of unplanned ending of a transaction. The integrity of the data must be maintained at all times.

**4.8 Record locking**

The solution must only lock records to prevent data integrity issues at the lowest level possible whilst maintaining data integrity. This should be standard functionality within the solution.

**4.9 Browser Compatibility**

The web based front end of the solution must be compatible with a range of the most widely used versions of the most popular web browsers. The minimum requirements in terms of browser compatibility are: Solution must be HTML 5 compliant such that it is device agnostic and works seamlessly across various browsers.

**4.10 Browser Technologies**

To ensure customer experience is unaffected the proposed solution must be browser agnostic and easy to use. The solution must be compatible with the latest browsers on the market for example: Chrome 65, Safari 11, Edge 16, Firefox 58, Internet Explorer 11 and Opera 50.

**4.11 Handling of Frozen Processes**

The solution should handle processes that encounter a problem in such a way as to maintain data integrity and must be able to terminate processes that encounter a problem without effecting overall performance.

(Example: a process encounters a problem due to a service being unavailable, an error message should be generated, all data is returned to its original state and the user is permitted to continue to use the solution for processes that do not require that service).

**4.12 Inactive Sessions**

The solution should terminate inactive sessions after a configurable predefined length of time.

**4.13 System Access**

The solution should require anyone wishing to access the system to login using an ID and password.

**4.14 Password Standards**

The solution should allow the system administrator to establish standards for the setting of user ID’s and passwords. In order to achieve this, the solution should allow for the following:

Passwords length must be configurable (minimum and maximum length) passwords must contain at least a configurable number of the following character categories:

Capital letters;

Lower case letters;

Numbers;

Special characters.

* Passwords may not contain more than a configurable number of identical sequenced characters from the old password. Passwords may not be repeated within a configurable number of changes.
* A password change must be enforced by the system after the first login.
* After a configurable time frame a password change must be enforced during the next login.
* Passwords should not be displayed in plain text on the screen.
* Ability for user/assessor to change their own passwords.
* History of used passwords.
* Expiration dates.
* Restriction of re-use of passwords when expired.
* Auto suspend user/assessor after a number of invalid logon attempts.

**4.15 Access To User ID’s and Passwords**

The solution must ensure that access to user/assessor ID and password information is controlled and restricted to appropriately authorised personnel.

**4.16 Access Levels**

The system must be capable of providing multiple levels of authorisation for access to the system. It must be possible to restrict users’ access to the system in order to:

* Prevent user from viewing information that is confidential or is beyond their authority level for access.
* Prevent user from performing operations that they are not authorised to perform.
* Prevent accidental or malicious damage to the system or its data.
* Prevent user from altering data entered by others without a quality control mechanism for authentication being in place.

**4.17 Audit Reporting**

Audit reports should contain sufficient information to allow transactions of any sort to be traced end to end through the system.

**4.18 Concurrent Access**

The solution must be accessible and available for use to all users’ and all assessors at the same time without a reduction in performance. The solution must not limit the number of users’ who can access the system at any one time.

**4.19 Training of Users**

Training must be available for users of the proposed solution. Suppliers must explain how training will be conducted, what training materials/operational manuals will be provided and what format these will be provided in (e.g. Printed, Electronic, on-line help etc.).

**4.20 Devices**

The solution must be capable of full operation on the existing devices in use across the Council. The Council deploys client devices to standard configurations, describe any issues that might arise from running your solution with the following: Windows 10, Edge 16 or Internet Explorer 11.

The list above is not intended to be exhaustive and is subject to change.

**4.21 Reporting**

Suppliers must confirm that as a minimum the system will produce the necessary reports required for the Council. Listed below are the minimum reports required.

Reports must be capable of being exported into Word, Excel and XML formats and have the possibility of connection with reporting software (PowerBI, Qlikview)

* Outcomes – (into employment, training, apprenticeships, work experience)
* Referrals in and out
* Activity (attending information sessions, programmes, training, pre-apprenticeships)
* Overall and individual caseloads
* Analysis (defined time parameters)
* Equalities information (disability, age, gender, ethnicity)
* Durations (length of time)
* Location (areas, wards)
* Vulnerable groups
* Comparisons with national averages (to include Neighbourhood statistics where possible).
* Sector based interests and experience
* Jobs posted by sector, type, employer
* Programmes and events (no of attendees)
* Additional Statutory reporting
	+ NEET analysis by percentage (monthly, quarterly and annually).
	+ EET (Employment, Education, Training) analysis.
	+ Not known analysis.
	+ Vulnerable groups including teenage mothers, young offenders, care leavers
	+ 16-19 year olds with Special Education Needs and Disabilities (SEND).
	+ 13-16 year olds with Special Education Needs and Disabilities (SEND).
	+ Breakdown by type.
	+ EHC (Education Health Care) completions.
	+ Intended destinations from each May.
	+ September Guarantee progress from each June.
	+ Activity survey progress from each November.
	+ Activity survey outcomes from end January.