CHESHIRE COUNCILS ENTERPISE RESOURCE PLANNING (ERP) SOFTWARE SOLUTION

Volume 4 – Response Document

Invitation to Submit Outline Solutions

Response Form 1

Confidential and Commercially Sensitive Information

We hereby identify those aspects of our Outline Solution which we consider confidential or commercially sensitive, as well as the period of time for which we consider the relevant aspect of the information to be confidential or commercially sensitive, the justification for the information being confidential or commercially sensitive and the likely consequences to us of the relevant information being disclosed.

Aspect of Response to be confidential or commercially sensitive	Is the information confidential or commercially sensitive or both?	Period of time for which that aspect will be confidential or commercially sensitive	Justification for information being confidential or commercially sensitive	Likely consequences of relevant information being disclosed

We confirm that we understand that the Councils:

(i)   will use reasonable endeavours to resist any request to disclose information which is reasonably believed by us to be confidential or commercially sensitive but such endeavours will not extend to putting the Councils in a position where they are in breach of an enforcement notice or to breaching any court order;

(ii)   cannot guarantee that there will not be any disclosure of the information in the table above; and

(iii)   shall have no liability to us in the event that information identified as being commercially sensitive or confidential is disclosed pursuant to the Councils' duties under FOIA.

Signed:

Printed name:

For and on behalf of:

Date:

Response Form 2

Changes from SQ

We hereby confirm that there have been no material changes to our status or to any of the information that we provided in our SQ or that the Councils have approved any changes that we have informed them of prior to submission of our Outline Solution.

Signed:

Printed name:

For and on behalf of:

Date:

Response Form 3

Cheshire East Borough Council and Cheshire West and Chester Council

CERTIFICATE OF NON-COLLUSION AND NON-CANVASSING

The Provision of an Enterprise Resource Planning (ERP) Software Solution (the "Contract")

To: Cheshire East Borough Council and Cheshire West and Chester Council ("Authorities")

(Via 'The Chest')

Date: _____

For the Attention of: Daniel Hart

1.   Statement of non-canvassing

I/we hereby certify that I/we have not canvassed any member, Director, employee, representative or adviser of the Councils in connection with the proposed award of the Contract by the Councils, and that no person employed by me/us or acting on my/our behalf, or advising me/us, has done any such act.

I/we further hereby undertake that I/we will not canvass any member, Director, representative or adviser of the Councils in connection with the award of the Contract and that no person employed by me/us or acting on my/our behalf, or advising me/us, will do any such act.

Statement of non-collusion

The essence of selective tendering for the Contract is that the Councils shall receive bona fide competitive Tenders from all Bidders.

In recognition of this principle, I/we certify that this is a bona fide offer, intended to be competitive and that I/we have not fixed or adjusted the amount of the offer in accordance with any agreement or arrangement with any other person (except any sub-contractor identified in this offer).

I/we also certify that I/we have not done, and undertake that I/we will not do, at any time any of the following acts:

(a)   communicate to a person other than the Councils, the amount or approximate amount of my/our proposed offer except where the disclosure in confidence of the approximate value of the Tender was essential to obtain insurance premium quotations required for the preparation of the Tender; or

(b)   enter into any agreement or agreements with any other person that they shall refrain from tendering or as to the amount of any offer submitted by them; or

(c)   offer or agree to pay or give or actually pay or give any sum of money, inducement or valuable consideration, directly or indirectly, to any person for doing or having done or having caused to be done in relation to any other offer or proposed offer, any act or omission.

(d)   committing any offence under the Bribery Act 2010 or any subordinate legislation made under that Act from time to time.

http://www.legislation.gov.uk/ukpga/2010/23/contents

I/we agree that there is a requirement to disclose and declare any direct or indirect financial or non financial interest in an organisation, company, or other body that is doing business with, or has dealings with, the Councils and where this may affect and/or could bring about a conflict with the Councils' interest.

I/we should notify this to the Councils and that failure to disclose or declare such an interest could result in the contract being terminated.

I/we agree that the Councils may, in their consideration of the offer and in any subsequent actions, rely upon the statements made in this Certificate.

Signed _____

Name: _____

Position _____

For and on behalf of **[Bidder]**

_____

Response Form 4

Quality Questions – Delivering the Councils' Requirements, Delivering the Programme Services and Timeline and Delivering Future Change – weighting of 53%

Format of Response – Quality

Set out below are the key areas to cover in the Outline Solution which should describe the Bidder's proposals to meet the Councils' requirements. The Councils have defined a series of questions that they would like Bidders to respond to in their Outline Solution. Where applicable and if appropriate or relevant to the delivery of the services, Outline Solutions should also describe the respective roles and responsibilities (and ways of working together) of individual consortia members and/or sub-contractors.

Bidders should present their responses to this Response Form 4 in the following format:

Table of Contents

Section 1 – Delivering the Councils' requirements (33%)

Section 2 – Delivering the Programme Services and Timeline (15%)

Section 3 - Delivering Future Change (5%)

Any supporting appendices for these sections are to be included in the stated page limit for each section. In developing their Outline Solutions, Bidders should state any assumptions and dependencies they believe the Councils should be made aware of. All bidder assumptions and dependencies should be clearly stated at the end of the relevant response section.

Bidders should note that each response to the questions should address each aspect and bullet point listed in the individual question.

1.   Delivering the Councils Requirements (33%)

Bidders are required to provide details of how their Outline Solution will deliver the Councils' requirements as defined in Volume 2 - The Requirements

The Invitation to Participate in Dialogue (ITPD) intentionally does not prescribe specific software products or sets of services. The Council openly invites Bidders to propose what they view as the most appropriate Solution to best meet the Councils' Requirements.

The response to this section 1 should be no more than 33 sides of A4 in total, single space and in Arial 11 font. The response should provide an overview section which will describe your overall solution, followed by sections that described how you will meet the Councils' Requirements for:

- Finance;
- Payments and Income;
- Human Resources;
- Payroll;
- Overarching; and
- Non Functional

The overview section will be used to inform and provide context to the other sections during evaluation.

Please also complete the Template at Appendix 3 – Detailed Requirements, as an appendix to Response Form 4. This will not form part of the word or page limit for the response to this section 1; however, Bidders should note and comply with word limits defined for certain elements within the Template.

2.   Delivering the Programme Services and Timeline (15%)

Bidders are required to provide details of how their Outline Solution will be implemented. The response to this section 2 should be no more than 15 sides of A4 in total, single space and in Arial 11 font.

Please answer the following questions:

Programme Timeline Question

Question 2.1 – Bidders should outline how their implementation plan will meet the Councils' timescales for implementation of their Outline Solution from 1 April 2018. This outline shall include as a minimum:

- o   the key delivery activities;
- o   the milestones;
- o   the workstreams; and
- o   the phasing

that are proposed in the delivery of the solution, to achieve possible options for delivering the solution from 1 April 2018 and no later than October 2018.

Innovative approaches which accelerate timescales for delivery while maintaining an acceptable and robust approach to risk and resourcing should be considered.

The following points need to be taken into consideration as a minimum in responding to this question:

- o   Bidder must provide a high level estimate and duration / plan to be reviewed as part of this outline solution phase. At the detailed dialogue stage the Bidder should aim to provide a firm resourcing plan and resource profile for at least the first 6 months, with indicative estimates for the rest of the Programme. A rolling 3 month resource profile will be required to support the Programme reporting requirements;
- o   If the Bidder is proposing to act as a prime and use sub-contractors to deliver services, the Bidder is required to provide an overview of which services will be

provided by the Bidder (as prime) and which services will be provided by any sub-contractors;

o The Bidder must estimate the numbers and types of resources that the Bidder expects the Councils to supply, including all subject matter expertise, business resources and IT roles. This should be clearly shown in their high level resource plan;

o Resources deployed on the Programme must have prior successful implementation experience in programmes similar to this Programme, as well as experience in delivering in similar roles within similar projects as part of the response. The Bidder will provide the profile of the consultants and analysts / developers who will be deployed during the Programme and evidence of successes on similar projects;

o If the Bidder is expecting the Councils to provide resources as part of a spilt implementation team, the Councils expect the Bidder to define the required numbers and suggested location, for the duration of the Programme. The Bidder should indicate the lead-time required to mobilise the work force in order to commence the Programme;

o The Bidder should indicate a high level profile of number of resources planned to be on site during the Programme (for both Bidder and Council roles) and any requirements for the co-location of certain teams or functions.

Programme Management and Governance Question

Question 2.2 - Bidders are required to provide details on how their programme management and governance services will deliver their proposed Outline Solution.

The following points need to be taken into consideration as a minimum in responding to this question:

o The Councils require project management and Project Management Office (PMO) services from the initiation of the project and throughout the delivery lifecycle. This will cover the development of fully resourced project plans and management of the project to agreed time, cost and quality tolerances across all workstreams;

o It is anticipated that a suitable Governance structure will be established to actively manage all aspects of the Programme, with a clear set of roles and responsibilities for all relevant stakeholders in the Programme;

o It is anticipated that Bidders will maintain project records and submit period reports on the project execution and status. The report will include, but not be limited to:

▪ Risks and Issues Logs
▪ Weekly Highlight reports
▪ Forecasts
▪ Milestone plans at Workstream / Project and Programme Level
▪ Resource profiles indicating resource requirements for all activities, including the Councils' resources

Technical Delivery Services Questions

Question 2.3 - Bidders are required to provide details on how their technical delivery services will deliver their proposed Outline Solution. In answering this question, Bidders are required to take into account the ERP Descriptor Appendix A - Technical Landscape document, contained within Volume 2.

The following points need to be taken into consideration but not be limited to in responding to this question:

- **Configuration and Development -** the activities required to set up and configure the solution to deliver the Councils' Requirements and manage the technical design and development of any enhancements, including management information reports and data migration. This will include but not be limited to:

  - Technical specifications
  - Systems configuration/development
  - Interface and integration strategy development
  - Technical implementation and assurance
  - Roles build
  - Operation report build

- **Data management** - the analysis and design activities for the data migration and archiving of historical data. The data migration will involve the migration of appropriate master data and transactional data from the source systems and manual records into target systems / solutions. It is envisaged that migrating the Councils' data from the Oracle database will be a one of the significant key challenges for this project, and anticipate that some of the key challenges that will need to be addressed as a minimum during the data migration for the Programme are:

  - Confirmation of Master data
  - Identification of multiple sources of data
  - Data quality
  - Data transformation
  - Existence of manually held data which are not on systems
  - Data cleansing

  The Councils anticipate the following services as a minimum will be required as part of Data Management:

  - Data migration
  - Data mapping
  - Data cleansing
  - Data load
  - Data architecture

o   Test data support

o   **Testing -** Services to cover the approach to the testing strategy and the activities involved in testing the functional and non-functional requirements to assure the solution. The Council anticipates as a minimum the following services will be required to support the testing of the delivered solution:

o   Development of testing strategy and test plan
o   Undertaking of test data preparation
o   Preparing test cases / scripts
o   Test execution
o   Non-conformance management, reporting and resolution
o   unit / component testing
o   Modular functionality testing
o   Integration testing
o   Regression testing
o   Performance testing
o   User acceptance testing approach including reconciliation of key functional areas such as payroll
o   Migration testing
o   Pre-production testing
o   Cutover Testing Disaster recovery / rollback design
o   Operational acceptance testing
o   Environment provisioning and management

Implementation Services Question

Question 2.4 – Bidders are required to provide details on how their Implementation Services will deliver their proposed Outline Solution.

The following points need to be taken into consideration as a minimum in responding to this question:

o   **Deployment -** the services that are necessary to manage the cutover and deployment of the solution. The Councils anticipate this to include definition of and the transition activities from the programme to the Councils' solution support function (to be defined). The activities included will cover but not limited to:

o   Deployment approach and interface management strategy for existing interfaces
o   Cutover planning and execution
o   Business deployment
o   Handover to Council support

o   **People and Organisational Change -** The Councils will deliver the business change programme to support and manage the impact of the change on the business, and will be seeking a business change partner separately from this contract. The Councils acknowledge that this is a critical set of activities which will support the successful delivery of the Programme change management

activities. There are dependencies on both the Councils' business change provider and the Bidder to deliver effective change management.

The Councils anticipate the following activities will be involved in this service, and the Bidder should highlight in their Outline Solution where their involvement in the development of (but not limited to) the following and their dependencies:

- o Training Plan and training delivery
- o Procedures and documentation
- o Business readiness testing
- o Role descriptions and structure
- o Change impact analysis
- o Stakeholder management
- o Communications and events management
- o Building capability to enable continuous improvement

3.   Delivering Future Change (5%)

The Councils would like to understand from Bidders their proposals to:

- Provide a solution and associated licencing / ownership and contractual model which positively supports flexible provision to multiple associated organisations with differing legal structures and ownership models, which protects each organisations' data integrity and which allows the flexible on-boarding and off-boarding of teams, services and organisations;
- Implement an operational solution that is capable of scaling up with the addition of services to deliver greater value for money for the Councils and their partners; and
- Develop a solution that is capable of increasing or reducing in scale and cost proportionately if demand increases or reduces.

Therefore, to assess Bidders proposals in this area, Bidders are required to provide a response to the following hypothetical scenario. In responding Bidders should clearly identify any specific contractual commitments they are making to delivering future change. Bidders are advised that the evaluation will take account of these commitments.

If the Bidder is appointed as the Preferred Bidder, the Bidder may be required to include and implement the proposals provided by the Bidder in their response to the hypothetical scenario in the Call-Off Contract, as a baseline for the approach to delivering any changes that are similar to the scenario. Bidders should take this into account when preparing their responses and clearly identify any areas of their response that would not be suitable or appropriate to include in any contractual baseline approach, with an explanation.

The Councils reserve the right to use additional or different hypothetical scenarios at the Final Tender stage. If the Councils decide to use additional/or different scenarios, further details will be provided to Bidders in the final version of the ISOS/ITPD issued to the Bidders that are invited to participate in the ISOS stage.

Scenario – Set up of new Separate Legal Entity

One of the Councils has decided to create a new standalone Separate Legal Entity ("Socialco") from the second year of the ERP solution contract.

Socialco employees will be drawn from existing employees from one Council's in house social care teams, who will TUPE across to this new service delivery vehicle on an agreed effective date, on their existing (East or West) terms and conditions. They will be joined by employees from another public sector organisation, who will also TUPE across to this new service delivery vehicle on an agreed effective date, on their existing (other public sector) terms and conditions.

It is expected that:

- Approximately 150 employees will transfer out of Council employment with a further 150 employees transferring out of other public sector employment;
- Circa 50 employees for the new organisation will have line management responsibilities for other staff;
- Circa 30 employees will rely on functionality within the ERP for most of their daily responsibilities;
- All 300 employees will require access to Employee Self Service Solution;
- within 3 months of creation of the new entity, an operating model review and restructure will take place, and approximately 100 of the 150 employees who transferred out of Council employment will retain long terms roles within Socialco, on new terms and conditions, along with 100 of the 150 employees who transferred out of other public sector bodies, who will also adopt the same new terms and conditions;
- Socialco will take transactional services provided by the Councils through existing shared service arrangements as a new customer. This will include provision of payroll services and facilities for payments to supplier and income collection from customers;
- Socialco will in other aspects operate independently from the Councils, utilising the new ERP solution in support of their business processes, e.g. for general ledger accounting, financial reporting, budget management, core HR activities, etc;
- Socialco will inherit the Councils' core social care systems LiquidLogic and ContrOCC, and existing integrations into the ERP solution to facilitate procurement / supplier payments and customer billing will need to be preserved appropriately;
- A new technology integration will be required from the other public sector body into the ERP solution, to facilitate procurement and supply payment activities carried out by Socialco on behalf of the public sector body's retained responsibilities;
- Access to ICT facilities and services for Socialco such as networks, hardware, etc, can be assumed to be the responsibility of the Councils or another technology service provider
- Support hours should be in line with your proposed solution.

Response:

The response to this scenario should be no more than 5 sides of A4 in total, single space and in Arial 11 font.

The following points need to be taken into consideration as a minimum in responding to this scenario question:

- Describe how you would propose to deliver this change and the impacts on your proposed solution. Clearly articulate the timeline over which the change would be undertaken, from the point the change was formally approved through the change control and governance process which will underpin your service;
- Highlight all of the activities that would be required to bring this to an implemented state, including the resources required by both the Bidder and the Councils;
- The expectation is that your proposal for change will include:

    - Project Management (Initiation)
    - Analysis and design
    - Development / configuration
    - Testing
    - User acceptance testing
    - Migration of data
    - Training
    - Cutover to new ways of working taking into account impacts to people, processes, technology and data
    - Post implementation support
    - Client acceptance

- Bidders should state your assumptions and all dependencies.

Response Form 5

Quality – Legal / Commercial Question weighting of 7%

Part A – Contract mark-up and Commentary Table

Bidders are referred to Volume 3 (Draft Framework Agreement, Call-Off Contract and Schedules and Collaboration Agreement) together with the various notes to Bidders included in those documents.

The Councils have used the Model Services Contract and Schedules published by the Crown Commercial Service on 1st April 2014 as the basis for the Draft Call-Off Contract, with suitable amendments. Any derogations from the Draft Call-Off Contract and Schedules that do not have solution or project specific justification will be taken into account on evaluation at the Final Tender stage.

To the extent that Bidders are not able to accept positions and/or drafting or to the extent that such provisions are not considered applicable or appropriate to the proposed Solution, Bidders should set out any derogations they would propose with the reasons why the Bidder considers these are appropriate.

Bidders should please ensure that any alternative position is clearly set out and explained.

Detailed drafting or mark ups are not required to be submitted at this ISOS stage but sufficient commentary should be given to enable the Councils to assess the nature and extent of the Potential Provider's proposed changes from the draft contract documentation and the Bidder's commercial proposals, to inform the Detailed Dialogue Stage leading up to the Call for Final Tender.

Part B – Call-Off Contract Schedules to be completed by the Bidder

There are a number of schedules to the Call-Off Contract which are of necessity left blank as they are dependent on the Bidder's proposals. As such, **Bidders are asked to submit as part of their Outline Solutions completed versions of the following schedules**:

- Schedule 3 (Authority Responsibilities) – please complete the table in paragraph 3 with any proposed Authority Responsibilities;
- Schedule 4.2 (Commercially Sensitive Information) - please complete the table with the proposed Commercially Sensitive Information. Bidders should note that the Commercially Sensitive Information set out in Schedule 4.2 is intended to be a specific list of genuinely commercially sensitive information which recognises the Government's policy on improved transparency. Bidders shall take account of this principle when completing this schedule;
- Schedule 4.3 (Notified Key Sub-contractors) - please complete the table with details of any Key Sub-contractors;
- Schedule 4.4 (Third Party Contracts) – please complete the table with details of the Third Party Contracts entered into exclusively for the purposes of delivering the Services; and
- Schedule 5 (Software) – please complete the tables with details of any Supplier Software and Third Party Software licensed by the Supplier or third parties for the purposes of the delivery of the Services.
- Schedule 9.2 (Key Personnel) Please complete the table with details of any key personnel involved in the delivery of the proposed solution

Bidders are reminded that whilst the information which they return in the above schedules must be acceptable to the Councils at Final Tender stage in order for them to award a Contract to the Successful Bidder, it will not, of itself, be evaluated or attributed any weighting in the evaluation process.

Part B – Call-Off Contract Schedules to be completed by the Bidder

Response Form 6

Price Questions – total weighting of 40%

Format of Response – Price

Set out below are the key areas to cover in the Outline Solution which should describe the total cost of Bidder's proposals to meet the Councils' requirements. The Councils have defined a series of questions that they would like Bidders to respond in the development of their Outline Solution If appropriate or relevant to the delivery of the services, Outline Solutions should also describe the respective roles and responsibilities (and ways of working together) of individual consortia members and/or sub-contractors.

Bidders should present their responses to this Response Form 6 in the following format:

Table of Contents

Section 1 – Total Cost of Ownership (32%)

Section 2 – Performance Management Framework (3%)

Section 3 – Cost of Future Change (5%)

Any supporting appendices for these sections are to be included in the stated page limit for each section. In developing their Outline Solutions, Bidders should state any assumptions and dependencies they believe the Councils should be made aware of. All bidder assumptions and dependencies should be clearly stated at the end of the relevant response section

Section 1: Total Cost of Ownership (32%)

Bidders are requested to provide their fixed total costs (including annual support and maintenance charges, interface costs, set-up and implementation charges and any other associated costs including Councils' resources identified as required to deliver implementation and on-going services) for providing their end to end solution to deliver the Councils' requirements throughout the life of the contract. Bidders shall not include any "at risk" or reward elements or conditional or hidden costs, which might have the effect of suppressing or artificially reducing their fixed cost total.

Bidders are required to complete the Charging Schedule template contained in Appendix 1 to this Response Document to identify their associated breakdown of costs. Bidders are requested to provide a detailed breakdown of each element of the cost categories on an annual basis for the duration of the Initial Term and the optional Extension Period. The cost items will be taken into account on evaluation, to demonstrate the veracity and credibility of the fixed cost total.

Bidders are requested to detail any assumptions they have made that support their costs and provide a description of any cost items they have allocated to the "other associated costs" category in the charging schedule template.

Section 2 – Performance Management Framework (3%)

The Call-off Contract set out in Volume 3 includes a cap on maximum deductions payable by the supplier as a consequence of a failure to deliver the quality of service provisions set out in the Performance Management Framework (the "Service Credit Cap"). The Service Credit Cap is expressed as a percentage, which represents the percentage of the supplier's contract payments from the Councils, to derive a numeric / financial value to the performance deduction cap.

Therefore, Bidders are required to provide a statement of the Service Credit Cap they would propose for inclusion in the Call-Off Contract.

Section 3: Cost of Future Change (5%)

The Councils would like to understand from Bidders their proposals to provide suitably underpinned commitments to:

- A solution and associated licencing / ownership and contractual model which positively supports flexible provision to multiple associated organisations with differing legal structures and ownership models, which protects each organisations' data integrity and which allows the flexible on-boarding and off-boarding of teams, services and organisations;
- Implement an operational solution that is capable of scaling up with the addition of services to deliver greater value for money for the Councils and their partners; and
- Develop a solution that is capable of increasing or reducing in scale and cost proportionately if demand increases or reduces.

Therefore, to assess Bidders proposals in this area, Bidders are required to provide a response to the following hypothetical scenario using, where relevant, the same pricing provided by the Bidders in the rate card included in the Total Cost of Ownership response. Bidders will note that this is the same scenario as used in section 3 of Response Form 4.

If the Bidder is appointed as the Preferred Bidder, the Bidder may be required to include and implement the [underlying pricing proposals] provided by the Bidder in their response to the hypothetical scenario in the Call-Off Contract, as a baseline for the pricing of any changes that are similar to the scenario. Bidders should take this into account when preparing their responses and clearly identify any areas of their response that would not be suitable or appropriate to include in any contractual baseline pricing, with an explanation.

The Councils reserve the right to use additional or different hypothetical scenarios at the Final Tender stage. If the Councils decide to use additional/or different scenarios, further details will be provided to Bidders in the final version of the ISOS/ITPD issued to the Bidders that are invited to participate in the ISOS stage.

Scenario – Set up of new Separate Legal Entity

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It is expected that:

- Approximately 150 employees will transfer out of Council employment with a further 150 employees transferring out of other public sector employment;
- Circa 50 employees for the new organisation will have line management responsibilities for other staff;
- Circa 30 employees will rely on functionality within the ERP for most of their daily responsibilities;
- All 300 employees will require access to Employee Self Service Solution;
- within 3 months of creation of the new entity, an operating model review and restructure will take place, and approximately 100 of the 150 employees who transferred out of Council employment will retain long terms roles within Socialco, on new terms and conditions, along with 100 of the 150 employees who transferred out of other public sector bodies, who will also adopt the same new terms and conditions;
- Socialco will take transactional services provided by the Councils through existing shared service arrangements as a new customer. This will include provision of payroll services and facilities for payments to supplier and income collection from customers;
- Socialco will in other aspects operate independently from the Councils, utilising the new ERP solution in support of their business processes, e.g. for general ledger accounting, financial reporting, budget management, core HR activities, etc;
- Socialco will inherit the Councils' core social care systems LiquidLogic and ContrOCC, and existing integrations into the ERP solution to facilitate procurement / supplier payments and customer billing will need to be preserved appropriately;
- A new technology integration will be required from the other public sector body into the ERP solution, to facilitate procurement and supply payment activities carried out by Socialco on behalf of the public sector body's retained responsibilities;
- Access to ICT facilities and services for Socialco such as networks, hardware, etc, can be assumed to be the responsibility of the Councils or another technology service provider
- Support hours should be in line with your proposed solution.

Response:

- Bidders should provide a cost for the one-off activities required to implement this scenario, by completing the Charging Schedule template contained in Appendix 2 to this Response Document. In pricing the scenario Bidders must use the rates that

are proposed by the Bidders in the rate card included in the Total Cost of Ownership response, for any [resource element].

- Your response should assume that the Councils' core solution, including the services provided to legacy Socialco employees, has been implemented and is stable.
- Bidders should provide a statement of the impact on the ongoing shared charges to the Councils, including any reductions in charges for retained Council services, and any additional costs for new Socialco services, assuming these are paid for via an existing Council contractual mechanism. This statement should to set out in the Charging Schedule template contained in Appendix 2.
- Bidders should state your assumptions and all dependencies.

Response Form 7

Checklist

(Please tick each item in the right hand column to confirm submission)

Document	Completed and Returned
Response Form 1 (Identification of confidential and commercially sensitive information)	
Response Form 2 (Confirmation of no material changes since submission of SQ)	
Response Form 3 (Certificate of Non-Collusion and Non-Canvassing)	
Response Form 4 (Quality Questions – Requirements; Programme Services & Timeline; Delivering Future Change)	
Response Form 5 (Quality Questions – Legal / Commercial)	
Response Form 6 (Price Questions – Total Cost of Ownership; Performance Management Framework; Cost of Future Change)	
Response Form 7 (Checklist)	

APPENDIX 1

CHARGING SCHEDULE TEMPLATE

Note to Bidders: Please note that as the date of issue of this draft ISOS the Councils are still developing and finalising the Charging Schedule template. The Councils will provide the Charging Schedule template to Bidders in the final version of the ISOS/ITPD issued to the Bidders that are invited to participate in the ISOS stage.

APPENDIX 2

CHARGING SCHEDULE TEMPLATE – COST OF FUTURE CHANGE

Note to Bidders: Please note that as the date of issue of this draft ISOS the Councils are still developing and finalising the Charging Schedule template. The Councils will provide the Charging Schedule template to Bidders in the final version of the ISOS/ITPD issued to the Bidders that are invited to participate in the ISOS stage.

APPENDIX 3

DETAILED REQUIREMENTS TEMPLATE

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
1	**Finance**						
1.1	**Statutory Accounting** Summary: The solution shall support the operation of a finance function in line with various legislative / statutory local authority accounting rules and regulations; including the production of the annual statement of accounts by Council and other related organisations (e.g. subsidiary companies); and the holding and maintenance of separate accounts (e.g. Collection Fund/HRA) as specified by legislation.	M					
1.1.1	The solution shall be able to keep accounts in accordance with proper practice, as required by Local Government and Housing Act 1989 and in so doing support the Section 151 officer to fulfil their duties under the Local Government Act 1972 (along with other legislation and requirements).	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
1.1.2	The solution shall facilitate compliance with the CIPFA standard classification of accounts and financial legislative requirements including International Financial Reporting Standards (IFRS).	M					
1.1.3	The solution shall facilitate the preparation of the following in accordance with CIPFA Code of Practice on Local Authority Accounting and other relevant accounting standards and practices as required by Accounts and Audit regulations:						
1.1.3.1	i. the council's annual Statement of accounts	M					
1.1.3.2	ii. the council's Whole of Government Accounts	M					
1.1.3.3	iii. the council's Revenue Outturn	M					
1.1.4	The solution shall enable the preparation of the annual statement of accounts for other organisations and as required by appropriate legislation for subsidiary companies (e.g. Cheshire Pension Fund / Subsidiary companies / Charitable trusts / Private companies).	M					
1.1.5	How does the solution consolidate the accounts for group reporting for statutory accounts (of related organisations) that are using the **same** system? (E.g. Councils, Subsidiaries etc.)						

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
		Please respond as appropriate in shaded sections. No response required in non-shaded sections.					
1.1.6	How does the solution consolidate the accounts for group reporting of statutory accounts (of related organisations) that are using a **different** system? (E.g. Councils, Subsidiaries etc.)						
1.1.7	The solution shall enable the maintenance of separate capital and revenue accounts (e.g. the ability to segregate / report separately etc).	M					
1.1.8	The solution shall enable the maintenance of a separate account for the Collection Fund (e.g. the ability to segregate / report separately etc).	M					
1.1.9	The solution shall enable the maintenance of a separate account for the Housing Revenue Account (e.g. maintenance of separate balance sheet).	M					

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			colspan="6" Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
1.2	**General Ledger** Summary: The solution shall have a General Ledger capable of: holding multiple financial fields (e.g. budget, actuals) and multiple financial years as defined by users; carry out period end accounting; ability to record transaction by reference to source system (sub-ledgers or feeder systems); allow enquiry by balances and drilldown to related transactions in sub-ledgers, feeder systems where appropriate interfaces exist and further drilldown to source data/scanned images; ability to split code costs and support internal recharging .	M					
1.2.1	The solution shall cater for multiple financial fields and details - including but not limited to: budgets, actuals, outstanding orders, commitments, virements, forecasts and variance from budget, budget profiles.	M					
1.2.2	The solution shall have full debit and credit recording (double entry) as a minimum.	M					
1.2.3	The solution shall hold multiple financial years that can be defined (e.g. 1 April YYYY to 31 March YYYY).	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
1.2.4	The solution shall be capable of doing period end accounting according to a pre-defined calendar of period end dates as specified by users.	M					
1.2.5	The solution shall have the ability to hold multiple pre-defined calendars for different companies.	M					
1.2.6	The solution shall have the ability to control posting to an accounting period.	M					
1.2.7	The solution shall record transactions by source to identify postings from sub-ledgers and provide a category that can be reported on (e.g. Accounts Payable, Accounts Receivable, PO, Payroll etc).	M					
1.2.8	The solution shall enable user definable categorisation of transactions (e.g. sub-category to identify which source system the transaction originated, e.g. ContrOCC / Atrium, defined by department or service).	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
1.2.9	The solution shall allow enquiries to a balance (or other summary) level within GL and sub ledgers – including but not limited to: Individually or multiples of Account code, company code, cost centre code, sub analysis, budget, range of codes, journal source, values, range of years and periods, transactional or summary, commitments, actuals and budget transaction enquiry.	M					
1.2.10	The solution shall allow drill down from balances to associated transactions within GL and within sub ledgers – including but not limited to: Account code, company code, cost centre code, sub analysis, budget, range of codes, journal source, range of years and periods, values, transactional or summary, commitments, actuals and budget transaction enquiry, source data.	M					
1.2.11	The solution shall have the ability to drill down to source data and scanned documents within GL and sub-ledgers (e.g. Accounts Payable, Accounts Receivable, Payroll, Fixed Assets).	S					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
		Please respond as appropriate in shaded sections. No response required in non-shaded sections.					
1.2.12	The solution shall have the ability to record transactions from interfaces and feeder systems at:						
1.2.12.1	i. a summarised level (e.g. at a balance level)	S					
1.2.12.2	ii. a detailed level (e.g. at a transaction level)	S					
1.2.13	The solution shall have the ability to drill down into feeder systems to obtain source data where appropriate interfaces exist to support this function.	C					
1.2.14	At the transaction level, the solution shall have the ability to capture a number of attributes including account and cost centre codes and other user definable sub analysis fields.	M					
1.2.15	The solution shall have the ability to split code costs to multiple account, centre or sub-analysis codes.	M					
1.2.16	The solution shall allow for internal recharging on a regular basis as defined by the user (e.g. allocation of costs based on a pre-defined split).	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
1.3	**Chart of Accounts** Summary: The solution shall have a flexible charts of accounts that can be set up as defined by user requirements; including the option for holding other coding dimensions / attributes as defined; the ability to define separate COAs for different organisations; define different reporting hierarchies based on COA dimensions / attributes; specify validation rules to control COA combinations and security in line with defined user roles and responsibilities; ease of maintaining different hierarchies; ease of data cleansing the COA; ease of consolidation of accounts.	M					
1.3.1	The solution shall provide for the set-up of a flexible Charts of Accounts (CoA) structure as defined by the user's requirements (as a minimum of account and centre code elements) but to be able to add any additional attributes, e.g. sub analysis.	M					
1.3.2	How does the solution provide for the set-up of a flexible Chart of Accounts (CoA) structure?						

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
1.3.3	The solution shall allow the definition of CoA into multiple current structures or 'reporting' hierarchies (e.g. providing the ability to report or enquire at business levels which may be different to reporting levels for statutory returns / the ability to slice and dice the CoA data for different reporting and statutory reporting purposes).	M					
1.3.4	The solution shall be able to create and maintain reporting structures and reporting hierarchies.	M					
1.3.5	How are changes to hierarchies and cost centre mappings within hierarchies managed (e.g. by utilising a 'drag and drop' facility?).						
1.3.6	The solution shall be able to manage the process of any potential change from one reporting structure to a new one whilst retaining all the required history of the previous structure.	M					
1.3.7	The solution shall be able to hold both 'current' hierarchies (i.e. those reflecting current reporting needs) and also 'historical' hierarchies (i.e. those no longer in regular use) to report current data on past structures, and indeed past data on current hierarchies, not least to facilitate like-for-like comparisons.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
1.3.8	The solution shall allow for the definition of the CoA by organisation / subsidiaries (e.g. Council's, subsidiary companies, charitable trusts etc.).	M					
1.3.9	How does the solution allow for the definition of CoA by organisation / subsidiaries?						
1.3.10	The solution shall have the ability to retain flexibility within organisational set up to meet specific requirements.	M					
1.3.11	The solution shall have the ability to manually create the CoA and upload it from another source (e.g. CSV file, Excel).	M					
1.3.12	The solution shall contain validation rules to control the set up and use of account codes, centre codes and account and centre code combinations.	M					
1.3.13	The solution shall be able to validate elements in the coding structure on posting transactions and prevent entry and display an error message if the code is invalid.	M					
1.3.14	The solution shall contain validation rules that provide security and access based on defined user roles and responsibilities.	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
1.3.15	The solution shall assist in the data cleansing of defunct CoA components (e.g. can the system automatically disable inactive codes; how are in-flight transactions dealt with; auto-mapping to new codes in sub-ledgers; does the system alert the user if a code hasn't been used for a specified period of time; what are the limitations to what the system can do etc.).	S					
1.3.16	The solution shall allow authorised users to:						
1.3.16.1	i. Activate account, centre codes and other coding attributes	M					
1.3.16.2	ii. Amend account, centre code and other coding descriptions	M					
1.3.16.3	iii. Disable account, centre codes and other coding attributes	M					
1.3.17	The solution shall allow for rules to be applied to further attributes (e.g. postable / non-postable; whether can be used for budgets or not, etc).	S					
1.3.18	The solution shall have the ability to report on common data elements (e.g. pay budgets which span all organisations (Councils, Subsidiaries etc).	S					

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			colspan="6"	Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
1.3.19	The solution shall have the ability to report on any elements of transaction coding (e.g. account code, cost centre, and any other user definable sub analysis code).	M					
1.4	**Actual Journals** Summary: The solution shall allow transfer of actual transactions and balances to post to the ledger as defined by the user in terms of COA coding dimensions, amounts, financial years, periods to be affected, categories of journal and other journal details; include aspects of journal control (e.g. balanced journals); allow journal approval via workflow; allow automatic reversing of journals for error correction; and allow both manual and automatic or single and mass uploads.	M					
1.4.1	The solution shall have the ability to allow actual journals to post to the General Ledger.	M					
1.4.2	The solution shall allow for both manual entry and automatic upload of actual journals.	M					
1.4.3	The solution shall have the ability to process recurring journals.	M					
1.4.4	The solution shall have the ability to process automatic reversing journals (periodic accruals / error correction).	M					

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		Please respond as appropriate in shaded sections. No response required in non-shaded sections.					
1.4.5	The solution shall have the ability to process a reverse and correct journal.	S					
1.4.6	The solution shall allow journals to be input into both the old and current year accounts when the year switches over.	M					
1.4.7	The solution shall be able to define a general ledger period and year in which a journal can be posted to.	M					
1.4.8	The solution shall allow the control of posting of Journals beyond year end in one or more adjustment periods.	M					
1.4.9	For each journal entry, the solution shall allow the user to record:						
1.4.9.1	i. the account, centre code(s) and sub analysis codes to be credited and debited.	M					
1.4.9.2	ii. the value being journaled.	M					
1.4.9.3	iii. a meaningful description in a flexible journal description field with sufficient space.	M					
1.4.10	For journal control for each journal entry The solution:						
1.4.10.1	i. must validate that the entries balance to zero.	M					
1.4.10.2	ii. must generate a unique journal reference number once uploaded /entered.	M					
1.4.10.3	iii. must generate a date/time stamp that the journal entry is entered.	M					

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			colspan="6"	**Please respond as appropriate in shaded sections. No response required in non-shaded sections.**			
1.4.10.4	iv. must show the details of the user who has processed the journal entry.	M					
1.4.10.5	v. should have the ability to attach supporting documentation and notes to a journal (please indicate the number of free text characters permitted).	S					
1.4.10.6	vi. must have the ability to categorise journals (e.g. by type of entry, journal sources).	M					
1.4.11	The solution shall have an approval mechanism to approve journals via workflow.	M					
1.4.12	The solution shall be able to assign limits for journal approval according to user defined criteria.	M					
1.4.13	The solution shall allow for the direct upload of single and multiple journals from external sources (e.g. CSV file, Excel, macro based files).	M					
1.4.14	The solution shall be able to produce an error message if the journal upload has not been successful.	M					
1.4.15	The solution shall have the ability to schedule imports to the General Ledger.	M					
1.4.16	The solution shall be able to process a recurring journal to allocate costs based on a pre-defined split.	S					
1.4.17	The solution shall be able to manually post into the General Ledger at agreed times during the day / overnight.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
1.5	**Commitment Accounting** Summary: The solution shall allow Purchase Order details to be posted to the ledger as commitments; to breakdown that commitment into actual transactions and orders outstanding; and to link the ledger commitment to the relevant COA dimension, the PO and who raised it.	M					
1.5.1	The solution shall have the ability to allow Purchase Orders to be posted to the General Ledger as commitments once they have been raised.	M					
1.5.2	The solution shall have the ability to allow commitments to be profiled over accounting years (e.g. for major contracts).	C					
1.5.3	The solution shall be able to show the actual transactions, the orders outstanding and the commitment.	M					
1.5.4	The solution shall automatically close orders outstanding from the General Ledger if the order is cancelled or complete.	S					
1.5.5	The solution shall have the ability to drilldown into a commitment on the General Ledger to source documents (e.g. purchase orders, requisitions, within the sub-ledgers).	S					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
1.5.6	The solution shall have the ability to run a report which details the outstanding commitments per account/centre code linking to a purchase order and who raised it.	M					
1.5.7	The solution shall have the ability to include tolerance indicators when creating a commitment (i.e. to reduce over-receipting).	C					
1.5.8	The solution shall have the ability to produce a report on POs raised versus invoice receipts, throughout the financial year, to assist housekeeping.	S					
1.6	**Year End Processing** Summary: The solution shall have the ability to have open two concurrent financial years and a number of 'adjustment' periods.	M					
1.6.1	The solution shall have the ability to have open two financial years simultaneously (e.g. old year and current year accounts).	M					
1.6.2	The solution shall have the ability to automatically close financial periods/years via a pre-scheduled timetable.	C					
1.6.3	The solution shall have the ability to accommodate a number of Adjustment periods beyond period 12.	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
1.6.4	The solution shall have the ability to roll over the old financial year balance sheet accounts to the new year accounts.	M					
1.6.5	How does the roll-over of old financial year balance sheet accounts to the new year accounts work?						
1.6.6	The solution shall be able to process the automatic roll forward of encumbrance balances at year end.	S					
1.7	**Accruals** Summary: The solution shall (as part of the general ledger) to be able to process both manual and automatic accruals linked where possible to a customer /supplier; allowing for automatically reversing accruals in a specified period.	M					
1.7.1	The solution shall have the ability to process automatic accruals.	M					
1.7.2	The solution shall have the ability to process manual accruals with a clear audit trail, where possible linked to customer or supplier system (e.g. accrual document reference, reason, user details etc.)	M					
1.7.3	The solution shall automatically reverse accruals into the next period.	M					
1.7.4	The solution shall automatically reverse accruals into a chosen period.	S					

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			colspan=6 **Please respond as appropriate in shaded sections. No response required in non-shaded sections.**
1.7.5	The solution shall have the ability to allow users to review data prior to the posting the automatic accrual (e.g. system hold as pending).	S					
1.8	**Banking and Income** Summary: The solution shall be compatible with on-line banking software and be capable of being compatible with other software should the authority change provider.	M					
1.8.1	The solution shall be capable of accepting bank account import files from all of the main UK banks which are currently used. (particularly Lloyds Bank Corporate On-line banking software, the Co-operative Bank's Financial Director On-line banking software, Santander UK Connect Plus banking software and Barclays Bank)	M					
1.8.2	If the Council should change banker and / or payments facility provider in the future, The solution shall be capable of being made compatible with the new banking software within 3 months (and preferably within 1 month) of the change.	S					

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1.9	**Banking and Income Reconciliation** Summary: The solution shall be able to import bank statements and complete an auto-reconciliation; record the source of each payment; set routing rules to GL including split coding; allocate data without a reference to a suspense account; import the bank statement from bank interfaces; allow auto and manual reconciliation of transactions at GL and sub-ledger level including ticking and checking, recording a full audit trail and ability to produce regular reports.	M					
1.9.1	The solution shall have the ability to manually import bank statements from banking software into cash management.	M					
1.9.2	The solution shall have the ability to automatically import bank statements from banking software into cash management.	S					
1.9.3	The solution shall have the ability to complete a reconciliation (automatically and manually) of entries to transactions between the General Ledger and Accounts Payable, Accounts Receivable and Payroll.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
1.9.4	The solution shall have the ability to create a manual bank account (e.g. Invoiced income control account).	M					
1.9.5	The solution shall have the ability to automatically reconcile all bank accounts, including payment and income accounts based on user defined rules.	M					
1.9.6	The solution shall facilitate manually reconciling by exception (i.e. 'ticking and checking') of bank statement lines against ledger transactions.	M					
1.9.7	The solution shall have the ability to reconcile internal control accounts (e.g. Invoiced income control account).	M					
1.9.8	The solution shall have the ability to merge bank statement lines so that several statement lines can be reconciled to one journal line.	S					
1.9.9	The solution shall have the ability for scheduled payments to create a general ledger entry at the time of payment.	S					
1.9.10	The solution shall provide integral control to ensure bank items can only be imported once.	M					
1.9.11	The solution shall write protect fully reconciled statements and have facility to override this rule if an error occurs.	M					

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			colspan="6" Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
1.9.12	The solution shall provide a full audit trail of reconciled items.	M					
1.9.13	The solution shall provide reports on reconciled transactions; unreconciled transactions; statement reports.	M					
1.10	**Budget Modelling** Summary: The solution shall be able to model and create 'what if' scenarios to test the impact of changes; holding detailed budget and actual data for current and future financial years; allowing for next year budget roll forward.	M					
1.10.1	The solution shall have budget modelling functionality to define and test the impact of any budget changes (e.g. inflation, indexation, future year savings, changes to controllable or demand sensitive services).	M					
1.10.2	The solution shall have the ability to upload/download budget modelling information directly to and from excel and other file formats.	S					
1.10.3	The solution shall have budget modelling functionality, including the viewing of audit trails and budget modelling history.	S					

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					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
1.10.4	The solution shall have the ability to build a budget from a low level of detail within the system using data available based on historic / other data sources.	S					
1.10.5	The solution shall be capable of holding detailed budget and actual information for numerous financial years (e.g. both previous and future and clarify how many years the solution is capable of holding).	M					
1.10.6	The solution shall allow for next year budget roll forward.	M					
1.10.7	The solution shall be able to carry over and retain budget information after restructures: i. When there are new codes. ii. When moving from one code to another.	S					
1.11	**Budget Profiles** Summary: The solution shall hold multiple budget profile types and set default profiles based on specified COA dimensions.	M					
1.11.1	The solution shall have the ability to create multiple budget profile types (e.g. monthly, quarterly, academic year, or user defined etc) which can be added to account codes individually and by ranges of codes and be amended as required.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
1.11.2	The solution shall have the facility to set a default profile based upon the account code.	M					
1.11.3	The solution shall allow existing profiles to be carried forward in future years unless amended.	S					
1.11.4	The solution shall enable automatic updates of budget profile amounts if the budget value is amended.	S					
1.11.5	The solution shall automatically create a profile based on previous years spend (e.g. using historic trends).	C					
1.12	**Budget Set Up and Virements (Transfers)** Summary: The solution shall allow budget virements to post to the ledger as defined by the user in terms of COA coding dimensions, amounts, financial years, temporary / permanent / full / part year in nature, periods to be affected, recording of specific budgetary detail; include aspects of budgetary control (e.g. balanced journals); allow virement approval via workflow; hold multiple iterations of current year budget; multiple types of budget; allow both manual and automatic of single and mass uploads; and hold budget history.	M					

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			colspan-info	**Please respond as appropriate in shaded sections. No response required in non-shaded sections.**			
1.12.1	The solution shall be able to facilitate the use of multiple iterations of the current year budget (e.g. original and revised).	M					
1.12.2	The solution shall facilitate the use of multiple types of the current year budget (e.g. the ability to hold base budget, DSG budget, health budget).	M					
1.12.3	The solution shall have the ability to capture budget against COA dimensions other than account and centre code (i.e. to prevent the setting up additional cost centres or account codes where not necessary).	S					
1.12.4	The solution shall allow budget virements (budget transfers) to post to the General Ledger.	M					
1.12.5	The solution shall be able to define a general ledger period in which a budget journal can be posted to.	M					
1.12.6	The solution shall allow for both manual entry and automatic upload of budget virements.	M					
1.12.7	The solution shall allow part and full year effects of budget virements.	M					
1.12.8	The solution shall allow permanent and temporary budget virements.	M					
1.12.9	The solution shall allow virements to be actioned for the current year budgets.	M					
1.12.10	The solution shall allow virements to be actioned for future years' budgets.	S					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
1.12.11	For each budget virement the solution shall allow the user to record:						
1.12.11.1	i. the budget account, centre code(s) and sub analysis codes to be credited and debited.	M					
1.12.11.2	ii. the value being vired.	M					
1.12.11.3	iii. the user to complete a description field.	M					
1.12.12	For budgetary control for each budget virement the solution shall:						
1.12.12.1	i. validate that the virement balances to zero.	M					
1.12.12.2	ii. generate a reference number once processed.	M					
1.12.12.3	iii. generate a date/time stamp that the virement is entered.	M					
1.12.12.4	iv. show the details of the user who has processed the virement.	M					
1.12.13	The solution shall have an approval mechanism for virements via workflow.	M					
1.12.13	The solution shall allow for the direct upload of single and multiple budget virements from external source (e.g. CSV file, Excel, macro based files).	M					
1.12.14	The solution shall be able to produce an error message if the budget journal upload has not been successful.	M					
1.12.15	The solution shall allow users to view budget history following a budget virement.	M					

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			colspan="6" Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
1.13	**Foreign Currency** Summary: The solution shall be fully Euro compliant; to permit the change of base currency from Sterling to Euros; provide multi-currency accounting; manage foreign currency transactions; manage changes in exchange rate.	M					
1.13.1	The solution shall provide for multi-currency accounting	M					
1.13.2	The solution shall be able to manage foreign currency transactions	M					
1.13.3	The solution shall manage changes in the exchange rate	C					
1.14	**VAT and Other Taxation** Summary: The solution shall be able to correctly account for UK VAT, CIS and IR35.	M					
1.14.1	The solution shall be able to set VAT rates globally with a tax point date set by the system administrator (i.e. have multiple tax rates automatically determined by the tax point date).	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
1.14.2	The solution shall account correctly for UK VAT – in regards to : i) Tax point dates on income amounts received and invoiced ii) The general rule for business to business supplies of services The general rule for business to customer supplies of services	M					
1.14.3	The solution shall deliver information on the net and gross VAT position to meet HMRC requirements.	M					
1.14.4	The solution shall account for VAT on a general ledger accounting period basis rather than a calendar month basis.	M					
1.14.5	The solution shall consistently round up or down all VAT amount calculations, except for zero rated which must always be zero.	M					
1.14.6	The solution shall ensure that:						
1.14.6.1	i. all changes to VAT control accounts are subject to user access controls;	M					
1.14.6.2	ii. all changes to VAT codes are subject to user access controls;	M					

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1.14.6.3	iii. all changes to tolerance levels are subject to user access controls (e.g. the number of decimal places to which rounding takes place).	M					
1.14.7	The solution shall able to define multiple inputs and output VAT codes (e.g. exempt, non-recoverable, out of scope, zero rated).	M					
1.14.8	The solution shall incorporate VAT codes for partial recovery (e.g. Lease vehicle invoices where only 50% VAT is recoverable so the remaining VAT gets added to the Service code), and non-recovery (e.g. business entertainment).	C					
1.14.9	The solution shall hold details of VAT by amount and VAT type for each transaction record (e.g. assisting in identifying what expenditure is recoverable / irrecoverable).	M					
1.14.10	The solution shall report on VAT by amount and VAT type for each transaction record.	M					
1.14.11	The solution shall record the same transaction details within the VAT control account as shown in its originating expenditure or income transaction (e.g. a mirror image).	M					
1.14.12	The solution shall be able to deal with multiple VAT rates on the same invoice or credit note.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
1.14.13	The solution shall be capable of producing the information necessary to calculate and monitor partial exemption to ensure that:						
1.14.13.1	i. all **income** transactions are 'tagged' within the system such that can be identified as being either exempt, standard rated, zero rated , reduced rated or outside the scope of VAT;	M					
1.14.13.2	ii. this **income** information be extracted from the system in the format of a report that is capable of being manipulated;	M					
1.14.13.3	iii. all **expenditure** transactions (and in particular the VAT thereon) is 'tagged' within the system such that can be identified as being linked to the generation of income that is either exempt, standard rated, zero rated , reduced rated, outside the scope of VAT or not attributable to any one particular type of income;	M					
1.14.13.4	iv. this **expenditure** information be extracted from the system in the format of a report that is capable of being manipulated.	M					

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1.14.14	The solution shall have the ability to provide reports for input and output VAT with the minimum of manipulation to the extracted data, and where any manipulation is needed to be able to advise on the manipulation needed.	M					
1.14.15	The solution shall be capable of correctly dealing with VAT only invoices and pro-forma invoices with the minimum of additional work / processing.	M					
1.14.16	The solution shall comply with the statutory requirement to produce detailed tax (i.e. VAT) invoices and less detailed (i.e retailers) invoices.	M					
1.14.17	The solution shall be fully compliant with all tax reporting requirements completed via the HMRC on line services.	M					
1.14.18	The solution shall produce information in such a format that it allows it to be input directly into HMRC's online service with no further manipulation.	S					
1.14.19	The solution shall have the ability to log which transactions have been included when VAT reports are produced and the data used for the HMRC return.	S					
1.14.20	The solution shall be capable of accommodating taxation and VAT rates including Variable rates; CIS; IR35.	M					

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1.14.21	The solution shall have the ability to set up CIS both as a sub-contractor and as a contractor.	S					
1.14.22	The solution shall be able to support charitable organisations with complex VAT accounting and reporting requirements (e.g. identifying, calculating and managing irrecoverable VAT).	M					
1.15	**Projects Module** Summary: The solution shall have a specific module that has the ability to track project expenditure that spans multiple years; to create individual project records; to track different categories of project; integrate to feeder systems and the General Ledger; recharge project activity to revenue budgets; and to be able to report on any attribute held in there.	M					
1.15.1	Your projects solution shall be fully integrated with the General Ledger and other sub ledgers AP, AR and potentially a Fixed Assets module.	M					
1.15.2	The solution shall provide facilities to assist with the periodic reconciliation of balances and transactions between Projects and AP, AP, GL and Fixed Assets.	C					
1.15.3	The solution shall hold budget, actual and commitment data (including commitments from sub ledgers and feeder systems).	M					

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		Please respond as appropriate in shaded sections. No response required in non-shaded sections.					
1.15.4	The solution shall interface with feeder systems (e.g. the Highways Systems "Confirm" and Highways time recording system "Pro-Advance" and Property Management "Atrium").	M					
1.15.5	The solution shall have the ability to create individual project records/centre code for each incident/externally requested work. (E.g. Information such as date of incident and location/work requested using a project or centre code).	M					
1.15.6	The solution shall have the ability to tag fixed asset information against project (e.g. by holding fixed asset reference against a project).	S					
1.15.7	The solution shall have the ability to use the same CoA coding strings that are set up in GL.	S					
1.15.8	The solution shall allow attributes to be captured in relation to the project, to be able to group similar projects together (e.g. by district / starts year / Programme identifier).	M					
1.15.9	The solution shall allow for different rules for the general ledger journal postings based on attributes of the project and the source of the transaction (e.g. capital vs revenue projects, labour vs non-labour costs).	M					

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			colspan="6"	Please respond as appropriate in shaded sections. No response required in non-shaded sections.
1.15.10	The solution shall allow staff time to be coded directly to projects by interfacing with a generic time recording system, i.e. "Pro-Advance" (e.g. including individual's name, number of hours, week number, total Cost etc.).	M					
1.15.11	The solution shall have the ability to apply a user defined rule to add an administrative overhead percentage to expenditure for certain types of projects and certain types of transaction (e.g. Road traffic collisions).	M					
1.15.12	The solution shall allow the capture of multiple budgets on projects for multiple purposes (approved / forecast and expenditure / income) and for different units (£ / hours).	M					
1.15.13	The solution shall allow for project budgets to be captured at different levels (project / task / expenditure) over different time frames (project / by period / timeframe).	M					
1.15.14	The solution shall allow transactions to be manually and/or automatically transferred between the projects module and the general ledger.	M					
1.15.15	The solution shall allow transactions to be manually and/or automatically transferred between projects.	M					
1.15.16	The solution shall allow the user to easily transfer costs between GL and projects.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
1.15.17	How do users easily transfer costs between GL and Projects (how do they define these entries)?						
1.15.18	The solution shall provide a comprehensive historic audit trail of both standing data and transaction data.	S					
1.15.19	The solution shall allow for the history of changes to the budgets on the project.	M					
1.15.20	The solution shall have the ability to utilise a user defined hierarchy for reporting purposes.	S					
1.15.21	The solution shall have the facility to run online enquires and general transaction reports, which clearly details what the costs relate to.	M					
1.15.22	The solution shall have the ability to run online enquiries and generate reports that can summarise the total expenditure/total income relating to the scheme for both the year to date position and multiple years.	M					
1.15.23	The solution shall have the facility to review and drilldown to transactions and commitments coded to projects within sub-ledgers.	S					
1.15.24	The solution shall have the facility to review and drilldown to transactions and commitments coded to projects from feeder systems (e.g. "Atrium").	C					
1.15.25	The solution shall have the facility to review invoices/outstanding balances.	M					

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1.15.26	The solution shall allow for the attachment of documents and back up documentation that can be viewed by users.	C					
1.15.27	The solution shall have the facility to close/end-date/disable the project/centre when the scheme is completed.	S					
1.15.28	The solution shall have the ability to roll forward balances at the end of each financial year and calculate the work-in-progress figure for multi-year schemes.	M					
1.15.29	The solution shall allow for the update of multiple years budgets. (e.g. it allows the update of future years budgets once without requiring the current year to be closed).	C					
1.15.30	The solution shall allow for multiple projects covering different timescales over different financial years.	M					
1.15.31	The solution shall have the facility to create and raise debtor invoices and authorise purchase orders (e.g. re-chargeable income).	M					
1.15.32	The solution shall have the facility to raise credit notes for both partial and full value.	M					
1.15.33	The solution shall allow the use of approval requests (notifications) for the validation of approval of the project record or the budget where appropriate.	M					

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1.15.34	The solution shall be able to define the value of the financial arrangement / legal agreement for client-based projects to avoid the authority overcharging the client.	M					
1.15.35	The solution shall have the facility to attribute income to a project without raising a debtor invoice.	M					
1.16	**Project Time Recording** Summary: the solution shall have a project time recording facility to define time by employee with the ability to attach a unit price to this and the ability to transfer key data to the Projects module and the General Ledger.	M					
1.16.1	The solution shall have the ability to record effort and attendance.	C					
1.16.2	The solution shall have the ability to capture time recording by employee.	M					
1.16.3	The solution shall have the ability to attach a unit price.	M					
1.16.4	The time recording solution shall have the ability to allow staff to charge effort to projects.	M					
1.16.5	The time recording solution shall have the ability to transfer data to the General Ledger.	M					

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1.16.6	The solution shall allow the user to update and resubmit a timesheet and can it be controlled how long afterwards the resubmission can take place.	M					
1.16.7	The solution shall allow for the individual's timesheet to be validated approved and can it be controlled who the approval is directed to.	M					
1.16.8	The solution shall identify those resources (staff / contractors) who have not yet completed their timesheet.	M					
1.16.9	The solution shall integrate the timesheet submission and approval for Agency workers (Contractors) with the payment for the services through the standard route for paying suppliers.	C					
1.16.10	The solution shall allow for different rules for the general ledger journal postings based on attributes of the project and the source of the transaction (e.g. capital vs revenue projects, labour vs non-labour costs).	M					
1.16.11	The solution shall allow the capture of multiple budgets on projects for multiple purposes (approved / forecast and expenditure / income) and for different units (£ / hours).	M					

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1.16.12	The solution shall allow for project budgets to be captured at different levels (project / task / expenditure) over different time frames (project / by period / timeframe).	M					
1.16.13	The solution shall allow for the history of changes to the budgets on the project.	M					
1.16.14	The solution shall have the ability to run online enquiries and generate reports that can summarise the total expenditure/total income relating to the scheme for both the year to date position and multiple years.	M					
1.16.15	The solution shall have the facility to close/end-date/disable the project/centre when the scheme is completed.	M					
1.16.16	The solution shall allow the use of approval requests (notifications) for the validation of approval of the project record or the budget where appropriate.	M					
1.16.17	The solution shall have the facility to create and raise debtor invoices and authorise purchase orders (e.g. ICT billable commissioned work).	M					
1.16.18	The solution shall have the facility to raise credit notes for both partial and full value.	M					

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			colspan="6" Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
1.17	**Financial Forecasting** Summary: The solution shall have a capability to support the financial forecasting process in terms of a user defined process, roles and timescales; incorporating security and workflow approvals reflecting the organisational hierarchy; allowing user definable rules for generating a system forecast and users the ability to overwrite this; capable of interfacing with the ledger and other sub ledgers and key feeder systems; ability to drilldown from balances to individual transactions; provide configurable calculators; and the ability to report on any attribute held in there.	C					
1.17.1	The solution shall support the organisations' forecasting schedule and process as defined by authorised users.	M					
1.17.2	The solution shall have the ability to produce a system generated and self-generated forecast outturn based on user defined rules, for example, based on budget / budget profile, actual, commitment data, and statistical data.	M					

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1.17.3	The solution shall be flexible for defining specific user roles (e.g. Budget holder, approver etc).	M					
1.17.4	The solution shall have the appropriate security and approval workflow as defined by users.	M					
1.17.5	The solution shall allow access and control to reflect budget management responsibility as defined by the establishment organisational hierarchy (e.g. users must be able to access and view reports and update forecasts against areas they are responsible for, based on a pre-defined hierarchy, and access must be restricted based on permissions).	M					
1.17.6	The solution shall allow forecasts to be posted at different GL hierarchy levels (e.g. account, centre code and sub-analysis) as required by the business process).	S					
1.17.7	The solution shall allow multiple users to input a forecast, distinct from the system generated forecast, which are separately reportable, e.g. service users and central Finance.	M					
1.17.8	The solution shall be capable of posting forecast data back into the General Ledger if required.	S					
1.17.9	The solution shall be capable of interfacing with and extracting data (e.g. commitment data) from other sub ledgers and key feeder systems.	M					

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1.17.10	The solution shall have the facility to automatically bring forward the user forecast from a previous month if required.	M					
1.17.11	The solution shall allow for attachment of notes, documents and explanations for forecasts.	S					
1.17.12	The solution shall have the ability to drilldown from balances in the general ledger to individual transactions in the general ledger.	M					
1.17.13	The solution shall have the ability to drilldown from balances to individual transactions in submodules feeding into the General Ledger (e.g. including commitments, POs, Payroll).	S					
1.17.14	The solution shall be capable of providing configurable calculators, (e.g. a 'payroll calculator' for pay modelling / forecasting and feeding this into the forecast process potentially incorporating standing HR staff details, different pay scales, FTE establishment data, GL pay etc.).	M					
1.17.15	The solution shall have controls and notifications to monitor users' compliance with predetermined budget management and forecasting timetables.	S					
1.17.16	The solution shall have a user definable reporting facility for ad hoc and scheduled budget monitoring and forecasting reports for users and corporate outturn reporting requirements.	M					

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1.17.17	The solution shall have a facility to automatically disseminate reports to a 'manager dashboard' or email / intranet / SharePoint site.	S					
1.17.18	The solution shall have the ability to produce graphical information and 'push' to a 'manager's dashboard' or email/ intranet / SharePoint.	S					
1.18	**Fixed Assets** Summary: The solution shall have a specific capability that can hold a range of information about fixed assets held by the user (including disposals, live and historical asset data); have the ability to hold a number of attributes against assets; fully compliant with CIPFA accounting for fixed assets (and appropriate legislation for subsidiary companies and charitable trusts); fully integrated with the General Ledger; supporting multiple depreciation methods; and to be able to report on any attribute held in there.	C					
1.18.1	The solution shall have a fixed asset module that is fully compliant with CIPFA code (and appropriate legislation for subsidiary companies and charitable trusts).	M					

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1.18.2	The solution shall hold a range of information about fixed asset codes (e.g. useful life, last time valued, valuation method, market value, existing use, cross-reference to the fixed asset register etc.).	M					
1.18.3	The solution shall have the ability to add an asset.	M					
1.18.4	The solution shall have the ability to amend an asset.	M					
1.18.5	The solution shall have the ability to flag an asset as live or inactive. (E.g. Mark as inactive but ability to hold historical data relating to assets no longer in use or devolved on lease arrangements).	M					
1.18.6	The solution shall be fully integrated with the General Ledger. (e.g. can it calculate, action and post appropriate entries to the General Ledger (e.g. Depreciation (annual depreciation and cumulative depreciation), impairment, revaluation, Finance Lease Depreciation and Interest charges etc.)).	M					
1.18.7	The solution shall have the ability to record asset disposals.	M					
1.18.8	All asset information on an individual asset basis:						
1.18.8.1	i. Shall include description	M					
1.18.8.2	ii. Shall include class of asset (E.g. Surplus, Asset under construction, infrastructure)	M					
1.18.8.3	iii. Shall include category of asset (E.g. Schools, Libraries, Cemeteries)	M					

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1.18.8.4	iv. Shall include depreciation (including years)	M					
1.18.8.5	v. Shall include blank fields for free text	C					
1.18.8.6	vi. Shall include fixed asset code (free text e.g. Unique reference – Vehicle Registration / Property reference number)	M					
1.18.8.7	vii. Shall include ability to flag if an asset is live or not	M					
1.18.8.8	viii. Shall include ability to transfer to another asset type (i.e. reclassify)	M					
1.18.8.9	ix. Shall include Expenditure / Revaluations / Impairment / Gains and Losses	M					
1.18.8.10	x. Shall include year of revaluations / disposal	M					
1.18.8.11	xi. Shall include remaining useful life	M					
1.18.9	The solution shall be able to support multiple depreciation methods.	M					
1.18.10	The solution shall be able to support multiple depreciation methods for different components within an asset (e.g. Windows / Roof / Lift).	M					
1.18.11	The solution shall allow assets to be grouped by asset type / category, job code, project or a user-defined field (e.g. plant and Equipment, Infrastructure, vehicles, heritage, investment Properties etc.).	S					
1.18.12	The solution shall allow for tracking movement of assets between asset types / categories in year.	C					

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1.18.13	The solution shall provide facilities to assist with the periodic reconciliation between Fixed Assets and General ledger records of transactions.	M					
1.18.14	The solution shall provide a comprehensive historic audit trail of both standing data and transaction data.	S					
1.18.15	The solution shall hold expected revaluation dates to prompt the next revaluation due date.	C					
1.18.16	The solution shall trigger a notification when a revaluation is due.	S					
1.18.17	The solution shall have the ability to interface to a property system/feeder system (e.g. Atrium, SBS Confirm, useful to hold asset reference in source system).	C					
1.18.19	The solution shall have the ability to capture capital expenditure from GL/Projects to update the fixed asset module.	S					
1.18.20	The solution shall have the ability to produce a fixed asset register that balances to the general ledger, which can be presented to the auditors (i.e. reporting requirements can be achieved if the solution allows reporting on all available attributes).	S					
1.18.21	The solution shall have the facility to report or enquire on any of the fixed asset types or attributes.	M					

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1.18.22	The solution shall have the ability to hold information against fixed assets which are financed via Finance Lease arrangements, in accordance with relevant Accounting Standards.	C					
2	**Payments and Income: Procure to Pay**						
2.1	**Supplier Management** Summary: The management of suppliers and supplier master data for accounts payable, managing interactions with third party suppliers that provide goods or services to the organisation.	M					
2.1.1	The solution shall be able to hold the following, and allow updates, for each supplier as a minimum: -Supplier reference, business trading and payee name -Address (to include alternative addresses for orders) telephone number, e-mail address -Bank or building society name, sort code, account number and building society roll no (if appropriate) -VAT registration number -CIS details -Factoring details -Settlement terms	M					

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2.1.2	The solution shall be able to store a history of the master file changes to include: -Name -Address -Payee -Method of payment -Sort code -Account number -Factoring details -CIS details -E-mail address	M					
2.1.3	The solution shall have the ability to create multiple bespoke supplier information e.g. categories, classifications. With mapping to other relevant classification standards.	M					
2.1.4	The solution shall provide a bulk update facility e.g. changes to suppliers and the management of tax rates /legislation.	M					
2.1.5	The solution shall allow the viewing of a supplier's account; to include payment history, invoices, purchase orders, notes.	M					
2.1.6	The solution shall allow for payments within agreed terms, with a default of 30 days but the ability to set variable terms e.g. 28th of each month or immediate.	M					

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2.1.7	The solution shall include a facility to enquire on supplier details using previous name and/or address.	C					
2.1.8	The solution shall allow authorised users to suspend a supplier account to prevent payment, ordering or both.	M					
2.1.9	The solution shall be able to hold details on the supplier record of carriage charges.	C					
2.1.10	The solution shall be able to hold details on the supplier record of minimum order values applicable to the vendor.	C					
2.1.11	The solution shall be able to automatically generate a unique reference number for each new supplier, for audit and reporting purposes.	M					
2.1.12	The solution shall be able to upload data to create supplier records using applications such as Microsoft Excel or web forms.	S					
2.1.13	The solution shall issue an alert when duplicate supplier records are being created, unless allowable within specific rules.	M					
2.1.14	The solution shall issue an alert if the VAT number or bank account already exists on a supplier record.	M					

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2.1.15	The solution shall include facilities to implement changes to the supplier account e.g. terms of trade, pro-classification updates, invoice, with an effective date from/to.	M					
2.1.16	The solution shall include a bulk update facility for such things as changes to Pro Classes and terms of trade.	C					
2.1.17	The solution shall be able to automatically validate the format of the bank sort code and account number when creating supplier records.	M					
2.1.18	The solution shall be able to validate the format of VAT registration numbers.	M					
2.1.19	The solution shall have the ability to give a warning message if the supplier is suspended and there are outstanding invoices awaiting payment.	M					
2.1.20	The solution shall include the facility to de-activate supplier records both globally and by business units.	M					
2.1.21	The solution shall include a facility to transfer invoices between suppliers with a full audit trail of the activity.	M					
2.1.22	The solution shall include a facility to merge suppliers and deal with the invoices stored against them and include a record history.	M					

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			colspan="6" **Please respond as appropriate in shaded sections. No response required in non-shaded sections.**				
2.1.23	The solution shall allow users to log contact with suppliers on the system, including attaching relevant documents.	M					
2.1.24	The solution shall allow the processing of PO values for a supplier until they reach their contract value.	S					
2.1.25	The solution shall be able to restrict the use of specific suppliers and/or products being available, to all business units or specific business units.	M					
2.1.26	The solution shall have the facility to log pay and purchasing sites and store multiple supplier branch addresses against a single billing head office.	M					
2.1.27	The solution shall include the facility to automatically identify possible data cleansing opportunities i.e. suppliers not used in a set period.	C					
2.1.28	The solution shall include a facility to enquire on records for factoring companies and identify the suppliers to which they are linked.	M					
2.1.29	The solution shall include a facility to make payments to factoring companies, with the purchase being made to the supplier but the payment to the factoring companies.	M					
2.1.30	The solution shall be able to control the factoring assignment by start and end dates.	M					
2.1.31	The solution shall be able to retain a history of all factoring details.	M					

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2.1.32	The solution shall include an enquiry facility that would identify which supplier a payment to a factoring company related to.	M					
2.1.33	The solution shall allow information to be kept against the supplier that is not visible on printed documentation such as remittances.	M					
2.1.34	The solution shall allow suppliers to be inactivated globally and at single legal entity level.	M					
2.1.35	The solution shall include a facility for automatic supplier statement matching.	C					
2.1.36	The solution shall include the ability to identify which suppliers are contracted suppliers.	M					
2.2	**Requisitions/Purchase Orders** Summary: The creation and maintenance of Procure to Pay processes including the generation of requisitions and purchase orders to manage supplier expenditure within the organisation.	M					
2.2.1	The solution shall have the facility for requisitions to be raised and approved by various types i.e. goods billed by quantity/amount.	M					
2.2.2	The solution shall have the facility for orders to be raised and approved.	M					

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2.2.3	The solution shall be able to automatically generate a unique reference number for each requisition and purchase order raised, within specified ranges.	M					
2.2.4	The solution shall have the facility to create non-catalogue, free text requisitions.	M					
2.2.5	The solution shall be able to manage capital purchases.	M					
2.2.6	The solution shall be able to accommodate call-off orders, the solution shall manage the commitments and actuals accordingly.	M					
2.2.7	The solution shall allow classifications to be added to requisitions (e.g. product categories) and those classifications to be linked to information such as GL codes.	M					
2.2.8	The solution shall allow the user to 'hold/save' an incomplete requisition.	M					

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2.2.9	The solution shall allow the user to amend a requisition if it hasn't been approved	M					
2.2.10	The solution shall allow the user to cancel a requisition/PO	M					
2.2.11	The solution shall allow the user to process a catalogue and non-catalogue (or multiple catalogue suppliers) requisition on a single requisition and generate separate POs	M					
2.2.12	The solution shall include a facility to enter multiple chart of account / GL codes e.g. cost centre, detail codes etc. against one line on a requisition, within defined security	M					
2.2.13	The solution shall include a facility to set a value at which requisitions below the specified value would not require authorisation (self-approval)	C					
2.2.14	The solution shall allow default delivery address, invoicing address, cost centres etc. details to be created for each user/purchasing unit.	M					

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2.2.15	The solution shall allow the default delivery address to be changed to another pre-defined address	M					
2.2.16	The solution shall allow the creation and approval of a 'one time' address	C					
2.2.17	The solution shall allow a requisitioner to personalise/create 'Mark For' information, to insert details such as, 'Deliver goods directly to first floor' allowing notes to be added for a supplier, including a free text field and/or a list of standard comments that can be selected	M					
2.2.18	The solution shall include a facility to save frequently ordered items as 'favourites'	M					
2.2.19	The solution shall include a facility to copy lines when creating a requisition	M					
2.2.20	The solution shall include a facility to copy a full requisition	M					

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2.2.21	The solution shall include a facility to add a free format note to requisitions which can be viewed internally only e.g. by approvers	M					
2.2.22	The solution shall allow purchase orders to be returned electronically to the requisitioner, as an alternative to being sent to a supplier	M					
2.2.23	The solution shall include a facility to amend either a requisition or a purchase order post authorisation but before entry of goods receipt and invoice. The solution shall automatically update the commitment, produce any relevant warnings and record user ID and date	M					

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2.2.24	The solution shall include, on all electronic and printed purchase orders, as a minimum, details either entered by the user or system generated, including: -Unique order no -Date -Contact details of requisitioner -Name and address of supplier -Description/ quantity of goods/services -Supplier item reference (where applicable) -Unit price of goods -Order value (excl. VAT) -Delivery address -Attachments (where applicable) -Delivery date -Invoice address -Link to Terms and Conditions	M					
2.2.25	The solution shall have the facility to generate instant 'emergency' PO references	M					
2.2.26	The solution shall include the facility to omit specific details from an order before it is transmitted to the supplier e.g. price	S					

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2.2.27	The solution shall include the facility for requisitioners to undertake PO maintenance, within defined scope of their access, such as their own or the same team	M					
2.2.28	The solution shall have the facility for specified users to undertake PO house-keeping on behalf of larger areas, within defined scope of responsibility	M					
2.2.29	The solution shall automatically maintain PO status within configurable rules e.g. 'fully complete/close' any fully matched PO with no activity in a defined period	C					
2.2.30	The solution shall allow authorised users to be able to cancel / amend purchase orders and this must automatically reverse or recalculate the corresponding commitment	M					
2.2.31	The solution shall notify the supplier when a purchase order is amended or cancelled including: - Lines added - Lines deleted - Quantities amended - Delivery dates amended	M					

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2.2.32	The solution shall include rules to ensure that 'fully completed' purchase orders cannot be 're-activated'	M					
2.2.33	The solution shall include a facility to produce clearly identified copy orders	M					
2.2.34	The solution shall be able to produce a warning message to the user when an amendment to a purchase order may create an overspend against a particular budget code; using latest budget less actual and committed spend figures	S					
2.2.35	The solution shall include a facility to track the status of requisitions and purchase orders	M					
2.2.36	The solution shall automatically calculate the total price on each requisition and purchase order exc. VAT	M					
2.2.37	The solution shall allow for multiple line items on one requisition or purchase order (at least 200)	M					

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2.2.38	The solution shall be able to produce requisitions and purchase orders that consist of multiple pages	M					
2.2.39	The solution shall include the ability to create one order to a supplier composed of many requisitions	C					
2.2.40	The solution shall include the ability to create one order to a supplier with multiple delivery addresses	C					
2.2.41	The solution shall be able to automatically create purchase orders from an approved requisition	M					
2.2.42	The solution shall allow purchase orders to be goods receipted	M					
2.2.43	The solution shall allow users to receipt their colleagues orders, with appropriate authorisation	M					

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2.2.44	The solution shall be able to restrict the orders a colleague can receipt or interact with, i.e. only within the same team	C					
2.2.45	The solution shall be able to record the receipt of all goods/services against a specific purchase order	M					
2.2.46	The solution shall include a facility to record the receipt of goods for each line of a purchase order	M					
2.2.47	The solution shall include a facility to deal with part receipting	M					
2.2.48	The solution shall include a facility to over receive if within pre-defined tolerance (quantity/value)	M					
2.2.49	The solution shall include a facility to log the return / part return of purchases to the supplier	M					

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2.2.50	The solution shall include a facility to prompt the requisitioner for un-receipted items that have a matched invoice	S					
2.2.51	The solution shall include a facility to escalate un-receipted items that have a matched invoice	S					
2.2.52	The solution shall include a facility to correct/amend receipts	M					
2.2.53	The solution shall allow requisitioners to mark invoices in dispute for reporting purposes	M					
2.2.54	The solution shall alert requisitioners when the dispute is still in place after a set period	M					
2.2.55	The solution shall prevent invoices in dispute from being paid until the dispute is resolved	M					

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2.2.56	The solution shall have the facility for authorised users to transfer POs and associated tasks between requisitioners	M					
2.3	**Invoice/Credit Note Management** Summary: The matching, processing and maintenance of creditor invoices/credits and other accounts payable source documentation.	M					
2.3.1	The solution shall be able to hold scanned images (or other image types) of invoices against the purchase order (input from a range of delivery channels including, e-mail)	M					
2.3.2	The solution shall allow the processing of an invoice without an order where stipulated within the system e.g. utilities and personal payments, where the user has appropriate system permission/access	M					
2.3.3	The solution shall allow non-order invoices to be processed as exceptions through work-flow for approval to the appropriate budget holder	M					

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2.3.4	The solution shall allow, as a minimum, the following information to be entered for all supplier invoices (either from the order or entered on receipt of invoice): -Supplier reference number -PO number -Operating Unit -Invoice reference -Date of receipt -General ledger account code for each detail line -Monetary value for each detail line -VAT code for each detail line -VAT total -Invoice total	M					
2.3.5	The solution shall include the ability to allocate credit notes against the relevant invoice/purchase order	M					
2.3.6	The solution shall include the ability to allocate credit notes against the relevant invoice	M					
2.3.7	The solution shall include the ability to process credit notes	M					

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2.3.8	The solution shall include the ability to report on credit balances	M					
2.3.9	The solution shall include an e-invoicing facility such as XML (Extensible Mark-up Language) or other standards	S					
2.3.10	The solution shall have the facility to complete invoice matching automatically with no manual keying	S					
2.3.11	The solution shall include the functionality to return invoices electronically for corrective action when they do not match/comply with the pre-defined criteria	S					
2.3.12	The solution shall include a facility to manually enter the total value of invoices and credit notes against a specific purchase order if required	M					
2.3.13	The solution shall include a facility to manually enter the invoice/credit note details for each line of an order	M					

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2.3.14	The solution shall include a facility to manually enter the partial value of invoice/credit notes	M					
2.3.15	The solution shall include a facility to prevent invoices being entered against specified suppliers	C					
2.3.16	The solution shall be able to record a reference against transactions e.g. invoice number	M					
2.3.17	The solution shall be able to validate the chart of account or general ledger code at invoice entry	M					
2.3.18	The solution shall allow tolerances to be set up and configured for the matching of invoices	M					
2.3.19	The solution shall include a facility to match one invoice to multiple purchase orders	C					

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2.3.20	The solution shall include a facility to match multiple invoices to one purchase order	M					
2.3.21	The solution shall include a facility to process invoices or credit notes individually or in batches. When processing batches, the solution shall create batch totals for number of documents and value and highlight imbalances	M					
2.3.22	The solution shall include a facility, when processing batches of invoices or credit notes to suspend the batch allowing completion at a later time	M					
2.3.23	The solution shall automatically update the record with the appropriate status e.g. approved, paid, accounted etc.	M					
2.3.24	The solution shall include a facility to automatically calculate the payment due date	M					
2.3.25	The solution shall include a facility to override the calculated payment date with a specified payment date, including the facility to allow payment date changes after authorisation	M					

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2.3.26	The solution shall produce an error message if entered lines plus VAT do not match invoice total against all invoices (purchase order and non-order invoices)	M					
2.3.27	The solution shall produce warning messages to aid prevention of duplication, such as on invoice number	M					
2.3.28	The solution shall have a facility to cancel unpaid invoices and unused credit notes, with cancellations automatically reflected in the General Ledger and if the invoice is order-related, the cancellation reflected in purchase order processing	M					
2.3.29	The solution shall be able to mark invoices on hold, with a variety of reasons e.g. receipt mismatch, value mismatch etc. and automatically release them upon resolution	M					
2.3.30	The solution shall include a facility to enter VAT only invoices	M					
2.3.31	The solution shall include a facility to process invoices with more than one rate of VAT	M					

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2.3.32	The solution shall include the ability to return query invoices electronically to internal users and to suppliers	M					
2.3.33	The solution shall have the ability to apply early payment discounts	S					
2.3.34	The solution shall have the ability to apply late payment penalties	M					
2.3.35	The solution shall be able to make a single payment to a supplier receiving amounts payable from multiple invoices and various interfaces	M					
2.4	**Invoice/Credit Note Management Quick Payment with Approval Workflow** Summary: A solution that allows non-central users the ability to input payment source information (either invoiced or non-trade) including the facility to input basic supplier information for cheque payments.	M					

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2.4.1	The solution shall have the ability for non-central users (with the correct access) to process manually input non-trade payments with approval workflow	S					
2.4.2	The solution shall allow rendered images to be created for those invoices, with approval workflow	S					
2.4.3	The solution shall allow non-central users to load bank details for their one off invoice payments, as long as approved by a nominated officer	C					
2.4.4	The solution shall allow basic supplier set-up to be completed for those batches, for cheque payment only	S					
2.5	**Payment Management** Summary: The processing and management of accounts payable process runs for the payment of suppliers.	M					
2.5.1	The solution shall be able to make payments against invoices, within agreed terms of trade	M					

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2.5.2	The solution shall allow payments to be made on any specified frequency e.g. daily, bank holidays, weekly, fortnightly, monthly, annually	M					
2.5.3	The solution shall include the facility to enable emergency payments 'on the day' by bank to bank transfer, following appropriate approval	M					
2.5.4	The solution shall have a payment facility i.e. the ability to split payment over a particular time period, accounting for each split payment individually	M					

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2.5.5	The solution shall allow for quick searches to check payment status by (as a minimum): -Supplier reference number -Invoice reference -Invoice value -Payment amount -Payment reference -Payment date ranges -Supplier name -Partial name/address -Address -Postcode -Payment reference -Purchase order number -Invoice value -Service area/department -Unaccounted -Needs revalidation	M					
2.5.6	The solution shall have the ability to produce a statement of an individual supplier account, showing history of payments made to them and showing current financial position and credit balances	M					

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2.5.7	The solution shall be able to produce a remittance advice for payments made, as well as copy remittances. Including: suppliers name, invoice number, invoice amount, contact details, email; for various single legal entities	M					
2.5.8	The solution shall be able to produce a remittance advice for payments made as a nil balance e.g. invoice fully matched to an existing credit note or an existing credit balance	S					
2.5.9	The solution shall be able to clearly identify invoices on hold recording details including date held, name of person holding invoice, reason for placing on hold, date of dispute release	M					
2.5.10	The solution shall allow central users to manually release holds and validate invoices for payment	M					
2.5.11	The solution shall be able to record and monitor staged payments to contractors	C					
2.5.12	The solution shall be capable of recording the following details for each payment, as a minimum: amount of payment, date of payment, payment type e.g. cash / cheque, invoice reference number, purchase order number, payment/cheque number	M					

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2.5.13	The solution shall be able to produce printed cheques showing the amount in words and figures	M					
2.5.14	The solution shall be able to stop the production of cheques that have a negative value or zero value (credit cheques)	M					
2.5.15	The solution shall have a facility to deal with spoilt cheques, including the facility to create a new cheque print if the original is spoilt. Or to skip a cheque/cheque numbers	M					
2.5.16	The solution shall have a facility to record the date presented in the Purchase Ledger for cheque reconciliation	M					
2.5.17	The solution shall have a facility, where suppliers have factoring arrangements in place, to create a remittance detailing payments and the supplier to which it relates	M					
2.5.18	The solution shall have a facility to allocate payments (raised outside the system) against outstanding invoices e.g. CHAPS	M					

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2.5.19	The solution shall be able to prevent paying invoices if there is a negative balance on the supplier record. Payments must only be made if the balance is >0.00. Once the balance is >£0.00 all 'due' invoices and related credit notes must be included on the remittance	M					
2.5.20	The solution shall allow a credit note on a supplier account to be cancelled if the supplier isn't to be used again, in order to receive a physical payment from them instead	M					
2.5.21	The solution shall have the facility to manually generate payment runs and run them simultaneously for separate single legal entities	M					
2.5.22	The solution shall have the facility to schedule and auto create payment runs	S					
2.5.23	The solution shall have the facility to simultaneously run multiple payment runs e.g. payment runs for various single legal entities or operating units at the same time	S					
2.5.24	The solution shall allow specific paygroups or types of payment to be selected and paid individually	M					

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2.5.25	The solution shall allow the creation of a scheduled payment report prior to processing the payment run	M					
2.5.26	The solution shall allow a payment summary (final payment register) to be created and sent to the relevant officer	M					
2.5.27	The solution shall have the facility to set review queues e.g. invoices over 10k	M					
2.5.28	The solution shall have a facility to cancel cheques, including those that are expired and automatically create the appropriate postings	M					
2.5.29	The solution shall allow cheques to be replaced	M					
2.5.30	The solution shall have a facility to cancel expired cheques and automatically create the appropriate postings	M					
2.5.31	The solution shall be able to calculate VAT related to discounts/penalties	M					
2.5.32	The solution shall have the facility to flag payments to foreign addresses for despatch purposes	M					

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2.5.33	The solution shall include a facility to auto pay invoices/process credit notes which comply with pre-defined criteria, e.g. 3 way match or other matching options	M					
2.5.34	The solution shall include functionality for invoices/credits to be rejected, prior to the payment, if required	M					
2.5.35	The solution shall include a facility to administer imprest (petty cash) accounts	C					
2.5.36	The solution shall have the facility to add and remove invoices, prior to payment, from created payment runs	M					
2.5.37	The solution shall have a facility for dealing with returned/rejected/recalled BACS	M					
2.5.38	The solution shall have a facility for dealing with money back or returned payments	M					
2.5.39	The solution shall have the facility to link with AR information for 'netting' purposes	C					
2.5.40	The solution shall have the facility to make payments to foreign bank accounts, in sterling, to be converted to the correct currency	C					

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2.6	**Construction Industry Scheme** Summary: The processes required to calculate and apply CIS (Construction Industry Scheme) tax legislation for those invoices paid to sub-contractors and applicable under the scheme's guidelines.	M					
2.6.1	The solution shall include a facility to manage Construction Industry Scheme (CIS) invoices/credits and apply appropriate deductions and payments in line with HMRC rules	M					
2.6.2	The solution shall include the ability to identify a supplier as CIS and hold all details including for example: -Verification number -Taxation type -Unique tax reference number -Tax deduction percentage -Sub-contractor trading name -CIS Type (partner/sole trader etc.) -Company registration number	M					
2.6.3	The solution shall be able to hold the tax deduction percentage rate and calculate the correct amount of tax due from the labour element of the CIS invoice applicable to the CIS type and retain the labour materials figure / breakdown against the invoice	M					

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2.6.4	The solution shall be able to provide reports for each taxation type	M					
2.6.5	The solution shall be able to generate monthly deduction statements to sub-contractors automatically if deductions have been made	M					
2.6.6	The solution shall be able to produce the CIS monthly return to HMRC in electronic format via the online submission process	M					
2.6.7	The solution shall be able to identify if a supplier is liable for CIS when entering invoices and credit notes and allow the invoice to be reviewed for appropriate tax treatment and deduction	M					
2.6.8	The solution shall be able to hold the payment history of sub-contractors over the current and previous two years for reporting purposes as well as the full 6 years + financial requirement	M					
2.6.9	The solution shall be able to check at point of invoice entry the CIS verification date	M					
2.6.10	The solution shall be able to alert if the contractor has not been paid in the previous two tax years and give an error message and not allow payment until verification is validated	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
2.6.11	The solution shall be able to cater for a change in a supplier's CIS status and apply amendments to in flight invoices	M					
2.6.12	The solution shall include the facility for taxation of CIS contractor suppliers to be included in analysis and archiving reports	M					
2.6.13	The solution shall be able to produce payment statements in any format required, giving details in line with current legislation	M					
2.6.14	The solution shall include a facility, when entering invoices for a CIS sub-contractor, to enable identification whether each item line is liable under the CIS scheme	M					
2.6.15	The solution shall allow both liable and non-liable lines to be included on the same invoice e.g. tax the labour element	M					
2.7	**Internal Trading** Summary: A solution to handle internal trading expenditure/income items between AP and AR for internally traded goods and services.	M					
2.7.1	The solution shall be fully integrated with AR for a full and automatic internal trading process	M					

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			colspan="6" Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
2.7.2	The solution shall include functionality to create internal catalogues for goods and services e.g. ICT equipment, reprographics that is fully integrated across AR/AP/GL	M					
2.7.3	The solution shall be able to reflect approval workflows in ordering from internal catalogues	M					
2.7.4	The solution shall be able to generate order/matching/payments from the internal catalogues	M					
2.7.5	The solution shall include the ability to create free text Internal Trading invoices and pass them through approval workflow	S					
2.7.6	The solution shall be able to make amendments in both AR and AP if changes are made to the order	M					
2.7.7	The solution shall include the ability to create and maintain Internal Trading supplier records and link them to Internal Customers	M					
2.8	**Supplier Catalogues** Summary: A solution for enabling supplier catalogues to be loaded and maintained for easier requisitioning/purchasing for contracted suppliers and regularly required or popular items.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
2.8.1	The solution shall be able to create catalogue content	M					
2.8.2	The solution shall be able to manage internally hosted catalogues	M					
2.8.3	The solution shall be able to receive new catalogues and updates from suppliers (product changes, price changes etc.) to enable catalogues to be hosted internally	M					
2.8.4	The solution shall have a supplier catalogue search facility, and the ability search by: -Supplier -Supplier item number -Product description -Manufacturer	M					
2.8.5	The solution shall have the facility to electronically upload (either internally or via a supplier portal) internally hosted supplier catalogues with the appropriate validation	M					
2.8.6	The solution shall have the facility to manually amend catalogues i.e. adding/deleting a line, close the catalogue	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
		Please respond as appropriate in shaded sections. No response required in non-shaded sections.					
2.8.7	The solution shall be able to automatically archive internally hosted catalogues where the contract has expired and prevent ordering from them	S					
2.8.8	The solution shall have a punch-out facility to access specific supplier websites	S					
2.8.9	The solution shall be able to link to specific supplier websites and import the required items into a requisition	S					
2.8.10	The solution shall be able to display pictures in internally hosted supplier catalogues	M					
2.8.11	The solution shall be able to link to externally hosted catalogues	M					
2.8.12	The solution shall allow the user to search against all catalogues for goods and services, add them to a shopping basket and return this information to the P2P system to apply financial codes, obtain authorisation etc.	M					

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			colspan=6: Please respond as appropriate in shaded sections. No response required in non-shaded sections.
2.8.13	The solution shall be able to hold codes against categorisation descriptions in all catalogues	M					
2.9	**Supplier Portal** Summary: A portal to provide suppliers with self-service access to enable them to maintain their own information and track the process of POs and invoices that relate to their goods/services. Should also allow suppliers the ability to match or input invoices against existing POs through the portal, reducing manual intervention.	M					
2.9.1	The solution shall provide a secure supplier portal in an easy to use format	M					
2.9.2	The solution shall have the functionality via the portal to enable suppliers to input their details directly to allow them to be set up as a supplier following approval by the responsible officer	C					
2.9.3	The solution shall have the facility, via a supplier portal, to receive new catalogues and updates from suppliers (product changes, price changes etc.) to enable catalogues to be hosted internally following approval by the responsible officer	C					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
2.9.4	The solution shall have the facility to electronically upload (either internally or via a supplier portal) internally hosted supplier catalogues with the appropriate validation following approval by the responsible officer	C					
2.9.5	The solution shall allow suppliers to enter their own invoice information to be matched against POs for payment through a supplier portal	M					
2.9.6	The solution shall include a facility to enable suppliers to view the status of their respective payment against their purchase order/s	M					
2.9.7	The solution shall be able to provide the functionality for suppliers to access their account and associated records, as a minimum view payments, POs and query contacts	M					
2.9.8	The solution shall include the facility to allow suppliers to set themselves up in the system, after approval, through a supplier portal	C					
2.9.10	The solution shall allow suppliers to maintain their own supplier record, including bank details, through a supplier portal following approval by the responsible officer	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
2.9.11	The solution shall allow suppliers to maintain their own supplier record, including bank details, through a supplier portal following approval by the responsible officer	M					
2.10	**Invoice/Credit Note Management Scanning Solution** Summary: A scanning solution for the management of accounts payable source documentation and the resolution of holds or queries.	C					
2.10.1	The solution shall have the facility to receive invoices electronically	M					
2.10.2	The solution shall allow manual invoice entry from a scanned invoice image	M					
2.10.3	The solution shall have OCR or another character recognition/matching facility	S					
2.10.4	The solution shall enable OCR exceptions to be routed to a responsible officer for verification and processing	S					

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					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
2.10.5	The solution shall have the facility to automatically process the invoice to the correct processing queue or single legal entity	M					
2.10.6	The solution shall allow manual scanning of paper invoices to enable processing	M					
2.10.7	The solution shall allow re-scan routing of documents for processing where the scan copy is illegible etc.	M					
2.10.8	The solution shall allow tracking of invoices prior to processing e.g. processing queues	M					
2.10.9	The solution shall have the ability to attach electronically rendered documents/invoices	S					
2.10.10	The solution shall allow invoices to be automatically matched as specified by the single legal entity	M					
2.10.11	The solution shall be able to re-route or re-create invoices to a different queue or single legal entity, based on user defined rules	M					

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					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
2.10.12	The solution shall allow requisitioners to resolve holds, both single and multiple, and pass invoices for payment	M					
2.10.13	The solution shall allow different methods of processing such as Non PO, PO, Pre-approved invoices	M					
2.10.14	The solution shall have workflows and routing rules to enable communication / holds resolution between central and local users that can be applied manually and automatically allowing corrections and updates to invoices prior to payment	M					
2.10.15	The solution shall allow emailed queries back to the supplier with an invoice image attached to request further or missing information	S					
2.10.16	The solution shall allow the cancellation of images if the corresponding record requires deletion / cancellation prior to payment e.g. if a duplicate is identified	M					
2.10.17	The solution shall allow further follow up documents to be attached to existing scanned documents such as supplier letters / emails etc.	M					

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2.10.18	The solution shall allow manual coding, plus amount and tax line information to be applied via workflows by local users	M					
2.10.19	The solution shall notify users that their invoices require resolution/further intervention to allow payment via regular email reminders along with a direct link to the record and invoice image requiring update	M					
2.10.20	The solution shall allow manual re-routing of queries to personnel outside of the usual workflow routes if problems with workflow hierarchy are experienced etc.	M					
2.10.21	The solution shall allow automatic workflow of records and associated invoice images to be routed e.g. to requisitioners for resolution for non-receipt, overbills, coding etc.	M					
2.10.22	The solution shall allow all types of scanned invoices forwarded by email to be accepted directly for automatic processing against an appropriate business unit e.g. pdf, jpeg, tiff. Including e-mails with multiple invoices and multiple page invoices	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
2.10.23	The solution shall retain a unique identifier/ document number stored for identifying documents not associated to a record e.g. an invoice within a scanned batch of invoices	S					
2.10.24	The solution shall allow multiple/single/duplex page documents to be processed	M					
2.10.25	The solution shall be able to store corresponding reasons for the invoice being on hold in the scanning solution, to track the lifecycle of the invoice	M					
2.10.26	The solution shall allow local users (as well as central users) to check the progress/status of their invoices both pre and post payment	M					
2.10.27	The solution shall include a facility to permit the supplier's invoice/credit to be viewable (e.g. as a PDF) against the purchase order	M					
2.10.28	The solution shall include a facility to permit the supplier's invoice/credit to be viewable (e.g. as a PDF) against non-purchase order invoices	M					

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2.10.29	The solution shall allow invoices to be marked as increased priority so that they can be processed through the queues quicker	M					
2.11	**Purchase Cards** Summary: The management of Purchase Card spend to ensure that tax and expenditure are allocated correctly as well as providing greater control and compliance over Purchase Card expenditure.	C					
2.11.1	The solution shall allow integration with third party Purchase Card management software and transfer balances to GL	M					
2.11.2	The solution shall support the use of Purchase Cards	M					
2.11.3	The solution shall allow workflow approval for Purchase Card spend	M					
2.11.4	The solution shall allow full merchant category integration	M					
2.11.5	The solution shall prompt Purchase Card compliance through automated reminders	M					
2.11.6	The solution shall be able to disseminate reports electronically to Purchase Card users (such as spend reports)	M					

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2.12	**Supplier Management - Contract Database** The management of supplier contracts and analysis of spend enabling the co-ordination and documentation of awards, changes and renewals.	C					
2.12.1	The solution shall allow the creation of CPAs (Contract Purchase Agreements)	M					
2.12.2	The solution shall be able to hold contract information and allow updates (will full audit trail of amendments), as a minimum being: -Contract start/end date -Contract status e.g. planned, in progress, live -Available extensions -Review dates -Contract supplier name -Contract supplier address -Contract term -Authorised officer -Annual and total value -Indexation approach -Areas of operation	M					
2.12.3	The solution shall be able to hold attachments e.g. detailing modification or change request	M					

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2.12.4	The solution shall allow integration of contract database information with supplier master data	C					
2.12.5	The solution shall allow access to be restricted to "view only"	M					
2.12.6	The solution shall be able to record key contract milestones i.e. planned, in progress, review	M					
2.12.7	The solution shall be able to import spend data to be held against the contract, and report on off contract spend	S					
2.12.8	The solution shall be able to analyse Actual vs Contracted spend	S					
2.12.9	The solution shall allow enable the creation of a Contract Summary Page. The information shown as a minimum being: -Contract title -Contract category e.g. domiciliary care -Supplier name -Contract start/end date -Contract period -Key milestones -Annual contract value -Spend to date	M					
2.12.10	The solution shall include the ability to upload of a scanned image of the original contract	M					

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2.12.11	The solution shall allow the original contract to be locked for updating but for variations to be input, with version control	M					
2.12.12	The solution shall be able to, for each contract, produce a searchable variation report and summary	M					
2.12.13	The solution shall have the facility to search for contracts by key words or contract text	S					
2.12.14	The solution shall have the facility to allow for e-mail signatures when sending and receiving	S					
2.12.15	The solution shall be able to set customised contract set-up in order to deal with the differing requirements of each contract	S					
2.12.16	The solution shall be able to set timelines, including lead in times e.g. decision dates	M					
2.12.17	The solution shall allow the creation of a procurement plan to include planned or in progress activity over a number of years	M					
2.12.18	The solution shall be able to produce contract information in other viewable formats, such as Gantt charts or calendars	M					
2.12.19	The solution shall have the facility to create bespoke templates for data capture	S					
2.12.20	The solution shall have the facility to import contracts e.g. csv files	M					

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2.12.21	The solution shall include electronic communication with suppliers direct through the CM solution, e.g. to save a revised contract and email to the supplier for review	S					
2.13	**Payment Management – Duplicate Checking/Fraud Prevention** Summary: A solution to check and analyse payments before they are made to reduce overpayments. As well as the ability to check for duplicate/erroneous payments and help detect possible fraudulent AP activity.	C					
2.13.1	The solution shall include duplicate payment prevention functionality (before payment run completion)	M					
2.13.2	The solution shall include fraud prevention functionality (before payment run completion)	M					
2.13.3	The solution shall include fraud prevention functionality that is based on invoice numbering sequences and regular reoccurring information i.e. if an invoice is entered starting with a '5' but the suppliers invoices usually start with an 'A' would this be flagged as a potential issue	C					
3	**Payments and Income – Income to Cash**						

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			colspan="6"	Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
3.1	**Customer Management** Summary: The management of debtors and debtor master data for accounts receivable, managing interactions with customers that are provided goods or services by the organisation.	M					
3.1.1	The solution shall allow the creation and amendment of customers with information held, (as a minimum) being: -Customer reference number -Name -Address -Customer -E-mail address -Free text fields for defined criteria	M					
3.1.2	The solution shall automatically validate any bank details entered for direct debit arrangements	M					
3.1.3	The solution shall allow a customer's bank details to be created, amended and deactivated, for direct debit arrangements	M					

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3.1.4	The solution shall be able to hold details of the customer's status and other attribute information, for example deceased etc. which must be available to view and amend	M					
3.1.5	The solution shall be able to drive specific processes, such as suppress invoices, from those attributes	S					
3.1.6	The solution shall have the ability to set specific rules by customer profile e.g. exempt certain customer types from reminder processes	M					
3.1.7	The solution shall allow the creation of variable terms, either by individual or customer type	M					
3.1.8	The solution shall include the ability to create multiple debt types for a single customer e.g. deferred debt	M					
3.1.9	The solution shall allow the merging of customer records	M					

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3.1.10	The solution shall include the ability to create customer statements	M					
3.1.11	The solution shall be able to provide a warning if duplicate entry if banking information entered already exists	M					
3.1.12	The solution shall be able to have the same bank account information on more than one customer	M					
3.2	**Invoice/Credit Management** Summary: The creation and maintenance of Accounts Receivable source documentation for the collection of monies owed to the organisation.	M					
3.2.1	The solution shall be able to produce regular and/or ad-hoc invoices	M					
3.2.2	The solution shall allow the mass processing of individually created invoice requests	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
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3.2.3	The solution shall be able to, for defined customer types, include a statement of account with every new invoice raised	M					
3.2.4	The solution shall include the ability to manually raise debtor invoices and save them for completion later	M					
3.2.5	The solution shall include the ability to copy previously created invoices as the basis for new invoices	M					
3.2.6	The solution shall include the ability to charge interest and make other balance adjustments to AR invoices	M					
3.2.7	The solution shall include the ability to void or cancel invoices before they are sent to the customer	M					
3.2.8	The solution shall be able to create scheduled invoices or standing charges	M					

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3.2.9	The solution shall be able to create standing charges for both debt in advance and in arrears	M					
3.2.10	The solution shall allow the suppressing of invoices i.e. no print	M					
3.2.11	The solution shall include the facility to send DD mandates to the bank electronically	M					
3.2.12	The solution shall allow flexible DD collection frequencies i.e. weekly, different times of the month	M					
3.2.13	The solution shall have a paperless Direct Debit facility including set up and request direct debit letters (with mandate) to bank, for confirmation, amendment, cancellation, refer to payee	M					
3.2.14	The solution shall have the facility to raise credit notes and debit notes	M					

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3.2.15	The solution shall have the ability to raise credit notes against individual or multiple transactions	M					
3.2.16	The solution shall have the ability to specify reason codes to be selected while raising credit notes/debit notes	M					
3.2.17	The solution shall allow the matching of credit notes against specific invoices	M					
3.2.18	The solution shall include the ability to provide a warning if the amount of a credit note exceeds the amount of the aggregated invoices to which it relates	C					
3.2.19	The solution shall allow invoices to be categorised and to be sorted for despatch based on categorisation e.g. returning to the requestor	M					
3.2.20	The solution shall have the facility to request copy invoices, credit notes, instalments and statement of accounts and send electronically to requestor or customer	M					

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3.2.21	The solution shall be able to arrange direct debits on ad hoc invoices, regular invoices and instalment arrangements	M					
3.2.22	The solution shall allow the ability to set specific output rules e.g. not generating dunning letters for below a set value	M					
3.2.23	The solution shall have the facility to set up instalments at the time of invoice creation	S					
3.2.24	The solution shall be able to create instalment arrangements, to clear over agreed terms, with ability to collect payments by direct debit and produce relevant business documentation	M					
3.2.25	The solution shall have the facility to complete write offs, for both partial and whole amount, and complete the VAT adjustments, as appropriate	M					
3.2.26	The solution shall have the facility to record reasons for write offs	M					

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3.2.27	The solution shall have the facility to create and manage refunds	M					
3.2.28	The solution shall have the facility to generate refunds against single and/or multiple customer receipts	M					
3.2.29	The solution shall be able to facilitate the generation of project related invoices	M					
3.2.30	The solution shall have the ability to include bar codes and QR codes on all business documentation	M					
3.2.31	The solution shall enable the printing of OMR marks on business documentation to enable automated despatch finishing	M					
3.2.32	The solution shall be able to manage deposits paid against AR invoices	C					

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3.3	**Income Management** Summary: The recording of income details received from a number of sources.	M					
3.3.1	The solution shall be able to record the following details (as a minimum) for each receipt for viewing: -Amount of receipt -Date of payment -Receipt method, e.g. cash/cheque/dd -Reference number -Any data the bank file provides for receipt that cannot be allocated if a valid reference is not denoted in the file -Receipt source -Cheque details - Sort code/account number	M					
3.3.2	The solution shall be able to integrate with a third party cash receipting system	M					
3.3.3	The solution shall allow the allocation of debit or credit entries	M					

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3.3.4	The solution shall allow narrative to be added against a receipt to provide details of the receipt	M					
3.3.5	The solution shall have the facility to transfer receipts between accounts invoices and customers	M					
3.3.6	The solution shall allow the details provided on the bank file to be viewed in order to investigate and identify the transaction	S					
3.3.7	The solution shall be able to automatically match banking's received against paying in slip numbers / bank narrative that have been processed	M					
3.3.8	The solution shall be able to identify all income received in any of the Council's bank accounts that cannot be automatically allocated to an on line suspense (clearing account) for allocation	M					
3.3.9	The solution shall include a facility to search/enquire and find particular unallocated items	M					

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					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
3.3.10	The solution shall include a facility to amend attribute information from the applied default, such as changing the pay code	M					
3.4	**Debt Management** Summary: A solution for the management of outstanding debt to improve the organisations ability to recover and limit bad debt.	M					
3.4.1	The solution shall include the facility to allow customers to view their debt and make payment through a customer portal	C					
3.4.2	The solution shall have the facility to allow debts for the same customer to be linked	S					
3.4.3	The solution shall allow for quick searches, including (as a minimum) by: -Customer reference number -Invoice number -Name -Payment reference -Amount -Address	M					

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3.4.4	The solution shall include the ability to integrate specific debt positions from other systems e.g. Council Tax to provide a single view of the customer debt position	C					
3.4.5	The solution shall allow External Collection Agency reports to be requested via a two way interface	M					
3.4.6	The solution shall include functionality to assist legal debt enforcement through to County Court Judgement (CCJ) and High Court Enforcement (HCE)	C					
3.4.7	The solution shall allow the recording of actions taken on individual invoices e.g. customer contact	M					
3.4.8	The solution shall have the facility to produce debt recovery letters with specified criteria	M					
3.4.9	The solution shall include the ability to display the next action dates, once an action has taken place, within defined criteria	C					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
3.4.10	The solution shall include the ability to automatically generate correspondence to debtors when triggered by an officer e.g. by changing a status code or recording an action	C					
3.4.11	The solution shall be able to automatically attach system generated letters to the relevant case	M					
3.4.12	The solution shall include the ability to produce final notices and instalment reminders automatically after the required amount of time without manual intervention	C					
3.4.13	The solution shall be able to produce final notices automatically after the required amount of time	M					
3.4.14	The solution shall be able to manage instalment arrangements	S					
3.4.15	The solution shall have the facility for instalments to be created, amended and deleted, and the amount owing to be recalculated accordingly	S					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
3.4.16	The solution shall have the facility to link with AP information for 'netting' purposes	C					
3.5	**Internal Trading** Summary: A solution to handle internal trading income/expenditure items between AR and AP for internally traded goods and services.	M					
3.5.1	The solution shall be able to generate invoices/receipts from the internal catalogues as part of internal trading assigning a unique reference number	M					
3.5.2	The solution shall allow the ability to recharge/re-allocate costs internally and pass them through approval workflow	S					
3.5.3	The solution shall be fully integrated with AP for a full and automatic internal trading process	M					
3.5.4	The solution shall be able to make amendments in both AR and AP if changes are made to the internal order	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
3.6	**Income Receipting** Summary: The management, recording and allocation of all receipts received by any payment method.	C					
3.6.1	The solution shall facilitate compliance with the Payment Card Industry Data Security Standard (PCI DSS)	M					
3.6.2	The solution shall be able to record the following details (as a minimum) for each receipt for viewing: -Amount of receipt -Date of payment -Receipt method e.g. cash/cheque/dd -Reference number -Any data the bank file provides for receipt that cannot be allocated if a valid reference is not denoted in the file -Receipt source -Cheque details -Sort code/account number of sender	M					
3.6.3	The solution shall be able to highlight all banking received where income has not been automatically allocated and requires processing	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
3.6.4	The solution shall provide for a range of collection methods and automatic allocation of any monies due, whether it is ad-hoc or regular income	M					
3.6.5	The solution shall be able to set up and amend business rules which indicate where income should be allocated and in what order, including split coding to chart of accounts	M					
3.6.6	The solution shall include a facility for the user to recognise regular income and define rules to allocate future income through to the chart of account selected	M					
3.6.7	The solution shall be able to accept a range of payment methods, and analyse by payment method, (including BACS, telephone, DDs, Standing Order, debit/credit card, smartphone pay, internet and cash/cheque) received directly and record the source of each payment	M					
3.6.8	The solution shall be capable of being adapted to accommodate new "collection payment methods" within one year of their introduction	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
3.6.9	The solution shall include a facility to search/enquire and find particular unallocated items e.g. by reference, date, value etc.	M					
3.6.10	The solution shall be able to automatically allocate income to other systems e.g. interfaces such as council tax	M					
3.6.11	The solution shall allow for the allocation of debit or credit entries	M					
3.6.12	The solution shall allow for narrative to be added against a receipt to provide details within the income code (e.g. details of a grant income etc.)	M					
3.6.13	The solution shall include the facility for unallocated items to be held in a suspense account until they can be routed or allocated	M					
3.6.14	The solution shall have the facility to transfer receipts between accounts, invoices and customers	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.
3.6.15	The solution shall be able to allocate income received either to individual debts and/or to a customer account	M					
3.6.16	The solution shall allow the details provided on the bank file to be viewed in order to assist with investigations	M					
3.6.17	The solution shall allow unallocated income to be split e.g. between income codes and/or other systems, such as Council Tax	M					
3.6.18	The solution shall allow part of a receipt to be allocated, leaving the remainder in suspense while investigations are undertaken	M					
3.6.19	The solution shall include a facility to view previously unallocated items	M					
3.6.20	The solution shall include a counter receipting system that provides processing receipts by cash, cheque, card etc.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
3.6.21	The solution shall be able to provide a till receipt from a dedicated printer for frontline transactions	M					
3.6.22	The solution shall be able to provide an electronic receipt that can be e-mailed for frontline transactions e.g. as PDF	M					
3.6.23	The solution shall be able to retain an electronic receipt of each income transaction (receipt numbers, amount, date, reference, type of income cash/chq etc., location of payment point, any detail recorded) for all transactions	M					
3.6.24	The solution shall be able to receipt single transactions and an accumulation of transactions i.e. a customer wants to pay one cheque for several different types of bills, possibly relating to other systems e.g. council tax	M					
3.6.25	The solution shall include an enquiry facility for name, address and amount should income be presented without reference	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
3.6.26	The solution shall allow each cashier to be able to look up all their transaction processed during a day's processing to enable checks to be made and reconcile banking	M					
3.6.27	The solution shall include the facility for the cashier, and location of the transaction to be defined in addition to all the transaction data	M					
3.6.28	The solution shall allow a cancellation of transaction facility which is restricted so that a cashier cannot cancel their own transaction	M					
3.6.29	The solution shall provide a report listing cheques processed for the cashier to use for cheque banking	M					
3.6.30	The solution shall provide a total of the cash taken by the cashier for the cash banking	M					
3.6.31	The solution shall be able to record the receipting details on the reverse of a cheque	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
3.6.32	The solution shall allow for the allocating of income via e-returns	S					
3.6.33	The solution shall allow for the central loading of paying in slip / banking information for establishments who do not have the facility to process these receipts	M					
3.6.32	The solution shall include the ability to highlight and resolve discrepancies automatically between receipts that have been processed and banking that has been received within specified tolerances	C					
3.6.34	The solution shall be able to utilise unique identifiers which signifies the service or department income processing relates	M					
3.6.35	The solution shall have an integrated card payments receipting solution to accept card payments during a front line face to face transaction or for customer not present	M					
3.6.36	The solution shall allow discrepancies (under/over-payments) to be identified/managed	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				**Please respond as appropriate in shaded sections. No response required in non-shaded sections.**
3.6.37	The solution shall allow the automatic bulk transfer of receipts and allocate to different systems/interfaces	M					
3.6.38	The solution shall be able to amend receipts to deal with dishonoured cheques or other returned receipts	M					
3.6.39	The solution shall allow the identification of which service/department a paying in book relates to, using unique identifiers	C					
3.6.40	The solution shall allow the identification of the date that the paying in book was issued	C					
3.6.41	The solution shall have the facility for people with the right level of access to authorise refunds	M					
3.6.42	The solution shall allow reasons to be recorded against a refund (from a pre-defined list)	S					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
3.6.43	The solution shall have the facility to charge for the receipt of credit card payments	M					
3.7	**Consolidated Debt** Summary: A solution for the management of outstanding debt to improve the organisations ability to recover and limit bad debt, while also providing a single view of customer debt and incorporating other collection methods, such as bailiffs.	C					
3.7.1	The solution shall have the facility to allow debts for the same customer to be linked	M					
3.7.2	The solution shall allow for quick searches, (as a minimum) by: -Customer reference number -Invoice number with or without prefix, -Name -Payment reference -Amount -Address	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.
3.7.3	The solution shall provide a full view of the consolidated debt and allow users with the correct access to be able to view/amend	M					
3.7.4	The solution shall have the ability to interface in specific debt positions from other systems e.g. Council Tax to provide a comprehensive view of the customer debt position	M					
3.7.5	The solution shall be able to process bad debt with collection and reporting procedures and dispute management	M					
3.7.6	The solution shall have the capability to progress debt cases through the full court process including applying for a County Court Judgement (CCJ) and High Court Enforcement (HCE)	S					
3.7.7	The solution shall have the capability of producing reports, for specified criteria, which can be interfaced to an external collection agency portal	M					
3.7.8	The solution shall have the facility to produce debt recovery letters with specified criteria	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
3.7.9	The solution shall allow the recording of actions taken on individual invoices	M					
3.7.10	The solution shall have a reminder facility e.g. to remind officers to carry out actions	M					
3.7.11	The solution shall be able to automatically calculate and display the next action dates, once an action has taken place, within defined criteria	M					
3.7.12	The solution shall have the facility for work cases to be allocated and (re-allocated) to officers/teams	M					
3.7.13	The solution shall allow designated officers to monitor case-loads	M					
3.7.14	The solution shall be able to automatically change the case status accordingly when an action has been carried out on that case	S					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
			**Please respond as appropriate in shaded sections. No response required in non-shaded sections.**
3.7.15	The solution shall be able to push data daily to collectors which includes a status code list to enable the chasing of debts within specified criteria	M					
3.7.16	The solution shall be able to automatically generate correspondence to debtors when triggered by an officer e.g. by changing a status code or recording an action	M					
3.7.17	The solution shall be able to produce final notices and instalment reminders automatically after the required amount of time without manual intervention	M					
3.7.18	The solution shall be able to attach generated letters to the relevant case	S					
3.7.19	The solution shall be able to manage instalment arrangements without manual intervention	M					
3.7.20	The solution shall have the facility for instalments to be created, amended and deleted, and the amount owing to be recalculated accordingly	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.
4	**HR**						
4.1	**Core HR Set Up** Summary: The solution shall be able to create and maintain a hierarchy of posts; record contract terms and conditions against a post; hold grading structures and grades against a post; allow more than one employee for a post and be able to record budgeted FTE and vacancies. The solution shall be able to hold create and maintain job descriptions and person specifications for each post.	M					
4.1.1	**Job evaluation**						
4.1.1.1	The solution shall have the facility to record a job description and person specification against each evaluation record.	M					
4.1.1.2	The solution shall allow attributes such as skills, qualifications and competencies to be held against job evaluation record.	M					
4.1.2	**Grade Structures**						

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.1.2.1	The solution shall have the facility to define multiple pay scales and associated spinal column point values.	M					
4.1.2.2	The solution shall allow for multiple grades to be attached to the pay scales with minimum and maximum spinal column point bands.	M					
4.1.2.3	The solution shall allow for single point salaries to be applied to individuals within a minimum and maximum range.	M					
4.1.2.4	The solution shall automatically identify employees eligible for progression within pay scales, based on local business rules.	M					
4.1.3	**Post management**						
4.1.3.1	The solution shall provide the facility to create a hierarchy of defined posts within the organisation.	M					
4.1.3.2	The solution shall provide the facility to record and maintain post information for example, post name, Job Title, Salary Grade, salary range for spot salaries, Approval Limit in line with scheme of delegation, Chart of Accounts costing information (e.g. centre code), associated terms and conditions, post in the hierarchy, location, etc.	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
4.1.3.3	The solution shall have the facility to record or attach a job evaluation record against each post.	M					
4.1.3.4	The solution shall provide the facility to assign different types of workers to a post, including agency staff.	M					
4.1.3.5	The solution shall provide the facility to record and maintain more than one employee against a post. E.g. where there is a job-share or absence cover arrangements.	M					
4.1.3.6	The solution shall provide the facility to record and maintain more than one post against an employee.	M					
4.1.3.7	The solution shall provide the ability to record the associated FTE against the post in order to identify vacancies (against the approved organisational structure) to enable managers to effectively manage their staffing budget.	M					
4.1.3.8	The solution shall allow skills, qualifications and competencies to be held against a post, to facilitate identification of skills gaps.	M					

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		Please respond as appropriate in shaded sections. No response required in non-shaded sections.					
4.2	**Employee Administration** Summary: The solution shall be able to record and maintain employee data, including the ability to record an employee against more than one post, facilitate management of temporary posts (e.g. for secondments), record assets for an employee and cater for flexible working contracts (e.g. annualised hours). This capability must be available via self-service, to allow input by defined stakeholders. The solution shall be able to bulk load employee data where employees are transferring into an organisation (TUPE).	M					
4.2.1	**Starters and changes**						

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.2.1.1	The solution shall have the facility to record employee data (e.g. name, including any previous name(s), emergency contact name and relationship, next of kin, telephone number, mobile number, personal email address, home address, post code, NI number, bank details) of employees, non-employees (agency staff, volunteers, partner organisation employees working on the premises etc.).	M					
4.2.1.2	The solution shall have the facility to record and maintain employee data.	M					
4.2.1.3	The solution shall have the facility to allow the employee to amend their personal information via self-service.	M					
4.2.1.4	The solution shall have the facility to alert the employee where data has been updated using pre-defined rules e.g. where bank details are amended in time for payroll run.	M					
4.2.1.5	The solution shall have the facility to mass load employee data for employees transferring into the organisation (TUPE).	M					

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					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
4.2.1.6	The solution shall prevent the set-up of duplicate employee records within the same single legal entity.	M					
4.2.1.7	The solution shall have the ability to set up additional employee record for the same employee but across different employing organisations (multiple unique tax reference).	M					
4.2.1.8	The solution shall provide the facility to delete the employee record until the point payroll release / up until that point it can be purged where the individual failed to attend on day one and therefore declined employment (these must not be classified as employees in any reporting solution).	M					
4.2.1.9	The solution shall have the ability to audit any deleted employee history with the details of the person who performed the deletion, with a reason status.	M					
4.2.1.10	The solution shall have the facility to record and monitor secondment arrangements whilst also recording substantive post and automatically cease payments at a specified end date.	M					

Ref		Require- ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis- ation/ On roadmap	Ref- erence Site
		Please respond as appropriate in shaded sections. No response required in non-shaded sections.					
4.2.1.11	The solution shall have the facility to record and monitor other temporary contractual variations arrangements whilst also recording substantive position.	M					
4.2.1.12	The solution shall have the facility to flag an employee record for a particular marker e.g. re-deployment scheme.	M					
4.2.1.13	The solution shall have the facility to apply and calculate multiple backdated changes on the same day e.g. a contractual change and a pay award.	M					
4.2.1.14	The solution shall have the facility for managers to apply, via self-service backdated changes where a future dated change exists allowing for the future dated change to be overwritten.	M					
4.2.1.15	The solution shall have the facility for managers to apply, via self-service backdated changes where a future dated change exists, inserting that change and applying it to the future dated change as well.	M					
4.2.1.16	The solution shall allow for differing types and values of employment terms and conditions.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.2.1.17	The solution shall allow the setting up, modelling, and application of rule sets based on contractual terms e.g. automatic calculation of leave entitlement, calculation of date for incremental progression, occupational sick pay entitlement, maternity leave and entitlement etc.	M					
4.2.1.18	The solution shall have the facility to record employee declarations of interests for example relationships with third party organisations that are associated with the council.	S					
4.2.1.19	The solution shall flag new starters with previous Local Government service either, continuous or broken, using the relevant service dates for benefits due under RPMO and/or contractual benefits due.	M					
4.2.1.20	The solution shall enable the categorisation of employees by job type, organisational position, ethnic origin, gender, full or part time, for reporting and enquiry purposes.	M					
4.2.1.21	The solution shall provide the ability to record post title, post type, organisational post, temp / perm, full-time / part-time, and contract end dates where applicable.	M					
4.2.1.22	The solution shall hold a history of the posts that an employee has held and any position changes.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.2.1.23	The solution shall provide the facility for employees to view benefits information on summary level pages, with quick navigation to more detailed information, including a link to an employee benefits website.	M					
4.2.1.24	The solution shall provide the facility for the user to perform routine HR administration tasks, such as but not limited to, changing name, address, home/work telephone numbers, emergency contact details, bank details and equality data on their own record.	M					
4.2.1.25	The solution shall provide the facility for the user to enter requests for contractual changes/new starter information (validation at point of entry) and with workflow enabled, to automatically submit requests to manager for approval.	M					
4.2.1.26	The solution shall allow the user to view conditions of employment, HR policies, procedures, information packs, benefits details, holiday entitlements and days taken.	C					
4.2.1.27	The solution shall provide the facility for the manager to input contractual data required for starters, leavers and changes e.g. hours, grade, location, whether 'acting up'.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.2.1.28	The solution shall cater for flexible working contracts, including annualised hours and variable hours.	M					
4.2.1.29	The solution shall provide alerts to managers as part of any changes to request a review of any system responsibilities.	M					
4.2.1.30	The solution shall have the ability to record an employee work email address, with automated interface to active directory.	C					
4.2.1.31	The solution shall have the ability to record skills and qualifications for an employee.	M					
4.2.2	**Acting up**						
4.2.2.1	The solution shall have the facility to record, monitor and pay acting up arrangements into a different post whilst also recording substantive post and automatically cease payments at a specified end date	M					
4.2.2.2	The solution shall have the facility to record, monitor and pay a defined amount acting up arrangements for additional responsibility for a higher graded position (not full duties off the position) whilst also recording substantive position.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.2.3	**Protection**						
4.2.3.1	The solution shall have the facility to record, monitor and pay protection arrangements whilst also recording substantive post and automatically cease payments at a specified end date.	M					
4.2.4	**Statutory Information**						
4.2.4.1	The solution shall record statutory attributes against individuals' record information relating to the Equalities Act, the Equal Pay Act, the DBS, and HCPC numbers, DFE numbers, for reporting both monthly and annual surveys to the Office of National Statistics.	M					
4.2.5	**Recording assets**						
4.2.5.1	The solution shall have the ability to record and maintain assets against a post / individual and the relevant chart of accounts costing string (e.g. cost centre) when an employee starts, moves or leaves.	S					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.3	**Termination** Summary: The solution shall allow for the termination of an employee and should allow for the definition of business rules and workflow to streamline the termination process. This must have self-service capability to allow input by defined stakeholders.	M					
4.3.1	The solution shall allow for the termination of the employee.	M					
4.3.2	The solution shall allow for the termination of the employee against one post whilst remaining employed in other posts.	M					
4.3.3	The solution shall automatically trigger warnings and messages to the appropriate Officers on termination of an employee's employment e.g. relating to recovery of overpayments and Council assets such as laptop, mobile etc. or payment of underpayments, salary sacrifice schemes.	M					
4.3.4	The solution shall facilitate the automatic recovery of any balances due on salary sacrifice schemes from net pay in accordance with HMRC rules.	M					

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			colspan="6" Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
4.3.5	The solution shall facilitate the automatic recovery of any overpayment of salary for part-year workers.	S					
4.3.6	The solution shall facilitate the automatic payment of salary for part-year workers (Where pay is due to part year workers who are leaving).	S					
4.3.7	The solution shall facilitate individual payments such as redundancy payments being made after an individual's leaving date.	M					
4.3.8	The solution shall automatically notify Pensions and other services and third parties such as Child benefit agencies, Courts as appropriate.	S					
4.3.9	The solution shall issue prompts on what actions to take depending on the reason for termination e.g. age retirement, ill health retirement, redundancy, dismissal, death in service, temporary contract ending etc.	S					
4.3.10	The solution shall hold easily accessible historical information to cater for reference requests for employees that have left, 7 years (or unlimited for employees working with children).	M					
4.3.11	The solution shall have the ability to send alerts to managers based on contract expiry dates.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.3.12	The solution shall have the facility to analyse reasons for leaving employment.	M					
4.3.13	The solution shall have the facility to record the destination of leavers.	S					
4.3.14	The solution shall provide the facility to reverse termination i.e. reinstate records must termination be rescinded.	M					
4.3.15	The solution shall provide the facility to terminate multiple employee records for the purposes of a group of employees transferring (TUPE) out of the organisation.	M					
4.3.16	The solution shall auto close down employees who have not worked for a specified period, based on a pre-defined set of rules.	S					
4.3.17	**Off Boarding**						
4.3.17.1	The solution shall have the ability to issue alerts to individuals with a pre-defined set of rules. E.g. for exit interview, for asset management, for recovery of salary sacrifice or revoking systems access.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.3.17.2	The solution shall provide managers and admin staff with the ability to monitor (via self-service) the progress of off boarding process.	S					
4.4	**HR Case Management** Summary: The solution shall be able to record HR case management activity, (e.g. grievance, disciplinary), in accordance with appropriate policies and be able to define business rules and workflow for different types of cases. This must have self-service capability to allow input by defined stakeholders.	M					
4.4.1	The solution shall be able to record HR case management activity in accordance with appropriate policies.	M					
4.4.2	The solution shall able to define business rules and workflow for different types of cases.	M					
4.4.3	The solution shall have the facility to log by date if employment tribunal registered, or formal complaint is made, the stage of the process and the outcome, using workflow.	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
4.4.4	**Grievances**						
4.4.4.1	The solution shall provide the facility to record the grievance process.	M					
4.4.4.2	The solution shall track the process and issue alerts based on specified business rules.	S					
4.4.5	**Dignity at work**						
4.4.5.1	The solution shall provide the facility to record the dignity at work process.	M					
4.4.5.2	The solution shall track the process and issue alerts based on specified business rules.	S					
4.4.6	**Disciplinary**						
4.4.6.1	The solution shall provide the facility to record the discipline process.	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
4.4.6.2	The solution shall have the ability to record suspension dates.	M					
4.4.6.3	The solution shall have the ability to record suspension dates and affect pay accordingly.	S					
4.4.6.4	The solution shall track the process and issue alerts based on specified business rules.	S					
4.4.7	**Capability**						
4.4.7.1	The solution shall provide the facility to record the capability process.	M					
4.4.7.2	The solution shall track the process and issue alerts based on specified business rules.	S					

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			colspan="6"	Please respond as appropriate in shaded sections. No response required in non-shaded sections.
4.5	**Performance Rewards and Ratings** Summary: The solution shall be able to record ratings from performance appraisals, generate rewards based on defined business rules, configure approval workflow based on defined hierarchies and facilitate payment of rewards as a result of these ratings.	M					
4.5.1	The solution shall have the facility for administrator access to report on all data items and where necessary override data items.	M					
4.5.2	The solution shall allow the manager to record mid-year and end of year ratings against the employee, regardless of whether the appraisal is recorded electronically or paper based.	M					
4.5.3	The solution shall allow for the grandparent approval of ratings.	S					
4.5.4	The solution shall offer the ability to pre-define eligibility criteria for inclusion in the payment and rewards framework.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.5.5	The solution shall have the facility to automatically generate incremental pay progression, non-consolidated Awards and one-off rewards related to performance ratings based on pre-determined formula.	M					
4.5.6	The solution shall have the ability to process the payment and rewards framework for employees.	M					
4.5.7	The solution shall have the ability to generate a prediction of costs of rewards based on mid-year ratings i.e. pay modelling.	M					
4.5.8	The solution shall produce Total Reward Statements which detail cash and non-cash benefits, together with Employer Pension contributions, annual leave entitlement etc.	S					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.6	**Attendance Management (sickness absence)** Summary: The solution shall have the ability to record attendance using working patterns in accordance with appropriate policies and allow for the definition of business rules and workflow to support the management of attendance and generate alerts. This must have self-service capability to allow input by defined stakeholders.	M					
4.6.1	The solution shall provide the facility to record, manage, amend and report on all types of absence (e.g. sickness, authorised and unauthorised) in both hours and days, along with the reason for absence.	M					
4.6.2	The solution shall have the ability to hold work patterns for the purposes of attendance management, including part year working.	M					
4.6.3	The solution shall have the ability to identify when employees reach trigger points in line with policy and procedure.	M					
4.6.4	The solution shall auto-generate alerts/letters for managers to warn employees that trigger points have been reached in line with policy and procedure.	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
4.6.5	The solution shall provide the facility to record all Management of Attendance stages (both short term and long term procedures).	M					
4.6.6	The solution shall trigger a Return To Work interview alert if one is not recorded and signed off.	M					
4.6.7	The solution shall trigger appropriate Return To Work process based on absence reason.	S					
4.6.8	The solution shall be able to check all open absences, and notify managers that the notification procedure is outstanding.	M					
4.6.9	The solution shall have the ability to automatically calculate working time lost.	M					
4.6.10	The solution shall have the ability to automatically calculate working time lost for part year workers.	S					
4.6.11	The solution shall have the ability to see at any one time current absences.	M					
4.6.12	The solution shall have the ability to see an individual's absence on a calendar.	S					

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					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
4.6.13	The solution shall have the facility for managers to access absence information, including history via self service capability.	M					
4.6.14	The solution shall have the ability for managers to log absence information via self service capability.	M					
4.6.15	The solution shall allow a nominated user to enter Sick Leave details (return to work), and with workflow enabled, automatically submit them to manager for sign off.	M					
4.7	**Occupational and Statutory schemes** Summary: The solution shall hold and maintain the rules for occupational and statutory schemes and hold an employee's occupational and statutory leave balances (including for employees with more than one post) and allow for the definition of workflow and alerts, to facilitate accurate payroll processing.	M					
4.7.1	The solution shall facilitate payments for the statutory sick pay scheme for employees.	M					
4.7.2	The solution shall facilitate payments for the statutory maternity pay scheme for employees.	M					

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			colspan=6: Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
4.7.3	The solution shall facilitate payments for KIT days during the maternity pay period for employees.	M					
4.7.4	The solution shall have the ability offset the KIT day against SMP paid for employees.	M					
4.7.5	The solution shall facilitate payments for the statutory paternity pay scheme for employees.	M					
4.7.6	The solution shall facilitate payments for the statutory adoption pay scheme for employees.	M					
4.7.7	The solution shall facilitate payments for the statutory shared parental pay scheme for employees.	M					
4.7.8	The solution shall facilitate notional statutory sickness payments, i.e. where the employee is in receipt of full occupational sickness payments.	M					
4.7.9	The solution shall cater for multiple Occupational Sick Pay Schemes, for different groups of staff within one organisation.	M					
4.7.10	The solution shall cater for multiple Occupational Sick Pay Schemes, for different organisations.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.7.11	The solution shall cater for multiple Occupational Paternity Pay Schemes.	M					
4.7.12	The solution shall facilitate payments for an Occupational sick pay scheme for employees.	M					
4.7.13	The solution shall facilitate payments for an Occupational maternity pay scheme for employees.	M					
4.7.14	The solution shall facilitate payments for an Occupational paternity pay scheme for employees.	M					
4.7.15	The solution shall facilitate payments for an occupational adoption pay scheme for employees.	M					
4.7.16	The solution shall allow accurate maintenance of an individual's / employee's occupational and statutory leave balances when that individual / employee move posts.	M					
4.7.17	The solution shall allow accurate maintenance of an individual's / employees occupational and statutory leave balances when that individual has more than one post.	M					
4.7.18	The solution shall auto-generate letters relating to half-pay/no pay.	M					

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			colspan="6"	Please respond as appropriate in shaded sections. No response required in non-shaded sections.
4.8	**Annual Leave and Special Leave** Summary: The solution shall have the ability to record different types of leave, including (but not limited to) annual leave, special leave and compassionate leave; have the ability to carry forward leave balances based on defined business rules; provide workflow for leave requests, utilising the relevant approval hierarchy and calculate annual leave entitlement and recurring balance as leave is used, based on working patterns. This must have self-service capability to allow input by defined stakeholders.	M					
4.8.1	The solution shall have the ability to record annual leave in the system in both hours and days.	M					
4.8.2	The solution shall have the facility for workflow to support approval of annual and special, based on relevant approval hierarchy.	M					
4.8.3	The solution shall adjust balances based on approved carry over; buying leave; additional 'gifted' days for specific groups.	M					

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4.8.4	The solution shall have the ability for Employee and Managers to request / approve via self-service.	M					
4.8.5	The solution shall allow the manager to enter holiday requests and special leave requests on behalf of employees with auto approval.	S					
4.8.6	The solution shall calculate entitlement based on the employee's working pattern, e.g. part time worker who works Monday to Thursday has entitlement calculated based on where bank holidays fall.	M					
4.8.7	The solution shall have the ability to record different types of leave, such as special leave and jury service.	M					
4.9	**Unpaid Leave/Out of pay period** Summary: The solution shall be able to hold and maintain statutory rules and the respective organisations' policies for unpaid leave and out of pay periods. The solution shall be able to record information about individual employees' leave. This must have self-service capability to allow input by defined stakeholders.	M					

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			colspan="6" **Please respond as appropriate in shaded sections. No response required in non-shaded sections.**				
4.9.1	The solution shall have the ability to record periods of unpaid leave.	M					
4.9.2	The solution shall facilitate deduction of days/ hours from pay.	M					
4.9.3	The solution shall facilitate suspension of pay for an individual for a specified period.	M					
4.9.4	The solution shall facilitate payments during any unpaid period.	M					
4.9.5	The solution shall facilitate a freeze in reward payments when in a period of unpaid leave e.g. CRR non-consolidated payment during out of pay period.	M					
4.9.6	The solution shall facilitate a freeze around payment of salary sacrifice reductions during a period of out of pay period e.g. salary sacrifices during out of pay period.	M					
4.9.7	The solution shall facilitate a freeze around payment of salary sacrifice reductions during a period of unpaid leave and re-instate reduction of pay within a pre-defined rule when pay starts again.	M					

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					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
4.10	**Salary sacrifices** Summary: The solution shall be able to hold details and rules for a variety salary sacrifice schemes, and be able to administer the schemes. This shall have self-service capability to allow input by defined stakeholders.	M					
4.10.1	The solution shall have the facility to be able to offer salary sacrifice schemes in accordance with HMRC requirements and VAT. Ability to calculate set up defined criteria e.g. length of scheme, termination payments, terms specific to schemes such as Childcare, Car, Annual Leave purchase, Cycle to work, Technology, phone, car park permit schemes etc. Flexibility to add additional schemes and ability to configure system to hold calculations e.g. x percent of a value, fixed administration fees, VAT on specific pay elements etc.	M					
4.10.2	The solution shall be able to identify minimum wage criteria when prioritising single or multiple salary sacrifices.	M					

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4.11	**Claim Based Payments** Summary: The solution shall be able to allow non-recurring payments including basic hours worked and overtime claims to be recorded and submitted, to facilitate variable pay, as required for certain roles.	M					
4.11.1	The solution shall provide the facility for the user to enter claims (validation at point of entry) and with workflow enabled, to automatically submit requests to manager via defined workflow for approval.	M					
4.11.2	The solution shall have the ability to capture claims based payments.	M					
4.11.3	The solution shall have the ability to pay hours at standard hourly rates and / or premium rates.	M					
4.11.4	The solution shall have the ability to pay hours at an hourly rate calculated by the system.	M					
4.11.5	The solution shall have the ability to pay lump sum values at a specified value.	M					

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4.11.6	The solution shall automatically post approved time sheet information to payroll.	M					
4.11.7	The solution shall calculate any pay claims based on the rate applicable for the claim period. i.e. in arrears	M					
4.12	**Expenses** Summary: The solution shall allow for the capture of expenses, with defined validation rules and defined workflow for processing and approval. The solution shall be able to automatically post approved expenses for payment and handle taxation in accordance with the Councils' policies and HMRC rules. This must have self-service capability to allow input by defined stakeholders.	M					
4.12.1	The solution shall provide the facility for the user to enter expenses incurred, and with workflow enabled, to automatically submit requests to manager for approval with validation at point of input.	M					
4.12.2	The solution shall have the ability to validate expense claims based on pre-defined rules i.e. mileage rates.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.12.3	The solution shall have the ability to validate and convert mileage rates once a threshold has been reached e.g. HMRC mileage rates over 10,000 miles in any one tax year.	M					
4.12.4	The solution shall provide the facility for the manager to authorise expenses for payment.	M					
4.12.5	The solution shall have the ability to validate eligibility for certain expense elements, e.g. re-location, lease mileage.	M					
4.12.6	The solution shall identify start date and end date of relocation and give the ability to claim during this period only, within the agreed daily excess mileage amounts.	M					
4.12.7	The solution shall automatically post approved expenses for payment and handle VAT via payroll and report VAT through the Claims systems.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.13	**Non Project Time Recording and Flexible Working Hours** Summary: The solution shall have the ability to capture times of attendance for employees via an agreed mechanism (e.g. at the point of login or manual input); calculate the balance of hours based on an employee's working pattern; allow workflow for timesheet and flexi leave approval and must be flexible for manual adjustments to be made to timesheets and balances by authorised users. This must have self-service capability to allow input by defined stakeholders.	C					
4.13.1	The solution shall have the ability to record working time of defined groups of employees in line with the Flexible Working Hours Procedure rules.	M					
4.13.2	The solution shall have the ability to capture times of attendance of employees via an agreed mechanism (e.g. at the point of login or manual input).	M					

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			colspan="6"	Please respond as appropriate in shaded sections. No response required in non-shaded sections.
4.13.3	The solution shall have the ability to record employees' debit or credit of hours based on their contractual hours per week and or working pattern.	M					
4.13.4	The solution shall have the ability for employees to submit both monthly timesheets and flexi leave requests to their manager for approval.	M					
4.13.5	The solution shall have the ability for the manager to approve both monthly timesheets and requests for flexi leave.	M					
4.13.6	The solution shall have the ability to record flexi leave taken.	M					
4.13.7	The solution shall have the ability to make manual adjustments/over-rides to timesheets to cater for a variety of scenarios such as change in working pattern or one off swapping of agreed days or change in contractual hours.	M					

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			colspan=6: Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
4.14	**Learning and Development** Summary: The solution shall have a learning and development capability, to facilitate the administration of training, including the ability to define workflow and alerts. This must have self-service capability to allow input by defined stakeholders.	C					
4.14.1	The solution shall be able to record courses available to the organisation.	M					
4.14.2	The solution shall be able to assign employees to courses; it should also allow non-employees, such as external people, to be assigned to courses.	M					
4.14.3	The solution shall allow employees to view all training available request available courses.	M					
4.14.4	The solution shall have the facility for a manager or nominated person to authorise an employee to attend a course.	M					
4.14.5	The solution shall allow courses attended to be held against individuals.	M					

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			colspan="6" Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
4.14.6	The solution shall be able to record other development activities, such as mentoring and coaching.	M					
4.14.7	The solution shall retain history of training for employee record, and where appropriate, training expiry dates.	M					
4.14.8	The solution shall retain history for courses, including who attended.	M					
4.14.9	The solution shall be able to record non-attendances of a course.	M					
4.14.10	The solution shall have the facility to assess an employee's skillset against a position's skillset for succession planning.	S					
4.14.11	The solution shall facilitate charging of external (non-employees) for cost of course.	C					
4.14.12	The solution shall facilitate charging of service cost centres for the cost of the course.	C					
4.14.13	The solution shall have the facility to issues e-certificates following post course evaluation on completion of all courses.	M					

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4.14.14	The solution shall flag mandatory training requirements where expiring soon.	M					
4.14.15	The solution shall be able to calculate cost per seat.	C					
4.14.16	The solution shall be able to generate and send via email evaluation/impact assessment forms to delegates following courses.	M					
4.14.17	The solution shall send an alert regarding booking numbers if low/overbooked.	M					
4.14.18	The solution shall allow employees to indicate training interests, e.g. for courses that they are not able to request, for example because they are fully booked / not available / outside their role specification.	C					
4.14.19	The solution shall send an alert when pre-identified training interests are available.	C					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
4.15	**Performance Management (Appraisals)** Summary: The solution shall provide competency based performance appraisal capability, with the ability to record and update appraisal data, e.g. performance against objectives, with configurable workflow for processing the appraisal. This must have self-service capability to allow input by defined stakeholders.	C					
4.15.1	The solution shall have the facility to record appraisals (including objectives, competencies and personal development), which can be viewed and updated by both the employee and manager, maintaining version control.	M					
4.15.2	The solution shall allow nominated persons to comment on an individual's appraisal (matrix management), where they are not linked in the organisational structure.	M					
4.15.3	The solution shall allow documents to be attached to plans / appraisals.	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
4.15.4	The solution shall allow full visibility of the appraisal history, once it is completed.	M					
4.15.5	The solution shall allow for the grandparent approval of appraisal.	M					
4.16	**Recruitment** Summary: The solution shall allow for a recruitment capability, to manage the recruitment and on boarding of employees. This must have self-service capability to allow input by defined stakeholders.	C					
4.16.1	The solution shall allow managers to manage their own recruitment process through self-service.	M					
4.16.2	The solution shall have the ability to generate letters/emails to candidates at key points in the recruitment process.	M					
4.16.3	The solution shall allow candidates to make an application and manage their application online.	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
4.16.4	The solution shall recognise and manage internal applicants and pull through employee information.	S					
4.16.5	The solution shall allow creation and management of a talent pool.	S					
4.16.6	The solution shall allow vacancies to be ring fenced to employees who have been identified as at risk.	S					
4.16.7	The solution shall have the ability to identify an 'at risk' employee or subject to re-deployment.	S					
4.16.8	The solution shall allow creation of an employee record from the successful candidate information.	M					
4.16.9	The solution shall allow the creation of an employee record for a re-hire i.e. where the employee has left the organisation and is returning.	M					
4.16.10	The solution shall allow the amendment of an employee record for change of job i.e. where the employee has applied for a different role within the organisation and replacing the current job details.	M					

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4.16.11	The solution shall allow the creation of another employee record for someone with multiple jobs i.e. where the employee will be working across multiple posts.	M					
4.16.12	The solution shall allow vacancies to be published on internal and external careers pages.	M					
4.16.13	The solution shall allow vacancies to be published on 3rd party job boards.	S					
4.16.14	The solution shall allow creation of a workflow to manage the application process, involving managers, candidates and recruitment administration team.	M					
4.16.15	The solution shall cater for the monitoring of and reporting on all equalities throughout the recruitment process. Eg disability requirements, gender, race, etc.	M					
4.16.16	The solution shall allow separation of data for different employers.	M					
4.16.17	The solution shall provide a range of standard recruitment reports and allow the creation of reports on all data items via self-service, providing data on vacancies, key dates and timescales, candidates.	M					

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4.16.18	**On Boarding**						
4.16.18.1	The solution shall manage pre-employment checks, for example, allowing the automation of reference requests, prompt for DBS check, prompt for medical fitness checks, prevention of illegal working checks and is it able to record notifiable disclosures.	M					
4.16.18.2	The solution shall record the outcome of pre-employment checks carried out on employees to include references, DBS check, medical fitness, prevention of illegal working check and notifiable disclosures to be recorded as completed satisfactorily or not, including the ability to record work permit information.	M					
4.16.18.3	The solution shall have the ability to capture start and end dates of work permits and alert the necessary officer for action.	M					
4.16.18.4	The solution shall have the ability to issue the correspondence i.e. offer letter and statement of particulars.	S					
4.16.18.5	The solution shall provide managers and admin staff with the ability to monitor (via self-service) the progress of on boarding processes.	M					

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4.16.18.6	The solution shall have the ability to hold multiple probation schemes.	M					
4.16.18.7	The solution shall have the facility to manage probation schemes including automatic generation of letters or extension to probationary periods.	M					
4.16.18.8	The solution shall have the ability to communicate via email or alerts when probationary review is due.	M					
4.16.18.9	The solution shall have the ability to track and record information relating to probation periods via self-service. I.e. Manager can input and review this data rather than a central team.	S					
4.16.18.10	The solution shall provide alerts to managers to complete a day one induction check list with the ability for managers to respond using workflow via email to generate any system updates or requests e.g. any system responsibilities required.	M					
5	**Payroll**						

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
5.1	**Core HMRC Compliant Payroll** Summary: The solution shall record, calculate and pay any monies due to all employees (and aggregate earnings for employees with more than one post), Pensioners or Members within the organisation in a way that is compliant with respective organisations' policies and statutory requirements. The solution shall calculate, aggregate and pay monies due to employees with more than one post. The solution shall have the ability to run payrolls for multiple business units within defined business timescales in an efficient and timely manner.	M					
5.1.1	The solution shall perform the gross to net calculation and payment of salaries, emoluments and Members' allowances in accordance with HMRC legislation and local government, and the respective organisations' conventions.	M					
5.1.2	The solution shall aggregate Tax and NI across multiple posts and calculate correctly in accordance with statutory legislation, per employee, within a unique tax reference.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
5.1.3	The solution shall provide a RTI (Real Time Information) on line filing service for both monthly and Year end reports for all types of payment and refunds e.g. PAYE Tax payments/refunds, pension's schemes, in accordance with legislation.	M					
5.1.4	The solution shall allow different payroll periods and have a configurable payroll calendar or equivalent to define pay period dates.	M					
5.1.5	The solution shall have the ability to run multiple payroll processes for different companies on the same pay day (each one with a unique tax reference) as a single batch job.	M					
5.1.6	How does the solution run multiple payroll processes for different companies on the same pay day?						
5.1.7	The solution shall be able to run all payrolls (each one with a unique tax reference) at the same time rather than in a sequential manner.	M					
5.1.8	The solution shall be able to run a supplementary payroll(s) run (each one with a unique tax reference) in the same month.	M					
5.1.9	The solution shall provide a facility to transfer employees to a different payroll in the same month, resulting in a pro rata payment from both payrolls.	S					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
		Please respond as appropriate in shaded sections. No response required in non-shaded sections.					
5.1.10	The solution shall have the ability to continue with a payroll run with unresolved errors, and isolate individual employees with errors to be addressed separately.	M					
5.1.11	The solution shall have a facility to assist with error resolution.	S					
5.1.12	The solution shall have the ability to re-process an individual employee on a completed payroll run, without having to re-run the whole payroll run.	M					
5.1.13	The solution shall have the ability to interface actual hours input into an external rostering / time recording tool for processing through the payroll.	M					
5.1.14	The solution shall have the capability to proactively check for pre-pay run issues. For example: Warning messages Negative Pay Incorrect NI	S					
5.1.15	The solution shall have the capability to identify errors and correct automatically based on a set of pre-defined rules specific to organisation' policies.	S					
5.1.16	The solution shall have controls on processes to minimise payroll errors, with the ability to over-ride at defined stages in the process.	M					

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			colspan="6" Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
5.1.17	The solution shall provide the facility to report on payroll output, for validation and approval before commitment and release of payroll.	M					
5.1.18	The solution shall automatically process inbound HMRC notifications e.g. P6's, P9's.	M					
5.1.19	The solution shall be able to generate single or group/mass update of overpayments/recoveries.	M					
5.1.20	The solution shall be able to generate single or group/mass update of payments.	M					
5.1.21	The solution shall be able to breakdown all payments and deduction costing attributes to alternative Costing strings / budgets.	M					
5.1.22	The solution shall have the ability to reverse a salary and reflect that pay has been reversed within the same period of processing.	M					
5.1.23	The solution shall allow specific payments, e.g. overtime, bonus, to be allocated to different and multiple expenditure codes (both main and sub), on a percentage basis.	M					
5.1.24	The solution shall calculate and align/apportion employer on-costs to the payment distributions and appropriate expenditure codes. e.g. NI	M					

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		Please respond as appropriate in shaded sections. No response required in non-shaded sections.					
5.1.25	The solution shall allow standard template of pay attributes per job title/description to be set-up and a generic template with defined pay elements, general ledger account codes to be used per company.	M					
5.1.26	The solution shall allow payment of salary via cheque.	S					
5.1.27	The solution shall have the facility for unlimited number of user defined payment and deductions types e.g. medicash, AVC, etc.	M					
5.1.28	The solution shall automatically calculate payments based on weeks per year with continuous Local Government service using the relevant service dates to increase basic pay when anniversary date is reached.	M					
5.1.29	The solution shall be able to calculate payments based on different service dates e.g. sickness, maternity, paternity and annual leave versus redundancy payments.	M					
5.1.30	The solution shall have the ability to follow a pre-defined rule regarding employment start date and when payment is due. I.e. start date after main pay date.	M					

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			colspan="6"	Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
5.2	**Costing** Summary: The solution shall ensure any payments are allocated correctly to the appropriate chart of accounts coding structure.	M					
5.2.1	The solution shall have the ability to ensure all payments, without exception, can be allocated correctly to the appropriate chart of accounts coding structure.	M					
5.2.2	The solution shall have the ability to capture pay types, to split pay elements by direct staff versus non direct staff (may need to be catered for by sub analysis codes / additional costing or split on pay elements)	M					
5.2.3	The solution shall have the ability to split cost the salary by a fixed amount or percentage split.	M					
5.2.4	The solution shall have the ability to prevent cost centres from being disabled if employees are still attached to that cost code to prevent errors.	S					
5.2.5	The solution shall have the ability to identify where no deductions are made from an agreed plan in pay period are reported to avoid non payment	S					

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5.3	**Salary set up - Types / Eligibility** Summary: The solution shall apply eligibility criteria (security rules) for specific types of payments or allowances to pre-defined groups of staff e.g. senior managers must not be allowed to claim overtime, social workers mustn't be able to claim a teacher's responsibility allowance.	M					
5.3.1	The solution shall allow set eligibility criteria (security rules) for specific types of payment allowances to pre-defined groups of staff e.g. senior managers must not be allowed to claim overtime, social workers mustn't be able to claim a teacher's responsibility allowance.	M					
5.3.2	The solution shall allow override of pre-defined rules in exceptional circumstances only e.g. paying overtime to managers.	S					
5.4	**Term time Calculation** Summary: The solution shall record and calculate FTE and salary for part year workers. This calculation must incorporate hours per week, weeks worked per year, annual leave and public holiday entitlement.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
5.4.1	The solution shall be able to record and calculate FTE and salary for part year workers. This calculation must incorporate hours per week, weeks worked per year, annual leave and public holiday entitlement.	M					
5.4.2	**Pro rata Calculations** Summary: The solution shall record and calculate FTE and pro-rata salary for part-time employees or calculate pro-rata salary for part month payments based on the effective date for any starters, leavers or contractual changes.	M					
5.4.3	The solution shall have the ability to record and calculate FTE and pro-rata salary for part-time employees.	M					
5.4.4	The solution shall have the ability to pro-rata salary and recurring allowances based on multiple triggers e.g. effective date for starters, leavers or changes, working hours, claim based payments.	M					

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		Please respond as appropriate in shaded sections. No response required in non-shaded sections.					
5.5	**Pay Award and Arrears** Summary: The solution shall apply Pay Awards and automatically re-calculate, with arrears where there is a retrospective effective date, main salary, protection lump sums, acting up allowances and Statutory payments including living wage.						
5.5.1	The solution shall have the ability to apply Pay Awards and automatically re-calculate main salary, protection lump sums, acting up allowances and statutory payments.	M					
5.5.2	The solution shall be able to retrospectively calculate and pay arrears due on main salaries, protection lump sums, acting up allowances and statutory payments.	M					
5.6	**Living Wage** Summary: The solution shall apply Pay Awards and automatically re-calculate, with arrears where there is a retrospective effective date, main salary, protection lump sums, acting up allowances and statutory payments including living wage.	M					
5.6.1	The solution shall have the ability to apply both national and local living wage supplements at different rates for separate organisations.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
5.6.2	The solution shall have the ability to hold more than one pay rate as follows: - Basic pay rate and - Supplementary pay rate - Calculate an hourly rate from either basic pay rate only or from basic pay rate plus supplementary pay rate.	M					
5.7	**Retrospective pay and Overpayments** Summary: The solution shall record, calculate and adjust pay for any arrears or overpayments for retrospective changes, including any rate changes for claims based payments.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
5.7.1	The solution shall have the facility to record, calculate and adjust pay for any arrears or overpayments for retrospective changes. This must include any claims based payments for any of the following example scenarios: Change in salary details Change in Hours Mid-month changes Retrospective request for payment Late new starter notification Late Leaver notification Hourly rate change Absence/Maternity/Paternity payments Pay Awards	M					
5.7.2	The solution shall have the ability to calculate gross overpayments and recover through pay.	M					
5.7.3	The solution shall have the ability to calculate net overpayments and recover through pay.	M					
5.7.3	The solution shall have the ability to manually adjust overpayments to spread the cost over an agreed period of time.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
5.7.3	The solution shall have the ability to split the agreed period of recovery e.g. pensions Employee contributions and Employer contributions separate recovery period.	M					
5.8	**Voluntary Deductions** Summary: The solution shall automatically calculate voluntary deductions with the ability to facilitate a reducing or increasing balance. E.g. Credit Union savings or loan.	M					
5.8.1	The solution shall have the facility for all voluntary deductions to be set up with a reducing or increasing balance e.g. Credit Union.	M					
5.9	**Pensions** Summary: The solution shall automatically calculate and deduct Pension contributions for specified Pension Scheme in accordance with defined scheme rules. The solution shall calculate pensionable pay and be able to extract and report on pension information.	M					
5.9.1	**Pension Contributions**						

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.
5.9.1.1	The solution shall automatically calculate Pension deductions based on Local Government Pension Scheme rules (LGPS).	M					
5.9.1.2	The solution shall automatically calculate Pension deductions based on Teachers Pension Scheme rules (TP).	M					
5.9.1.3	The solution shall automatically calculate Pension deductions based on National Health Service Scheme rules (NHS).	M					
5.9.1.4	The solution shall automatically calculate Pension deductions based on private sector pension schemes rules.	M					
5.9.1.5	The solution shall automatically calculate Pension deductions for employees with more than one position who may be members of the same or differing pension schemes such as TP, LGPS, and NHS.	M					
5.9.1.6	The solution shall automatically calculate AVCs (Additional Voluntary Contributions) and APC's (Additional Pension Contributions) for each of the specified pension schemes.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
5.9.1.7	The solution shall identify and automatically calculate the statutory Pensions auto-enrolment and re-enrolment for each of the specified pension schemes, as per respective employers' staging dates recorded in the system.	M					
5.9.1.8	The solution shall automatically calculate the statutory Pensions auto-enrolment and re-enrolment for each of the specified pension schemes, for employees with more than one position within the same scheme or potentially across differing pension schemes.	M					
5.9.1.9	The solution shall calculate deductions based on actual and assumed pensionable pay (for employees out of pay or on reduced pay) for the following: - Identifies employees out of pay or on reduced pay - Identifies a 13 week/3 month average pay prior to them going out of pay or on reduced pay - Average payments to identify user defined payments e.g. contractual position, type of pension scheme (NHS, LGPS, Teachers etc.) - Assumed Pensionable pay overrides the actual Pensionable pay figures when out of pay or in reduced pay and be used to calculate the contribution rate for the employee	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
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5.9.1.10	The solution shall have the ability to facilitate Pension buy back arrangements (EE/ER) e.g. maternity out of pay period or after strike action.	M					
5.9.1.11	The solution shall deduct contributions under the new 50/50 regulations for LGPS. i.e. Employees can pay half contributions and receive half normal pension whilst the employer continues to pay higher rate contributions.	M					
5.9.1.12	The solution shall only apply the 50/50 option only on the first day of next available pay period.	M					
5.9.1.13	The solution shall allow the movement between each pension scheme option e.g. move from main pension scheme and the 50/50 or in reverse.	M					
5.9.1.14	The solution shall identify employees in the 50/50 scheme who go into no pay due to sickness or injury and revert to main pension scheme.	M					
5.9.1.15	The solution shall restrict access to additional pension contributions or AVC's for new members to the scheme only. (e.g. New members not entitled to access AVC/APC's under 50/50 scheme)	M					
5.9.1.16	The solution shall allow for AVC's/Additional Pensions contributions to continue to be deducted at full rate for existing main pension scheme holders only moving to the 50/50 scheme.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
5.9.1.17	The solution shall have the facility to extract information for Pensionable pays i.e. review payments for a defined period, employment history using a pre-defined template/formula.	S					
5.9.2	**Other Pensions Requirements**						
5.9.2.1	The solution shall have the facility to calculate Pensionable pay.	S					
5.9.2.2	The solution shall have the ability to extract and report pensions information i.e. starters, leavers, changes, TUPE information to the pensions provider.	M					
5.9.2.3	The solution shall have the ability to define reports per attribute in accordance with Pension scheme requirements E.g. % of pension deduction by employee and employer - where a rate of deduction or contribution has changed in year this must be reported for example employee contributions in June moves from 5% to 8% from July the system must show the values per % and with effective date.	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
5.10	**Statutory Deductions** Summary: The solution shall automatically apply tax codes and calculate statutory HMRC PAYE and National Insurance deductions, along with any Court Orders, attachment of earnings or Student Loans.	M					
5.10.1	The solution shall generate a unique employee reference number per unique tax reference held by an employee for statutory reporting purposes and internal use.	M					
5.10.2	The solution shall automatically calculate statutory HMRC Taxation (PAYE) deductions.	M					
5.10.3	The solution shall automatically calculate statutory HMRC National Insurance deductions.	M					
5.10.4	The solution shall make Statutory Deductions for AEO's (Attachment of Earning Order) both priority and non-priority, DEO's (Deduction from Earnings Orders), Court Orders for both fixed and variable percentage amounts.	M					
5.10.5	The solution shall cater for Student Loans (Plan 1 and Plan 2) deductions.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
5.10.6	The solution shall automatically calculate and deduct Tax at source for any mileage expense claims exceeding the tax threshold (this negates the need for a P11d return).	M					
5.10.7	The solution shall automatically calculate and deduct Tax at source for salary sacrifice schemes that attract benefit in kind.	M					
5.10.8	**PAYE**						
5.10.8.1	The solution shall cater for all PAYE tax codes and deduct or refund in line with statutory legislation for employees in pay.	M					
5.10.8.2	The solution shall have the ability to pay tax refunds only for employees not in receipt of basic pay.	M					
5.10.8.3	The solution shall have the ability to record and action in year tax code changes including mass update of tax codes.	M					
5.10.8.4	The solution shall have the ability to record a tax code cumulative/non-cumulative and the ability to manually adjust as required.	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
5.11	**Reconciliation / Audit procedure** Summary: The solution shall facilitate reconciliation and audit of payroll costing to GL.	M					
5.11.1	The solution shall allow for reports to be run in order to reconcile the costing to ensure it balances to GL.	M					
5.11.2	The solution shall allow for the recording and reporting of all types of payment and refund by period and Year To Date e.g. PAYE Tax payments / refunds.	M					
5.11.3	The solution shall have the ability to update the GL and sub ledgers	M					
5.11.4	The solution shall have the ability to prevent the update of GL and sub ledgers with pay run data - for external companies e.g. third party companies not part of Council structures such as Academies that are using Payroll as a bureau and not using GL for accounting.	M					
5.11.5	The solution shall provide a report for reconciling and validating pay by employer on a monthly basis.	M					

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					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
5.12	**Output - Net Pay and BACS files to 3rd parties** Summary: The solution shall automatically produce electronic BACs file for payment of Net pay to employees and statutory and voluntary pay over of monies to third parties e.g. HMRC, Pensions.	M					
5.12.1	The solution shall automatically produce a BACs file for payment of net pay via BACS.	M					
5.12.2	The solution shall allow for electronic statutory and voluntary pay over of monies to third parties e.g. HMRC, Pensions.	M					
5.12.3	The solution shall automatically produce BACs file for payment of statutory and voluntary pay over of monies to third parties e.g. HMRC, Pensions.	S					
5.13	**Payslips** Summary: The solution shall produce electronic payslips which are available via remote access and have the ability to produce paper based payslips where required.	M					
5.13.1	The solution shall deliver electronic payslips in a format defined and approved by each employer and which shows the individual elements paid including hours paid and mileage claimed.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
5.13.2	The solution shall make these payslips available via remote access.	S					
5.13.3	The solution shall have the ability to print paper payslips, where necessary.	M					
5.14	**P45's and P60's** Summary: The solution shall be able to undertake year end processes to produce statutory forms, such as P60's.	M					
5.14.1	The solution shall have the ability to generate electronic P45's and P60's.	M					
5.14.2	The solution shall have the ability to display P45's and P60's via remote access.	S					
5.14.3	The solution shall have the ability to print P45's/P60's, where necessary.	M					
5.14.4	The solution shall have the ability to run duplicate P60's.	M					

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			colspan=5	Please respond as appropriate in shaded sections. No response required in non-shaded sections.
5.15	**CHAPS payments and recovery** Summary: The solution shall apply mid-month non-taxable and non NIC-able items such as advances of pay (reconcilable with normal monthly pay run).	M					
5.15.1	The solution shall be able to process mid-month non-taxable and non NIC-able items such as advances of pay (reconcilable with normal monthly pay run).	S					
5.15.2	The solution shall be able to reconcile any advances of pay through the next available main pay run and to the appropriate GL costing.	M					
5.16	**Automated Statutory Payments** Summary: The solution shall record, automatically calculate and pay Occupational and statutory (e.g. sickness and maternity) payment schemes for employees with one or more post.	M					
5.16.1	The solution shall record, automatically calculate and pay Occupational and statutory (e.g. sickness and maternity) payment schemes for employees with one or more post.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6	**Overarching Requirements** **(Cross cutting requirements that span functional streams.)**						
6.1	**Statutory Requirements** Summary: The solution shall meet all relevant legislative and statutory requirements.	M					
6.1.1	The solution shall meet the current Disability Discrimination Act legislative requirements for accessibility and usability including supporting the use of standard screen readers and text enhancement.	M					
6.1.2	The solution shall be fully compliant with HM Revenues and Customs legislation and able to complete calculations required by this legislation.	M					
6.1.3	The solution shall be maintained in line with changing legislation and statutory requirements, including statutory reporting (e.g. CIS, Payroll, VAT rate).	M					
6.2	**Usability** Summary: The solution shall have a consistent, intuitive user interface that can be personalised based on single legal entity, role or user.	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
6.2.1	The solution shall be easy and intuitive for an end-user to navigate and use.	M					
6.2.2	The solution shall provide a user experience that is consistent across all modules and elements of the solution I.e. visual style, approach to data input and display.	M					
6.2.3	The solution shall enable personalised branding for single legal entities, e.g. Councils; subsidiary private companies; independent charitable trusts.	M					
6.2.4	The solution shall be personalised for users, e.g. home page.	S					
6.2.5	The solution shall provide a dashboard – a view of information that appears on a user's landing page, that is specific to their role or their user profile, and is drawn from multiple sources.	M					
6.2.6	The solution screens should have the ability to scroll forwards and backwards, up and down, when looking at more information than will fit in a single window, e.g. a large set of results from an Enquiry.	S					
6.2.7	The solution shall be able to perform another search from search/ enquiry results, without the need to return to a menu option.	S					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
6.2.8	The solution shall allow users to view (but not change) a record that is already being edited by another user.	M					
6.2.9	The solution shall have user friendly and intuitive terminology.	M					
6.2.10	The solution shall provide additional explanatory information for users when 'hovering' over fields, i.e. context sensitive help.	C					
6.3	**Accessibility** Summary: The solution shall be flexible to access from a variety of locations and using a range of different devices. It should be possible to scale the layout to the size of the device.	M					
6.3.1	The solution shall be accessible remotely from a range of different devices, including, but not limited to accessing the following remotely:-						
6.3.1.1	Processing transactions, such as approval of requisitions and purchase orders.	S					
6.3.1.2	Submission and approval of expenses.	S					
6.3.1.3	Capture and upload of receipts.	S					
6.3.1.4	Reporting and enquiry functionality.	S					
6.3.1.5	Payslips.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.3.1.6	Employee self service capabilities, for example access to the employee record to update personal details.	S					
6.3.1.7	Manager self service capabilities, for example approval of annual leave, inputting and approval of contractual changes.	S					
6.3.1.8	Absence data.	S					
6.3.1.9	Annual leave requests and information.	C					
6.3.1.10	Performance appraisals (where part of the solution).	S					
6.3.1.11	Timesheet claims (where part of the solution).	S					
6.3.1.12	Recruitment information (where part of the solution).	S					
6.3.1.13	Forecast approvals (where part of the solution).	C					
6.3.1.14	Approval of journals.	C					
6.4	**Scalability** Summary: Solution must support multiple single legal entities. Solution must cater for varied sizes of organisations with varying complexity. The solution shall be able to scale up and down in a cost effective and timely manner and be flexible for internal re-structures.	M					
6.4.1	The solution shall accommodate multiple single legal entities, e.g. councils, subsidiary private companies, independent charitable trusts, schools, etc. with appropriate separation of data.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
		Please respond as appropriate in shaded sections. No response required in non-shaded sections.					
6.4.2	How would you recommend setting up your solution to accommodate multiple single legal entities – e.g. separate Councils, subsidiary private companies (both within and outside a Group structure), independent charitable trusts, maintained schools? What "common" decisions and constraints would apply in respect of set-up?						
6.4.3	The solution shall provide a facility for different companies and single legal entities to post transactions between the companies (including accounting for VAT).	S					
6.4.4	The solution shall facilitate consolidation (to eliminate inter-company transactions) and the production of consolidated financial statements.	S					
6.4.5	The solution shall cater for operating multiple bank accounts per business unit.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.4.6	The solution shall be flexible to adapt to organisational change. For example:- 1. On boarding staff (for example: a team of 100 staff transfer into one of the Councils from another public sector organisation, and require integration into two existing teams and management structures in the Council, addressing issues such as different pay scales and terms and conditions, retention of continuous service record, etc.); 2. Off boarding staff upon the creation of a new subsidiary company (for example: a team of 100 staff are lifted from two existing teams in the Council and form a new subsidiary company which has a distinct ownership and management structure but which requires financial consolidation into the Council's financial statements); 3. Significant internal reorganisation (for example, an existing team of 100 staff is reorganised and requires reallocation across three other existing teams in the Council)	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.4.7	How does your solution adapt to organisational change?						
6.4.8	The solution shall automatically move the staff budgets over to another area's responsibility easily after an organisation restructure, e.g. drag and drop.	S					
6.4.9	How does the solution handle the internal change process in terms of changes of role = change of cost centre, removal of an asset, change of user profile etc.?						
6.4.10	The solution shall enable central users to access/amend information for multiple business units through one access.	M					
6.5	**Hierarchies** Summary: The solution shall support multiple hierarchies for organisational structure, workflows and financial reporting, which can co-exist and operate independently of each other. It must be possible to report on past hierarchies and previous data on current hierarchies.	M					
6.5.1	**Organisational Hierarchy and Workflow Hierarchy**						

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.5.1.1	The solution shall allow for an organisational hierarchy, along with single and multiple 'workflow' hierarchies, to meet different needs e.g. 'workflow' hierarchies to facilitate the processing and approval of different types of transactions and actions.	M					
6.5.2	**Reporting Hierarchies**						
6.5.2.1	The solution shall allow for multiple reporting hierarchies to be created, to allow the creation and production of reports based on fields and dimensions contained in the system. For example, financial reporting hierarchies by organisational structure; by portfolio (Cabinet member) responsibility; by statutory accounting standard (relevant to local authority, private company, or charitable trust sector); by corporate priority, etc.; with capability to easily enquire and report at any level in each hierarchy.	M					
6.5.3	**Requirements for All Hierarchies**						
6.5.3.1	The solution shall allow hierarchies co-exist and operate independently of each other.	M					

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			colspan="6"	Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.5.3.2	The solution shall provide users with the ability to design, build and adapt and update hierarchy structures easily and intuitively (e.g. drag and drop).	M					
6.5.3.3	The solution shall hold both "current" hierarchies (i.e. those reflecting current reporting needs) and also "past" hierarchies (i.e. those no longer in regular use) to report current data on past structures, and indeed past data on current hierarchies, not least to facilitate like-for-like comparisons.	M					
6.6	**Organisational Structure** Summary: The solution shall have an intuitive way of displaying and re-modelling organisational structure, and should update all relevant data upon the effective date for the organisational change, along with retaining the relevant history.	M					
6.6.1	The solution shall have the facility to display organisational structure chart(s) by levels and team names.	M					
6.6.2	The solution shall have the facility to display organisation chart(s).	M					
6.6.3	The solution shall manage re-structures with minimum effort, allowing services and subordinate sections to be moved easily into the new organisation hierarchy and other legal entities.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.6.4	The solution shall have the ability to model re-structures, with minimum effort, allowing services and subordinate sections and associated posts to be modelled easily into the new organisation hierarchy, without committing the change.	M					
6.6.5	The solution shall have the ability to apply a restructure.	M					
6.6.6	The solution shall have the ability to retain history relating to the structure, e.g. employee history, coding structure.	M					
6.6.7	The solution shall support mass updates to attributes, master data, individual records, e.g. employee records.	M					
6.6.8	The solution shall allow a manager re-assign a group of their staff to another manager, with approval workflow.	M					
6.6.9	The solution shall bring across historical balances, and other pertinent data when executing changes to org structure, e.g. sickness balance, annual leave balance.	M					
6.6.10	The solution shall update all relevant related data in other modules after a reorganisation.	S					

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			colspan="6"	**Please respond as appropriate in shaded sections. No response required in non-shaded sections.**			
6.7	**Reporting** Summary: The solution shall have intuitive reporting capability, including the ability to report on all data fields, attributes and hierarchies. Reporting capability must include standard (or re-usable reports) and self-service reporting, that can be accessed flexibly or, where appropriate, scheduled as required. The solution shall support the production of all statutory reports and the statement of accounts.	M					
6.7.1	The solution shall allow reporting on all data fields (including fields populated by feeder systems), attributes (including user defined attributes) and based on specified different hierarchies.	M					
6.7.2	The solution shall be able to run reports over real time data.	M					
6.7.3	The solution shall have report security that only allows users to see data they have access to.	M					
6.7.4	The solution shall have the ability to report on when thresholds are breached (based on specified business rules), e.g. number of absence alerts triggered.	M					
6.7.5	The solution shall have controls in place to prevent users from running reports that would have an adverse impact on performance.	C					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.7.6	The solution shall allow the report to be exported, including but not limited to in XML, PDF and Excel format.	M					
6.7.7	The solution shall allow specified users to access designated reports via a dashboard.	M					
6.7.8	The solution shall enable users to drill down into reports or graphical displays from a dashboard (down to individual transaction)?	S					
6.7.9	The solution shall provide data analysis tools within the core application that are similar to those provided in Excel, e.g. pivot tables, sort, filter, search within results.	C					
6.7.10	The solution shall provide data from sources other than your solution be drawn into reports and into dashboards.	C					
6.7.11	The solution shall allow our MSBI corporate reporting tool to report on data in the solution.	M					
6.7.12	The solution shall allow reports to be specific to a single legal entity.	M					
6.7.13	The solution shall allow reports to be run across single legal entities e.g. multiple entities within a Group structure, by authorised users.	M					
6.7.14	The solution shall enable reports to be limited to a single legal entity (ie can only be seen by authorised user in that legal entity).	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.7.15	The solution shall have the ability to run a report as of a date of time in the past.	M					
6.7.16	**Standard Reports**						
6.7.16.1	The solution shall have a suite of standard reports.	M					
6.7.16.2	The solution shall allow users to specify when and how often these standard reports are run.	M					
6.7.16.3	The solution shall allow the user to apply parameters for these standard reports, e.g. date rules, accounting period.	M					
6.7.16.4	The solution shall allow a standard report to be adapted by a business user, effectively creating a new self-service report.	C					
6.7.16.5	The solution shall be able to disseminate standard reports electronically to multiple specified users.	M					
6.7.17	**Self-Service Reports**						
6.7.17.1	The solution shall have a self-service reporting capability within the solution, for authorised users to build their own reports.	M					
6.7.17.2	The solution shall allow self-service reporting to be undertaken by business users without technical expertise.	M					
6.7.17.3	The solution shall provide an easy way for users to build and configure reports, e.g. dragging and dropping attributes.	M					

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6.7.17.4	The solution shall have user friendly definitions for attributes, i.e. no database expertise required to understand which fields need to appear in a user defined report.	S					
6.7.17.5	The solution shall allow reports built using self-service to be saved and re-used.	M					
6.7.17.6	The solution shall allow a saved self-service report to be edited.	M					
6.7.17.7	The solution shall allow reports built using self-service to be shared.	M					
6.7.17.8	The solution shall allow self-service reports to be scheduled to run at a specified regularity, that can vary based on user or user group.	M					
6.7.17.9	The solution shall be able to disseminate self-service reports electronically to multiple specified users.	M					

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6.7.17.10	The solution shall have ad hoc reporting capability, i.e. one-off reports.	M					
6.7.17.11	The solution shall have ad hoc reporting capability for all modules and all attributes on the system.	M					
6.7.18	**Statutory Reports - Finance**						
6.7.18.1	The solution shall support the production of all statutory reports and the statement of accounts, including but not limited to the attached list. Statutory Returns.docx	M					
6.7.18.2	How does the solution facilitate the completion of Government returns including: Whole of Government Accounts, Revenue Account, Revenue Outturn (WGA, RA, RO forms); housing capital receipts pooling; Capital Forecast Return, Capital Payments and Receipts, Capital Outturn Return (CFR, CPR, COR)?						

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		colspan="6"	Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
6.7.18.3	How does the solution provide the primary statements of the Statement of Accounts (which must be compliant with multiple codes of practice, local authority, limited company, charitable trust)?						
6.7.18.4	How does the solution reflect changes to SerCop and CIPFA Code of Practice annually?						
6.7.18.5	How does the solution facilitate the different statutory reporting requirements to maximise the use of the system and reduce manual work to meet statutory requirements?						
6.7.18.6	The solution shall be able to produce a report of all transactions by source type, sub module that agrees to trail balance (this is a key control for auditors).	M					
6.7.19	**Statutory Reports – Purchase to Pay**						

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.7.19.1	The solution shall be able to generate statutory reporting, including, but not limited to: • CIS Monthly Returns • CIS Subcontractor Statement of Payment and Deduction • CIS Registered Supplier Listing • CIS Subcontractor Verification Status • X (invoices paid over a set value) • Prompt Payment (invoices paid late and late payment penalties applied or that should have been applied)	M					
6.7.20	**Statutory Reports - Payroll**						
6.7.20.1	The solution shall cater for statutory returns, including, but not limited to Final FPS (Full Payment Submission), Final EPS (Employer Payment Summary) Class 1A - P11D(b), EOY Certificates (Teachers), Annual Service Return (Teachers). N.b. - Monthly reporting will be mandatory from Dec 2017 (3 month lead in) and will replace this return, LGS50, Annual Service Return (NHS Pensions), PAYE Settlement agreement, EYU.	M					

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			colspan="6" Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
6.8	**Enquiries / Search** Summary: The solution shall have intuitive, flexible enquiry facilities across all data attributes and hierarchies, with suitable access control.	M					
6.8.1	The solution shall provide ad-hoc enquiry facilities across all data attributes and hierarchies, subject to user access control.	M					
6.8.2	The solution shall allow access to historic data, where security access permits.	M					
6.8.3	The solution shall allow partial match searching using 'wildcards' on one of more attributes.	M					
6.8.4	The solution shall provide the facility to limit the impact of user enquiries to avoid network and computer performance issues. For example, restrict the number of records that are retrieved.	M					
6.8.5	The solution shall allow further refinement and sorting of the data returned from an enquiry.	S					
6.8.6	The solution shall allow enquiries on legacy references held in the system.	M					
6.9	**Drill Down** Summary: The solution shall have the ability to drill down to individual transaction level.	M					

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6.9.1	The solution shall provide a drill-down facility to obtain more detail, for example from a period balance to see the underlying transactions or drilling down into an invoice into payment history details.	M					
6.9.2	The solution shall enable drill down from search results, down to individual transaction level.	M					
6.9.3	The solution shall enable drilling back up from individual transaction level, to levels higher up that particular hierarchy.	M					
6.10	**Exporting Data** Summary: The solution shall support a variety of commonly used export file formats.	M					
6.10.1	The solution shall support various export file formats, including the following: a) Microsoft Excel b) Microsoft Word c) XML d) PDF	M					

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6.11	**Workflow** Summary: The solution shall support configurable workflow, with alerts.	M					
6.11.1	The solution shall allow for configurable multiple workflows to enable the processing and approval of different types of transactions and actions, including, but not limited to the following:-	M					
6.11.1.1	HR E.g. manager approvals for expenses, timesheet claims, performance management process (where related system in scope), training approvals (where related system in scope).	M					
6.11.1.2	AP E.g. pre-determined workflow for requisitions over a set value, based on defined rules; automatic escalation of unapproved orders to a second nominated approver.	M					
6.11.1.3	AR E.g. automatically routing a credit note through a workflow approval process for authorisation.	M					
6.11.1.4	Finance E.g.1) Formal/Budget approval 2) Forecasters to approve.	M					
6.11.2	The solution shall allow authorised business users to configure workflow.	M					
6.11.3	The solution shall have workflow functionality capable of generating alerts within the application.	M					
6.11.4	The solution shall generate alerts via SMS.	C					

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6.11.5	The solution shall have workflow functionality capable of generating alerts within the client's resident mail system.	M					
6.11.6	The solution shall redirect an alert (escalation) where a response to an email alert has not been received within a specified timescale.	M					
6.11.7	The solution shall allow the user action the workflow request directly from the notification.	M					
6.12	**Authorisation** Summary: The solution shall provide the facility for to approval, reject, re-assign and highlight not actioned workflow items in line with a scheme of delegation and an approval hierarchy with approval limits.	M					
6.12.1	The solution shall have the facility for approval workflow in line with a scheme of delegation and an approval hierarchy with approval limits.	M					
6.12.2	The solution shall provide the facility for the approval and rejection of transactions, by authorised users in line with this scheme of delegation and workflow specified, including issuing alerts.	M					
6.12.3	The solution shall provide a facility to record a reason for rejection, with reason code and free text reason, where a transaction has been rejected at the authorisation stage.	M					

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6.12.4	The solution shall automatically notify the transaction originator where a transaction has been rejected at the authorisation stage.	M					
6.12.5	The solution shall permit one authoriser to approve on behalf of another authoriser (in circumstances such as unforeseen absence).	M					
6.12.6	The solution shall allow authorised users to allow an authorised colleague, to delegate control over authorising, on their behalf.	M					
6.12.7	The solution shall allow notifications to be diverted to a manager / authorised colleague or allow another authorised user to access someone else's notifications.	M					
6.13	**Notes / Diary Facility** Summary: The solution shall provide a facility to record additional notes or diary entries against particular records and transactions.	M					
6.13.1	The solution shall provide a facility to record additional notes or diary entries against records and transactions.	M					

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			colspan="6" Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
6.14	**Document Inputs and Outputs** Summary: The solution shall support the capture and creation of documents including letters across a range of input and output media types.	M					
6.14.1	The solution shall be able to schedule the automatic production of letters and electronic communications using pre-defined templates.	M					
6.14.2	The solution shall allow authorised users to create their own templates.	M					
6.14.3	The solution shall have the ability to use ad-hoc letters outside the scheduled automatic letter production, using pre-defined letter templates.	M					
6.14.3	The solution shall allow auto-generated communications to be amended before they are printed.	C/S					
6.14.4	The solution shall have the ability to produce different templates based on defined attributes, e.g. service groups.	M					
6.14.5	The solution shall have the facility to produce documents in bulk for printing.	M					
6.14.6	The solution shall allow documents to be directed to networked Multi-functional Devices (MFDs) and local printers.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.14.7	The solution shall allow documents to be captured via Multi-functional Devices (MFDs).	C					
6.14.8	The solution shall allow documents to be received electronically, e.g. supplier invoices received via email or XML.	C					
6.14.9	The solution shall allow scanned images and other documents to be attached to relevant transactions/ records.	M					
6.14.10	The solution shall interface with communication channels such as email and SMS, for example for POs, Reminder Letters, Remittance Advices.	M					
6.14.11	The solution shall have the ability to produce documents that consist of multiple pages, e.g. requisitions, purchase orders, reminder statements.	M					
6.14.12	The solution shall have the ability to send documentation in XML format via secure electronic communication.	M					
6.14.13	The solution shall allow the creation of business documents that can have varied branding (but using the same template) based on organisation, company, customer type or other categorisation. E.g. Different branding for payslips for different legal entities.	M					

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			colspan="6"	Please respond as appropriate in shaded sections. No response required in non-shaded sections.
6.14.14	The solution shall have the ability to electronically attach supporting documents to outgoing correspondence.	C					
6.14.15	The solution shall have the ability to include inserts with documents generated electronically, e.g. leaflets.	C					
6.14.16	The solution shall have the ability to include bar codes on business documentation.	M					
6.14.17	The solution shall have the ability to include QR codes on business documentation.	S					
6.14.18	The solution shall enable the printing of OMR marks on business documentation.	M					
6.14.19	The solution shall have the ability for the template to adapt according to the actual length of the data in each attribute, rather than, for example leaving space for 60 characters when only 32 have been used.	S					
6.15	**Data Retention, Archiving and Disposal** Summary: The solution shall retain, archive and dispose of data in line with data retention, archiving and disposal policies, in line with regulatory requirements and based on the classification of the document.	M					

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6.15.1	The solution shall allow data to be retained in line with the councils' data retention policies, in line with regulatory requirements and for the specified period, based on the classification of the document. For example, The solution shall retain details of all transactions/records and the corresponding notes and scanned documentation for at least 7 years for all accounts.	M					
6.15.2	The solution shall allow data which is no longer required on a day-to-day basis to be removed from the main application view (e.g. supplier no longer available for transacting with), but still allow authorised users to interrogate and access.	S					
6.15.3	The solution shall allow data to be disposed of in line with the councils' data disposal policies.	M					
6.16	**Data Cleansing** Summary: The solution shall provide the facility top merge and delete supplicate records.	M					
6.16.1	The solution shall have a tool to assist in data cleansing, e.g. supplier data, chart of accounts data, end dating employee records for casual employees, access profiles not used for a certain timeframe.	C					

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6.16.2	The solution shall be able to merge duplicate records, e.g. customer, supplier.	M					
6.16.3	The solution shall be able to alert the user of duplicate records upon attempting creation of what looks like a duplicate record. e.g. a duplicate customer, supplier, employee record (where required).	M					
6.17	**Reconciliation and Controls** Summary: The solution shall provide transaction data integrity facilities.	M					
6.17.1	The solution shall provide transaction data integrity facilities, including, but not limited to the following:	M					
6.17.1.2	Reconciliation of control accounts to subsidiary ledgers.	M					
6.17.1.2	Maintaining the General Ledger in balance.	M					
6.17.1.3	Reconciliation of General Ledger transactions to balances	M					
6.17.1.4	Reconciliation of Purchase Ledger transactions to Supplier balances .	M					
6.17.1.5	Reconciliation of Sales Ledger transactions to customer balances.	M					
6.17.1.6	Reconciliation of Payroll to employee balances.	M					

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					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
6.18	**Security** Summary: The solution shall facilitate access control for each employee role or user group, allowing for appropriate segregation of duties, and allowing for access to be restricted to single legal entities or allow access across single legal entities, as required by the role.	M					
6.18.1	The solution shall allow for the definition of different profiles to facilitate access control for each employee role or user group, for example to allow for segregation of duties (supplier creation, supplier modification, order entry and order authorisation) and delegated financial authority levels.	M					
6.18.2	The solution's user access profiles must be appropriately matched and limited to different employee roles or user groups within the organisational hierarchy (e.g. assessment staff, provider units, finance employee).	M					
6.18.3	The solution shall allow access to be restricted so that a user can only operate within and see data within a single legal entity or allow access across multiple single legal entities where a role require this.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
6.18.4	The solution shall allow access to be defined for each user access profile, e.g. is it via a range (or ranges) of cost centre codes, or via a level outside the coding string (e.g. a level in a reporting hierarchy, such as Service Group or Directorate), or via some other "indicator".	M					
6.18.5	The solution shall report on potential and actual segregation of duty issues, such as the ability for the same person to process a supplier amendment and invoice.	S					
6.18.6	The solution shall allow update access to be restricted by specified accounting periods.	M					
6.18.7	The solution shall allow access control to be differentiated by ability to: a) add b) modify c) delete d) view	M					
6.18.8	The solution shall provide the facility to enquire on a user group and identify which users are attached to this user group.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.18.9	Where a user has been restricted to a specific range of Chart of Accounts codes, the solution shall only display these Chart of Accounts codes to the user when 'prompting' for available options for input.	S					
6.18.10	The solution shall be able to automatically remove access for people who have ceased to work for the Authority.	S					
6.18.11	The solution shall have the ability to automatically close parts of a user's access if it has not been used for a specified period of time.	S					
6.18.12	The solution shall automatically set up basic access for new starters, i.e. standard minimum scope of user profile access.	C					
6.19	**Access** Summary: The solution shall be accessed via a single sign on to corporate terminals.	M					
6.19.1	The solution shall provide for a single sign on.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.20	**Data Entry and Validation** Summary: The solution shall have the capability for authorised users to specify validation of transactional and master data where required, based on business rules.	M					
6.20.1	The solution shall have the capability for authorised users to specify validation of transactional and master data where required, based on business rules. For example, the ability to post to general ledger based on attributes and accounting rules.	M					
6.20.2	The solution shall provide confirmation that data has processed successfully or display user friendly error/ warning messages.	M					
6.20.3	The solution shall make clear what data item is invalid when rejecting a transaction.	S					
6.20.4	The solution shall provide consistent date handling and support the flexible input of dates; for example, 01/04/09, 01-Apr-2009, 010409, 01042009 etc.	S					
6.20.5	The solution shall display date in UK date format.	S					

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6.20.6	The solution shall provide for authorised users to amend/ tailor error and warning messages that are displayed on data entry or at any point where an activity is halted due to an error.	S					
6.20.7	The solution shall have address validation and look-up functionality.	S					
6.20.8	The solution shall validate bank account and sort code.	S					
6.20.9	The solution shall have the flexibility to allow default codes to be changed in some circumstances but not in others.	C					
6.2.10	The solution shall provide control checks on fields such as hours and amounts, in order to minimise erroneous inputs.	M					
6.20.11	The solution shall allow for the addition of attributes by authorised users.	S					
6.20.12	The solution shall allow mass updates to attributes, master data and to individual records, e.g. updating supplier categories across supplier master data.	M					
6.20.13	The solution shall hold legacy system references.	M					
6.21	**Calendars and Dates** Summary: The solution shall have the ability to deal with Bank Holidays, weekends and leap years in respect of all calculations.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.21.1	The solution shall record details of non-business days, such as Bank Holidays, weekends, and can it recognise leap years.	M					
6.21.2	The solution shall have the ability to reference details on Bank Holidays, weekends and leap years when carrying out defined calculations, based on business rules. For example, in preventing transactions where appropriate and with respect to Bank Automated Clearing System (BACs) data.	M					
6.21.3	The solution shall allow sub ledgers to be closed independently from the general ledger.	M					
6.21.4	The solution shall provide a closure process which delivers a defined range of activities and processes specific to a month end closure, a year end closure, and other closures as defined by business rules.	M					
6.22	**Reference Numbers** Summary: The solution shall be able to automatically generate a unique reference for transactions and data items, with separate numbering sequences for single legal entities	M					

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			colspan="6"	Please respond as appropriate in shaded sections. No response required in non-shaded sections.
6.22.1	The solution shall be able to automatically generate a unique reference number for transactions and data items, including, but not limited to: requisitions, purchase orders and employees.	M					
6.22.2	The solution shall allow the definition of ranges of transaction codes, for example for different single legal entities.	M					
6.23	**Licencing** Summary: The licencing shall support flexible provision to multiple associated organisations with differing legal structures and ownership models and allow the flexible on-boarding and off-boarding of teams, services and organisations in a cost effective manner.	M					
6.23.1	The licence structure must facilitate multi-tenancy of the solution. I.e. would the solution be available to, and support operations within, multiple business units / legal entities and multiple legal forms (e.g. Council, wholly owned subsidiary, jointly owned subsidiary, joint venture, charitable trust, heritage trust, academies, etc.).	M					

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					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
6.23.2	The licence ownership must be linked to the tenants who buy into the solution through this process.	M					
6.23.3	The licencing must be flexible for downscaling, in terms of number of users, resulting in a reduction of support costs.	M					
6.23.4	The licencing must be flexible for upscaling, in terms of number of users, e.g. in an on-boarding scenario.	M					
6.23.5	The licencing must be flexible for downscaling, in terms of scope of functional capabilities, with a reduction in support costs.	M					
6.23.6	The licencing must accommodate switching a functional capability back on in the future, without incurring new capital licence charges if we have already paid for them.	M					
6.23.7	The licencing must be flexible for outsourcing business models, where business processes could be outsourced in the future.	M					
6.23.8	The licencing must not be constrained by geographical area.	M					
6.23.9	The licencing must not have any constraints in the type of organisations who can use the licences / share the multi –tenanted solution. E.g. Council, wholly owned subsidiary, jointly owned subsidiary, joint venture, charitable trust, heritage trust, academies, etc.)	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.24	**User Help and Documentation** Summary: The solution shall provide an online help provision.	M					
6.24.1	The solution shall have an online help facility which can be accessed from any screen.	M					
6.24.2	The solution shall have help text that is context driven and relevant to the screen/ field.	S					
6.24.3	The solution shall allow the help facility to be customised.	S					
6.24.4	The solution's help material must be updated after an upgrade / new release.	M					
6.24.5	The solution shall reference business process documentation.	S					
6.24.6	The solution shall provide updated/ new manuals following a new release of the software, containing details of any new or amended functionality.	M					
6.24.7	Following a new release of the software, documentation shall be available that specifically identifies and details all changes, new functionality, new fields etc.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.25	**Employee Records management** Summary: The solution shall have user friendly functionality to allow business users to update/maintain HR details to facilitate appropriate system updates to ensure continuity of business operations and workflow processes.	M					
6.25.1	When a post becomes vacant, due to an employee changing or leaving, The solution shall allow responsibilities and capabilities to default up to the next most senior post in the structure, until the vacant post is filled again.	S					
6.25.2	The solution shall recognise, if a leaver is top of the hierarchy and redirect requests to another employee based on pre-defined rules.	M					
6.25.3	The solution shall allow a manager to re-assign an individual member of their staff to another manager with workflow approval.	M					
6.25.4	When an employee moves posts within an organisation, the solution shall update approval limits appropriate to the new post.	S					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.25.5	The solution shall automatically re-assign in flight transactions when an employee moves post or leaves (e.g. requisitions awaiting approval).	S					
6.25.6	The solution shall be able to remove / amend access for starters / leavers / changes. For example, via configurable workflow to provide an alert to a manager to update access for a changed role.	S					
6.25.7	The solution shall automatically end date system accesses when an employee leaves the organisation.	C					
6.26	**Audit** Summary: This capability cuts across all ERP modules, including incoming / outgoing transactions from / to feeder systems and provides audit trails on all changes to configuration, transactions and records, providing details of the user, the date and time of the change, retaining data before and after the change and allowing interrogation of the audit trail/ log for all changes made.	M					
6.2.1	The solution shall provide reports when particular functions are invoked by users, including login and logout times.	M					
6.26.2	All system configuration changes must be audit-trailed.	M					

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			Please respond as appropriate in shaded sections. No response required in non-shaded sections.				
6.26.3	The audit trail/log must record (down to attribute level) as a minimum: i. Username/ user id of who created or viewed or amended or deleted the record ii. Username/ used id of who approved record iii. date stamp iv. time stamp	M					
6.26.4	The audit trail/log must record the following, for transactions and records :	M					
6.26.5	i. all relevant transaction data before and after the change	M					
6.26.6	ii. all relevant standing data before and after the change	M					
6.26.7	The solution shall allow interrogation of the audit trail/ log for all changes made, not only the last change.	C					
6.26.8	The solution shall provide audit trails relating to the transfer of information between ERP and feeder systems.	S					
6.26.9	The solution shall prevent users from amending the audit trail data.	M					
6.26.10	The solution shall retain historical information when a user is deleted.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
6.26.11	The solution shall allow alerts for changes that are specified as critical, e.g. authority bank account.	M					
6.27	**Online Training** Summary: The solution shall support online training.	C					
6.27.1	The solution shall support training, including online training provision.	M					
6.27.2	The solution shall have the ability to reference business process and policy data.	S					
7	**Non Functional Requirements**						
7.1	**Client Desktop Environment Compatibility / Accessibility** Summary: The proposed solution shall be able to function in the current and known future end user environments. It shall co-exist with a defined component stack for both Councils without conflict. The solution shall work across a range of end user devices with different performance, connectivity options and form factors.	M					

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7.1.1	The solution shall be compatible with the current CWaC desktop technology stack as listed below. • Windows 7 version Enterprise SP1, Windows 7 version Professional SP1, Windows Server 2008 R2, Windows Server 2012 R2	M					
7.1.2	The solution shall be compatible with the current CEC desktop technology stack as listed below. • Remote/Centralised Application Delivery: Citrix XenApp 6.5, Microsoft Remote Desktop Services • Remote/Centralised Desktop Delivery: Citrix XenApp 6.5, Microsoft Remote Desktop Services	M					
7.1.3	The solution shall be compatible with MS Windows 10 desktop, or compatibility shall be on the solution roadmap for delivery ahead of the Windows 7 End Of Life date of Q1 2020.	M					

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7.1.4	The solution shall support the current browsers version MS Explorer 11 and Google Chrome, and shall have a solution roadmap which reflects the upgrade and support roadmaps for both browsers as advertised by Microsoft and Google.	M					

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7.1.5	All solution components shall be able co-exist with the following client installed components:- • User Experience Management: AppSense Environment Manager (Inc. Personalisation), AppSense Application Manager (Inc. Malware protection), AppSense Performance Manager. • Anti-virus: McAfee VirusScan Enterprise. • Desktop Firewall: McAfee Host Intrusion Prevention. • Hard drive encryption: McAfee Endpoint encryption; Windows BitLocker. • Laptop files synchronisation: Microsoft Offline Files. • Other components – Adobe Flash Player, Java (6 Update 35), .Net Framework (4.5.1), • Sun Java VM version 1.6 • Sun Java JRE version1.6 • Monitoring and management agents: Microsoft System Centre Operations Manager 2012; Microsoft System Centre Configuration Manager 2012. • Productivity: Office 2010 Professional Plus. Office 2013 Professional Plus. • Remote access clients (SSL VPN): Juniper Junos Pulse v5.0. • Internal Technology Standards Compliance	S	.			.	

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7.1.6	The solution shall have zero footprint on the end user device. The solution shall not require any additional application components (ActiveX, Runtime modules etc.) to be installed within existing components on the end user device. *Maximum marks will not be available to solutions which require components to be installed on end user devices.* Where components require installation on end user mobile devices, the solution shall ensure that there is an alerting service to ensure updates are managed appropriately.	M					
7.1.7	The solution shall be accessible using a range of end user devices including Laptop, Desktop, and Tablet and Smartphone devices.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
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7.1.8	The solution shall automatically scale and render the User Interface appropriately to the device being used to access the solution.	M					
7.2	**Internal Standards Compliance** Summary: The solution shall comply with the published S500 Architecture principles.	M					
7.2.1	The solution shall comply with the Architectural Service Principles as published in Appendix A of Volume 2.	M					
7.3	**Serviceability** Summary: The solution shall be serviceable, in that the design and control processes are in place to ensure each environment is managed appropriately, and there is a managed route for system updates from development to production.	M					
7.3.1	The solution shall offer multiple user environments including as a minimum Production, User Acceptance Testing, and Development.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
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7.3.2	The solution shall segregate and protect the Production Environments from access, changes and transactions relating to other non-production environments.	M					
7.3.3	The solution shall provide a full set of test cases for identified use cases or functional requirements, together with appropriate test data.	S					
7.3.4	The solution shall ensure that all system interfaces are testable in non-production environments, including linked applications and systems using representative data.	M					
7.3.5	The solution shall provide a documented process that demonstrates how the Production and Non-Production instances are managed under effective change control governance.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.
7.3.6	The solution shall provide a documented process that demonstrates control in managing all system change procedures, this will include standard change and emergency change, incorporating the approval process.	M					
7.4	**Resilience and Disaster Recovery** Summary: The solution shall be resilient, in that the design and control processes are in place to ensure solution resilience, and ensuring that the services delivery availability meets the needs of a mission critical solution. In the event of solution failure, recovery and resolution timescales shall meet the needs of a high priority solution.	M					

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		Please respond as appropriate in shaded sections. No response required in non-shaded sections.					
7.4.1	The solution shall support a Recovery Point Objective of 10 minutes, based on a system criticality of Mission Critical. (Recovery Point Objective is the maximum tolerable period in which data might be lost from the ERP Solution due to a major incident, and should inform the backup and recovery regime)	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
7.4.2	The solution shall support a Recovery time objective of 4 hours. (Recovery time objective is the duration and a service level, within which an IT service must be restored after a disruption or disaster) Based on Councils' ICT service definitions: • **Mission Critical** - RTO of up to 4 hours and an RPO of 10 minutes. Active standby would be in place for non DR scenario. • **Business Critical -** RTO of up to 4 hours and an RPO of 1 hour. Use of cold standby as a minimum for non DR scenario. • **Business Operational –** RTO of 4 hours and an RPO of 4 hours. Use of sacrificial development capacity in non DR scenario. • **Business Administration** – RTO of best endeavours and RPO similarly, up to a maximum of 24 hours.	M					

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7.4.3	All of the solution infrastructure layers shall be designed to be resilient such that a single hardware failure does not cause user/service disruption. This includes servers, storage and network infrastructure.	M					
7.4.4	The solution shall ensure all failure points, recovery stages and key contacts are documented in a shareable Service Plan	M					
7.4.5	The solution shall provide an up-time in the range of 99.9% to 99.95% across all components.	M					
7.4.6	The solution shall include a disaster recovery service based on a second geographically separate infrastructure and diversely routed network connectivity.	S					

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		Please respond as appropriate in shaded sections. No response required in non-shaded sections.					
7.5	**Hosting** Summary: The solution shall be provided on the basis of a hosted consumption based model, including connectivity to the existing council Cheshire & Merseyside Public Service Network (CMPSN) appropriate and compliant security, and scalable capacity.	M					
7.5.1	The Supplier will provide a solution using its own network which will be accessible and compatible with the Councils' network firewalls. The accountability for the management of the network supporting the solution will be delivered by the Supplier.	M					
7.5.2	All server applications and associated data should be stored in an appropriate Tier 3 Data Centre within the UK or EEA. The storage should be capable of supporting the capacity of the entire solution, with scalability to accommodate any change in demand.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
7.6	**Service Delivery** Summary: The solution shall be provided as a Managed Service, minimising Council responsibilities for service delivery, and comprising appropriate standards and service levels relating to: - Service Desk and incident / service request management and resolution - Maintenance, patching and upgrades - Service performance reporting and relationship management	M					
7.6.1	The solution shall be delivered as a managed service.	M					
7.6.2	**Service Delivery – Service Desk**						

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.
7.6.2.1	The Supplier shall provide a Service Desk which will be the single point of contact for all Support/Service related issues.	M					
	The Support Service should be available for call logging on a 24/7 basis with a manned presence available as a minimum between the hours of 08:00 to 17:00 Monday to Friday, excluding all English and Welsh Public Holidays ("core service hours")						
	The working hours, upon which response and resolution times are calculated, shall be 08:00 to 18:00 Monday to Friday (i.e. a Working Day), excluding all English and Welsh Public Holidays						
	The Supplier shall accept calls placed by email, telephone or directly via a Web portal. In all cases, P1 calls shall be dealt with on a 24/7 basis and all other calls within the Core Service Hours (excluding Scottish National Public Holidays)						
	Calls shall be logged by the Councils' own Service Desk(s), but the Supplier shall accept calls direct from end users outside of core service hours.						

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Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
					Please respond as appropriate in shaded sections. No response required in non-shaded sections.		
7.6.2.2	Priority 1 incidents shall be dealt with on a 24 hours a day, 7 days a week, 365 days a year basis. All other priorities of call will be processed within the Core Service Hours	M					
7.6.2.3	The Suppliers shall maintain a call logging procedure which will achieve the following functions: o provide a standard call logging procedure for the Service provided; o minimise the risk of calls being unanswered or missed; o achieve customer satisfaction; o provide visibility as to the progress (status) of all logged calls; o provide the Councils' Service Desk with a unique call reference.	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
7.6.2.4	Telephone responses o All contacts received by the Councils' Service Desk(s) shall be passed through to the Supplier Service Desk o The Supplier shall act as a Tier 2 functional body, but shall receive and act upon contact direct from users outside core service hours; o If all of the Supplier Service desk operators are busy, the caller shall be given the option to leave a voice message. Voice messages will be responded to within 1 Working Hour regardless of the nature / priority of the issue.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
7.6.2.5	Email / On-line Form Requests o All incidents submitted via email or the Supplier's on-line portal shall be logged by the Service Desk, and the originator provided with an acknowledgment and unique contact reference number. o All requests logged by email or the Supplier's on-line portal shall be responded to in accordance with the Service Level defined o Response times shall be measured from the time the contact is logged in the Service Desk system, which shall not differ significantly from the time of receipt.	M					
7.6.2.6	The Supplier shall ensure that all Incidents are logged immediately upon receipt, into their call logging system, which will be integrated either through orchestration or feeder with the Councils' Service Desk(s) Service Management system. The Councils shall have verification rights in relation to the Suppliers call logging information where this is requested.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
7.6.2.7	Where the ERP Supplier Service Desk receives more than one report of a Service Failure, then all such Incidents shall be logged in the call logging system, but for the avoidance of doubt, the first report shall be deemed to be the 'master' Incident, and service levels will measured from this originating report.	M					

Ref		Require- ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis- ation/ On roadmap	Ref- erence Site
			Please respond as appropriate in shaded sections. No response required in non-shaded sections.
7.6.2.8	The Supplier shall ensure that, as a minimum, the following details are recorded by the in the Service Failure Log in respect of each Service Failure: o a unique Incident number (Incident numbers shall be applied sequentially); o the date and time the Incident is received at the Helpdesk; o the nature and location of the Incident; o the person / organisation making the report; o current status of the call; o the priority level assigned to the Service Failure by the Council o an estimate (produced with all due care and diligence) of the number of End Users which are affected by the Service Failure (whether they are individual users or groups of users); o the action intended to be taken or which has been taken to rectify the Service Failure; o details of any communication with the Council's Representative in connection with the Service Failure; and o Notes / comments regarding any mitigating circumstances with regard to the Service Failure.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
7.6.3	**Service Delivery - Maintenance, patching and upgrades**						
7.6.3.1	Solution roadmaps shall be provided by the supplier covering as a minimum the initial contract period (7 years).	M					

Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
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7.6.3.2	The Supplier shall create and maintain a rolling maintenance schedule with regard to the ERP solution. The Maintenance Schedule shall be discussed and updated by the Council in accordance with agreed procedures. When the Supplier wishes to carry out any maintenance to the Supplier System (other than Emergency Maintenance), it shall ensure that: • the timing of the planned maintenance is in accordance with the requirements of the Maintenance Schedule or is as otherwise agreed in writing with the Council's Representative at least 20 Working Days in advance; • it is carried out during Non-Core Hours – if there is an additional charge for carrying out maintenance out of hours,this must be clearly stated in the Suppliers pricing schedule; • once agreed with the Council's Representative the planned maintenance (which shall be known as "Permitted Maintenance") is forthwith entered onto the Maintenance Schedule; and • The Permitted Maintenance is subsequently carried out in accordance with the Maintenance Schedule. The Supplier shall agree in advance with the Council the amount of Service Downtime for any Permitted Maintenance.	M					
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Ref		Require-ment Priority	Yes/No /Partial	Explanation if Partial (maximum 50 words)	For 'How' questions, description (maximum 200 words)	Core Solution/ Customis-ation/ On roadmap	Ref-erence Site
				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
7.6.3.3	The Supplier shall carry out any Emergency Maintenance where it reasonably suspects that the Supplier System or the Services or any part thereof has or may have developed a fault. Any such maintenance shall be carried out in such a manner and at such times so as to avoid (or, where this is not possible, so as to minimise) disruption to the Supplier System and the Services. The Supplier shall give as much notice as is reasonably practicable to the Council's Representative prior to carrying out any Emergency Maintenance.	M					

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7.6.3.4	All upgrades shall be carried out at the cost the Supplier and will follow the standard change managements processes agreed between the Supplier and the Council.	M					
	The Supplier shall ensure that all components are appropriately refreshed as required in order to maintain vendor support.						
	The Supplier shall provide the Council with a change note detailing the scope of each upgrade.						
	For significant, high risk, upgrades the Council shall be given a minimum of one months' notice.						
	For minor, low risk, upgrades the Council shall be given a minimum of one weeks' notice.						

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7.6.3.5	Any updates to the performance of the system shall be managed by the Supplier as part of the on-going support of the system.	M					
	Event Monitoring, Change Management and Patch Management are key components which shall be managed throughout the delivery lifecycle.						
	Event Monitoring shall be performed by the Supplier using their network and application monitoring tools and used to proactively prevent and detect performance issues.						
	Change Management shall be led by the Supplier, with input to any relevant Change Management Team with Council representatives. Any changes to the system shall pass through the Supplier's change management process. All statutory / regulatory changes shall be accommodated as part of quarterly update to the system or in order to adhere to statutory / regulatory requirements.						
	Patch Management shall be performed by the Supplier during negotiated change windows.	247					

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7.6.4	**Service Delivery – Service Performance Reporting and Relationship Management**						
7.6.4.1	The Supplier shall provide the Council with monthly Performance Monitoring reports which shall comply with relevant provisions of the ICT Infrastructure Library (ITIL) guidelines developed by the Office of Government Commerce and as a minimum, shall include the following: · Notifications to the Service Desk of Service Failures and other defects in the Supplier's performance and/or delivery of the Services; · Supplier self-monitoring in accordance with the Performance Monitoring System using an industry recognised help desk tool; · Satisfaction Surveys; · performance reviews; · authority audit; · the processes and systems the Supplier will put in place to monitor effectively its performance of the Services as against the Service Levels.	M					

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			colspan="6"	Please respond as appropriate in shaded sections. No response required in non-shaded sections.
7.6.4.2	The supplier shall provide a Supplier Service Manager to maintain the ongoing relationship with the Councils. The Councils will appoint a System Owner(s) who will be responsible for all client management of the system, including any request for change, commercial disputes and renegotiations.	M					
7.7	**Networking** Summary: The solution shall operate to acceptable performance standards across a network topology with a range of performance and capacity thresholds. The solution shall manage any disconnect / re-connect in a predictable way that ensures data integrity.	M					
7.7.1	The solution shall be able to provide an end user experience across LAN/WAN infrastructure with latency figure of up to 400 milliseconds and a bandwidth restricted to 2Mbps.	M					

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7.7.2	The solution shall have defined strategies for dealing with lost connections in a controlled manner (utilising such means as transaction rollback and/or session persistence).	M					
7.7.3	The solution shall support remote connectivity via a site-to-site VPN connection (SSL).	M					
7.8	**End User Experience** Summary: The solution shall deliver an acceptable end user performance including transaction response times and rendering of on-screen elements.	M					
7.8.1	The solution shall be able to complete user managed high throughput transactions sub 2 seconds from point of submission.	M					

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7.8.2	The solution shall be able to complete user managed low throughput transactions sub 5 seconds from point of submission.	M					
7.8.3	The solution shall be able to complete user requested standard reports sub 30 seconds from point of submission.	M					
7.8.4	The solution shall be able to complete on-page activities within 0.2 second from point of activation. E.g. On clicking on a drop down list control, the list should be displayed within 0.2 seconds.	M					

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7.9	**Batch Processing** Summary: The solution shall provide batch processing capability in order to handle high volume transactions and internal/external interfaces. The batch processing must be able to:- • Process in sequential steps • Handle start, stop, cancel and restart options • Notify failures to users and/or admin functions • Have minimal impact on online transaction processing • Complete overnight processing in a defined time window • Allow users to initiate a batch process	M					
7.9.1	The solution shall be capable of processing transactions on an individual transaction basis or in batch, as required.	M					

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7.9.2	Any system batch processing shall complete within a 6 hours batch window per day, at anticipated day 1 data volumes and end of year 5 data volumes.	S					
7.9.3	The solution shall allow users to initiate batch processing for workloads / transactions that would otherwise "tie up" the client interface.	M					
7.9.4	The solution shall have the facility to process tasks in a pre-defined order. E.g. task A must run / complete before task B.	M					
7.9.5	The solution shall have the facility to pause / stop / continue based on the results of the previous task.	M					
7.9.6	The solution shall have the facility to alert a system administrator and/or submitting user when a service or batch process has failed; identifying which process that has failed and action options.	M					

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7.9.7	Where batch processing takes place during normal business hours, the solution shall ensure the quality of service be configured to protect the online transaction performance.	M					
7.9.8	The solution shall allow tasks to be scheduled at specified intervals, e.g. weekly/ monthly and at specified times, including out of core service hours.	M					
7.9.9	The solution shall provide the capability to run standard reports and reports created via self-service as part of the batch schedule.	M					
7.9.10	The solution shall be able to set a maximum time limit for processing transactions / tasks / requests, and to define actions in the event of breach of defined time limits.	M					

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7.10	**Data accessibility** Summary: The solution shall provide open and efficient access to data sources.	M					
7.10.1	The solution shall provide open and efficient access to data sources, enabling data warehousing and corporate dashboard reporting tools	M					
7.11	**Capacity / Scalability** Summary: The solution shall support the number of anticipated users – estimated at approximately 7000 users with up to 1,000 logged in at any given time.	M					
7.11.1	The solution shall provide and manage access for 7,000 users, with a concurrency of 1,000 users, while maintaining transactional performance in line with the stated requirements.	M					
7.12	**Change Management** Summary: The change process shall support a range of changes with predictable time-frames depending on the nature of the change. There will also be a change process in place to manage standard and emergency change.	M					

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7.12.1	The solution shall comply with ITIL's Best Practice for change management.	M					
7.12.2	The solution shall allow for standard changes to be implemented < 1 working day.	S					
7.12.3	The solution shall allow for requests for quotation to be completed in < 5 working days.	S					
7.12.4	The solution shall allow for emergency data amendment requests to be completed within < 5 working hours.	S					
7.13	**Security / Compliance** Summary: The solution shall comply with appropriate security standards including ISO/IEC 27001. Data should be encrypted as appropriate and all solution components must be maintained to a fully patched status. Data must be managed line with the councils' data retention policies and any personal / sensitive personal data managed in line with applicable data protection laws / regulations.	M					
7.13.1	The solution, and related internal and external data management procedures, shall fully comply with ISO/IEC 27001.	M					

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7.13.2	Data relating to the solution shall be encrypted when "At Rest". I.e. when stored on physical media or in memory.	M					
7.13.3	Data relating to the solution shall be encrypted when "in-Transit" – i.e. during transfer across the LAN/WAN network.	M					
7.13.4	The solution shall implement the necessary controls to ensure that all solution infrastructure components are patched against security and penetration threats.	M					
7.13.5	The solution shall provide facilities to allow data to be managed in line with the councils' data retention policies, in line with regulatory requirements and for the specified period, based on the classification of the document.	M					
7.13.6	The solution shall provide facilities to allow personal and sensitive personal data to be managed in line with extant data protection legislation and councils' data management policies.	M					

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7.14	**Integration** Summary: The solution shall provide flexible integration and interfacing capabilities. The solution shall share and consume data from a range of internal and external systems using a range of methods including Enterprise Service Bus and direct point-to-point interfaces. The solution shall provide full internal integration across core modules / sub-modules / ledgers, with definable integration frequencies including real-time. The solution shall support data exchange based on open standards, facilitating interfacing with a range of internal and external systems as set out in Appendix A to the Descriptor document.	M					

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7.14.1	The solution shall have the following core modules fully internally integrated: a) General Ledger b) Accounts receivable / Sales Ledger / Sales Invoicing / Debt Recovery c) Accounts payable / Purchase Ledger/ purchase invoicing / requisitioning / purchase order processing / goods receipting / commitment accounting d) Payroll e) Human Resources	M					
7.14.2	The solution shall allow users to specify the frequency of integration across modules / sub-modules / ledgers. The solution shall offer real time updates as one of the specified frequencies.	S					

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7.14.3	The solution shall have the facility to receive files from external interface systems, including bank files from the Councils' bank accounts, and HMRC tax code updates, with inbound / outbound interface capability.

Examples of outbound interfaces are Construction Industry Scheme files to HMRC, updates to external Pension schemes, BACS payments to banks).

All current interfaces are defined in the Descriptor – Appendix A Current ICT Estate. | M | | | | | |

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			colspan="6"	Please respond as appropriate in shaded sections. No response required in non-shaded sections.
7.14.4	The solution shall be able to integrate with defined third party software and solutions. All current interfaces are defined in the Descriptor - Appendix A Current ICT Estate.	M					
7.14.5	The solution shall support the integration with defined Council-operated third party software and solutions using a Council-operated Enterprise Service Bus. Such solutions may be hosted on Council-operated hardware or utilising third party hosting services. All current interfaces are defined in the Descriptor – Appendix A Current ICT Estate.	M					

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				Please respond as appropriate in shaded sections. No response required in non-shaded sections.			
7.14.6	The solution shall support the integration with defined Council-operated third party software and solutions using direct point-to-point integrations. Such solutions may be hosted on Council-operated hardware or utilising third party hosting services. All current interfaces are defined in the Descriptor – Appendix A Current ICT Estate.	M					
7.14.7	Where the solution interacts with our corporate email solution (for alerting, notification etc.) it shall be compatible with MS Exchange 2007, 2013 and Exchange 365 / Online.	M					

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7.15	**Monitoring and Performance** Summary: The solution shall be able to monitor system component performance to pre-emptively manage potential hardware, capacity or configuration issues.	S					
7.15.1	The solution shall monitor system component performance to pre-emptively manage potential hardware or configuration issues.	S					