

Form of Tender

For the provision of

Housing Repairs Data and Application Solutions

Ref: 4219

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| Published Date: | 17 May 2021 |  |
| Return Date:  | 28 June 2021 |  |
| Return Time:  | 15:00hrs GMT |  |

1. Quality Assessment Responses

Quality Assessment Instructions

Written responses should describe clearly and concisely how you would fulfil the requirements laid out in the specification. Please relate all responses to the specification provided.

For each response, please ensure that no more material is provided than is required to answer the question. In particular, please avoid the following:

* + - * 1. additional information outside the scope of the question;
				2. details about your company that have not been requested and don't add clarity to the response;
				3. 'Sales Pitch' information.
				4. Stating that your organisation meets a requirements without any explanation as to how

For each written question, please ensure that no more material is provided than any limit stated in the question (for written responses this includes pictures / photographs and should use Ariel font size 12)

Please submit this document along with your response document ensuring that questions and responses are laid out in the order as set out below. Please respond in the format of **Microsoft** **Word** and not as a PDF, or other alternative format.

Additional appendices or attachments, unless specifically requested in the Quality assessment Questions section, **will not be considered** as part of the submission, and will not count towards the score awarded for any element.

Please state the name of the organisation submitting the bid:

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| **Organisation Name:** |  |

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| **Part 1: Quality Assessment** |
| The questions in this section are weighted and will be scored using the criteria in section 3.3 of the Invitation to Tender Document. |

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| **Ref** | **Description** | **Max Word Count** | **Refer to Specification item** |

## Business Requirements

## General Requirements of the System

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| **Ref** | **Description** | **Max Word Count** | **Refer to Specification item** |
| 1.1 | The system should have the facility to:* Simple screen layout for staff with ease of transfer between functions.
* Have a web based user interface
* Navigation options including menus, hotkeys, use of mouse, and tabbed navigation presented to the user in plain English.
* System login and response times should be quick to cope with the busy working environment.
* Minimum bespoke Work to function effectively
* System alerts/error message
* Mandatory fields which can be set by a system administrator
* Customisable Home Screens

Please fully describe how your solutions meets the above and other requirements set out in Section 4.6.1 for General requirements. | 1000 | 4.3.2 |
| 1.2 | Can the solution be branded in line with Bassetlaw District Council corporate images and colour scheme? | Y/N | 4.3.2 |
|  | If no, please can you detail what if any areas can be branded? | 100 |  |
| 1.3 | Users should be able to view multiple electronic forms relating to the same record simultaneously without needing to close the form currently working on. They should be also be able to work on multiple forms concurrently. Please describe how record locking will function under these circumstances.Please describe how the system manages concurrent actions to maintain data integrity.  | 500 |  |

## Housing Repairs Solution

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 2.1 | The Council requires an integrated ICT solution for Housing Repairs that manages from creation to completion the planned and responsive repairs for customers of Bassetlaw District Council.The solution must be accessed internally and remotely by staff. Customers will need to be able to access all the relevant services to report the repair and to have a history of all previous jobs.The solution needs to be able to diagnose, create and make the appointment in a seamless service and have the ability for the operator to view a list of actions and statuses of the required work. Every step regarding the work and where it is in the system needs to be actively visible for staff and customers.The solution will need to have the facility to purchase goods internally and externally and assign all goods to a job.It will be flexible, easy to use, intuitive and capable of being integrated with core Council systems. It will also be accessible securely by Council staff, and by their public and private sector partners, using web based technology to support Housing Repairs and the work programme.The solution must be compliant with the Data Protection Act (DPA) to protect personal data, facilitate the lawful sharing of information across partners and other organisations.The Tenderer is required to fully describe the capability of the proposed solution to support this requirement and to provide examples of successful implementations where possible. | 5000 | 4.3.3 |
| 2.2 | Tenderers are asked to confirm how they propose to deliver a job management solution for Housing repairs based on the specification and what applications they are proposing to use if not all the modules are in one solution. | 2000 | 4.3.3 |
| 2.3 | A single interface should be presented that brings together:Job Management; status workflow; document record management system; repairs diagnostics; appointment scheduling; purchase management and invoicing; stores managementTenderers are asked to confirm how the solution will support this requirement | 2000 | 4.3.3 |
| 2.4 | Performance of the system – System Performance must not be compromised when utilised in a highly demanding concurrent user environment such as Housing Repairs.Tenderers are asked to provide examples of where their system is deployed in a similar environment | 1000 | 4.3.3 |
| 2.5 | The system should provide functionality that will assist system users to enter data in a time effective manner. Functionality should cover areas such as* Pre-population of form fields where data is already held in the system
* Auto completion of fields where rules have been pre-defined (including but not limited to review dates)
* Carry forward of data from one process to another
* Ability to overwrite pre-populated fields

Tenderers are asked to detail functionality that satisfies this requirement | 500 | 4.3.3 |
| 2.6 | Does the solution have an **integrated** repairs diagnostic tool module? | Yes/No | 4.3.3 |
| 2.7 | Does the repairs diagnostic module have graphical representation where the user can ‘click’ on the element, they requiring advice/repairing?  | Yes/No | 4.3.3 |
| 2.8 | Is the repairs diagnostic tool available for customers to use and diagnose repairs through ‘click’ functionality through a customer portal? | Yes/No | 4.3.3 |
| 2.9 | Can automated alerts via e-mail or SMS to external and internal addresses based on user defined criteria. Communications of this kind must be encrypted. Tenderers are asked to confirm how email alerts are encrypted.  | 500 | 4.3.3 |
| 2.10 | Does the solution have a module for a sub-contractors Portal for Job Management? | Yes/No | 4.3.3 |
| 2.11 | If there is a sub-contractors module, can tenderers advise if * Access can be restricted on certain criteria by system administrators
* Allow providers to submit activity information in a format suitable for import into the finance system
* Send and receive documents securely

Tenderers are requested to outline details of their sub-contractor portal. | 1000 | 4.3.3 |
| 2.12 | Tenders should provide 3 live reference sites which have undergone a full simultaneous and integrated implementation of Job Management, diagnostics, appointment scheduling, asset management, mobile applications, external providers and Finance systems. | 200 |  |

## Document Management

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 3.1 | Tenderers are asked to provide details of the document management solution they provide and how much storage is available as standard and if extra charges for storage capacity would be incurred should storage be filled. | 1000 | 4.3.4 |
| 3.2 | Please whether it complies with ISO15489 and BS10008 standards around Electronic Document Storage | Yes/No | 4.3.4 |
| 3.3 | The Document Management solution must have the ability to define data/document retention periods and automatically archive or delete records/documents based on the defined retention period.There should be the ability for the system to flag up records due for destruction (so that destruction date can be extended if required)Tenderers are asked to describe the document retention and destruction functionality available within the system. | 500 | 4.3.4 |

## Geographical Information System (GIS)

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 4.1 | The tenderer must advise what GIS and or/mapping system they propose to use and if this is inbuilt or integrated to a third party. | 500 | 4.3.5 |
| 4.2 | The solution must produce a unique ID number for jobs and use NLPG for the property ID, this is to be able to link a group of properties for reporting, integration to council property databases and tracking purposes.Tenderers are asked to provide details if this is met. | 100 | 4.3.5 |

## Mobile Working

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 5.1 | There must be a synchronisation to a mobile solution facility to allow operatives to:* Receive and complete work on a device with on-line and offline capabilities.
* Purchase goods direct from the supplier or raise a requisition for goods
* Upload documents against a property or job
* Book materials against a job and reduces stock on mobile warehouse and internal warehouse
* Integrate information back to the main repairs solution

Tenderers are requested to outline the proposed mobile solution | 1000 | 4.3.6 |
| 5.2 | The mobile solution must support a forms package which integrates with the mobile solution for operatives to fill in forms. All data must be viewable within the back office solution and have the facility to create reports using an external report builder.Tenderers are requested to detail the forms package and advise what reporting package will be required to access and display the forms data | 1000 | 4.3.6 |
| 5.3 | Tenderers are to advise what mobile clients are supported. | 500 | 4.3.6 |
| 5.4 | Tenderers are requested to provide details on the level of mobile and off-line working functionality provided by their system, and how it works in conjunction with workflows, e-forms and system security | 5000 | 4.3.6 |

## Asset Information

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 6.1 | Core Asset information needs to be available for displaying against a property within the database using the NLPG reference.Tenderers a requested to provide details of their asset database and the functionality it provides.  | 1000 | 4.3.7 |
| 6.2 | If a full asset database is not within the housing repairs solution and there is a need to integrate to a third party supplier. Tenderers are requested to provide details of systems they have integrated, how they have integrated and reference sites which can be contacted.Bassetlaw District Council currently has Civica Keystone Asset Management system. | 1000 | 4.3.7 |

## Materials Management

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 7.1 | The required solution should be able to provide integration into our corporate finance solution for the raising, invoicing and payment of purchase orders attached to repairs jobs where integration would be real-time.Tenderers are requested to detail their proposed solution for the procuring of goods, administering creditors and payment to suppliers. | 1000 | 4.3.8 |
| 7.2 | The solution must have an internal and external stores where goods are booked in/out against jobs and using bar-code technology. Tenderers are required to detail how the solution would support an internal stores and the technology/devices required for bar-coding. | 1000 | 4.3.8 |
| 7.3 | The system must be able to capture multiple authorisations of forms / processes e.g requisitions / purchasing of goods either in the internal system or integrated into the corporate finance system.Tenderers should explain how the system will handle this. | 1000 | 4.3.8 |

## Reporting

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 8.1 | When carrying out reporting using the in-built reporting solution, the system must not be impacted in terms of performance.Please provide details of how this is achieved. | 1000 | 4.3.9 |
| 8.2 | An editable home screen dashboard is required to detail specific drill down information for role based users. Tenderers are requested to detail how and if a dashboard is available and if this is editable. | 3000 | 4.3.9 |
| 8.3 | Are there standard KPI reports available?Please detail if Yes | Yes/No |  |
| 8.4 | Is there the facility to schedule reports, save the output or email output to relevant groups of officers? | Yes/No | 4.3.9 |
| 8.5 | When carrying out reporting using the user-defined reporting solution, the system must not be impacted in terms of performancePlease provide details of how this is achieved. | 500 | 4.3.9 |
| 8.6 | Please describe how you intend to approach report design and development, and knowledge transfer to BDC staff. | 500 | 4.3.9 |
| 8.7 | Does the solution have dashboard capability which is configurable by BDC and definable for individual users and Management? | Yes/No | 4.3.9 |
| 8.8 | Is there a facility for automated reports, can information be defined on triggers within the system, can data from the automated reports be automatically exported to relevant officer? | Yes/No | 4.3.9 |
| 8.9 | Tenderers are requested to provide details of reporting solution | 500 | 4.3.9 |

## Customer Portal

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 9.1 | BDC has a corporate citizen access portal for all citizens to access council services.A solution is required where the customer can report a repair, diagnose, upload documentation and make an appointment which is then detailed in the corporate citizen portal.The details need to integrate to the Repairs solution where everything is available to view and work on. All status updates will need to be seen by the customer in the citizen portal.Tenderers are asked to provide information regarding any current integrations with a council corporate citizen portal and how integration was achieved.  | 2000 | 4.3.10 |
| 9.2 | The online portal must have accessibility for users with disability, especially visually impaired e.g. built in screen reader functionalityThe tenderer is required to describe the capability of the proposed system to support this requirement and to provide examples of successful implementations where possible.  | 1000 | 4.3.10 |
| 9.3 | The look and feel of any public facing portal should be locally configurable and branded to BDC corporate colours and logos.The tenderer is asked to detail what skills and levels of access would be required to carry out this function. | 1000 | 4.3.10 |

## Built in API’S and Integration

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 10.1 | The tenderer will provide API’s for integration with other systems, and be able to connect to other systems’ API’s Tenderers are asked to provide details of current APIs available | 1000 | 4.3.11 |
| 10.2 | The supplier must describe how the various interfaces are managed, with particular reference to error handling | 500 | 4.3.11 |
| 10.3 | The solution will be required to interface to a number of existing Council systems. Please describe your standard approach to interface design and development | 1000 | 4.3.11 |
| 10.4 | Please advise if you have integrated with Northgate Housing and provide information regarding level of integration.If you have not integrated please outline the method you would adopt to achieve effective integration. | 500 | 4.3.11 |
| 10.5 | Please advise if you have integrated with Civica Keystone and provide information regarding level of integration.If you have not integrated please outline the method you would adopt to achieve effective integration. | 500 | 4.3.11 |
| 10.6 | Please advise if you have integrated with Advanced e-financials and provide information regarding level of integration.If you have not integrated please outline the method you would adopt to achieve effective integration. | 500 | 4.3.11 |
| 10.7 | Please advise if you have an integrated solution for dynamic scheduling of jobs.If not have you integrated with Advanced DRS or another scheduling tool. Please outline the method you would adopt to achieve effective integration.  | 500 | 4.3.11 |
| 10.8 | Please advise if you have an integrated solution for diagnostics reporting of repairsIf not have you integrated with Omfax Keyfax repair diagnostics or another diagnostic tool. Please outline the method you would adopt to achieve effective integration. | 500 | 4.3.11 |
| 10.9 | Please advise if you have an integrated solution for Compliancy Data.If you have not integrated please outline the method you would adopt to achieve effective integration. | 500 | 4.3.11 |
| 10.10 | Please advise if you have an integrated with a corporate citizen portal, provide information regarding level of integration.If you have not integrated please outline the method you would adopt to achieve effective integration.  | 500 | 4.3.11 |
| 10.11 | Please advise if the solution has integration to an external Materials provider. |  | 4.3.11 |
| 10.12 | Does the solution Integrate with Microsoft Office? | Y/N |  |

## Data Protection, Retention and Security

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 11.1 | PSN requirements – Please state if the system is able to make use of any facilities made available by the government secure email and internet services to exchange data with other organisations also connected to this network.Please state if you are PSN accredited or going through a process of becoming accredited. | 1000 | 4.3.12 |
| 11.2 | Protective MonitoringThe system should enable protective monitoring as a set of business processes, with essential support technology, that oversee how the system is being used, or abused, and to assure user accountability for their use of its facilities. The system should be capable of producing log information or alert messages. Some example events include:* Users logging on or off;
* Unauthorised attempts to access protected data
* Hacking attempts being detected at the connection to the internet;
* Computer virus detection
* Account/Records mergers
* Account/Record/Document deletion

The system should also provide a management framework that makes use of and manages this information. This will facilitate audits, regular checks and automated reports so that certain conditions are alerted in real-time to security supervisors.Please detail how your system will support this functionality. | 1000 | 4.3.12 |
| 11.3 | When data is sent to or from the system it should be secured in transit via encryption and secure communication technology. This must include:* Transfer of information for mobile working
* Offline working
* External and Internal forms
* Interfaces to and from the solution
* E-mail solution

Please provide details on how your system manages secure transfer of information. | 500 | 4.3.12 |
| 11.4 | Please provide details as to how you propose to process any personal data in the delivery of this agreement? If this includes any proposed processing of personal data outside of the EEA please set out how you will fulfil your obligation in respect of ensuring adequate safeguards in compliance with Article 46 GDPR. As part of your response you should consider if there are any key data protection risks you foresee with the delivery of the services, and if what is your proposal for dealing with those risks. | 1000 | 4.3.12 |

## Product Support, Change Management and Quality Assurance

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 12.1 | Please describe what Quality Assurance and Change management systems you have in place and how they would benefit the services. | 500 | 4.3.13 |
| 12.2 | Please provide full details of the accreditation and auditing of the systems. | 500 | 4.3.13 |
| 12.3 | Please provide proposals for the monitoring and reporting on the quality of the services delivered including the performance checks you will perform, their frequency and scope, and who will perform them. | 500 | 4.3.13 |
| 12.4 | Please provide your procedures for dealing with customer complaints and problems. | 500 | 4.3.13 |
| 12.4 | Please provide any elements of supplier quality plans are deemed to be essential to the delivery of the services will be incorporated within the contract for this requirement. | 500 | 4.3.13 |

## Training and Help Screens

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 13.1 | A holistic approach to training and support, using a range of training tools and techniques that caters for all learning styles. ‘Blended learning’ is required i.e. how to use the system put in a Housing Repairs context. You should be prepared to provide training at BDC’s site, nominated site or through on-line learning , and should state what facilities are required, the maximum number of staff who can attend each session and what supporting training documentation would be available for trainees.Please detail your approach to training and how you will support this activity. | 1000 | 4.3.14 |

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## Business Technical Requirements

## General

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 14.1 | All system access and interfaces must meet all statutory obligations defined in the disability discrimination Act 1995.Tenderers are requested to list their accreditations / standards that their systems meet to evidence this. | 500 | 4.4.1 |
| 14.2 | Tenderers are requested to detail if the email system can be embedded to the council’s email facility. | 200 | 4.4.1 |
| 14.3 | Does the solution has the capability for SMS messaging? | Yes/No | 4.4.1 |

## Hosting Environment

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 15.1 | The tenderer must state:* Where the servers will be based
* Who will be responsible for the network, advise what method of connection would be used from within the BDC network
* Detail the Disaster Recovery/business continuity arrangements and protocols including where the recovery systems are held
* Describe how integration between the proposed system and other council systems will take place, including Active Directory
* How authentication will be managed
* Supply a topographical diagram detailing security arrangements
* How will system performance and scalability will be managed
* How will mobile and users and devices will be supported
* How will the functionality of the solution be maintained to keep pace with changing government regulations and requirements
* What protective monitoring and data leakage prevention is in place
* What web browsers are supported
 | 2000 | 4.4.2 |
| 15.2 | Please provide a full network schematic showing all of the connectivity points with all of the applications and within whose network they will be resident. |  | 4.4.2 |
| 15.3 | Provide details of networking and the bandwidth requirements. | 200 | 4.4.2 |
| 15.4 | BDC expects suppliers to comply with the following hosting security guidelines;• Have BS7799 certification (now ISO27001)• Carry out penetration testing and confirm annually this has taken place• Set up services with Microsoft High Security policy to disable unnecessary services on the system• Provide a service level agreement that guarantees 99.5% availability of the service• Provide an acceptable response to support calls with a service level agreement• Monitors the service availability and responds to outages.• Ensures patches applied to the operating system, firewall and any other server software• Dedicated firewall to prevent access from co-hosted servers belonging to other organisations, in a shared environment, or to isolate the internet facing server from BDC network• Monitoring of network access or threats• Methods for dealing with denial of service DOS attacks• An incident reporting schemePlease fully detail how you meet these requirements. | 1000 | 4.4.2 |
| 15.5 | Tenderers are asked to confirm how you will assure data security within EU jurisdiction. | 500 | 4.4.2 |
| 15.6 | Tenderers are asked to supply a reference site for a hosted solution | 200 | 4.4.2 |
| 15.7 | Tenderers are asked to supply details of their backup solution. | 300 | 4.4.2 |

## Software Licensing

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 16.1 | Please detail the software licensing arrangements for:* The suggested operating system
* The proposed software solution
* The proposed embedded reporting tool
* The type and number and cost of software licence(s) offered within your tenderer proposal
* Perpetual Licence or if not the term of the licence
* Any Licence restrictions and provide all other licensing details associated with the scope and use of the proposed solution
* Whether the licence(s) are transferable and if so clearly identify what restrictions there are on the licence use, if any
 | 1000 | 4.4.3 |
| 16.2 | Does your proposed solution contain any embedded third party software and if so please provide relevant details of how this is maintained. | Yes/No | 4.4.3 |
|  | Response if Yes |  |  |
| 16.3 | Does the tenderer own all the source code of the proposed software? | Yes/No | 4.4.3 |
|  | Response if No |  |  |
| 16.4 | Please supply a local authority reference site which is using the hosted solution. | For information |  |

## User Access Controls

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 17.1 | Does the solution integrate with Microsoft AD for authentication of users?If this functionality is possible within the system please detail how the functionality operates and provides examples of local authorities where this has been implemented. | Yes/No | 4.4.4 |
| 17.2 | If Integration to Microsoft A/D, tenderers are requested to detail the solutions password requirements. | 100 | 4.4.4 |
| 17.3 | Tenderers are requested to detail on user setup and access:* Is the solution configurable for distinct access to elements of the system
* Is the solution configurable by BDC administration level for specific admin function for named users
* All user access can be locked by administrators
* If there is a lockout facility dependant on a time limit
* Is there an auto-save function
 | 1000 | 4.4.4 |

## Audit Control

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 18.1 | Does the solution provide full audit trails of origin of data items, changes made, when and by whom throughout the solution? | Yes/No | 4.4.4 |
|  | Response if Yes.Please provide details of how the solution meets this requirement. |  |  |
| 18.2 | Does the solution provide full security trail of user access? | Yes/No | 4.4.4 |

System Configuration

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 19.1 | Does the proposed supplier have full system administration documentation available regarding the proposed solution | Yes/No | 4.4.6 |
|  | Response if Yes.Please provide details of how the solution meets this requirement. |  |  |
| 19.2 | Does the proposed supplier produce full documentation of changes and change requests to the solution. | Yes/No | 4.4.6 |

##  IT Testing

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 20.1 | Please describe how you propose to manage the following, ensuring that there is adequate change control and testing:* Upgrades
* Incremental patch Process
 | 500 | 4.4.7 |
| 20.2 | Can the tenderer provide a full data dictionary/entity relationship diagram? | Yes/No | 4.4.7 |
| 20.3 | Tenderer is requested to provide end to end test scripts for local use if available.  | 100 | 4.4.7 |

## User Group Activities

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 21.1 | Please provide full details of any relevant user group activities, including size of group, frequency and duration of meetings and contact details for the chairperson and supply copy of the minutes from your last user group meeting. | 200 | 4.4.8 |

## Continuous Improvement

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 22.1 | Tenderers should detail the process for implementing legislative changes and subsequent impacts on the Council.Describe the turnaround times and how you handle any changes to legislation | 500 | 4.4.9 |
| 22.2 | Tenderers are asked to supply details of any future developments on the roadmap.  | 500 | 4.4.9 |

## Delivery, Installation and Commissioning

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 23.1 | Does the tenderer accept the requirements with details of hardware requirements? | Yes/No | 4.4.11 |

## Management Requirements Implementation plan

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 24.1 | You should provide capacity and resource to ‘go-live’ with the system by 01st April 2022 and for all users to be migrated to the solution by this date.Please state how this will be achieved and please specify the resources you will assign to this project and what resources you would expect to be available from BDC. | 500 | 4.5.1 |
| 24.2 | Tenderers must detail an Outline Implementation Plan.As a minimum this should include* Installation
* Configuration
* Interface Development
* Data Migration
* Testing
* Training and Knowledge transfer
* Setting up support arrangements in line with the agreed pattern
* Go Live

Please provide a proposed implementation plan including* Resource Allocations
* Anticipated Timescales
* Key project dates/milestones-staged payments and appropriate retention amounts and periods
 | 5000 | 4.5.1 |
| 24.3 | Does the tenderer comply with current DPA requirements? | Yes/No | 4.5.14.3.12 |
| 24.4 | Please detail the procedure you follow for any breaches in Data or suspected loss of Data. | 500 | 4.5.1 |

## Maintenance & Support Requirements

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 25.1 | Please detail how you provide comprehensive support for all applications supplied from basic to advanced level to include the following;* What are your basic hours for support?
* How many support staff do you have, How many are UK based?
* Is all support in-house or is some 3rd party
* Costs for each proposed service option
* Maintenance coverage outside normal working hours
* Procedure for logging service fault calls, ranging from non-critical defining each category (i.e. phone, email, online)
* Provide capacity for specified staff users directly to track progress of call logs
* Provide a report to agreed intervals on progress on all outstanding call logs and other issues as well as issues resolved during that interval
* Ensure on-going monitoring of progress call logs and other issues by a designated account manager
* Response and fix times for each category
* Fault escalation procedures
* Implementation of software upgrades
* Full contact details for maintenance support, including address, telephone number, primary points of contact etc.
 | 1000 | 4.5.2 |

## Service Level Agreements

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| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 26.1 | Tenderers should provide a proposed Service Level Agreement (SLA) above and beyond our minimum requirements, including details of;**Management Structure and Project Management Arrangements*** Roles and Responsibilities
* Service Delivery Organisation
* Contact Details
* Details of ongoing management and review including frequency of review meetings

**Service Helpdesk*** Service desk role (logging & reporting etc)
* Hours of cover (24\*7\*365)
* Contacting the service desk
* Dealing with service incidents/faults (including prioritisation by level of severity) including type of response – i.e. online/phone/personal attendance
* Customer responsibilities

**Levels of Support*** Availability (as a percentage of up-time)
* Maximum allowable server downtime
* Response and fix times

**Performance Measures*** Measuring satisfaction
* Performance reporting
* Availability
* Response times
* Reports

**Complaint Procedures*** Complaints process
* Service desk responsibilities
* Customer responsibilities

**Escalation Procedures*** This should cover the levels of management through which problems are escalated (before the customer has to resort to potential breach or change management procedures within the main contract)
* Non-availability of system
* Failure to meet agreed response and fix times
* ‘Significant’ errors

**Change Control Procedures*** Operational functionality enhancements
* Failure to meet agreed performance measures
* Roles and Responsibilities’

The final SLA will be agreed with BDC prior to contract award and included as a schedule within the Agreement terms and conditions. | 5000 | 4.5.2 |
| 26.2 | In order for BDC to monitor the service level agreement the successful supplier will be required to attend contract management meetings at BDC premises or in a specified on-line meetings as required on a regular basis to discuss performance against the contract and agree action plans on any issues raisedPlease make suggestions as to how you would envisage this working |  | 4.5.2 |

## Data Migration and Management of Legacy Data

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Description** | **Max****Word Count** | **Refer to Specification item** |
| 27.1 | Tenderers are requested to provide a migration plan should the proposal be to migrate existing current and historical data Or;Propose how BDC could store historical and current data from all systems to be replaced.Please provide information on the volume of data and the systems you have migrated data from and what learnings you have had from these previous migrations.  | 2000 | 4.5.3 |
| 27.2 | Has the tenderer migrated from Total mobile suite of applications or similar | Yes/No | 4.5.3 |
|  | Response – Further information | 500 |  |
| 27.3 | Has the tenderer migrated from Advanced DRS or similar | Yes/No | 4.5.3 |
|  | Response – Further information | 500 |  |
| 27.4 | Has the tenderer migrated from Keyfax or similar | Yes/No | 4.5.3 |
|  | Response – further information | 500 |  |

**Minimum Service Levels required**

1. **Service Desk Availability**

The service desk must be available to contact Monday to Friday between 8.30am – 5.30pm with an out of hours method of contacting the supplier e.g. via a portal, designated email etc.

1. **Account Management**

The supplier must provide designated Account Manager who will be available to meet with the BDC Business and IT contacts on a Quarterly basis to review the performance of the supplier against the agreed SLA’s

1. **Severity / Service levels**

|  |  |  |  |
| --- | --- | --- | --- |
| Severity | Description of Incident | Response | Resolution |
| 1 Business Critical Impact | Failure of the system in the production environment causing serious business impact. | Provide fix or workaround within 2 working hours. | Provide fix within 8 working hours (one working day) |
| 2 Major Operational Impact | Partial loss of the system in the production environment causing serious business impact which affects 50% of the users or is causing data corruption. | Provide fix or workaround within 8 working hours. | Provide fix within 3 working days |
| 3 Minor Operational Impact | System error that has a temporary workaround.Urgent request for advice that affects the critical path of system implementation or that is preventing use of the production system. | Respond within 3 working days. | Provide fix in next maintenance release. |
| 4 Minor Operational Inconvenience | Minor error within the system that does not prevent use of the system.  | Respond within 10 Working Days. | Reasonable endeavours to provide fix in future Maintenance Release. |

1. **Reporting**

As a minimum BDC expect to receive a monthly report of all incidents logged, their current status and target resolution / escalation date

1. **Uptime / Availability – 99.5%**