Kent County Council

County Hall

Sessions House

County Road

Maidstone

Kent

ME14 1XQ

DATE: 19th June 2019

Dear Sirs

**RFQ for IP19013 - Domestic Homicide case management system**

Kent County Council is inviting you to Bid for the above contract and accordingly has enclosed a Request for Quotation.

The attached document is in three parts plus appendices as follows:

Section 1 Scope and Context

Section 2 Requirement

Section 3 Contract Conditions

Your RFQ response should be submitted via the Kent Business Portal no later than 5pm on 3rd July 2019.

You are advised to read all sections carefully before Bidding. Should you have any difficulty with the RFQ, please contact via the Kent Business Portal.

Yours faithfully

Kent County Council



**Kent County Council**

**Request for Quotation:**

**DHR Case Management System**

**CONTENTS**

**Section One Scope and Context**

**Section Two Requirement**

**Section Three Contract Conditions**

**Section One - Scope and Context**

A Domestic Homicide Review (DHR) is a locally conducted multi-agency review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect. DHRs were introduced by section 9 of the Domestic Violence, Crime and Victims Act 2004 (DVCA 2004) and came into force on 13 April 2011. Their purpose is not to reinvestigate the death or apportion blame, but to:

* establish what lessons are to be learned from the domestic homicide, regarding the way in which local professionals and organisations work individually and together to safeguard victims;
* identify clearly what those lessons are, both within and between agencies, how they will be acted on, within what timescales, and what is expected to change as a result;
* apply these lessons to service responses including changes to policies and procedures as appropriate; and to,
* prevent domestic violence homicide and improve service responses for all domestic violence victims and their children, through improved intra and inter-agency working.

Due to the number of panel members and the volume of information received regarding a case, a digital software solution is required in order to reduce the administrative burden on all agencies, meet the relevant security requirements and share information with panel members easily.

Bidders may propose alternative solutions to meet the Council’s requirement. Should alternatives be proposed, the alternatives must, as a minimum, fulfil the requirement as communicated by this documentation otherwise the bid may be rejected.

**Section Two - Requirement**

*Must Have Processes(alphabetically):*

Clear disaster recovery process

Cloud based solution hosted

Personalised dashboard configuration dependent on access level/ role assigned

**Contract Term**

3-year minimum contract

**System Users**

The following table provides a breakdown of the potential users requiring access to the proposed case management system.

|  |  |  |
| --- | --- | --- |
| User Group | Level of Access/Interaction | Number of Users |
| Chair/Panel members | Limited user access - Cases | 100 |
| Steering group | Limited user access – Steering Group area | 30 |
| Manager | Full access with additional reporting capabilities | 4 |
| Administrator | Full access with additional ability to create users, create new workflows and change templates used for correspondence. Deletion of information as requested by GDPR. | 4 |
| External | Limited read only access | Number required on a case by case basis. |

|  |  |  |
| --- | --- | --- |
| **Access level** | **Details** | **Number of users** |
| Full access | Ability to view/edit all fields on cases, Report viewing, View audit trails, view/add/edit/delete documents, the ability to assign workflows and individual cases to users. | 8 |
| Defined user access - Cases | Ability to view/edit case details, upload/add/create documents relating to the cases allocated to their user account. | 60 |
| Defined user access – Steering Group Area | Ability to view allocated and defined case details/documents. Ability to view outstanding actions assigned to their user account and dashboards of overall case status/activity. | 30 |
| Defined read only access | Ability to access one or two documents in a locked down area with safeguards such as non-disclosure agreement and time limited access. | Number required on a case by case basis. |

**Relevant Software Information**

Any potential system should be compatible with Microsoft Office applications, including Outlook.

**Case Management System Requirements**

The following table covers the core technical specifications that the DHR Case Management system would need to adhere to.

|  |  |
| --- | --- |
| Ref | Requirement |
| 1. | **System Specifications** |
| 1.1 | The system must be accessible by secure URL. |
| 1.2 | The system must have the ability to create configurable reports and dashboards |
| 1.4 | The system must have a compliant mobile interface. |
| 1.5 | The system must meet KCCs GDPR requirements and display a cookie policy |
| 1.6 | The system must meet WCAG 2.1 requirements |
| 1.7 | The system must have the ability to connect with Microsoft office programs including 365 |
| 1.8 | The system must have the ability to store and edit multiple document templates (i.e letters, agendas) |
| 1.9 | The system must have the ability to create/configure, export and print data and templates |
| 1.10 | The system must have the ability to upload multiple documents to the record in multiple formats (must include PDF, JPEG, PNG, JPG, TIF, Microsoft Office inc 365) |
| 1.11 | The system must have the ability to view uploaded documents and allow download for review/amendment with clear version control |
| 1.12 | The system must have an area within the platform but outside of the individual cases for use by the Steering Group for meetings etc |
| 1.13 | It is desirable for the system to be able to also manage Safeguarding Adults Reviews (SARs) with suitable partition to allow separate data governance for SARs and DHRs. |
| 1.14 | The system supplier should demonstrate ISO27001 accreditation |
| 2. | **Data Management** |
| 2.1 | The system must be able to record multiple notes against a case with a clear time and date audit trail. |
| 2.2 | The system must have a search function that searches all input data fields and cases |
| 2.3 | The systems must be able to monitor workflows and notify of any actions not completed (this must be editable by a certain level of permission) |
| 2.4 | The system must be able to hold multiple instances of information under one field – conditional fields e.g add another witness option’ ticking a box makes more fields visible |
| 2.5 | The system must have the ability for information to be updated with clear audit trail within a case |
| 2.6 | The system must be able to show a clear audit trail of activities completed within a document. |
| 2.7 | The system must be able to record comments/tracked changes within documents – reduces duplication of the same document |
| 2.8 | The system must have a case checklist function to allow tracking of case status depending of stage of workflow and/or manual intervention. |
| 2.9 | The system must be able to summarise agency involvements from timelines submitted onto the case as well as the case progression of each case. |
| 2.10 | The system must have an central depository to upload agenda and minutes for meetings. |
| 2.11 | The system must have an online web form for agencies to submit new referrals to be completed via a workflow |
| 2.12 | The system must be easily Segregated to levels of permissions by administrators? |
| 2.13 | The system must have the ability to produce action plans for each case. |
| 2.14 | The system should have a search facility to search individual cases as well as all types of case notes, fields and text boxes |
| 3. | **Users and Access Levels** |
| 3.1 | The system must have the ability to have user roles defined by a system administrator which in turn defines the areas the access is delegated for |
| 3.2 | The system must have customisable views based on permissions defined by system administrator |
| 3.3 | The system must have the ability for the system administrators to reset and the system automatically issue passwords. |
| 3.4 | The system must have the ability to create a contact list based on organisations and their involvements in cases (csv/excel format) |
| 3.5 | The system must show the current membership (and changes in membership), defined by the system and administrator for each case |
| 4. | **Communications and Alerts** |
| 4.1 | The system must have the ability to send electronic communications/notifications with deadlines to chairs, panel members and steering group members based pre-set workflows as well as user fed. |
| 4.2 | The system must be able to send documents to those that do not have access to the system via integration through outlook |
| 4.3 | The system must be able to notify/chase by email tasks that need to be undertaken within a predefined workflow, with a nice to have ability for them to action them from the notification email. |
| 4.4 | The system must be able to send notifications to those allocated to a specific case when a document has been added/updated |
| 4.5 | The system must have the ability to send emails to secure email addresses |
| 5. | **Reporting/Exporting** |
| 5.1 | The system must be able to produce bundles from selected documents uploads to the system |
| 5.2 | The system must be able to amalgamate chronology documents to produce a timeline of events |
| 2.3 | The system must be able to have amendable reports for data across the system |
| 5.4 | The system must have the ability to produce defined monthly/yearly reports (using at least checklist data and action plan data.) |
| 5.5 | The system must have the ability to produce weekly/monthly/yearly statistical analysis (using at least checklist data and action plan data.) |
| 5.6 | The system must have the ability for the users to produce Ad – Hoc reports (defined by their role) |
| 5.7 | The system must have the ability to export all reports to an .xls file |
| 5.8 | The system must have the ability to show dashboard of cases and be defined by the user role |
| 5.9 | The system must be able to monitor delays in-between processes from pre-set timelines and workflows. |
| 5.10 | The system must be able to identify a cluster of cases allocated to a certain chair |
| 5.11 | The system must have the ability to give external person/s access to the finalised report for time limited access via a self-combusting email |
| 5.12 | The system must have the ability to report on involvement of agencies across cases. |
| 5.13 | The system must have the ability to create both singular (case specific) and combined (all cases) action planners – only viewable to certain permissions |
| 5.14 | The system must be able to create composite reports from agency summaries |
| 5.15 | The system must allow case action plans to be amalgamated and allow for sorting/reporting based on action owner and/or status within the Steering Group Area. |
| 5.16 | The system must allow Steering Group members to upload supporting evidence/documents to actions/action plans. |
| 5.17 | The system must have direct printing capability. |
| 6 | **Auditing** |
| 6.1 | The system must have an audit trail of any activity within the cases |
| 6.2 | The system should have the ability to export the audit trail |
| 6.3 | The system must be able to restrict deletion of an audit history |
| 6.4 | The system must have the ability to archive cases when all actions have been completed - archive should be accessible but not editable and in accordance with KCC retention policy |
| 7. | **Website** |
| 7.1 | The system must desirably be able to publish certain information to a password protected area for those given the appropriate access |
| 7.2 | The system must desirably have a terms and conditions/non-disclosure agreement that will have to be read before access can be given. This can be a pop up. |
| 7.3 | The system must have the ability for notifications to be made from a website form (without logging in) which will then prompt an email alert to a mailbox. |
| 8 | **Supplier** |
| 8.1 | The supplier must have the ability to charge per licence and not be dependent on number of users. |
| 8.2 | The supplier must provide costs that include annual support and maintenance as well as upgrades throughout the list of the contract |
| 8.3 | The supplier must give examples of their experiences working with local authorities |
| 8.4 | The supplier must explain and give examples of implementation of case review systems. |

References

Please provide reference details that are relevant to this requirement, including the full name, address and other contact details of three organisations. It is preferable to provide public sector references, but not essential.

**Evaluation Criteria**

|  |  |
| --- | --- |
| **Criteria** | **Weighting** |
| Case Study | 50% |
| Experience | 20% |
| Overall Price | 30% |