**SPECIFICATION FOR**

**BUSINESS INTELLIGENCE SOFTWARE PROCUREMENT**

**February 2018**

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| Service Specification No. |  |
| Service | **Business Intelligence Software** |
| Commissioner Lead | **Public Health** |
| Provider Lead |  |
| Period | **February 2018 – February 2019 (1 year)** |
| Date of Review |  |

1. **Requirement summary**
   1. Bracknell Forest Council is looking to better and more informatively display information within departments, so senior managers are able to see a greater overview of Council business in one place.
   2. To fulfil this aim we are looking to procure Business Intelligence Software to enable the production of customised Dashboards, customised by department or responsibility of each senior manager.
   3. Dashboards will need to be fully customisable for each senior manager and able to display complex data in a clean and informative format within a small space.
   4. The Dashboard will need to be able to display numerical and non numerical information.
   5. The information behind the dashboard will need to be easily updatable (to ensure information is relevant and up to date) and stored in the cloud, to allow access from any where.
   6. The Dashboard must be accessible across desktop and tablet devices.
   7. The requirement will be for full access to the Business Intelligence software for 1 year commencing at award of contract. With 4 users able to design and develop the Dashboards, 35 users able to have viewing access (through a login) and wider ability to share to non logged in users.
2. **Technical requirements**
   1. Fully customisable dashboard to show multiple levels of data, including ability to drill down.
   2. Dashboard able to show multiple datasets at once
   3. Dashboard to be customisable to Council branding with no platform branding.
   4. It has been estimated that there is a requirement for 6 different dashboards, for which we have budgeted 20 hours of support per dashboard.
   5. The support will include building of dashboards, helpdesk support, training of council staff, support & advice for internal data processes, data cleaning, advice for internal data extraction, advice for internal data organisation, regular online or telephone meetings and support through changing directions of dashboard requirement.
   6. Any further requirement for additional dashboards or additional functionality will be carried out in house.
   7. Further development in house will be possible due to full training/training materials that are delivered by the provider to at least 4 staff.
   8. Ability to display interactive tables, graphs, images, text and potential for geographical information display.
   9. Access to securely view Dashboards through a log in, secured link or embedded into a website.
   10. The dashboard must be able to securely show sensitive or personal information, security must extend also to the upload and storage of this information.
   11. Data behind dashboard to be securely held in the cloud and stored within council [third party data guidelines](http://boris.bracknell-forest.gov.uk/ict-third-party-security-standards.doc), particular attention should be paid to the location of data storage (not to be outside of the European Economic Area (EEA), if data is stored outside of the EEA a detailed explanation of storage security/protocol will be required and the bid will only be able to progress if the commissioner is sufficiently happy with this arrangement) and data storage facility is ISO270001 certified.
   12. The provider will work with the commissioner to ensure that all activity and practice is in line with new General Data Protection Regulation (GDPR) when it comes into force.
   13. Simple upload function to upload excel, .csv and other database files/extracts for example (SQL server).
   14. Support in Dashboard development and development of internal data processes likely to result in more up to date Dashboard data (example: support to link into key databases for a regular and automated flow of data).
   15. Dashboard development training to be provided (in person or online training resources).
   16. Dashboard development to not require advanced technical skills, such as coding.
   17. Ability to audit usage of Dashboards
   18. Data must be stored in a format or system which it is possible to securely export back to the commissioner [Bracknell Forest Council] at the end of the contract. There must be no charge for the handover of the data back to the commissioner.
   19. The provider will work with Bracknell Forest Council’s IT department to ensure that the dashboard and any associated apps or software is usable across the full range of devices both in the office and remotely.
   20. The Council will retain all ownership of data.