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**Soft Market Research May 2023**

**Gloucestershire County Council Registration Services**

**Ref: Registration Service system**

**Project Brief and Questionnaire**

# Part 1: Project brief

## Aim of Soft Market Research

Gloucestershire County Council (GCC) is looking to procure a booking and staff management solution to replace the current contract. The Registration booking system (currently Zipporah) is the main ICT system used by Gloucestershire Registration Service (GRS). Staff and public via online bookings need to be able to book:

* Birth & Death Registration appointments
* Notice of Marriage appointments
* Notice of Civil Partnership appointments
* Walk in appointments
* Marriage ceremonies – Approved Premises, Register Office and Statutory
* Civil Partnership ceremonies – Approved Premises, Register Office and Statutory
* Naming ceremonies – Approved Premises and Register Office
* Renewal of Vows ceremonies – Approved Premises and Register Office
* Citizenship ceremonies
* Copy Certificate orders

This soft market research exercise will help to inform us of:

* The market’s ability to deliver GRS & GCC’s requirements
* Market capacity and flexibility to deliver this procurement;
* How attractive is this opportunity to work with GCC should investment be needed by a supplier;
* The potential level of interest in bidding for this contract.
1. **The Current Service**

Currently our Registration Service web-based booking system is provided by Zipporah.

In addition to the prime booking and staff management system functions, we also use the following additional modules / functions

* Staff allocation: We allocate Casual Celebrants and Registration Officers to ceremonies at Approved Premises and Register Offices throughout the County
* Stock & Cashbook functionality
* Copy Certificate recording and certificate management
* Reporting
* Customer Accounts, where customers can
	+ track their ceremony booking and key milestones before and after their ceremony
	+ pay charges and track financial information related to their booking
	+ personalise their ceremony and submit key information
	+ complete legal requirements and submit key information
	+ book notice appointments

The current maintenance contract runs until 31/03/2024.

The system is hosted externally by Zipporah who provide the day-to-day support and any other development as required.

Zipporah is a recognised system used across Local Authorities and Registration Services but is tailored to meet individual needs.

There are approximately 150 users of the management system in Gloucestershire including registration officers, ceremony team officers, casual ceremony celebrants, copy certificate team, coroners' officers, Shire Hall reception team, Hospital Bereavement Team.

There are approximately 4000 Customer Accounts.

Zipporah has integration with the authority’s payment solution.

1. **The Need**

The supplied booking system must meet the needs of the business and provide a good value contract that future proofs our service. It is important that the supplier engages with us positively and shares our vision and is able to deliver it. We need a contract that not only has the facility to do all of the functions we require but additionally has development time built into it so that we can grow further without any financial surprises.

A system that meets our needs of today and facilitates our vision of the future, integrates with all of our systems successfully i.e. CWU website, payments. We want a relationship that is forward thinking and shares ideas.

It is important that any system meets the regulatory and best practice requirements to allow GRS & GCC to achieve the best possible outcomes for all service users.

The system must integrate with our current payment provider and any future providers should GCC decide to change.

We need to ensure that GRS have a booking system which is fit for purpose, future proofed and provides good value for money. We wish to explore the potential in the marketplace for fully integrating systems. This soft market research may provide information to support future procurements.

1. **Timeline for soft market research**

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| **Milestone** | **Dates** |
| **Soft Market Research Questionnaire Published**  | **17th May 2023** |
| **Soft Market Research Questionnaire submission deadline** | **14th June 2023** |

# Part 2: Soft Market Research Questionnaire

**Participating in the Soft Marketing Research Exercise**

We would welcome your participation in our Soft Market Research exercise. Please complete and return this questionnaire via our e- procurement portal at <https://www.supplyingthesouthwest.org.uk> by the 14th June 2023 at 17:00.

Please note that this questionnaire has been issued by GCC purely for information seeking purposes and does not form part of the procurement process. Interested parties should note that a response to this questionnaire does not guarantee an invitation to tender for any services which the Council may advertise, nor that the Council will procure any such services or accept any proposals offered. Conversely, not participating in the soft market research exercise will not exclude any party from any involvement in the procurement process.

For the avoidance of doubt this document does not constitute an offer open to acceptance. Whilst we are collecting information to inform our decision making there is no guarantee that we will be issuing an ITT in the near future.

**Soft Market Research May 2023**

**Gloucestershire County Council**

**Ref: Registration Service system**

**Questionnaire**

**Section 1**

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| **Name of Organisation:****Address:** |

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| **Contact Name:****Contact Details****Telephone:****Email:****Website address**: |

**Section 2 Questionnaire**

1. **Solution**

Gloucestershire County Council is looking for a software solution that delivers standard Registration Services and can be successfully integrated with other software solutions. When developing any future procurement requirement, we need to understand what if any functionality is currently not available and when such functionality may become available. We also need to understand how this software could be developed and changed as our requirements evolve e.g. adding in a new bookable service. There is a need for the system to integrate with GCC payments through Capita 360 and the GCC website (Celebrate with Us).

**Therefore please consider the following points and provide a full response in the box below.**

* Please provide examples of where your system has been successfully implemented within an Authority’s Registration service.
* Please provide examples of how your systems have previously integrated with a card payment system. List all card payment systems you integrate with.
* What are the key lessons from implementing your solution with various authorities?
* Please describe your solution and how it could meet our requirements.
* Identify the elements that are currently available, those that are planned and those that you would need to commission to meet this requirement.
* Please outline your approach to requests for development of new functionality, or changes to existing functionality.

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1. **What are key user benefits of your solution compared to others in the market?**

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1. **Change and Innovation**

The Council is looking for a supplier that continues to invest in its product to meet both statutory requirements and enhances the usability and capability of its solution. Please describe a couple of key changes (and why they are key), that you have implemented in the last year.

What two key changes are you looking to implement over the next 12 months. How do you go about prioritising such improvements? Do you have a roadmap which you share with customers, and how can this be influenced?

What evidence can you give of commitment in responding to the delivery of statutory change e.g. working on new initiatives such as the Law Commission Review & any changes to The Marriage Act 1949

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1. **Control of Sensitive data**

Please describe how data managed by your overall solution can be controlled and monitored.

Please detail security certification including confirmation whether you meet Cyber Essentials, or equivalent, and if you have ISO27001.

Detail location of servers

Detail experience or commitment to work with ESCROW requirements.

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1. **System**

GCC requires the ability to customise its forms and workflow processes to match internal business requirements. The system must also contain statutory standardised processes for the following activities. Please indicate on the grid below how your solution (which may include systems and/or interfaces between systems) would match these requirements. Please indicate if your solution is supplied via a sub-contracted service or consortium.

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| **Workflow management for** | **Existing back-office system****(Yes / No) if no, expected go live date** | **Existing public / professional web-based interface****(Yes / No) if no, expected go live date** |
| Diary Management of appointments as follows; Births, Birth Re-Registrations, Deaths, Notices of Marriage, Notices of Civil Partnership and Walk ins  |  |  |
| Diary Management of ceremonies as follows; Marriages, Civil Partnerships, Renewal of Vows, Commitments, Baby Naming & Citizenship.  |  |  |
| Public online booking of appointments as follows; Births, Birth Re-Registrations, Deaths, Notices of Marriage, Notices of Civil Partnership. |  |  |
| Public online booking of ceremonies as follows; Marriage, Civil Partnership, Renewal of Vows, Commitments, Baby Naming & Citizenship. |  |  |
| System to be capable of integration with GCC website. |  |  |
| Marriage, Civil Partnership, Renewal of Vows, Commitment & Baby Naming ceremony account - allowing customers to make ceremony choices / give extra information and for an automated script to be produced and printed. |  |  |
| Dashboard function, available for staff and customers, to track progress of appointments and outstanding tasks including payments.  |  |  |
| Staff allocation facility for resource planning e.g. celebrants. |  |  |
| Certificate stock control facility. |  |  |
| Copy certificate recording and certificate management. |  |  |
| Public online request process for copy certificates. |  |  |
| Wide ranging reporting functionality producing comprehensive statistics. |  |  |
| Secure interface with GCC card payment provider. |  |  |
| Configuration and management of both automated and ad hoc communication functionality for customer notifications and interactions, e.g. email / SMS. |  |  |
| Mail merge facility for survey and marketing use. |  |  |
| Self-service check-in facility for appointments. |  |  |
| Mobile / tablet friendly interface, accessible via the cloud to W3C standards. |  |  |
| Hosted & managed service. |  |  |

1. **Other functionality**

Please list here any functionality you already offer, or have in development, in addition to the above which may be of interest to us.

1. **Reporting: internal performance and statutory returns**

How will your system provide reports for GCC to allow internal and external performance monitoring requirements to be met? What sort of reports can be produced? Are there standard reports and a reporting tool which we could use to configure our own reports?

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1. **Data migration**

Please provide a couple of examples of recent system implementation including data migration. Please describe the support provided, any key lessons learnt and any common pitfalls that we should seek to avoid.

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1. **Training & Support**

There are approximately 150 staff trained using existing systems. Please provide two examples of undertaking a similar sized training “programme” including details of how you have gone about this. What are the key methods used, and any lessons you have learnt as to what works well?

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1. **Support and professional services**

Please outline standard support arrangements and additional services you could offer to maintain any proposed system. Include details of any user groups or forums, or other customer engagement.

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1. **In-house user support**

Please provide an overview of the ongoing maintenance and support you provide, including any key SLAs.

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1. **Please state if you would be interested in bidding for this project giving reasons why it may be attractive or unattractive to you; particularly covering factors which might stop you from bidding.**

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