TORBAY COUNCIL

# Part 2 Specification

## Contract Reference

## T00919ChS

## Contract Title

## Torbay Virtual School - Electronic Personal Education Plan System 2019

# Contents

# 1. Minimum and Mandatory Requirements

This Specification sets out the Authority's minimum requirements in relation to the provision of an Electronic Personal Education Plan System. It is the Authority's expectation that all Applicants meet these minimum requirements and will demonstrate this in their responses to the Method Statements and Technical Questions within Part 4 Award Questionnaire.

The Authority has set out a number of Mandatory Requirements within this Specification. Applicants will be required to confirm their compliance with these Mandatory Requirements within their Part 4 Award Questionnaire Submission.

# 2. Overall Scope and Nature of the Requirement

Torbay Virtual School (TVS) is seeking an electronic Personal Education Plan (PEP) system for recording and storing PEP data information for young people on its school roll of approximately 500 pupils.

The maximum Budget for this Contract is £60,000. This is to include the initial set up cost and all annual fees, including Licensing, Support and Hosting for the maximum Contract period of 4 years. Please refer to section 2.5 of Part 1 Information, Part 5 Pricing Schedule and section 4. Mandatory Requirements, below.
Following the maximum 4 year Contract period, TVS may require further annual licensing, support and maintenance of the proposed system – subject to future available budget. Applicants will be asked to provide costs for this within Part 5 Pricing Schedule but this will be **for information purposes only** and the submitted costs <u>are not part of the maximum £60,000 Budget for this Contract</u>, which Applicant's submitted pricing must not exceed.

The system needs to be a single point of reference for statistical data about young people so that professionals can enter data and share it with professional colleagues regardless of their geographic location.

The key areas of the PEP need to be easy to update, review and analyse, for example attendance data and attainment. A user friendly system that has a strong emphasis on clarity of information and ease of use is essential, as well as the expectation that all confidential data is secure and compliant with the local authority guidelines for data security.

As well as the statistical information, there needs to be space for records of meetings to be captured so that there is transparency relating to discussions held about the young person. There should also be space for the young person's views to be captured. Data capture fields should be simple and linear so that there is a clear and straightforward process for entering information, in order to mitigate against user error or failure to save data

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effectively. It should be easy for users to know what they need to enter and when they have completed all of their relevant sections.

Because there is a link to the allocation of Pupil Premium Plus (PP+) funding to the PEP, there should be a target section in each PEP that allows schools to create SMART targets that details explicitly how much PP+ they are requesting and how they intend to use that money. This section will need to be subject to an electronic approval system that allows financial recording to take place without impeding the overall completion and logging of the PEP itself.

The system should ideally be able to communicate with the Authority's existing systems, particularly PARIS, and have the scope for archiving and retrieving from archive, pupil records. If it cannot communicate across systems it needs to have a straightforward and fuss-free system to allow new records to be created. There should be also 'cross pollination' of data fields so that there are no inconsistencies in data on the system i.e. if contact details are updated in any one field they will be updated throughout all relevant fields.

Finally, the system needs to provide options for data analysis reports that are straightforward and easy to create, across a core number of record fields.

# 3. Specific Requirements

### Service access

3.1 The system must allow for 24hour access during every working day of the 39 week school calendar year, without restrictions on geographical location or dependency on hard installation of software, and for pre-agreed maintenance to be carried out during non-term dates only.

3.2 Users must be able to access the system from any device with web capability. Therefore, providing scope for pages to be viewed and seen in the same way on either a laptop, a tablet or a smartphone and without restrictions on the specific browser used, the speed of connection or software compatibility, e.g. Flash.

### User requirements

3.3 Presentation of the system must work to the lowest user denominator, so that functionality takes precedent over form.

3.4 The system should be linear with an easy to follow directional flow.

3.5 Pages should be simple to complete without an overload of options and an appropriate balance between pre-set fields and free text.

3.6 Once input, core data should be consistent throughout all subsequent Personal Education Plans (PEPs).

3.7 Completed/archived PEPs should be clearly distinguishable from current ones.

3.8 Each PEP should be a stand-alone document without roll-over of previous data (except core information).

3.9 Different user areas and responsibilities should be clearly demarked to ensure that users only complete fields which they are authorised to update.

3.10 Settings must enforce full completion of all fields before signing off and functionality to prevent end-user data loss, e.g. 'auto-save'.

3.11 The system should allow for Torbay Council user 'Admin' access, for example to undertake setting up new users, resetting passwords, creating/editing new schools, creating report templates, etc.

3.12 The successful Applicant will be able to evidence close work with Virtual Schools to demonstrate that their system is relevant, innovative, up-to-date and end-user focused.

3.13 The system should allow for Torbay Council User Admin customisation and flexibility in setting up unique configuration. For example: adding or removing fields in the PEP form and creating new job roles and permissions.

### Clarity of information and sequential data flow

3.14 The system must operate in a sequential way, which ensures each PEP has a clear submission, approval, and completion and evaluation sequence.

### Data transfer/communication

3.15 The system should be set up to allow the easy updating of new user data and ideally be able to communicate directly with existing Authority systems (e.g. 'PARIS'), to allow automatic uploading of pupil data.

3.16 If the system is unable to communicate directly, it should allow for a simple, one-time data entry point that allows new pupils to be linked to allocated schools, social workers and Designated Teachers without complication. Similarly, when a pupil leaves care or moves to a different school/has a new social worker allocated, the update should take place in one place only and automatically remove old connections, without the need for multiple actions.

3.17 Core pupil data should automatically feed into the current PEP document but not impact on completed or archived PEPs.

### Staff training

3.18 The successful Applicant must provide comprehensive training to TVS staff and provide training sessions for users, on site within Torbay. There must be a comprehensive user guide available to support the system, so that novice users can quickly get up to speed or be able to identify problems, without a need for external assistance.

### Data monitoring

3.19 The system must provide resources to manipulate core data for reporting purposes. Reports need to be generated around key areas, such as attendance, attainment, number of PEPs completed and overdue/outstanding PEPs and financial spending. Ideally, reports should be easy to manipulate or generate by Torbay Council user

administrators so that there is flexibility in what can be obtained from the system based on the entire data pool available. There should be options for reports to be downloaded

The system should have a date-filtered report or 'dashboard' to allow monitoring by the Virtual School Head.

**Communication**

3.20 The system should have mechanisms in place that allow for the alerts or notifications to be sent to nominated users that advise of key deadlines, or when actions need to take place. Ideally, it could feed directly into Microsoft Outlook mailboxes (or equivalent) but if not, provide email alerts or links that are easily recognisable, secure and easy to access.

**External documents**

3.21 Functionality should exist to allow external documents to be attached to a specific user profile or a PEP that supports the existing information. Additionally, the system should allow for printouts to be made of some or all parts of the PEP, for those users that require a physical copy of the report.

**Contract termination**

3.22 A requirement of the Contract is for the successful Supplier to protect the data loaded onto the system and to ensure that the data remains the intellectual property of Torbay Council and that as such, is it fully recoverable in the case of:

- the successful Supplier going out of business;
- at the end of the Contract – or if the Contract is terminated; or
- through an unforeseen emergency situation, that might lead to a change in service provision.

# 4. Mandatory Requirements

4.1 The Authority requires that the system must be:

a) An established web-based software application;
b) Fully developed;
c) Fully operational and currently used in a live environment;
d) Hosted;
e) Secure; and
f) Kept fully functional with all supported versions of third party components, systems etc, for example databases, operating systems including mobile devices, report tools, browsers or any other products.

4.2 The proposed solution must provide an availability level of ninety-nine point five percent (99.5%) measured over a calendar month, between the hours of 7am and 7pm, Monday to Friday, and must include a reporting function to provide proof of

this availability.

4.3    The successful Applicant must have technical and procedural security measures in place to prevent:

    a) Unauthorised or unlawful processing of personal data (for example, by non-authorised members of personnel or other clients);

    b) Accidental loss or destruction of or damage to personal data.

4.4    The successful Applicant must:

    a) Ensure that any enforced format or layout requirements imposed meet at least AA standards in terms of Accessibility (or be working towards this);

    b) Provide up-to-date documentation from the latest annual Penetration Testing undertaken by a reputable security vendor and provide evidence that any high priority items have been addressed.

4.5    All personal data must be supplied using https (minimum level SSL3 or TLS 1.2 (preferred)).

4.6    Access to the Authority's dataset must be limited to the Authority and approved personnel from the successful Applicant's organisation.

4.7    The Solution must be capable of supporting a secure connection mechanism from the Authority's network to the hosted System.

4.8    The successful Applicant must provide an outline plan which describes, if necessary, how the System will be implemented and deployed for the Authority and a description of the tasks involved and resources needed. The successful Applicant will need to develop their outline plan into a full implementation plan upon Contract Award. Examples will be required of how the Applicant has maintained continuity of service when renewing existing contracts.

4.9    The successful Applicant must ensure that the Solution is GDPR (General Data Protection Regulation) compliant, including complying with the information rights of data subjects and deletion of data according to appropriate retention schedules.

4.10   The successful Applicant must have general data protection and information security procedures in place. These should include adherence to recognised standards (e.g. ISO/IEC 27001), equipment audits by a reputable third party (details of audits to be made available upon request).

4.11   The successful Applicant must have appropriate Disaster Recovery / Business Continuity procedures in place (i.e. how the Organisation plans to ensure its continued functioning and servicing for this Contract, after a major event, e.g. a flood or fire, which results in the loss of computers, telephones, premises etc.) Also to mitigate against day to day issues, e.g. cases of staff turnover, holiday periods, taking on new contracts etc.

4.12   The successful Applicant must supply the Authority with all of its production data (in a format and time to be specified), with an appropriate database schema, free of charge at the end of the Contract period.

4.13   The successful Applicant must have a Service Level Agreement (SLA) for the

hosting of the System. As a minimum the SLA needs to cover:

a) Back-Ups;
b) System Restore;
c) System availability/reliability;
d) Loading of Software Patches and Upgrades (including Patches and Upgrades to Operating Systems and Third Party Components);
e) Details of where data back-ups will be held and what physical and electronic security will be used to secure them.
f) Equipment audits by a reputable third party (details of audits to be made available on request);
g) Reaction to information on potential security breaches.

4.14    The successful Applicant must have a Support/Helpdesk facility to log issues with the System, operating during working hours, 09:00am – 5:00pm, Monday – Friday.

4.15    The successful Applicant must ensure that their proposed system is available for access every school day of the 39 week term and that any maintenance/planned downtime is carried out on weekends or during school holidays.

4.16    All Torbay end users must be able to access the proposed system from anywhere, irrespective of having to install any additional software.

4.17    The Authority's data must not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data. The successful Applicant will be required to comply with any changes in data protection legislation put in place post Brexit.

4.18    The attached Appendix C Information Security Questionnaire for Data Processors and Third Parties, must be completed by all Applicants and submitted as part of their Tender bids. This document will be evaluated by Torbay Council and it is a Mandatory requirement that this Questionnaire receives a Pass in order for the remainder of the Applicant's Award submission to be evaluated.

4.19    The maximum Budget for this Contract is £60,000. This is to include the initial set up cost and all annual fees, including Licensing, Support and Hosting for the maximum Contract period of 4 years. **Please Note:** Where the Applicant's proposed submitted price exceeds this figure (the maximum total budget available), the Applicant will be deemed to have failed the process in its entirety and their bid will not be evaluated further.

# 5  Contract and Performance Review Requirements

## 5.1  Performance Management

5.1.1  The successful Applicant must set a schedule for regular service reviews with the Authority, to be held a minimum of once every six months for review of logged problems, downtime analysis, system updates and any other concerns that TVS has identified within the service provision. This will be measured against the successful supplier's Service Level Agreement (SLA) for the hosting of the System (as above).

5.1.2  The successful Applicant must provide a named account manager to deal with queries, helpdesk support and day to day issues and to provide a clear line of contact should service delivery fall below expectations.

5.1.3  The successful Applicant must work to agreed resolution times, as defined in conjunction with the Authority and on a sliding scale dependent on service impact.

5.1.4  The Authority and the successful Applicant will agree a Service Improvement Plan, in the event of under-performance by the successful supplier.

# 6.  Invoicing

6.1  The successful Applicant must make all invoices payable by Torbay Council with Torbay Council's name and address and marked with senders name and address.

6.2  Invoices must be emailed to the Payments Section directly (Email: Payments.Section@torbay.gov.uk ) and copy sent to the Virtual Head (Email: jane.inett@torbay.gov.uk ).

6.3  All Invoices must contain the corresponding Torbay Council Purchase Order Number.

6.4  The Authority's settlement terms are 30 days from receipt of the goods and services or the invoice whichever is the later.

6.5  Payment will be made to the successful Applicant by BACS.

6.6  Remittance advices will be transmitted to the successful Applicant, via post, fax or e-mail.

# 7.  Added Value

## 7.1  Further Services Offered

The Applicant will be expected to suggest as part of its response to the Evaluation Questions any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Authority.

Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.

# 8. Awarding the Contract on Behalf of Other Contracting Authorities

8.1    The Authority is purchasing on behalf of other contracting authorities: Yes*


8.2    *Although the Contract will be awarded by Torbay Council, following the strategic partnership between Torbay Council's Children's Services and Plymouth City Council's Children's Services, Plymouth City Council may/may not need access to the successful Applicant's proposed system, during the life of the Contract and beyond.