

**ICT17038**

**Supply of an Early Years and Education Management Information System and Associated Services**

**Soft Market Testing Exercise**

|  |
| --- |
| CONTENTS |

[CONTENTS 2](#_Toc503966703)

[1. Definitions and Abbreviations 3](#_Toc503966704)

[2. Introduction 8](#_Toc503966705)

[3. Instructions to Respond 10](#_Toc503966706)

[4. Background 11](#_Toc503966707)

[5. Requirement Overview 13](#_Toc503966708)

[6. Questions 15](#_Toc503966709)

[7. FOIA Disclosure Form 27](#_Toc503966710)

## Definitions and Abbreviations

| **Term** | **Meaning** |
| --- | --- |
| **30 Hour Free Childcare** | means the total amount of free childcare that a child aged 3 and 4 years may be entitled to, if their parents are living and working in England. All 3 and 4 year olds in England are already entitled to receive 15 hours a week, or 570 hours a year of free early education, so the addition of a further 15 hours a week may be available. |
| **AOT** | means Admissions Online Transfer, which is a schema defined by the DfE. |
| **Associated Services** | means services that will enable the Council to make full and best use of the System including without limitation, upgrades, fixes, training, bespoke Software development, installation, implementation, consultancy, support and maintenance. |
| **Children in Care (CIC)** | means a person under 18 who is subject to a care order under Section 31 of the 1989 Act (including an interim care order), or is accommodated under Section 20 of that Act. |
| **Children’s Services** | shall mean the Council department with responsibility for social care and educational services to children, young people and their families. |
| **Council** | means Derbyshire County Council. |
| **Conference Call** | means a previously arranged telephone call or video conference call between Council personnel and a supplier’s personnel. |
| **Department for Education (DfE)** | means the Government department responsible for child protection, education (compulsory, further and higher education), apprenticeships and wider skills in England. |
| **Derbyshire Local Offer** | means the website which provides information about available services for young people with SEND and their families. |
| **Derbyshire Safeguarding Children Board** | means a statutory body, established in accordance with the Children Act 2004, and Working Together to Safeguard Children guidance 2015. Its role is to co-ordinate and monitor the effectiveness of the safeguarding work of agencies and bodies represented on the board. |
| **EAL** | means English as an additional language. |
| **Early Years Pupil Premium (EYPP)** | means additional funding for early years settings to improve the education they provide for disadvantaged 3 and 4 year olds. |
| **EDEM** | means Electronic Data Exchange Module. |
| **EDRM** | means the Council’s electronic document and records management system as detailed in Appendix B Technical Infrastructure. |
| **EHC Needs Assessment** | means the first step to getting an EHCP. It is a legal process carried out by the Council. |

| **Term** | **Meaning** |
| --- | --- |
| **EHCP** | means Education, Health and Care Plan, which is the document produced for children and young people with special educational needs, where a child or young person has gone through the process of an EHC needs assessment. |
| **EIR** | means the Environmental Information Regulations 2004 (SI 2004/3391) together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations. |
| **Eligibility Checking System (ECS)** | means the system provided by the DfE that allows users to perform queries for checking eligibility for:   * free School meals; * funded early learning for two year olds; and * EYPP 30 Hours Free Childcare. |
| **ERP** | means the Council’s enterprise resource planning solution (currently SAP) which integrates and facilitates the automated flow of information between all business functions, for example, finance across the Council. |
| **Ever 6** | means children or young people who have been eligible for free School meals at any point in the last six years. |
| **FIS** | means the Families Information Service which holds information about a range of childcare providers, services and activities for children, young people and families. |
| **FOIA** | means the Freedom of Information Act 2000, and any subordinate legislation made under this act from time to time, together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations. |
| **GIS** | means the Council’s Geographic Information System, currently Geostore, with Mapinfo being the current desktop GIS. |
| **Government** | means the government of the United Kingdom of England, Scotland, Wales and Northern Ireland. |
| **GRIP** | means the Graduated Response for Individual Pupils which is the Council’s initiative for pupils with significant SEN in mainstream primary and secondary Schools. |
| **IPT** | means Integration Pathways Team which provides countywide support and reintegrate children and young people who have been permanently excluded from School. |
| **LDS** | means the Learning Development System used by the Council, currently supplied by SumTotal Systems UK Ltd – (http://www.sumtotalsystems.com). This is currently subject to a re-procurement exercise. |

| **Term** | **Meaning** |
| --- | --- |
| **LMS** | means the Learning Management System used by the Council, called the Dynamic Learning Environment, currently supplied by Learning Pool Ltd. This is currently subject to a re-procurement exercise. |
| **Local Authority** | means a public sector organisation that is officially responsible for all of the public services and facilities in a particular area. For Derbyshire, this is the Council. |
| **MAT** | means multi-agency team which consist of professionals from a range of different backgrounds who can offer information, advice and support to help children, young people and families overcome difficult situations. |
| **NCCIS** | means National Client Caseload Information System – the system through which Local Authorities are able to provide statutory returns and management information to the DfE. |
| **NEET** | means Not in Education, Employment or Training. |
| **Ofsted** | means the Office for Standards in Education, Children's Services and Skills, which inspects and regulates services that care for children and young people, and services providing education and skills for learners of all ages. |
| **PEP** | means Personal Education Plan and is a School based meeting to plan for the education of a CIC. PEPs are a statutory requirement for CIC to help track and promote their achievements. |
| **Post-16 System** | means the case management system used in Children’s Services, currently Core+ supplied by C:Vision (http://cvision.ltd), which has two modules to form a single database for integrated youth support.  One module is used to support, track and monitor service delivery relating to the employment, education and training of young people, and to submit monthly statutory returns to the DfE’s NCCIS.  The second module is used to record contacts with young people and provides youth workers with management information, data on staffing and expenditure, and monitors and evaluates the uptake of Youth Services. |
| **Provider Agreement** | means an agreement between the Council and external and/or internal participating service providers. |
| **Pupil Premium** | means the additional funding for publicly funded Schools and PVIs in England, to raise the attainment of disadvantaged pupils of all abilities and to close the gaps between them and their peers. |
| **PVI** | means the private, voluntary and independent sector. |
| **RDBMS** | means a Relational Database Management System, which is a program that lets a user create, update, and administer a relational database. |

| **Term** | **Meaning** |
| --- | --- |
| **School** | means a generic term to include all maintained and academy status nursery, infant, junior, primary, secondary, special schools and support centres (pupil referral units) within the geographical boundaries of Derbyshire. |
| **Schools MIS** | means the Management Information System used by Schools, currently RM Integris, supplied by RM Education plc (http://www.rm.com). |
| **SEN** | means special educational needs. |
| **SEND** | means special educational needs and disabilities. |
| **SEMH** | means social, emotional and mental health. |
| **SLA Online** | means the online solution used by the Council’s Traded Service section to provide services for Schools, currently supplied by Frontline Data Limited (http://www.frontlinedata.co.uk). The solution advertises a wide range of goods, services and training offered to Schools and nurseries across Derbyshire. |
| **SMS Text Messaging Service** | means the Council’s text messaging service, currently supplied by Text-Local Ltd (https://www.textlocal.com). |
| **SMT** | means a pre-procurement supplier engagement process of obtaining information from potential suppliers, to inform the Council of the range of options available and help refine the business case, and procurement strategy, for its requirements. |
| **Social Value** | means the economic, social and environmental well-being of the relevant area (Derbyshire) as defined in the Public Services (Social Value) Act 2012. |
| **Software** | means the application(s) of the proposed System and associated infrastructure and components. |
| **Social Care Case Management System** | means the workflow based case management solution used by the Council, known as Frameworki, supplied by Servelec Corelogic (https://www.servelechsc.com). It provides a platform for initiating work and recording interventions to ensure compliance with statutory requirements. |
| **SEND Code of Practice** | means the statutory guidance for Local Authorities on duties, policies and procedures relating to Part 3 of the Children and Families Act 2014 and associated regulations and applies to England. It relates to children and young people with SEN and disabled children and young people. |
| **Subject Access Requests (SAR)** | means a written request made by, or on behalf of, an individual for the information which he or she is entitled to ask for under section 7 of the Data Protection Act 1998. |
| **SQL** | means a domain-specific language used in programming and designed for managing data held in a relational database management system. |
| **Term** | **Meaning** |
| **SQL Server Reporting Services (SSRS)** | means a server-based report generating software system provided by Microsoft. |
| **System** | means all the functionality, software and applications covered by the scope of this SMT including associated infrastructure and components. |
| **TAPS** | means temporary additional pupil support which is a Council funding stream that Schools apply for to access resources to support pupils that are at risk of exclusion. |
| **Traded Service** | means an arrangement where a Council service or team generates income by providing Schools with a range of services either directly or using 3rd parties. |
| **YOT System** | means the case management system used by the Youth Offending Team, currently ChildView supplied by CACI (https://www.caci.co.uk), to record details of young people who enter the Criminal Justice System or are on the cusp of offending and require preventative work.  The system is compliant with requirements of the Ministry of Justice and the Youth Justice Board. |
| **Youth Services** | means non-military, intensive engagement of Young People in organised activity that contributes to the local, national, or world community. |

## Introduction

* 1. The Council wishes to hear from organisations willing to share information about their Early Years and Education Management Information System and Associated Services to gauge the likely level of interest in the project from the market. This will enable the Council to gain a better understanding of the Systems available, how they could be supplied, an indication of the likely costs, and help it determine the most effective way of packaging and scoping its requirements for any future procurement opportunity. As such the Council is undertaking this SMT exercise to engage with suppliers and share information.
  2. This exercise will be undertaken initially with interested suppliers through a written response. The Council will then review the information provided and seek clarification if required.
  3. It is not anticipated that there will be a need for face to face meetings or Conference Calls with interested suppliers. However, following consideration of the responses, if these are required requests will be sent to all relevant respondents, together with an agenda with at least 1 weeks’ notice.
  4. All responses and submissions relating to this SMT exercise are made entirely at the interested supplier’s own risk and cost. The Council will not be liable for any costs, expenditure, losses, work or effort incurred by any organisation or third party participating in this exercise.
  5. Information received from all parties will be treated as commercially confidential. Responses to this exercise are for information only and will not form part of any scored evaluation.
  6. The SMT exercise in no way commits the Council to award any contract, nor does it constitute an offer (implied or otherwise) to enter into any contractual relationship.
  7. If an organisation considers that any of the information included within its response is either commercially sensitive or confidential in nature, they should identify it specifically and explain the grounds for exemption from disclosure in accordance with the Freedom of Information Act (FOIA) 2000 or the Environmental Information Regulations (EIR) 2004; using the accompanying FOIA Disclosure Form (see Section 7) and submitting this with their response. The organisation should note that even where they have indicated that they consider the information to be commercially sensitive or confidential in nature, the Council may be required to disclose it under FOIA or EIR and the Council will be the final arbiter on such matters.
  8. Where there is any indication that a conflict of interest exists or may arise then it shall be the responsibility of the organisation to inform the Council in writing.
  9. For the avoidance of doubt, this SMT exercise is an exploratory exercise to determine feasibility and not a call for competition. It does not constitute any commitment by the Council to undertake a procurement exercise. Organisations are not prejudiced or disadvantaged by any response or failure to respond to this SMT exercise. Should the Council subsequently decide to undertake a procurement exercise, it will be carried out in accordance with the Public Contracts Regulations 2015. Please note that a response to this SMT exercise does not guarantee an invitation to participate in any subsequent procurement.

## Instructions to Respond

* 1. Written responses to the questions in Section 6 should be submitted through the Council’s electronic tendering system by **11.00am on Friday 16th February 2018.**
  2. The following documents are provided in this SMT exercise to assist you. Please ensure you have downloaded and read all of these before you respond:
* Soft Market Testing Exercise (this document);
* Appendix A Children’s Services - Service Area Descriptions;
* Appendix B Technical Infrastructure;
* Appendix C Children’s Services Work Areas and Current Modules Used; and
* Supplier Information Security Policy ([link](https://www.derbyshire.gov.uk/working_for_us/data/away_from_your_desk/working_with_the_public/default.asp)).
  1. The information provided by the Council should assist you in completing your response. Should you require any clarification relating to the information supplied or the process itself, please submit your questions through the discussions feature of the Council’s electronic tendering system by **5pm on Tuesday 6th February 2018.**
  2. Any clarification questions that are of a sensitive nature must be clearly identified as such on submission. This will then be taken into account by the Council in deciding how to distribute the question and response. All questions will be considered by the Council, and where appropriate, responses shall be provided to all parties by **5pm on Friday 9th February 2018**. However, the final decision to answer any question shall be solely at the discretion of the Council.
  3. The Council recognises that all prices quoted in response to this SMT exercise are indicative and not legally binding. However, the Council would appreciate as much detail and accuracy as organisations feel able to provide, to enable the Council to determine the necessary budget requirements. At a later date, should the Council seek to invite tenders, organisations choosing to submit a formal tender response will be expected to provide fixed and firm prices at that stage.

* 1. In the event of an emergency only, if you have any queries that cannot be submitted through the electronic tendering system, please contact:

**Name:** Guy Wilding

**Email:** [guy.wilding@derbyshire.gov.uk](mailto:guy.wilding@derbyshire.gov.uk)

**Telephone:** 01629 536866

## Background

* 1. **The Council**
     1. The Council is represented by 64 elected members who are elected every 4 years. Elected members are democratically accountable to residents who live in their electoral division.
     2. The Head of Paid Service and the Strategic Directors of each department, form the senior management team; responsible for delivering a variety of services to the local community across the county of Derbyshire.
     3. The Council departments are:
* Commissioning, Communities and Policy;
* Adult Care;
* Children’s Services; and
* Economy, Transport and Environment.
  + 1. Further information can be found at:

<http://www.derbyshire.gov.uk/council/council_works/departments/default.asp>

* 1. **The Service**
     1. Children’s Services provides a range of services throughout Derbyshire, often working in partnership with other organisations. There are currently 4,427 external providers, including childcare providers and providers of services for young people with SEND, as well as clubs such as cubs, brownies, guides and scouts. Across Derbyshire there are currently 8 nursery Schools, 350 primary Schools (of which 39 are academies), 45 secondary Schools (of which 24 are academies), 10 special Schools, 3 support centres, 22 children's centres, 3 family centres and 11 children's homes. The Council also manages the safeguarding and protection of children on behalf of Derbyshire Safeguarding Children Board.
     2. The service areas covered as part of this SMT are as follows (see Appendix A Children’s Services - Service Area Descriptions):
* Admissions and Transport Team;
* Autism Outreach and Sensory and Physical Support;
* Behaviour Support;
* Catering;
* Early Years Finance;
* Early Years Team;
* Education Welfare Team;
* Educational Psychology;
* Elective Home Education;
* FIS;
* Governor Support;
* Inclusion;
* Information and ICT;
* Integrated Workforce Development Team;
* IPT and Out of School Tuition;
* Sensory and Physical Support;
* SEND;
* Support services for SEN (SSSEN); and
* Virtual School.
  + 1. The Council’s Early Years and Education Management Information System is currently provided by Servelec Synergy Ltd (https://www.servelechsc.com). It is a modular solution, allowing information relating to several aspects of the services provided to a child to be linked and accessed by Children’s Services staff. The modules used by the Council have been taken up as individual contracts over many years. However, all contracts are co-terminated and are due to expire 31st March 2019.
    2. The Council currently uses an internally developed, hosted and managed portal for School admissions which allows parents to apply, express/amend/view preferences and view allocated School places. The portal also allows parents to make appeals against the Council’s decision, if required.

## Requirement Overview

* 1. The Council has internal ICT resources to support its technical infrastructure. Any applications or systems procured by the Council need to be compatible with this infrastructure (see Appendix B).
  2. The Council is exploring options for an Early Years and Education Management Information System, which may have broader application than the remit explored in this SMT exercise. However, the specific functionality covered in this document is of particular interest and, therefore, forms the focus of this SMT.
  3. The Council is looking for a single solution for the detailed Children’s Services work areas outlined in Appendix C, along with any of the following additional functionality that may be available:
* To support the assessment of applications by determining the shortest walking distance to School, and whether it has the flexibility to block certain routes off where the route has been determined as hazardous for the purposes of home to School transport, as well as the production of letters, either on an individual or batch basis;
* An off-the-shelf portal for parents/carers to apply for School places; express, view and amend preferences; and view allocations when complete and what security/credentials are required to access any such public facing portal;
* To receive applications for free School meals and Pupil Premium via a citizen portal;
* To provide communication with two year old eligibility directly to the national Eligibility Checking System to determine entitlement of extra entitlement funding;
* To provide email communication with School governors via the System;
* To offer functionality for marketing training courses and conferences, in a ‘live’ bookable system;
* To assist with the seamless transition of a child to an adult, and to enable all relevant data to be transferred across teams and service departments;
* To enable the SEND Service to carry out its statutory duty in accordance with the SEND Code of Practice for at least 5,000 children and young people’s records. The Council is, therefore, keen to understand whether the System has the capability to generate all formal SEND correspondence with families and external services through workflow processes that can be configured to meet strict timelines;
* To produce detailed reports across all records;
* To record part-time timetables and children who are not accessing full-time education, which will be required for potential inspection purposes;
* To support the integration of electronic PEPs, to enable access to a wide range of data and to allow for the production of a number of different reports that are vital to monitoring a child’s progress whilst in care. Information within certain sections of an electronic PEP need to be retained in subsequent PEPs, e.g. previous School history, so that as the child progresses through education a full audit is documented and maintained;
* To automatically import tracking and attendance data for CIC from Schools MIS;
* To record and extract data with regards to those who are NEET;
* To integrate with the systems included in section 6, question 4.1;
* To facilitate bidirectional transfer of files that conform to DfE mandated schemas such as AOT, to enable co-ordination with other Local Authorities;
* To assist the Council in its legislative and statutory requirements including meeting timescales, reporting requirements and updating the System according to changes in law and best practice;
* To manage funding and invoicing to third parties such as Schools and PVI;
* To provide a mail merge facility across all modules within the System;
* Mobile working options including sites with limited network availability, off-line working and working from home;
* To assist the Council to manage Subject Access Requests, including fulfilling the timescales to respond and to collate and store information so that time spent on these tasks by Council staff is reduced;
* To allow the Council to configure alerts and notifications within the System;
* To allow the Council to add, remove and configure fields and labels within the System;
* To provide an audit trail of System user activity, for example, access to records and editing/deleting records; and
* To assist the Council to manage the services it provides to children who live in Derbyshire but are educated out of County, or belong to another Local Authority but are educated in Derbyshire Schools.
  1. **Associated Services Required**

The following services would be required of the System:

* Data migration (in excess of 320,000 records);
* Training options and extent of training, both initial and ongoing training requirements and access to online help and eLearning courses;
* Implementation (to include project management);
* Software support and maintenance;
* Account Management; and
* Integration to other Council systems such as:
  + ERP;
  + EDRM;
  + Social Care Case Management;
  + YOT System;
  + Post-16 System;
  + SLA Online System;
  + LDS/LMS systems; and
  + SMS Text Messaging Service.

## Questions

Please provide your responses to the following questions in the spaces provided. It is not necessary it provide sales literature or brochures with your responses as these will be requested if required.

|  |  |
| --- | --- |
| 1. **Contact Details** | |
| Please provide your contact details for enquiries about this questionnaire. | |
| Organisation Name: |  |
| Contact name: |  |
| Postal Address: |  |
| Country: |  |
| Telephone: |  |
| Mobile: |  |
| E-mail: |  |
| 1. **Children’s Services Service Areas** | |
| Please indicate whether your System currently includes the functionality for the Children’s Services case work areas listed in the table below. Please refer to Appendix C for the modules that are currently used by the Council for these service areas.  If not currently available, please indicate whether they are on your organisations roadmap, if it would be a bespoke development or if the functionality is not available and no plans are in place to develop it. If required, please provide any additional information you feel may be required by the Council, for example, the planned timescale for development on the roadmap.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Children Services Case Work Areas** | **Currently Available** | **Planned on Roadmap** | **Bespoke Development** | **Not Available** | | Admissions and Transports Team |  | Click here to enter a date. |  |  | | Autism Outreach |  | Click here to enter a date. |  |  | | Behaviour Support |  | Click here to enter a date. |  |  | | Catering |  | Click here to enter a date. |  |  | | Early Years |  | Click here to enter a date. |  |  | | Early Years Finance |  | Click here to enter a date. |  |  | | Early Years Team |  | Click here to enter a date. |  |  | | Education Welfare |  | Click here to enter a date. |  |  | | Educational Psychology |  | Click here to enter a date. |  |  | | Elective Home Education |  | Click here to enter a date. |  |  | | FIS |  | Click here to enter a date. |  |  | | Governor Support |  | Click here to enter a date. |  |  | | Inclusion Team |  | Click here to enter a date. |  |  | | Information and ICT |  | Click here to enter a date. |  |  | | Integrated Workforce Development Team |  | Click here to enter a date. |  |  | | Integration Pathways Team |  | Click here to enter a date. |  |  | | Out of School Tuition |  | Click here to enter a date. |  |  | | Sensory and Physical Support |  | Click here to enter a date. |  |  | | Special Education Needs and Disabilities (SEND) |  | Click here to enter a date. |  |  | | Support Service for Special Educational Needs (SSSEN) |  | Click here to enter a date. |  |  | | Virtual School |  | Click here to enter a date. |  |  | | Any Additional Information |  | | | | | |
| * 1. **Admissions and Transport Team** | |
| * + 1. The Admissions and Transport Team are interested to explore how the System supports the assessment of applications by determining the shortest walking distance to School, e.g. straight line/footpath, and whether it has the flexibility to block certain routes where it has been determined as hazardous for the purposes of home to School transport, as well as mapping School locality by home postcode and catchment areas. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| * + 1. The Admissions and Transport Team currently use a bespoke Council-developed portal for the public facing element of admissions. The Council would like to investigate whether your System provides the functionality to allow parents/carers to apply for School places; express, view and amend preferences; and view allocations when complete. Please explain whether your System currently includes functionality for this and include information on the security/credentials required to access the public facing portal. | |
| **Response:** | |
| * 1. **Catering** | |
| * + 1. The Catering Team would like to explore the possibility of receiving applications for free School meals and Early Years Pupil Premium via a citizen portal. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| * 1. **Early Years Finance** | |
| * + 1. The Early Years Finance Team would like to investigate how the System provides communication with two year old eligibility directly to the national Eligibility Checking Service to determine entitlement of extra entitlement funding. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| * 1. **Governor Support** | |
| * + 1. The Governor Support Team carries out a number of functions including liaising directly with governors to provide important information and promote their services. Please explain whether the System facilitates email communication with individual governors; groups of governors; and governors in specific areas in order to carry out their work. | |
| **Response:** | |
| * 1. **Integrated Workforce Development Team** | |
| * + 1. The Integrated Workforce Development Team would like to explore the possibility of being able to externally market training, courses and conferences in a ‘live’, flexible bookable System and for this to be accessible remotely, for both internal and external users. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| * 1. **SEND** | |
| * + 1. The SEND Teamwould like to explore if the System can seamlessly assist with the transition of a child to an adult, to enable all relevant data to be transferred across teams and service departments. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| * + 1. The SEND Team would like to investigate whether the System can enable the service to carry out its statutory duty in accordance with the Special Educational Needs and Disability Code of Practice for at least 5,000 children and young people’s records. This includes being able to generate all formal SEND correspondence with families and external services through workflow processes that can be configured to meet strict timelines, and being able to produce detailed reports across all records. Please explain whether your System can accommodate this volume of data and confirm whether it has the functionality for the production of correspondence and reports to meet statutory requirements. | |
| **Response:** | |
| * 1. **Inclusion** | |
| * + 1. The Inclusion Team are keen to understand whether the System has the ability to record temporary part-time timetables and children who are not currently accessing full-time education, which will be required for potential inspection purposes. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| * 1. **Virtual School** | |
| * + 1. The Virtual School Team would like to explore the potential to implement or integrate electronic PEPs via the System. Within the electronic PEP there is a requirement to include individual sections for health, SEN, Pupil Premium, attainment results and future needs and intervention, to enable access to a wide array of data and to allow for the production of a number of different reports that are vital to monitoring a child’s progress whilst in care. Information within certain sections of an electronic PEP need to be retained in subsequent PEPs e.g. previous school history, so that, as the child progresses through education, a full audit is documented and maintained. Please explain whether your System currently includes functionality for this or whether your System can integrate with external systems that provide electronic PEPs. | |
| **Response:** | |
| * + 1. The Virtual School Team requires the ability for the System to automatically import tracking and attendance data for CIC from the Schools MIS. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| * 1. **Elective Home Education** | |
| * + 1. The Elective Home Education Team want to investigate whether the System can produce chronologies to help inform future action as well as recording a child’s home education curriculum or their qualifications for analysis, and to subsequently extract data with regards to those with NEET. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| 1. **Systems Integration** | |
| * 1. The Council would like to explore the potential for integration and interfacing with a number of existing in-house systems and the wider potential for standards based integration to provide a more holistic view of a child and help streamline workflows, to minimise the need for re-keying. The existing systems include:   + ERP;   + EDRM;   + Social Care Case Management;   + YOT System;   + Post-16 System;   + SLA Online System;   + LDS/LMS systems; and   + SMS Text Messaging Service.   Please explain whether your System can integrate and/or interface with these systems. | |
| **Response:** | |
| 1. **File Transfers** | |
| * 1. There is a desire to co-ordinate with other Local Authorities through the bidirectional transfer of files that conform to DfE mandated schemas such as AOT. Please indicate whether your System conforms with DfE mandated schemas and can provide this functionality. | |
| **Response:** | |
| 1. **Statutory and Legislative Requirements** | |
| * 1. Due to the statutory and legislative requirements that apply to Children’s Services, the Council would like to understand what your approach is to ensuring your System is kept up to date with any legislative and statutory changes in a timely manner, for example, alerting the Council that an update is available or scheduled. | |
| **Response:** | |
| 1. **Funding and Invoicing** | |
| * 1. The Council has a particular interest in a System that has the ability to process funding and invoicing to third parties, such as Schools and PVI. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| 1. **Creation and Distribution of Correspondence** | |
| * 1. The Council is required to send large volumes of correspondence to Schools, professionals, children and young people, and their parents/carers. The Council is keen to understand whether a System could provide a mail merge facility across all modules, to allow for the efficient and easy distribution of letters by post and email (with the potential of some emails being encrypted), on an individual or batch basis. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| 1. **Training** | |
| * 1. Due to the large number of System users and turnover of staff, initial and ongoing training will be an essential consideration. The Council would like to explore the types of training available for current users and new starters, how this can be delivered, and how knowledge can be disseminated across teams to enable best practice use of the System. Please explain how your organisation would assist the Council with the initial and ongoing training of users. | |
| **Response:** | |
| 1. **Mobile Working** | |
| * 1. The Council would like to explore the functionality around mobile working, to enable workers to access the System from a remote location, including sites with limited network availability, off-line working and working from home. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| 1. **Subject Access Requests** | |
| * 1. The Council would like to investigate whether the System can assist the Council with managing Subject Access Requests to support teams in fulfilling the timescales to respond and to collate and store information so that time spent on these tasks is reduced. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| 1. **Alerts and Notifications** | |
| * 1. The Council would like to understand the alerts and notifications available within the System e.g. reminder for statutory return deadlines, to enable public sector agencies to share information securely, both internally and with partner organisations, and action casework proactively. Please explain whether your System currently includes this functionality and the extent to which the Council can configure these alerts and notifications. | |
| **Response:** | |
| 1. **Configuration of Fields and Labels** | |
| * 1. The Council would like to discover whether the ability to add, remove and configure fields and labels is possible within the System. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| 1. **Audit Trail** | |
| * 1. The Council is keen to investigate whether the System can provide an audit trail of System user activity, for example, access to records, editing/deleting records. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| 1. **Cross-Boundary Education** | |
| * 1. The Council would like to investigate whether the System has the ability to facilitate the service the Council provides to children who live in Derbyshire but are educated out of County, or belong to another Local Authority but are educated in Derbyshire Schools. Please explain whether your System currently includes functionality for this. | |
| **Response:** | |
| 1. **Customer Contacts** | |
| * 1. If your organisation is able to deliver any or all of the areas mentioned in questions 2 to 16, please provide a client list with contact details of similar organisations currently using this functionality and identify which case work area(s) they are utilising. The Council may wish to make contact with these clients to understand their experience of System transition and what benefits have been realised for service delivery and efficiencies, which will help the Council in terms of informing its specification. | |
| **Response:** | |
| 1. **Information Security** | |
| * 1. The Council has achieved ISO27001:2013 certification and has established an Information Security Management System (ISMS) in accordance with the requirements of ISO27001 and ISO27002 code of practice for information security controls.   As part this ISMS, the Council has a Supplier Information Security Policy (see Appendix D), which any future contracted suppliers will need to comply with. The data for this project is likely to be categorised as Restricted in accordance with the policy.  Please provide an indication of whether you would be able to comply with these Restricted data requirements, and identify within your response any limitations or issues you may have. | |
| **Response:** | |
| * 1. The Council has a Corporate Digital Preservation Policy ([link](https://www.derbyshire.gov.uk/images/Corporate%20Digital%20Records%20Preservation%20Policy_tcm44-146447.pdf)) designed to ensure continued information access, preservation and availability within secure managed archiving processes in accordance with retention, disposal requirements and Data Protection legislation.   Please provide an indication of whether you would be able to comply with this policy, and identify within your response any limitations or issues you may have. | |
| **Response:** | |
| 1. **Hosting** | |
| * 1. The Council would like to understand the hosting options available for your System. Please outline the hosting options available for your System and explain the implications (advantages and disadvantages) for each option including any limitations or restrictions.   If the System was to be externally hosted, the environment must be compliant with ISO/IEC 27001 (or equivalent) and data must be stored securely in accordance with the Data Protection Act 1998 (and forthcoming GDPR requirements). Data Sharing Agreements must be in place (including for any relevant Sub-contractors) for data hosted outside of the EEA. Any changes to the hosting arrangements or proposed movement of data outside of formal agreements, would be subject to prior written agreement by the Council.  If the System was to be internally hosted (on premise) it must be compatible with the Council’s infrastructure (see Appendix B Technical Infrastructure). Please explain the infrastructure and equipment requirements and confirm the RDBMS version and edition required to run your Software (e.g. SQL Server 2016 Standard Edition). | |
| **Response:** | |
| 1. **Support and Maintenance** | |
| * 1. Depending on whether the System is internally or externally hosted, the Council’s requirement for support and maintenance may vary. For an internally hosted System the Council may seek to utilise its own technical resources for 1st and 2nd line support.   Regardless of the hosting environment, the Council would still require access to a helpdesk (or similar) and service level agreements, which provide:   * Response and fix times; * Service credits; and * Any available options for out of hours support.   Please advise what support arrangements you are able to offer and include your standard hours of operation and standard service levels offered. | |
| **Response**: | |
| 1. **Insurances** | |
| * 1. Please provide details of the insurance levels that you have for the following: * Public Liability; * Product Liability; * Employer Liability; * Professional Indemnity; and * Cyber Liability, including 3rd party data.   Please also explain the extent to which your organisation is able to accommodate increases to these insurance limits and any implications for doing so, should this be deemed necessary by the Council. | |
| **Response**: | |
| 1. **Social Value** | |
| * 1. The Council has developed a Social Value Procurement Framework, to support its commitment to ensuring Social Value benefits are achieved in any 3rd party contracts for goods and services. The framework can be accessed here:   <https://www.derbyshire.gov.uk/images/Appendix%20B%20Draft%20Social%20Value%20Procurement%20Framework_tcm44-284411.pdf>  Please describe what economic, environmental or social benefits you would consider able to provide in Derbyshire for this contract; include in your response any examples of where your organisation has incorporated Social Value into a similar contract and the methods adopted for measuring successful achievement; e.g. offering work experience/apprenticeships could contribute to the outcome ‘A skilled and confident workforce’, or sponsorship/volunteering for local sustainable food initiatives could contribute to the outcome ‘People supported in hard times’. | |
| **Response**: | |
| 1. **Terms and Conditions** | |
| * 1. Please provide a copy of your organisation’s standard terms and conditions including licence agreement. | |
| **Response**: | |
| 1. **Contract Duration** | |
| * 1. Please outline your reasons as to what length of contract your organisation feels would be appropriate for a contract of this nature. | |
| **Response**: | |
| 1. **Innovation** | |
| * 1. Do you consider that there are any innovative options available for the delivery of these services? | |
| **Response**: | |
| 1. **Supplier Interest** | |
| * 1. What factors are likely to influence your organisation’s interest in any future procurement exercise? | |
| **Response**: | |
| * 1. Please identify any issues, concerns or risks that might prevent your organisation from participating in any future procurement exercise to provide these services. | |
| **Response**: | |
| 1. **Additional Benefits** | |
| * 1. Please describe any other benefits or functionality that your organisation and System could offer the Council, which have not already been covered above, including but not limited to: * Additional portals; * Finance modules; * Automated document downloading and uploading; * Reporting dashboards; * Workflow; * Single sign-on; and * GIS mapping. | |
| **Response**: | |
| 1. **Pricing** | |
| * 1. The Council needs to understand the cost elements of your System to enable a suitable price schedule to be developed for any future procurement of this requirement.   Please provide an indicative pricing model for your System using the table below and include all the cost elements that would apply. Please provide any additional information relating to the pricing in the response box below the table.   |  |  |  | | --- | --- | --- | | **Cost Element** | **One off Costs** | **Recurring Costs** | | **Modules** | | | | Admissions and Transports Team | £ | £ | | Autism Outreach | £ | £ | | Behaviour Support | £ | £ | | Catering | £ | £ | | Early Years | £ | £ | | Early Years Finance | £ | £ | | Education Welfare | £ | £ | | Educational Psychology | £ | £ | | Elective Home Education | £ | £ | | FIS | £ | £ | | Governor Support | £ | £ | | Inclusion Team | £ | £ | | Information and ICT | £ | £ | | Integrated Workforce Development Team | £ | £ | | Integration Pathways Team | £ | £ | | Out of School Tuition | £ | £ | | Sensory and Physical Support | £ | £ | | Special Education Needs and Disabilities (SEND) | £ | £ | | Support Service for Special Educational Needs (SSSEN) | £ | £ | | Virtual School | £ | £ | | Please add additional lines if required | £ | £ | | **Requirements** | | | | Data Migration Costs (in excess of 320,000 records) | £ | £ | | Hosting Costs | £ | £ | | **Integration** | | | | Current Infrastructure (if applicable) | £ | £ | | EDRM | £ | £ | | ERP | £ | £ | | Social Care Case Management System | £ | £ | | LDS | £ | £ | | LMS | £ | £ | | SLA Online | £ | £ | | YOT System | £ | £ | | Post-16 System | £ | £ | | SMS Text Messaging Service | £ | £ | | **Additional Areas** | | | | Initial Training | £ | £ | | Ongoing Training | £ | £ | | Project Management | £ | £ | | Third Party Services (if applicable) | £ | £ | | Please add additional lines if required | £ | £ | | |
| **Response**: | |

## FOIA Disclosure Form

|  |  |
| --- | --- |
| **Please print this form, provide a hand-written signature and scan the signed copy for inclusion in your electronic response; submitted through the Council’s e-tendering system.** | |
| This form is to be completed by all organisations to identify the information they wish to be considered exempt from FOIA and/or EIR requests.   * Any information supplied, which the organisation considers may be potentially exempt from disclosure under the FOIA and/or EIR **MUST** be set out in this form; * Any information not contained in this form will be subject to disclosure without any prior consultation; * The information considered to be exempt must be referred to in the table below; this could be a whole section of the documentation provided, a clause or paragraph in the documentation provided; * The organisation should set out in this form that information which it considers to be exempt from disclosure, the reason for non-disclosure, the exemption that might be applicable and the time period for which this information should be considered to be exempt; and * The organisation acknowledges nevertheless that any information contained within this form is indicative only and the Council may nevertheless be required to disclose such information under the FOIA and/or EIR. The organisation should also include in this form the name and contact details of a person who will be able to handle such requests.  |  |  |  |  | | --- | --- | --- | --- | | **Exempted Information**  **(cross reference to response)** | **Reason for Exemption** | **Exemption to be Applied** | **Time Period for Exemption** | |  |  |  |  | |  |  |  |  | |  |  |  |  | | |
| **Form Completed by:** | |
| **Organisation Name:** |  |
| **Contact Name:** |  |
| **Role within the organisation:** |  |
| **Signature:** |  |
| **Date:** |  |
| **Address:** |  |
| **Telephone number:** |  |
| **Email:** |  |