**Essex County Council – Low Code Solution PIN Survey (August 2024)**

Essex County Council (ECC) is exploring the possibility of procuring a Low Code Solution to enhance our Digital Transformation strategy. Our objective is to thoroughly explore the variety of Low-Code Software options available, which will allow us to conduct a pilot program. This program aims to develop solutions tailored to specific business areas over the course of approximately one year. By doing so, we intend to not only build proficiency in low-code methodologies but also deliver effective solutions for the departments participating in the pilot.

The services and requirements we would be most likely to include in the Pilot Programme include:

• **A customer facing complaints system:** *Functionality to handle multiple complaint types and include the ability to allocate case work and manage the complaints, log by type of complaint, location or anything else we would like to categorise by, upload documents, generate auto-responses in certain instances and provides MI.*

• **An internal Risk Register System:** *Dashboard of risk and control measures. Risk Register can be accessed via our single sign on, and have an RBAC model Also, functionality to enable allocation as well as have a RAG rating. Also, enables the management/closure of risks and provides MI*.

Should the pilot be a success, we would then build a business case to extend the product and capability strategically as a CRM solution for multiple business areas.

We are looking for an organisation to partner with us to provide a low-cost product for us to use for the pilot but with the potential to procure a full solution in the event of a successful outcome.

We would like some of the solutions to be ‘ready to go’ with just minor development required to go live, so ideally, the partner will have worked with other local authorities and have previous experiences of building some of the CRM capabilities for them.

**Early Engagement Survey Questions:**

Interested parties can provide responses to all or some of the questions. Please feel free to provide additional information regarding services offered which you think the Council would find useful in relation to this exercise.

Interested Parties should note that any responses received during this exercise will be treated as confidential information and it is the intention of the Council not to share this information with any third parties.

Answers to questions should be submitted to Tyno.Tong@essex.gov.uk by 5pm on 23/08/2024

Thank you very much for your interest and participation.

**Contact Details**

Name:

Organisation Name:

Email Address:

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| Question 1: Do you currently have a Low-Code Solution that can support the concept of a low-cost pilot? If so, can you please confirm whether the below could be incorporated into any pilot program?* Customer Facing Complaints System (e.g – Statutory and Non-Statutory Complaints)
* Risk Register System
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| Response 1: |
| Question 2: Have you previously held a contract with a Local Authority for the aforementioned or other similar/relevant Low-Code Solutions? If so, please provide the names of the Authorities and the structure of the contract (e.g – 3 Year initial term + 2 years Optional Extension) |
| Response 2: |
| Question 3: If you answered ‘Yes’ to the above question 2, please can you indicate below the Routes to Market that were taken in those instances? |
| Response 3: |

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| Question 4: If you answered yes to question 2, please can you advise based on your experience what the potential scope is for adopting Low-Code into a Local Authority and the benefits you would anticipate it bringing? |
| Response 4: |
| Question 5: Below, please provide the names of any Frameworks that your organisation is listed on that are relevant to this requirement. |
| Response 5: |
| Question 6: Is your Solution ‘ready to go’ from the purchase date, or would some minor development need to occur to make it fit for purpose? If so, please provide a brief overview of the development that would be necessary. |
| Response 6:  |
| Question 7: Does your organisation's Low Code Solution have the potential to be scaled up to meet increasing business demands? If so, please illustrate how this could be done (such as platform flexibility, integration capability etc) |
| Response 7: |
| Question 8: Can you confirm if you would be willing to provide responses to further questions on this topic posed by ECC, or provide clarifications to the information you have included in this survey? |
| Response 8: |
| Question 9: Below, please provide any additional information regarding this solution that you feel may be beneficial for Essex County Council to note moving forward. |
| Response 9: |

Thank you very much for your attention to this matter.