

Specifications

PROVISION OF CONTRACT LIFECYCLE MANAGEMENT SYSTEM
FOR ACTION FOR CHILDREN

REF: AFC001.23/JS

CLOSING DATE | 31 AUGUST 2023
DOCUMENT B | SPECIFICATIONS





The specification describes what type of service or product Action for Children wishes to purchase in order to meet the standards and outcomes that is required to deliver. It is important that the outcomes align with Action for Children's strategy.

The service specification will subsequently form part of the contract between Action for Children and the supplier(s).

Contract Term <i>The duration of the contract should reflect the service requirement.</i>	2 Years
Contact Value (including VAT)	£ 68,000 including VAT for Year 1 (to include implementation costs and licences)
Extension Clause? (Please state maximum number of months)	Scope for a 1 year extension at the discretion of the Charity



Overview:

Action for Children is seeking a contract management and signing tool to radically improve our contract reviewing, signing and storing processes within our revenue generating Directorate, Children's Services.

The focus for this tool will be on managing incoming contracts issued by Commissioning Bodies, following a successful tender outcome. These contracts need to go through a full review process with internal stakeholders before they are approved and signed. There will also be a small number of outgoing contracts being generated, for example where we are working with a sub-contractor or third party.

It is anticipated that the volume of work will not exceed 50 contracts per quarter, with a peak of activity across January - March.

Action for Children is a UK wide organisation operating on a national basis, with individual Directors managing each nation. Each of the 4 nations have a slightly different approach to the contract review and sign off process, which we are hoping to align as part of this project. One thing all nations have in common is a central point for managing contracts, which is typically a National Business Support Lead. The other area of commonality is the departments/teams each nation needs to engage with during the review and sign off process, as this is standardised across the organisation. Please see Appendix One for a high level map of our current process.

We are currently using an off the shelf electronic contract signing solution across all areas of our organisation for the signing of documents. The contract management and review process sits outside of this, and is heavily reliant of the use of email to communicate with staff involved in the reviewing and signing of documents.

One of the key issues identified by our stakeholders is the inefficiency of our current process, in particular the volume of email traffic associated with document review. Alongside this, document version control also presents a challenge. Due to the high level of emails it can be difficult to identify the master copy, as well as pinpoint what (if anything) has been changed in the document since it was last reviewed by a stakeholder.

We are looking for a tool that will significantly reduce the amount of time we spend on getting a contract reviewed and signed, providing a clearly defined process that enables strict document version control. This will improve our reputation with our commissioners by demonstrating a streamlined and efficient process for contract review and sign off, with a faster turnaround for returning signed documents. In turn, this will help us win and retain more contracts, so that we can continue to help as many children and young people as we can.

Scope of Requirements / Specifications:

Following consultation with the stakeholders involved in the contract review and sign off process, a set of system requirements have been produced:

Document Uploading & Creation:

- Staff must be able to upload documents that have been received by Commissioning Bodies, in a variety of formats such as MS Word and PDF, as well as from other external systems.
- Ability to drag and drop documents into the system.
- Staff must be able to create documents within the system, ideally with preset templates.
- Ideally, the system will automatically populate document fields such as names and jobs roles through an integration with Salesforce.

Document Review:

- Full document version control, with the ability to edit documents after they have been uploaded to the system as well as track and accept changes.
- Ability to add new fields to a document such as a text box or check box.
- Ability to highlight which areas of a document a stakeholder needs to review, or the areas they need to populate.
- Adding comments to a document and being able to respond to these.
- Saving draft documents.
- Contract summary produced including core details such as contract value, key dates and approval status, removing the need for the reviewer to search the document for this information.
- For the final approver, a summary of what has changed in the document since their last review.

Document Management:

- The system must interface with Salesforce and be able to track and monitor a contract throughout its journey within our organisation.
- Tracking the contract status & highlighting outstanding actions, including who these are allocated to.
- Notifications to staff who have outstanding actions.
- Ability to print or download the document (e.g. for wet signature requests).
- Completed documents automatically returned when final signatures are obtained.
- Confirmation of contract completion via email/text.
- Signed contracts saved automatically in the solution and in Salesforce.

Sending Documents:

- Able to add recipients, ideally utilising a contact list held within the system.
- Documents to be sent with a mail message using a pre set template similar to an Outlook mail message.
- Multiple documents can be sent within one 'envelope'.
- Add a delay for sending.

- Able to CC messages.

Signing Documents:

- Select signing order and method of signing e.g. parallel or waterfall.
- Highlight where a signature is required & colour code if multiple signatures are needed.
- Able to upload your signature or select from some pre set signature options.
- Quality assure signatures to make sure any uploaded ones are legible.
- Automatic date application following a signature.
- Able to delegate signing authority to a named individual or add a witness.
- Quick link to the signature area so the signatory doesn't have to scroll through the whole document.
- Select an individual's role – signer, information only etc.
- Ideally linking to our Scheme of Delegated Authority (SODA) to determine who needs to review and sign the document.
- No licence required for individuals signing documents.

Reporting:

- Ability to generate reports on contract data including provide a timeline from when the contract was received to the due date by which it has to be signed.
- If there is not a native reporting function, data must be exportable to Salesforce.

General:

- Different account types according to required use of the system.
- Simple, user friendly and reliable technology.
- Ability to remember a user's details such as name, job role etc. and automatically populate these.
- View a history of contacts you have been involved with.
- Able to select custom fields in your account.

Non Functional Requirements:

- Data centre in the UK, EU, US or country with EU adequacy decision.
- Support Azure AD (AAD) supported Single Sign On methods - Mandatory
- Support user creation/management (CRUD) through SCIM (ADD) - Desirable.
- Should have API integrations that use modern techniques such as Logic Apps.
- Cloud based.
- Easily scalable - if we take on 500 more sites tomorrow this application will still function effectively and efficiently (with sufficient resource to implement).
- Ability to brand customer facing applications/solutions.
- Accessible via public internet or 4G for remote working.
- Work across multiple devices and platforms (e.g. laptops and tablets) with no loss of functionality and preferably without the need for plug ins or add ins.
- 99.9% Uptime (confirmed in an SLA).
- As a minimum have the ability to import and export any data required in a programmatic way (CSV, XML).



- Be entirely functional without the need for 3rd party browser/application extensions or add ons to enable full functionality.
- Have an interface that can optimised for mobile.
- Ability of simultaneous user access and editing, with live information updates for all users.
- Appropriate measures taken to store and transmit data securely.
- Data is exportable if we leave the service.
- Role Based Access Control if available, must be applied.
- Able to integrate with status page notification or supply their own application status (Azure status page for example).
- SIEM (Security Information and Event Management) where the supplier collates all their logs together. This should be reviewed daily by a SOC (Security Operations Centre).
- Meets minimum performance requirements - acceptable performance with regards to response time, number of users etc.
- Intrusion Detection/Prevention System must be in place which is able review encrypted traffic.

Description of Goods/Services

Certified Documentation:

The supplier should ideally be able to host in the ISO27001 environment or equivalent and must be compliant with all relevant UK and EU law, GDPR and eIDAS. They must also be accredited with Cyber Essential Plus.

Scope:

We require a system that is able to comprehensively assist with the full contract development, review, management and signing process. It should be fully equipped to manage incoming documents such as new contracts, variations, extensions and terms & conditions - this will be the primary purpose of the system. The functionality to create documents will also be required, although demand for this will be significantly lower.

There will be approximately 130-140 staff requiring licences for the system, with permissions ranging from read only to full access. A breakdown of **estimated** licence requirements can be found in Appendix Two.

Integration with Salesforce is essential and systems unable to do this will be automatically excluded from the process.

Delivery:

System development and implementation must begin by the 23rd October 2023 and be finalised by 28th February 2024. This is to include full roll out of the system and training to all staff involved in its use.

Where possible, development, implementation and training will be delivered virtually.

Invoicing & Payment:

Invoicing & payment for year 1 must be fully processed by 28th February 2024.

Aftersales Support: *(Installation, Maintenance, Training, Staff, Resources)*

Full training should be provided to core system users, which can be cascaded to all other staff requiring use of the system. Ongoing system support should be provided for the duration of the contract, with a defined process for raising and resolving technical issues and agreed timescales for resolution.



Key Performance Indicators

- System to be fully implemented by 28th February 2024.
- All contracts saved in the system can be tracked from receipt/production to signature.
- Contract review and sign off end to end process is fully mapped.
- Capacity to process up to 200 documents per year, with no minimum amount we are required to process.
- Contract review and signing process to be completed within 3 weeks for 90% incoming documents.
- Contract performance data is produced to highlight # contracts, contract status, contract activity (including outstanding actions) and time to sign.
- 100% documents returned when final signatures are obtained.
- 100% documents able to be tracked through Salesforce.
- 80% licence holders who have accessed the system report it is user friendly.
- 80% system users report an improved and more efficient process for contract review and sign off.
- 99.9% Uptime.