

ESSEX COUNTY COUNCIL

0257 Essex Insight (Local Information system and Consultation and Survey tool)

SPECIFICATION

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Procurement Project 0257

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1. **The Essex Partnership**
   1. We are the Essex Partnership and are made up of organisations that work together to improve the lives of people living, working and travelling within Essex. Essex Insight provides a way for organisations to work more closely together and share information more widely. Organisations share information, reports and data, develop sections on the site and use the data to support their aims.   
        
      These organisations include:

* Essex Police,
* Essex Fire & Rescue Service,
* 5 Clinical Commissioning Groups; Mid Essex, North East Essex, West Essex, Castle Point & Rochford and Basildon & Brentwood.
* 12 Essex District, Borough and City Councils,
* Active Essex,
* University of Essex and
* Essex County Council.

1. **Essex County Council**
   1. Essex County Council is dedicated to improving Essex and the lives of our residents. Our ambition is to deliver the best quality of life in Britain. We will achieve this by providing high-quality, targeted services that deliver real value for money.
2. **Essex County Council vision**
   1. We want Essex to be a county where innovation brings prosperity. We know our county faces a set of unprecedented challenges. If we are to meet these challenges we need new thinking and innovation to ensure we can use our resources in the best possible way for the people of Essex. We must harness the power of new ideas to secure a more prosperous Essex.
   2. This is our vision for Essex 2013/17. As a county council, our most important role will be to establish the conditions for innovation and prosperity in our economy, and to lead innovation in the public services.
   3. Throughout our work, we will build on the strengths of our county. This means harnessing the energy and passion of people across Essex who work hard for their families, build careers and businesses and shape their communities.
   4. We must all play our part in securing a more prosperous county, one where we can flourish, live well and achieve our ambitions.
3. **Delivering the vision**
   1. If we are to succeed through these testing times, we must maintain a focus on our core purpose. The challenge ahead strengthens our resolve to:

* increase educational achievement and enhance skills
* develop and maintain the infrastructure that enables our residents to travel and our businesses to grow
* support employment and entrepreneurship across our economy
* improve public health and wellbeing across Essex
* safeguard vulnerable people of all ages
* keep our communities safe and build community resilience
* respect Essex’s environment
  1. Our Corporate Outcomes Framework translates our Cabinet’s political ambitions – outlined in their Vision for Essex – into a set of outcomes and supporting indicators that can guide the work of commissioners across ECC. The consolidation of outcomes into a single, authoritative, framework for ECC is designed to:
* provide a clear foundation for the development of our commissioning strategy and plans;
* provide a clear framework for assessing progress – allowing ECC to understand its impact on residents and communities in Essex; and
* and allow for the analysis of ECC resources, assets, contracts etc, against a consistent set of outcomes.
  1. The Corporate Outcomes Framework embeds the principles of Outcomes Based Accountability (OBA) within ECC. OBA is an established and effective approach for expressing, operationalising and ensuring accountability for outcomes. It provides a simple, common sense, low bureaucracy planning model supported by clear terminology.

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| |  | | --- | | **Essex: a**  **county where innovation brings prosperity** | | **Children in Essex get the best start in life** | **People in Essex enjoy good health and wellbeing** | **People have aspiration and achieve their ambitions through education, training and lifelong-learning** |
| * Percentage of children ready for school * Percentage of children achieving a good level of development by the age of five * Percentage of families living in temporary accommodation * Percentage of children living in non-working households | * People in Essex have a healthy life expectancy * Reduced differential in life expectancy across different areas of Essex * Percentage of children achieving at school [measured at foundation stage, KS2 and KS4] * Percentage of working age people in employment * Prevalence of healthy lifestyles * Prevalence of mental health disorders among children and adults * Percentage of Essex residents who consider themselves to be in good health * Percentage of families living in safe and suitable housing * Percentage of households living in fuel poverty * Teenage pregnancy rates * Life satisfaction rates (ONS condition of wellbeing) | * Rates of literacy and numeracy at all ages * Percentage of children achieving at school * Percentage of adults participating in lifelong learning * Percentage of working age people in employment * Percentage of people participating in further education/higher education/vocational learning * Percentage of young people aged 16-19 not in education, employment & training * Rates of volunteering * Percentage of children attending a good school |

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| --- | --- | --- | --- | --- |
| |  | | --- | | **People in Essex live in safe communities and are protected from harm** | | **Sustainable economic growth for Essex communities and businesses** | **People in Essex experience a high quality and sustainable environment** | **People in Essex can live independently and exercise control over their lives** |
| * Level of crime in Essex * Number of children subject to protection plans * Number of children in care * Rate of anti-social behaviour in Essex * Number of people killed or seriously injured on Essex roads * Percentage of residents who feel that Essex roads are safe * Hospital admissions caused by injuries to children and young people * Hospital admissions caused by injuries to adults * Incidents of domestic abuse * Percentage of residents who feel safe * Rates of re-offending | * Job growth in key locations and key sectors * Housing growth in key locations * Supply of fit for purpose business premises * Increased connectivity and journey time reliability on priority route network (PR1) * Number of bus and/or community transport journeys * Median earnings * Coverage of superfast broadband services * Sustainable business start-up rates * Percentage of Essex businesses who think they can recruit suitable people * Percentage of working age people in employment * Business rates growth | * Residual waste volumes * Cost of energy to households * Preventable flooding incidents * Level of pollution * Condition of roads and footways * Access to valuable open spaces * Perception of the quality of the environment in Essex’s cities, towns and villages | * Proportion of people who live independently * Percentage of people who regain or increase their level of independence following hospital admissions * Access to end of life care in their preferred placement of choice * Number of children and adults who receive social care support * Number of people with personal budgets |

1. **Introduction** 
   1. The use of Local information system and, survey and consultation tool is a key factor in successful decision making within any Local Authority and Partner organisations. The Essex Insight (<http://www.essexinsight.org.uk/>) Partnership information system for Essex has been in place since February 2011 and also includes the Council’s consultation and online survey tool, which was brought into Essex Insight in 2012 (<http://www.essexinsight.org.uk/consultations>).
   2. The system comprises of three overarching functions:
   * A consultation and survey tool comprising of planned, current and closed consultation information and a tool to create and publish online surveys;
   * A data library supporting the sharing of analytical products, such as documents and analysis, spreadsheets, web links, supported;
   * A store of geographically-based datasets and the tools to load, analyse data and create, save and publish tables, charts and thematic maps.
2. **Background**
   1. Our users include members of the public, businesses and other organisations. Whilst some may be analysts the system should be easy to use by anyone without the need for formal training. In FY 2014/15 there were 13,935 users accessing Essex Insight a total of 22,469 times. There are over 500 registered and subscription users to Essex Insight (although most of the data is publicly available) and the 515 published resources (intelligence reports, plans, maps and web links) have been viewed 2.14 Million times.
   2. The system has a number of benefits and supports:
   * Facilitating the sharing of data across partnership areas, reducing time, costs and duplication between Partners and facilitating joint working.
   * Supporting the Crime and Disorder 2007 Statutory Instrument 1831 to reduce the volume and harm caused by crime and disorder.
   * Providing a means to share information in line with the ‘Whole Essex Information Sharing Framework (WEISF)’. <http://www.essexpartnershipportal.org/content/whole-essex-information-sharing-framework-guidelines>
   * Data transparency and the Freedoms of Information Act 2012.
   * The publication of the Joint Strategic Needs Assessment (JSNA) strategy and suite of products supporting the Health and Social Care Act 2012 duty.
   * Essex County Council’s Public Consultation Strategy by publishing consultations
   * Social capacity growth by giving the public the means to influence services by participating in surveys.
   * Supporting the production of Essex County Council’s Equality Impact Assessments.
   * Providing the evidence for Commissioning services at a local level.
   * Economic growth by providing information and data to businesses and organisations including voluntary sector to target services and use for lottery bids.
   1. The current contract comes to an end on 31st March 2016. Essex County Council on behalf of The Essex Partnership is seeking quotes for services from organisations on how they are able to support the requirements outlined in this document. Joint bids to meet the full requirements would be considered.
3. **Scope**
   1. It is proposed to base the solution on a number of key principles:
   * Web-based solution including a Local information System (LIS) and Consultation portal and survey tool - and should allow users to access the system from different locations and organisations. This can include Partnership publishers and administrators. The consultation and survey tool is currently managed and owned by Essex County Council but this may change to include Partnership admin and create users in the future. The solution should allow for this.
   * A hosted solution - either on a server or the use of cloud solutions and not on ECC networks and servers with suitable security measures for the type of data being secured.
   * User profiles and securing data - different user profiles and the ability to secure and publish data and intelligence products e.g. to specified users, or to a user profile.
   * A common data repository for all spatial datasets (datasets using aggregated information).
   * Flexible to accommodate a growing number and volume of intelligence products, surveys and datasets and growing number of users.
   * Ability for System Managers to make basic system configurations without the need for specialist technical skills or supplier support to keep the system up-to-date.
   * Smooth transition from the current to the new system – ensuring that there is minimum disruption to the service for our users moving from one solution to another. This includes the transfer of data.
   * Implementing standardised metadata for all products including datasets with some compulsory fields that are viewable by all users.
   1. Some representative ‘Use Cases’ for the Solution are as follows:
   * A resident may use Essex Insight to provide their views in a survey to shape future services.
   * A business or private organisation may use Essex Insight to understand what their community needs are to identify where to target resources.
   * A voluntary organisation or charity may use Essex Insight to prepare a funding bid to implement a new intervention or target audience.
   * A public services organisation may use intelligence and survey results from Essex Insight to support a plan or target resources to improve services for Essex residents.
   1. The contract period is 3 years plus an option to extend for a further 12 months.
4. **Key Dates** 
   1. Contract commencement date – 1st November 2015
   2. Contract completion date – 31st October 2018
   3. Required milestones. - It is proposed to implement the Solution in the following phases. Timescales should be included within your implementation plan:
   * Phase 0 – Initial Information gathering
   * Phase 1 – Configuring and set-up of system
   * Phase 2 – Migration of content e.g. dataset, intelligence products and surveys
   * Phase 3 - Acceptance testing. This should be done no later than the 1st February 2016 in time for the Partnership to test the system and feedback any issues to be resolve prior to launch as per acceptance testing criteria.
   * Phase 4 – Launch of system - before 31st March 2016
5. **Statement of Business and Technical Requirements**
   1. Anticipated interfaces within ECC systems – See Requirement number 39
   2. The requirements include the following core themes (categories):

Some requirements are Core requirements and specific to the Consultation portal and survey tool others to the LIS and some cover both

* + 1. Core functions ***-*** These include platform, licensing, user experience, accessibility and key features of both the Local Information System (LIS) and Consultation Portal and Survey tool. Some requirements are specific to the LIS and some to the Consultation Portal and Survey tool. The LIS specific requirements contain information about Data management, Download, export and saving, Geographic coverage and boundaries, Interface with other systems and User experience. The Consultation Portal and Survey tool specific requirements are Consultation portal, survey functionality, publishing and printing requirements
    2. User functions – these outline the requirements for different user access levels for the LIS and Consultation and Survey Portal and what functionality the different roles should be able to perform in the system.
    3. Service level requirements - Requirements for acceptance testing, change control processes, project management methodology, training and requirements that add value / innovation. An implementation plan and a training plan should be provided with the response.
    4. Availability - Requirements availability and reliability, support and training etc.
    5. Capacity - Requirements for storage and usage capacity.
    6. Extensibility - These items outline the requirements for interfaces with other systems and portability.
    7. Scalability - These items outline the requirements for usage and storage scalability.
    8. Security - These items outline the requirements for security of the data and hosting requirements.
    9. Maintainability and continuity - These items outline the requirements for maintaining the system and ensuring data recovery, alerts, usage monitoring etc.
    10. Innovation / value add – These items outline the requirements that would save time, engage people in different ways and provide the opportunity to indicate what other innovation the solution provides.
  1. Compliance with the Data Protection Act – The Supplier shall adhere to the principles of the Data Protection Act and where requested provide evidence.
  2. IS Information Handling and Security Questionnaire – The Supplier shall complete the questionnaire as provided as part of this tender (as provided on Ariba).
  3. Continuous improvement – See Requirement number 67 which refers to a road-map and Req. No. 80 which refers to developing the system so it remains current in the future.
  4. Intellectual Property rights – Intellectual Property created by the Supplier or an employee, agent or subcontractor of the Supplier in the course of performing the Services shall be owned by the Supplier. However the Authority will own the copyright and database rights and all other Intellectual Property rights in the data. The Authority must have the right the Intellectual Property rights for the data to the extent necessary for it to provide the Services under this agreement and for no other purpose.
  5. Standards – See Requirement number 4 which refers to accessibility requirements, Req. No. 41 which refers to a metadata requirements and Req. No. 62 which refers to industry standard project methodology.
  6. Acceptance testing – See Requirement number 65.
  7. Performance, targets, and monitoring arrangements – See Requirements. These are referred to ‘Availability’ and ‘Maintainability and continuity’ requirements in the ‘Category’ column.
  8. Service level – Requirement numbers 60-67 inclusive. The response to the bid should include a full implementation plan and training plan including how a transition between the current and a new system could be managed without interruption of service to our customers.
  9. Hand-over process, transition between providers – The Supplier shall provide an exit strategy to the Authority within 12 months of the commencement date.
  10. Training – a training plan indicating timescales, type and method of training and the skills required should be included in the response. Requirement numbers 58 and 59.
  11. Whole of life support – The Supplier should support the system through the life of the contract. They must be able to support the usage and storage capacity the system must be scalable if required.
  12. Expected Improvements - See Requirement numbers 75-79 inclusive. This includes additional features which could be added in the future and interfaces with other systems.
  13. Installation – The Supplier must outline any software installation required as part of the Implementation plan. The software must be compatible with the Authority and Partnership P.C’s and laptops.
  14. Maintenance – as Point 9.9

1. **Authorities policies**
2. 1. Information Governance <http://www.essex.gov.uk/Business-Partners/Supplying-Council/Documents/Information_handling_schedule.docx>
   2. Supplier Charter - <http://www.essex.gov.uk/Business-Partners/Supplying-Council/Documents/Appendix_D_Supplier_Charter.pdf>.
3. **Insurance and warranties**
   1. As described in the tender document
4. **E-Procurement Requirements**
   1. Overview
      * Essex County Council has implemented a fully automated Purchase to Pay system called Marketplace. For further information, please [click here](http://www.essex.gov.uk/Business-Partners/Supplying-Council/Pages/IDeA-Marketplace.aspx).
      * A record on Marketplace will be created for the successful Supplier and a user ID and password will be issued via e-mail.
      * The user ID and password will allow the successful Supplier to:
      * View their orders online;
      * Update their status;
      * Notify delivery; and
      * Submit and monitor the status of electronic invoices, once they have been submitted.
      * Orders will be sent electronically to the successful Supplier’s central e-mail address from the contract start date.
   2. Electronic Invoicing
      * The successful Supplier will be expected to submit electronic invoices from the contract start date. The successful Supplier will achieve this through turning any outstanding Purchase Orders into electronic invoices by utilising the PO Flip method on Marketplace. On approval of the electronic invoice an automatic payment will be made via BACS, direct to the successful Supplier’s bank account supported by an e-mailed remittance advice, in line with Essex County Council’s contracted payment terms. In addition to the above, the successful Supplier will be able to view the status of their invoices, via the Marketplace system.
      * There is no charge for the PO Flip method.
5. **Agreement term**
   1. The Agreement term for this agreement will be 3 year(s) with an option to extend for a period of 12 months. The decision to extend the Agreement with is at the sole discretion of Essex County Council.
   2. With appropriate notice the Authority may terminate the Agreement on any of the following Authority Break Point Dates: Available for the user acceptance testing no later than 1st February 2016.
6. **Payment** 
   1. The Authority will pay any invoice issued by the Supplier within 30 days of receipt of a valid invoice following the delivery of the Good(s) and/or service(s). On the thirtieth day the payment will leave the account of the Authority
   2. The rates/prices stated on the invoice must be those specified under this Agreement.
7. **Commercial Response**
   1. The Tenderer is to complete the commercial response detailed within the E-sourcing portal.

**Appendix 1 –** See “requirements” for reference 24 (SPSS export from survey tool)

Be able to export survey results with different question types into SPSS, without the need for manual re-formatting. This means that different question type answers need to be formatted in different ways during the export process. In terms of all question types it should be possible to include the text values or replace with coded values. When exported into SPSS the different questions should look like:

1. Yes / no – should appear in one column with the values Yes / No (or equivalent codes of yes = 1; no = 2)

|  |  |
| --- | --- |
| Respondent | Q12 |
| 1 | Yes |
| 2 | No |

1. Multiple choice tick box: Respondents are asked to indicate how many statements apply to them e.g. Q1. What services do you use weekly (tick all that apply). If there were four possible choices, data should be presented in four individual columns (one column per answer), where responses should appear in columns with either the text values (e.g. ticked, not ticked, missing) or the equivalent values e.g. 2 = ticked, 1 = not ticked, 0 = missing. It should be possible to select ‘other’ and for the text to also appear as an additional column. Example shows responses as values below (but text responses should be possible if required.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Respondent | q1\_a | q1\_b | q1\_c | q1\_other | q1\_other specify |
| 1 | 2 | 1 | 0 | 1 | blank |
| 2 | 1 | 1 | 2 | 2 | text |

1. Grid / Matrix questions: respondents are asked to indicate how strongly they agree / disagree with a number of statements. Each of the statement headings should appear in a different column. Text responses should be possible see example but equivalent values if required e.g. 1 = strongly agree, 2 = agree, 3 = disagree, 4 = strongly disagree, 5 = don’t know, 0 = missing. Example shows responses as text below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Respondent | Statement 1 | Statement 2 | Statement 3 | Statement 4 |
| 1 | strongly agree | agree | agree | disagree |
| 2 | disagree | agree | missing | disagree |

1. Matrix - Multiple answer per row (text/dropdown) options. Example of what the question should look like below and subsequent export.

|  |  |  |  |
| --- | --- | --- | --- |
|  | To what extent do you agree with ONS’s initial view? | What would be the impact on you/your work if info not collected? | Do alternative (non-census) sources meet requirements? |
| Age | * Agree * Neither agree or disagree * Disagree | * High * Medium * Low | * Yes * No * Don’t know |
| Sex | * Agree * Neither agree or disagree * Disagree | * High * Medium * Low | * Yes * No * Don’t know |
| |  |  | | --- | --- | | Marital or legal partnership status |  | | * Agree * Neither agree or disagree * Disagree | * High * Medium * Low | * Yes * No * Don’t know |

**Export:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| AGE - To what extent do you agree with ONS’s initial view? | AGE - What would be the impact on you/your work if info not collected? | AGE - Do alternative (non-census) sources meet requirements? | SEX - To what extent do you agree with ONS’s initial view | SEX - What would be the impact on you/your work if info not collected? | SEX - Do alternative (non-census) sources meet requirements | MARITAL STATUS - To what extent do you agree with ONS’s initial view? | MARITAL STATUS - What would be the impact on you/your work if info not collected? | MARITAL STATUS - Do alternative (non-census) sources meet requirements |
| Agree | Medium | No | Agree | High | Yes | Neither agree or disagree | Low | Don't know |

**Appendix 2 – Response and fix times**

See “Requirements” excel spreadsheet reference 68

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority** | **Definition** | **Initial Response** | **Target Resolution** |
| A – Critical | Hosted System Defect (e.g. Hosted System down) with serious business-critical impact requiring urgent resolution via a Workaround or Patch. | Within 2 hours | Within 4 hours thereafter |
| B – Significant impact | Hosted System Defect with significant but not business critical-impact that can be addressed via a Workaround or in the next planned release. | Within 4 hours | Within 8 hours thereafter |
| C – Minor impact | Hosted System Defect with minor but not business critical-impact that can be addressed via a Workaround or in the next planned release. | Within 8 hours | By Agreement |
| D – Low priority | Hosted System Defect with some business impact (e.g. important features unavailable but can be resolved via a Workaround or in a future Release). | Within 24 hours | By Agreement. |