London Borough of Lambeth Information, Advice and Support Service (IASS)

Specification of system requirements - Casework Management System

Introduction

During the last year all Parent Partnership services have had to respond to the Children and Families Act 2014, with all Parent Partnerships services becoming Information, Advice and Support services (IASS). The scope of delivery for this service has expanded significantly with the requirement to support not only parents but also children and young people.

Currently Lambeth IASS is not using any information management system. Given the large changes nationally in the remit of IASS services, Lambeth IASS are looking to procure a system that is fit for purpose and will provide the data assurance that the IAS service needs, particularly around their statutory requirements to provide an impartial and confidential service separately to children, young people and their parents and to report accurately service activity and outcomes. This requires that the storage of information and the service is maintained at arm's length from the local authority.

Lambeth is looking to procure a system that supports the data requirements below and has looked at systems supporting other IASS providers across London. Without the requirements outlined below being met, Lambeth IASS will struggle to meet its statutory responsibilities.

Lambeth council expects to invest into the management information system around £5,000 to £7,000 over a three year period.

High level requirements for system to support Lambeth IASS

- Ability to record, monitor and report on all casework undertaken by the team members including details of families and referrers.
- Ability to store information that can support national inspections including forthcoming Ofsted inspections of SEND services.
- Ability to monitor and report on key performance indicators for the service.
- Ability to support key performance indicators around the IASS element of the SEND Code 0-25.
- Ability to extract management information reports for the local authority and for reporting national data while remaining at arm's length from the local authority.
- Ability to administer and monitor drop-in session reports for parents, carers and young people.
- Ability to record, monitor and report on the delivery of advice and information to specialist support groups.
- Ability to provide a client casework database and able to hold cases for individuals.
- Maintain client confidentiality by ensuring appropriate security measures attached to the database.

For further information and to submit your responses please contact Veronika Javorova on vjavorova@lambeth.gov.uk or call 020 7926 9319.

The deadline for completed system specification document is Monday 9 May 12 noon.

Scope

The individual required technical specifications are tabled in the following way:

- **Ref. column** – this Reference number relates to a particular Requirement in the document.
- **Description column** - this column contains the Requirement area – the vast majority of the specified requirements are a 'must have'. There are some specification requirements that are classified as nice to have.
- **Details column** – this column is for information only and offers details on the 'Description' column

The **Supplier response column** – this column has three entries:

- Functionality exists – FE
- Needs further development – NFD. Supplier would be able to commit to deliver this within agreed timescales agreed during the tender process and costs of the development if chargeable is included in the pricing schedule – Appendix 5.
- Not available – N/A

Other comments – Any elaboration on the response given in the Supplier response column should be placed here, and prefixed with the related Reference number (from the Ref. column).

Suppliers should edit this document and add their responses as indicated. If necessary, suppliers can append additional materials or descriptions and refer to that in their responses.

System requirement specifications

1.   Recording a referral

Ref.	Description	Details	Supplier response
1.1	Type of referral	Tick boxes for each type of referral - More than one type of referral can be selected. Types of referral are: Annual review; Behind in school; Bullying; Disability discrimination; Exclusion – fixed term; Exclusion – permanent; Exclusion – unofficial; Formal assessment; Forum enquiry; I.S. in house; Placement; Refusal to assess; School refuser; Therapies; Unmet needs	
1.2	Information about the referral	First name of person making referral (free text)	
		Surname of person making referral (free text)	
		Gender of person making referral (free text)	
		Address – linked to address base based on information in the LLPG (local land and property gazetteer).	
		Telephone number of person making referral (numerical field)	
		Mobile (numerical field)	
		Email (free text)	
		Date of referral (calendar)	
		Contact method (drop down list)	
		Details of referral (free text)	
		Further action needed? (Tick boxes, 'yes' and 'no'.)	
		*If 'yes' to **Further action needed?**: the ability to record in free text the details of further action needed.*	
		*If 'yes' to **Further action needed?**: When by? (calendar)*	
		*If 'yes' to **Further action needed?**: Who by? (drop down list of all Lambeth IASS workers)*	
		The ability to attach a document to each referral	
		The ability to link referrals with students or parents whose information is held on the system	
Other comments:			

2.   Personal and organisational details

Ref	Description	Details	Supplier

			response
2.1	Student details	Surname (free text)	
		Fist name (free text)	
		Initials (free text)	
		Gender (drop down list)	
		Date of birth • Day (numerical field) • Month (numerical field) • Year (numerical field)	
		Age now (populated automatically using **date of birth**)	
		School year offset (numerical field)	
		Current school year (populated automatically using **date of birth** and **school year offset**)	
		Address – linked to address base based on information in the LLPG (Local Land and Property Gazetteer).	
		Telephone number (numerical field)	
		Mobile number (numerical field)	
		Email address (free text)	
		Ethnic group (drop down list)	
		Religion (drop down list)	
		School (drop down list)	
		GP surgery (drop down list)	
		Disability and needs of young person (drop down list) – can add multiple	
		Child has a CAF? (tick boxes: yes; no; unknown)	
		Languages spoken (drop down list) – can add multiple	
		Interpreter required? (tick boxes: yes; no; unknown)	
		Child uses sign language? (tick boxes: yes; no; unknown)	
		Wheelchair user? (tick boxes: yes; no; unknown)	
		Details of groups or meetings attended (automatically populated using information from section 4.1)	
		Risk assessment warnings (free text) – we require this to be clearly visible on the person record	
		Notes (free text)	
		Ability to upload documents attached to individual students	
		Ability to create a new action, and set a date for its completion	
		Ability to see all referrals associated with each student	
		Ability to search for student details based on surname or forename(s)	
		Ability to see alphabetical list of all students	
2.2	Parent/carer details	Surname (free text)	
		First name(s) (free text)	
		Initials (free text)	
		Title (free text)	
		Address – linked to address base based on information in the LLPG (Local Land and Property Gazetteer).	
		Telephone number (numerical field)	
		Mobile number (numerical field)	

		Email address (free text)	
		School (drop down list)	
		Risk assessment details (free text)	
		Notes (free text)	
		Ability to upload documents attached to individual parents/carers	
		Ability to create a new action, and set a date for its completion	
		Details of groups or meetings attended (automatically populated using information from section 4.1)	
		Ability to see all referrals associated with each parent/carer	
		Ability to search for parent/carer details based on surname or forename(s)	
		Ability to see alphabetical list of all parents/carers	
2.3	School details	Name (free text)	
		Address – linked to address base based on information in the LLPG (Local Land and Property Gazetteer).	
		Telephone number (numerical field)	
		Email address (free text)	
		Website (free text)	
		Notes (free text)	
		Ability to search for school based on name	
		Ability to see alphabetical list of all schools	
2.4	Professionals details	Surname (free text)	
		First name(s) (free text)	
		Initials (free text)	
		Title (free text)	
		Address – linked to address base based on information in the LLPG (Local Land and Property Gazetteer).	
		Organisation name (free text)	
		Job role (free text)	
		Telephone number (numerical field)	
		Mobile number (numerical field)	
		Email address (free text)	
		Website (free text)	
		Notes (free text)	
		Ability to search for professional based on name	
		Ability to see alphabetical list of all professionals	
2.5	Relationships between people and organisations	*Ability to link people based on personal relationships (for example, link a parent with a child)*	
		Ability to link people with schools	
		Ability to link people with professionals (for example, link a child with their GP)	
2.6	Case management and contact information	Date of contact (calendar date)	
		Type of contact (drop down list)	
		Discussion details (free text)	
		Outcome achieved – level 1 (drop down list) – can add multiple	
		Outcome achieved – level 2 (drop down list) – ideally	

		linked to level 1 , can add multiple	
		Future actions (free text) – can add multiple	
		Date action to be completed	
		Action completed (yes / no)	
		If action not completed, please specify why (free text)	

Other comments:

3. **IASS actions list**

Ref	Description	Details	Supplier response
3.1	Actions list	*Ability to see all outstanding actions. These should be populated automatically using information from referral information (1.2), student details (2.1), and parent/carer details (2.2)*	
		Ability to filter selection, to include or exclude actions which have been completed	
		Ability to select a date range for all actions	
		Ability to view all actions on a calendar	
		Ability to filter actions based on the IASS team member responsible for completing the action	

Other comments:

4. **IASS activities calendar**

Ref	Description	Details	Supplier response
4.1	Details of group meeting, drop-in, workshop or event	Name (free text)	
		Address – linked to address base based on information in the LLPG (local land and property gazetteer).	
		Telephone number (numerical field)	
		Email address (free text)	

		Day the event occurs (drop down list)	
		One-off event? (tick boxes: yes or no)	
		Recurring event? (ability to plan a set of recurring events using MS Outlook similar functionalities: • Number of days between occurrences (numerical field) • Start time (numerical field) • End time (numerical field))	
		Max number of attendees (numerical field)	
		Notes (free text)	
		Ability to link students and parents/carers with group or meeting	
		List of completed meetings (populated automatically)	
		List of future meetings (populated automatically)	
		Ability to see all events on a calendar	
Other comments:			

5. System administration and application standards

Ref	Description	Details	Supplier response
5.1	Application versions	We will require for each of the applications the following database instances: • Test version • Live version	
5.2	Address files	All addresses on systems to be validated against existing address files: • Lambeth addresses to LLPG file • Addresses outside of the borough will need to be manually entered on the system Is the system BS7666 compliant (This standard specifies the data and fields to be maintained in a gazetteer of land and property). Is the system already configured to import LLPG data in dtf7.3 format (ie an initial load followed by regular weekly update files).	

		Ability to link the addresses to customised postcode areas – for example wards, localities, Super Output Areas etc.	
5.3	Prevent/control duplicate record creation.	Every possible precaution should be inbuilt within the system to protect against the accidental creation of duplicate records. Please explain any approach the system may have to facilitate this.	
5.4	Consistency	Data should not have to be re-keyed between one screen and another.	
5.5	Manuals	The supplier shall provide full documentation required to effectively support use of the application by business users and support teams, in both electronic and paper formats. These shall be customisable by Lambeth system administrators to meet the specific needs of the business as necessary.	
5.6	Form creation – *nice to have functionality*	The system must offer functionality to create custom forms with additional collection fields on both the person and contact levels. Required customisable fields include: • drop down fields • radio buttons • tick boxes • date fields • free text fields There must be availability to create the forms with headings, breaks and sections defined by the LA. It is estimated that the LA requires in the region of 500 customisable fields for each of the type of the form on contact level and further 200 of each type on person level.	
5.7	Lock person records	A controlled process must be in place to lock individual's records with a reason for locking the record. These records must be excluded from searches (system admin set up permission) and all mail outs.	
5.8	Mail outs, exports of information and labels	Download searches to MS Office 2010 and Office 365 applications and CSV formats. This to include all person profile and contact fields	
5.9	Generate Emails – *nice to have functionality*	Email facility (compatible with Cloud email service) to be embedded within the system at person record and contacts.	
5.10	Moving between screens must be resilient	It is important that movement from screen to screen occurs within an acceptable time and neither freezes or crashes.	
5.11	Quick access page (a one page summary of key information rather then having to scroll through many pages)	The initial page should show a comprehensive overview of the situation of the individual concerned. Further screens will show full detail.	

Ref.	Description	Details	Supplier response
5.12	Record Individual information quickly and easily	There should be no need for duplication and the entry of information should follow a rational flow.	

Other comments:

6. Reporting, monitoring and evaluation

To meet the monitoring and evaluation functions, we require the system to be enabled to build custom queries and reports. The suppliers must demonstrate that data can be reported on and interrogated. The Council is currently using standard tools such as MS Server Reporting Services, Business Objects, Crystal Reporting, Query with other tools using SQL (structured query language) for other systems. Where other reporting tools are also supported the supplier should provide details.

Ref.	Description	Details	Supplier response
6.1	Reporting requirements	We require appropriate database schema documentation and access to training to enable effective reporting of information. This should include entity relationship diagrams. The council would access flexible and accurate reporting solution that will : • Contain a list of pre-written standard reports • Functionality to create bespoke reports All reports must support common formats such as MS Office and .csv. Reports must satisfy the quality standards requirements of the DfE and other bodies to enable meeting statutory duties. We require to have full access to the database objects i.e. tables, triggers, functions/stored procedures etc.	
6.2	Reporting tools	The data can be interrogated using standard tools: • SQL Server Reporting Services • Business Objects • Crystal Reporting • Query with other tools using SQL (structured query language) • Where other reporting tools are also supported the supplier should provide details.	
6.3	Execution of reports and queries set by definable criteria	The operation of this function should be easy and user-friendly. The reports could be parameter-driven such that users can filter each of them by a definable set of	

Ref.	Description	Details	Supplier response
		criteria	
6.4	Report writing application to create custom reports and queries	For ad-hoc reporting and query requirements it is envisaged to have the facility to create such ad-hoc reports and have the option to schedule reports to run out of office hours.	
6.5	System administration reports – audit trail of usage, duplicate entries, missing data	Lambeth require the facility to run reports detailing different aspects of usage of the system. System administration reports: 1) The use of system - audit trail for individual system users 2) Users time on the system for a specific period 3) Average user time 4) Other reports to support access control and security	
6.6	Quality assurance	There should be some standard reports set up by the Software Supplier or by Lambeth to run simple checking reports to identify any incorrect or null entries that may cause issues going forward.	
6.7	Monitoring and evaluation - Forms Designer	Allows users to create custom forms for a whole range of subjects – this must be enabled for outcome and performance tracking. Lambeth has a comprehensive performance management and outcome framework in place that we require to be fully enabled throughout the systems.	
6.8	Monitoring of Documents	The system should allow storing all documents sent to services or individuals (link with audit)	

Other comments:

7. Pricing schedule

Lambeth council expects to have 5 concurrent users using the management information solution. Please break the costs into the table format below:

Costs item	Year 1	Year 2	Year 3	Total
System/Software/Licensing/Support Costs				
Basic software licence product				
Annual Warranty/Service Support Maintenance (as per SLA)				
Any other costs e.g. call out charges and maintenance in and out of hours				
Total System/Software/Licensing/Support Costs				
Additional or 3rd Party Software/Support (if any)				
Software licence				
Support				
Any other costs Escrow costs etc.				
Additional Modules				
Additional Administrator Licence				
Total Additional or 3rd Party Software/Support (if any)				
Supplier Project Management/Implementation/installation costs				
The costs of installing the sloution on the Lambeth IT network				
The costs of hosting the application on supplier's servers				
Training				
Consultancy (see table or section below)				
Development/programming/configuration				
Other Maintenance				
Any other costs				
Total Supplier Project Management/Implementation/installation costs				
Hidden costs as may be applicable				
e.g Additional/planned software or maintenance please explain and price per unit				
Upgrades please explain and price per unit				

Updates/upgrades/patches/new version change cost to the system				
Report templates				
Additional/Staged Development				
Other - (if applic) Full hosting or Disaster Recovery and Backup solution, provide on separate worksheet				
Total hidden costs				
Call off costs				
Daily rate for further system development				
Daily rate for further training (on site or public)				
Daily rate for further consultancy/project management				
Total call off costs				
Total costs of the project				

Schedule of Consultancy Rates				
Development/General/Technical/Training	**Period (days)**	**Total Charge Excl VAT(£)**		
1 Consultancy Day	**8hrs**	**Junior Consultant**	**Consultant**	**Senior/Partner**
If day Rate, or additional day rates				
Consultancy charge	Single Day Rate			
Consultancy charge	2-20 Days incl % Volume Discount			
Consultancy charge	21-49 days Incl % Volume Discount			
Weekend rate (if applicable)				
Hourly rate (if applicable)				

Reasonable expenses as appropriate e.g, Taxi fares, accommodation, parking charges, excluding 1st class travel may be paid to the supplier if they are asked to perform tasks at a location away from Council premises. Payment to be paid if agreed by Client beforehand				