LONDON BOROUGH OF LAMBETH

**LBL NON FUNCTIONAL ICT REQUIREMENTS**

**AND SERVICE PROVIDER RESPONSE**

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| **Ref** | **Requirement** | **Priority** | **Criterion** | **Response** |
| --- | --- | --- | --- | --- |
|  | Section 1 - Infrastructure | | | |
|  | Cloud Service & Security Requirements |  |  |  |
|  | The proposed solution must provide a ‘Software as a Service (SaaS)’ solution, incorporating system management functions and hosting services | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The locations where London borough of Lambeth (LBL) data is to be held must be physically secure and restricted. This includes access, safety, emergency and fire control equipment and procedures. The location must also allow for inspections for audit purposes | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Data stored or processed at non-LBL locations must be protected from unauthorised access or disclosure.   * Describe the capabilities around data retention/archiving and restoration * Describe how the data is protected at rest * If certificates are used to encrypt data at rest then describe the key management procedures that are in place to prevent unauthorised access. * Describe what compliance standards the provider/vendor has been successfully audited against and when | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The data centre(s) where LBL data is to be held must be based in the EAA/EU (UK Preferred).   * Please specify the geographic location where the Cloud Service instance would be hosted. * Is there any site-to-site replication of data for D/R or backup purposes - if so then where would the data reside geographically? | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The Supplier solution must be compliant with ISO 27001 standards. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The data centre(s) where LBL data is to be held must be IL3 compliant, please confirm what tier data centre(s) the application and data will be hosted in. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Describe whether the Cloud Service instance for Lambeth would be as part of a multi-tenanted deployment or standalone.   * If multi-tenanted, then please describe this with reference to presentation/application and database layers and how logical separation is maintained between them to prevent one malicious or compromised consumer from affecting the service or data of another. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | What authentication mechanism is used for access to services in the Cloud? Please provide information pertaining to the following:   * Describe how users are authorised in the Cloud (role-based access control aka RBAC for example). * Describe how users are revoked * Is there any current integration with an organisations on-premise AD? * Is the application SAML 2.0 or Oauth compliant? * Can two-factor authentication (2-FA) be used for the service? | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Data in transmission between LBL, the data centre(s) hosting LBL data and any other identified locations must be protected from unauthorised access or disclosure and be complaint with TLS 1.2 and above.   * Describe how data is secured in transit. * If SSL/TLS is used please confirm version and if the certificate is issued by a public CA. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Where a LAN-to-LAN (L2L) VPN connection is required to facilitate third party access to the LBL network, the supplier endpoints must be EA4 compliant | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The service provider should ensure that its supply chain satisfactorily supports all of the security principles that the service claims to implement.   * Describe your monitoring capabilities for the Cloud Service solution * Describe what compliance standards the provider/vendor has been successfully audited against and when. * Service provider staff should be subject to personnel security screening and security education for their role. Please provide evidence of how screening is carried out including any recent penetration test results that can be shared with Lambeth Council to support your claim | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Please confirm the main operating system(s) in use at the data centre(s) where LBL data is to be held as well as the devices/locations the Supplier uses to provide support/maintenance and consultancy services to its customers. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Please identify the security and patching strategies you use to ensure that your solution is up to date and patched to prevent insecurities which may allow unauthorised access to the system. Please indicate how this integrates with third party patching mechanisms (e.g. operating system updates). | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The Supplier must confirm that it undertakes an annual penetration test of its network/services, or alternatively:   * Describe how it monitors and tests the security of its network/services, * Identifies actual or potential security incidents, * Keeps records of such monitoring, and * Notifies LBL of any breaches and remedial actions taken. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The Supplier must confirm that they are regularly audited to ensure that they comply with their security obligations | 2 | A1 | Please provide information as to how you meet this requirement |  |
|  | The Supplier must confirm no personal or sensitive information will be stored on mobile devices (e.g. USB keys, laptops, tablets), or if mobile devices do store such information then they are encrypted in line with Principle 7 of the Data Protection Act 2018 (See advice from the Information Commissioner's Office <https://ico.org.uk/for-organisations/guide-to-data-protection/encryption/>).   * Please also include details of how storage media which has held Lambeth data is sanitised or securely destroyed at the end of its life | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Please state whether your company is registered with the Information Commissioner’s Office and whether you have a Data Protection Policy, that applies to your staff and any 3rd party that may process any personal data/sensitive personal data. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Please explain how data is erased from your systems when resources are moved or re-provisioned or when the service is terminated. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Please state the processes that will be used to ensure that personal data/sensitive personal data/business sensitive information is not kept longer than necessary and disposed of securely. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The Supplier must confirm that it is running an up to date anti-virus package and that regular updates are applied to all supplier devices used in the course of supporting the contract. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Describe your vulnerability management processes in terms of identifying and mitigating vulnerabilities (e.g. antivirus, system hardening). | 2 | A1 | Please provide information as to how you meet this requirement |
|  | LBL Third Party ‘Code of Connection’ Standard |  |  |  |
|  | In order to sanction third party access to the LBL network, the Supplier is required to agree to the following terms and conditions in line with the ‘Lambeth Third Party Code of Connection Standard’: | | | |
|  | The Supplier must confirm that all employees of their organisation and, where relevant, contractors and third party users MUST receive appropriate training with respect to data security, information governance and awareness of organisational policies and procedures as relevant to their job function. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The Supplier should submit a network schematic that outlines the networks and protocols that will utilise the London Borough of Lambeth (LBL) connection(s). | 3 | A1 | Please provide information as to how you meet this requirement |
|  | The Supplier must agree to utilise a firewall or firewalls between LBL and the connecting organisation. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The Supplier must confirm that each user of their network connected to LBL is reliably authenticated by means of a sufficiently complex password. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The Supplier must confirm that LBL will be notified whereby access to the LBL Network needs to be revoked, either due to an employee leaving the Supplier’s organisation or where the employee no longer requires access for the purpose of their role. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The Supplier must confirm that email received from LBL by users in the connecting organisation will not be automatically forwarded outside of the connecting organisation's network. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The Supplier must agree to an annual review of the Code of Connection agreement between the Supplier and the LBL. The agreement will also require review where arrangements have changed between LBL and the Supplier, or where any breach of this agreement is deemed to have occurred resulting in increased restriction or termination of the connection. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Any actual or suspected breach of information security involving LBL data must be reported promptly to a contact specified by the authority as outlined in the final contract. The Council reserves the right to initiate an investigation into the incident. The Supplier will provide co-operation in support of such investigations (e.g. to locate the source of the breach and take mitigating steps). | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Data Protection and Access Control |  |  |  |
|  | The proposed solution must comply with the provisions of the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR) which will be required from May 2018 in addition to the current DPA legislation. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The system must provide a facility to amend user data to comply with the DPA & GDPR | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The system must have archive and retention functionality.  Please identify if this can be automated as specified in a suitable archive and retention schedule. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The system must provide system administration functions to high level users identified by the local authority | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The entry and modification of system-wide parameters must be restricted to the administrators of the system. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | System administration functions are required to set up and disable users and/or passwords, reset individual user passwords and to monitor password usage.   * Access to these system administration functions should be limited to high-level users identified by the authority. * All changes made in system administration should be fully audited. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Access to the system must be controlled by means of a user specific identifier and password. Passwords should be encrypted, not be shown on the screen or on other printed output. Where the support staff need to send out passwords, please explain security measures to ensure they are not sent in plain text. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Password rules should be configurable to adhere to the London borough of Lambeth password policy. Currently all passwords must be:   * A mix of letters and numbers * A mix of capitals and lower case letters * Include at least one special character (e.g. !”£$%) * At least eight characters long * Different from your last 20 passwords * Changed every quarter (90 days). | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The system must be able to prompt users to change their password at an interval to be determined by the authority and applied by the systems administrator.   * When entering new passwords the system should request the old password first and only if valid should changes to the password be allowed. * The new password should be verified by requesting the user to enter it twice. * The system must allow for password cycling – the prevention of password re-use over a user specified period or number of instances. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Access to the system should be prevented if a pre-set number of login/password attempts is exceeded | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The System must allow for the creation of system users, e.g. kiosks, where password ageing is not set. These generic accounts must be controlled by the System Administrator. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Please explain how your support staff intend to access and manage the system and how this is audited. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The system must allow different levels of access to functions/sub-functions according to the level of user | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The system must ensure data security by restricting access to specified categories of information in accordance to the user’s permissions. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Access control to specific functions should be:   * Granular - based on users, user groups and/or workstations and method of access (e.g. website, full client) * Configurable by specified staff. * Incorporate at least one of the following access rights: read only; read and write; create; delete, no access. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Training environments must use de-personalised data | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Following log-on, the user must only be presented with a menu choice of applications that reflect the user’s security profile. If all menu options are visible on the screen then the menus to which there is no access should be greyed out or otherwise disabled. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Auditing |  |  |  |
|  | To assist in future investigations and access control monitoring, the Supplier should have audit logs recording user activities, exceptions and information security events on the servers and/or systems used to hold, transport and manage LBL data. Where audit logs are not present, the Supplier must confirm how it monitors user activity. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | The solution must provide a full or partial audit trail of edits within the system, including user identification, details of the update and date and time, to meet statutory obligations. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | It should be possible to search and interrogate the audit trail within the database according to permissions determined by the system administrator. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | What quality control checks are in place to verify data entry? Can reports be run to identify incomplete records? | 3 | A1 | Please provide information as to how you meet this requirement |
|  | Audit logs must be secured against tampering. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Each user must have a unique identifier to identify the user in transaction logs and audit trails. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | Please detail any capability for audit log information being made available to Lambeth - typically this might include who has accessed what data and when. | 2 | A1 | Please provide information as to how you meet this requirement |
|  | System Integrations |  |  |  |
|  | Describe what out-of-the-box (OOTB) integration exists between the cloud service and other systems. We would expect the system to provide open APIs to facilitate integrations. Please describe how this integration is achieved (WebService, API etc..) | 2 | A2 | Please provide information as to how you meet this requirement |
|  | If bulk data transfer is required between Lambeth and the Cloud Service then please outline the options for this data transfer (e.g. SFTP, Secure Email etc.) | 2 | A2 | Please provide information as to how you meet this requirement |
|  | Where applicable, the system should support integration with external authentication services (e.g. LDAP, Active Directory) to allow single sign on facilities. | 3 | A2 | Please provide information as to how you meet this requirement |
|  | Where applicable, the system should support integration with postcode software (e.g. addressbase products) or the Authority’s Local Land and Property Gazetteers (LLPG) to facilitate automatic population of address fields. | 3 | A2 | Please provide information as to how you meet this requirement |
|  | Where applicable, the solution must have the flexibility (e.g. provide APIs) to work with LBL’s “MyLambeth” customer website. The interface between MyLambeth and the proposed solution should accommodate 2-way transfer of data and allow the customer to automatically login to the Performance and Service Improvement portal once they are logged into “MyLambeth”. | 2 | A2 | Please provide information as to how you meet this requirement |
|  | Where applicable, the system should be able to link/integrate with council financial systems. Currently Lambeth uses Oracle fusion.  Please provide examples of system integrations successfully operating for these requirements | 2 | A2 | Please provide information as to how you meet this requirement |
|  | Where applicable, the system should be able to link/integrate with the council e-payment system. Currently Lambeth uses Capita’s AIM system. Please provide examples of system integrations successfully operating for these requirements | 2 | A2 | Please provide information as to how you meet this requirement |
|  | Where applicable, the system should have the capacity to allow for future integrations such as Microsoft Dynamics, and LBL print solutions. Please provide examples of system integrations successfully operating for these requirements. | 3 | A2 | Please provide information as to how you meet this requirement |
|  | It must be possible to allow data input from a variety of sources. These are to include:   * Manual input * Electronic load from other applications (including Microsoft Desktop applications, XML, Commonly found RDBMS, CSV); * Mobile devices * File attachments (e.g. customer photograph on their records). | 2 | A2 | Please provide information as to how you meet this requirement |
|  | Management data frequently needs to be output to alternative formats for monitoring and management development. The solution should allow for the creation of data extract files in standard formats for other applications and must include data extracts in the following file formats:   * XML * CSV * TXT * Common Microsoft desktop products | 2 | A2 | Please provide information as to how you meet this requirement |
|  | Where data is loaded from any source then the integrity of all records must be maintained. | 2 | A2 | Please provide information as to how you meet this requirement |
|  | Please describe how the system can receive electronic payments. | 2 | A2 | Please provide information as to how you meet this requirement |
|  | Does your system provide the connectivity to interact with GIS systems? If so, please provide details of how this would happen in practice. | 3 | A2 | Please provide information as to how you meet this requirement |
|  | Databases & Server/Client Environment |  |  |  |
|  | The database schema must be documented, kept up to date and available to LBL and/or middleware developers for database interrogations and report development. Please confirm your approach to sharing this information, listing the Database systems (with versions), that your application(s) is certified to run on. | 2 | A3 | Please provide information as to how you meet this requirement |
|  | Please list the operating systems (with versions), that the Server/Client application(s) is/are currently using and is/are certified to run on. | 2 | A3 | Please provide information as to how you meet this requirement |
|  | Please identify the technical roadmap for developments of your system to ensure that you are compliant with future releases of the operating system(s) on which your product is based. | 2 | A3 | Please provide information as to how you meet this requirement |
|  | Please describe the proposed hardware configuration for your system, including external drives, backup devices and supported PC/Thin-Client networks.   * Please identify the server configuration you would deploy and explain how this is achieved, highlighting any limitations * PCs/Laptops in the LBL estate must currently be running Windows 7 and Windows 10 and using IE11 browser as a minimum. Please confirm the client application can run in this environment. | 2 | A3 | Please provide information as to how you meet this requirement |
|  | Please detail the configuration of the client application   * Is access from a laptop or desktop delivered via a web- browser, app or a thick client? * If a thick client is required, please provide details of any programs or platforms that are required for the client to run (Java etc.) * If a web browser is required, please confirm the browser applications and versions that the client runs on * Are any (browser) plug-ins required - if so please provide details (Java, ActiveX, shockwave, flash, Silverlight etc.) * What ports need to be opened in LBL firewalls to facilitate either of the above? | 2 | A3 | Please provide information as to how you meet this requirement |
|  | The client application must allow for a simple method of printing to local, system and networked printers. | 2 | A3 | Please provide information as to how you meet this requirement |
|  | The client software should be able to run in a virtualised environment. Please explain how this is achieved and highlight any limitations. | 2 | A3 | Please provide information as to how you meet this requirement |
|  | Are there any functional differences between access via mobile or via traditional desktop environment? If so then please describe these. | 2 | A3 | Please provide information as to how you meet this requirement |
|  | Is access on a mobile device delivered via a browser or a mobile application? If via an app - is this published to Google Play, Apple Store? | 2 | A3 | Please provide information as to how you meet this requirement |
|  | Confirm access from the following browsers and please specify versions: Microsoft IE, Chrome, Firefox, Safari, Edge. |  |  |  |
|  | Websites and portals (internal and public facing) must conform to WCAG 2.1 accessibility standards at minimum AA level. | 1 | A3 | Please provide information as to how you meet this requirement |
|  | Connectivity and Network Requirements |  |  |  |
|  | The solution must not cause performance degradation across the network. | 2 | A3 | Please provide information as to how you meet this requirement |
|  | The solution must be scalable, incorporating multi-site operations and support for mobile devices. | 2 | A3 | Please provide information as to how you meet this requirement |
|  | Please state the bandwidth requirements of your system for local and remote connections. | 2 | A3 | Please provide information as to how you meet this requirement |
|  | Please explain how your application(s) support encryption for the transfer of data across LAN/WAN and VPN, and how it works in conjunction with security software (e.g. anti-virus, anti-malware). Please specify any specialised use of firewall ports that are expected by your system. | 2 | A3 | Please provide information as to how you meet this requirement |

| **Ref** | **Requirement** | **Priority** | **Criterion** | **Response** |
| --- | --- | --- | --- | --- |
|  | Section 2 - Sustainability | | | |
|  | Performance and Resilience |  |  |  |
|  | There should be a Service Level Agreement that specifies an appropriate level of uptime of at least 99% for the system as a whole over a defined period. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | The Supplier is responsible for ensuring that a comprehensive disaster recovery solution is in place at all times. Please provide details of your disaster recovery plan with reference to the points below:   * Steps you would undertake in the event of a main system failure. * Recovery Point Objective (RPO) * Recovery Time Objective (RTO e.g. must be within 24 hours) * Frequency with which the DR plan is reviewed | 2 | A8 | Please provide information as to how you meet this requirement |
|  | Please describe the backup arrangements in place for the system. Please include details regarding offsite backup procedures | 2 | A8 | Please provide information as to how you meet this requirement |
|  | The Supplier will be responsible for ensuring that back-ups are run on a daily basis, and are stored securely in a remote location. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | To help ensure business continuity, the disk configuration proposed must provide disk mirroring at the very least, and be able to expand to accommodate up to 5 years of growth. Please explain the strategy for data storage in your proposed solution. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | To ensure system resilience, the database must be able to recover Performance and Service Improvement transactions within the last 30 minutes in the event of any systems failure including but not limited to, a power outage, a disk failure, an operating system failure, a database failure. All transactions must be time coded to the second. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | Please describe how the staff dealing with customers can expect to continue circulation operations during a system outage, server power outage, loss of Internet connection or other network outage. In addition, facilities must be provided for easy upload of data once the outage or connection loss is restored. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | Processor system memory and/or storage utilisation should be no more than 70% on average during the peak hour each working day. Please outline how the proposed solution will monitor this and confirm how this information will be made available to LBL | 2 | A8 | Please provide information as to how you meet this requirement |
|  | The proposed configuration must be able to provide an acceptable level of application response time for approximately 100 concurrent connections on the system. Please outline how the proposed solution will monitor this and confirm how this information will be made available to LBL | 2 | A8 | Please provide information as to how you meet this requirement |
|  | The typical response time for standard circulation transactions should not exceed one second and for complex updates and searches it should not exceed ten seconds. Please outline how the proposed solution will monitor this and confirm how this information will be made available to LBL | 2 | A8 | Please provide information as to how you meet this requirement |
|  | Performance and Service Improvement in the London borough of Lambeth operate between the hours of 09:00 and 17:00 Monday to Friday. LBL expect that planned downtime will be outside of core business hours. Please summarise the dates and times of planned and unplanned downtime over a period of the last three years. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | It is assumed that, as part a hosted approach, the Supplier will be housing and managing the system centre. Please confirm the scope of the hardware/network components within the solution and define the boundary line between the Supplier and LBL responsibilities with respect to system configuration and maintenance | 2 | A8 | Please provide information as to how you meet this requirement |
|  | Please state the upgrade and patching strategies necessary to keep the client and server software up to date. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | LBL’s systems are tested annually. Where vulnerabilities are identified, we would expect rectification within as short as period of time as possible or a development plan that will resolve the issue. Please describe how you would approach this. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | The Supplier must have an escrow agreement with full system software and rebuild details lodged with a third party. Please supply details. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | Product Release and Scalability |  |  |  |
|  | The Supplier must provide regular product roadmaps including release numbers and module names, please supply details of your current roadmap. If the current release of the product(s) comprising your actual and/or potential solution is to be superseded by a new product release within the next 12 months then please append to your response | 2 | A8 | Please provide information as to how you meet this requirement |
|  | Please describe your approach and methodology regarding the following:   * System/Product development. * Incorporating emerging technologies * Customer Requests for Enhancements (RfE). | 2 | A8 | Please provide information as to how you meet this requirement |
|  | If your solution comprises 3rd party component products (e.g. Java) then please state the release numbers of the component products that comprise the current version of the solution and provide a copy of your policy for component release management. | 3 | A8 | Please provide information as to how you meet this requirement |
|  | Future Upgrades/release management |  |  |  |
|  | The Supplier is required to provide system upgrades as part of the core contract. There should be no additional charges for system upgrades. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | The proposed system must be able to accommodate a doubling of terminals, transaction volumes, data volumes and network traffic without requiring significant changes to be made at the local authority level. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | The Supplier must notify the user base of scheduled updates. LBL will require agreement over the timing of releases to allow appropriate time for training where applicable. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | The Supplier must have a facility where the user base can request product enhancements. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | The Supplier must have a facility where the user base can report product defects. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | The Supplier must notify the user base of their method of correcting product defects | 2 | A8 | Please provide information as to how you meet this requirement |
|  | Is the application monitored for security flaws? Please explain how | 2 | A8 | Please provide information as to how you meet this requirement |
|  | What is your company's policy on:   * forward compatibility and * support cycles (i.e. within what number of versions would support typically be withdrawn)? | 2 | A8 | Please provide information as to how you meet this requirement |
|  | LBL have a Change Control process and expect the Supplier to factor this into any change that they would seek to make, where that affects the proposed solution or any system that is connected with it. Please describe your processes in terms of changing the application, OS or configuration. | 2 | A8 | Please provide information as to how you meet this requirement |
|  | Service Desk |  |  |  |
|  | There should be a Service Level Agreement in place specifying the hours during which the system must be available for standard operations by staff and the Supplier provides a helpdesk service to LBL. This should be suitable for the opening hours of LBL Performance and Service Improvement. | 2 | C1 | Please provide information as to how you meet this requirement |
|  | The Supplier must provide a helpdesk service:   * via telephone * via an online support portal * via email   Please outline your core support hours (GMT) and specify response and call out times. | 2 | C1 | Please provide information as to how you meet this requirement |
|  | Performance and Service Improvement in the London borough of Lambeth operate between the hours of 09:00 and 17:00 Monday to Friday:   * What is your method of providing 7-day a week operational support for local authority staff? This is to include receiving, recording and prioritising incident calls, providing fixes, maintaining and monitoring service levels. * What is your method of providing weekday operational support for local authority staff? This is to include receiving, recording and prioritising incident calls, providing fixes, maintaining and monitoring service levels. | 2 | C1 | Please provide information as to how you meet this requirement |
|  | Please specify any additional charges that would arise in connection with this service during non-core hours. | 2 | C1 | Please provide information as to how you meet this requirement |
|  | LBL requires periodic contract management meetings to discuss service development etc. Please describe your approach to on-going account / contract management. | 2 | C1 | Please provide information as to how you meet this requirement |
|  | User feedback is important for system development, is there a community user group for your system and if so is it independent or supplier lead? | 3 | C1 | Please provide information as to how you meet this requirement |
|  | Training and documentation |  |  | Please provide information as to how you meet this requirement |
|  | The Supplier must be able to offer training and documentation for all levels of staff and for all modules of the proposed solution. Please list and describe all documentation that will be provided. | 2 | C4 | Please provide information as to how you meet this requirement |
|  | The Supplier must provide a training programme on all aspects and modules of the system. The training programme must include the following elements:  A training environment to facilitate:   * Systems administration * Statistics * Backup and recovery procedures * Troubleshooting procedures including simple diagnosis/fault finding tools * Training the trainer | 2 | C4 | Please provide information as to how you meet this requirement |
|  | The Supplier must provide a training environment that accurately reflects the configuration and functionality of the live environment. | 2 | C4 | Please provide information as to how you meet this requirement |
|  | The Supplier must maintain the training environment to incorporate any enhancements or upgrades made to the live environment. | 2 | C4 | Please provide information as to how you meet this requirement |
|  | The Supplier must allow designated users to reset and reinitialise the training database within the training environment to allow the repeat of training exercises. | 2 | C4 | Please provide information as to how you meet this requirement |
|  | The Supplier must provide designated users with initial and on-going training to enable effective operation, management and support of the system. Please indicate the range of training methods and materials employed. | 2 | C4 | Please provide information as to how you meet this requirement |
|  | The Supplier must provide training manuals for each module that can be utilised by staff to train other staff. Each manual must include visual guides (e.g. screen shots) | 2 | C4 | Please provide information as to how you meet this requirement |
|  | The Supplier must provide and maintain a testing environment that accurately reflects the configuration and functionality of the live environment, in order to preview enhancements, upgrades or proposed reconfigurations prior to deployment. | 2 | C4 | Please provide information as to how you meet this requirement |
|  | The Supplier must provide updates of the system documentation in appropriate time prior to applying enhancements and upgrades to the live environment. | 2 | C4 | Please provide information as to how you meet this requirement |
|  | The Supplier must provide user manuals/guides for each module that are easy to understand. The Supplier must also provide documentation on the following:   * Backup and recovery procedures for Performance and Service Improvement * Troubleshooting procedures including simple diagnosis/fault finding tools   Each manual must include visual guides (e.g. screen shots) | 2 | C4 | Please provide information as to how you meet this requirement |
|  | The Supplier should provide online tutorials for each module. | 3 | C4 | Please provide information as to how you meet this requirement |
|  | The Supplier must provide printed or downloadable system administration manuals and operations manuals. | 2 | C4 | Please provide information as to how you meet this requirement |
|  | Training is a key element to staff professional development. Describe how training will be provided prior to ‘go live’ and during the lifecycle of the solution. Please include reference to staff numbers per training sessions and staff involvement in the different modules/functions | 2 | C4 | Please provide information as to how you meet this requirement |
|  | System Management |  |  |  |
|  | What management tools / interfaces are provided as part of the solution and how would these be made available to Lambeth? | 2 | C1 | Please provide information as to how you meet this requirement |
|  | Describe your monitoring capabilities for a Cloud Service solution | 2 | C1 | Please provide information as to how you meet this requirement |
|  | Please describe your incident management processes (including fault resolution and escalation processes) | 2 | C1 | Please provide information as to how you meet this requirement |
|  | Please specify your change control procedures. | 2 | C1 | Please provide information as to how you meet this requirement |
|  | It is assumed that, as part a managed and hosted service, the Supplier will be responsible for the installation, running, preventive and corrective maintenance of system centre hardware and software.  Please state how you would achieve this. | 2 | C1 | Please provide information as to how you meet this requirement |
|  | Any system maintenance works that would have a significant effect on system performance must be pre-agreed by the authority. The Supplier is responsible for notifying users in the event of any planned maintenance works | 1 |  | Please state whether your solution can or cannot meet this requirement |
|  | With the exception of planned maintenance, the public facing aspects of the system should be available on a 24/7 basis. | 2 | C1 | Please provide information as to how you meet this requirement |
|  | The Supplier will be responsible for loading new releases of software as required. | 2 | C1 | Please provide information as to how you meet this requirement |
|  | The Supplier will be responsible for the integration of postcode software as required. | 3 | C1 | Please provide information as to how you meet this requirement |
|  | The Supplier will be responsible for loading orders related EDI (Electronic Data Interchange) files. | 2 | C1 | Please provide information as to how you meet this requirement |
|  | The Performance and Service Improvement service must be able access the configuration module (e.g. to make predetermined adjustments to service parameters), without supplier intervention. | 2 | C1 | Please provide information as to how you meet this requirement |

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| **Ref** | **Requirement** | **Priority** | **Criterion** |
| 3 | Section 3 – Solution Implementation |  |  |
| 31 | **Transition Requirements** |  |  |
| 3.1.1 | The Supplier must attach an outline Project management implementation plan, which includes the following: -   * Major tasks & critical success factors * Timescales and resource schedule (top level Gantt chart is acceptable) * Risk analysis and contingency plans * Escalation & exception reporting methodology * Change control procedures * Supplier Test Plans for: Connectivity, Data Cleansing, Data Migration and Application Functionality * User Acceptance Test Plans for: Connectivity, Data Cleansing, Data Migration and Application Functionality * Hand-over procedures to the Performance and Service Improvement service * Post implementation quality checking including User Acceptance Test plans | 2 | C2 |
| 3.1.1 | **Response** | | |
| *Please provide information as to how you meet this requirement* | | |

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| **Ref** | **Requirement** | **Priority** | **Criterion** |
| 3.1.2**4.1.1** | The successful Supplier will be expected to:   * Detail all resources and support that will be provided during implementation * Provide a named project manager for the duration of the implementation. * State the amount of the Project manager’s time that will be made available to this project. * Make clear the extent to which the Performance and Service Improvement staff will be expected to participate in the implementation. * Provide onsite consultancy and floor walking following implementation. * Trouble shooting and general support during implementation * Installation, full testing and implementation to the satisfaction of LBL. | 2 | C2 |
| 3.1.2 | **Response** | | |
| *Please provide information as to how you meet this requirement* | | |

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| **Ref** | **Requirement** | **Priority** | **Criterion** |
| 3.1.3 | As part of the implementation process LBL will also expect the following:   * Each staff terminal will have to be configured to access the new system. Please provide information as to the configurations required * It must be recognised that the existing Pentana system will have to operate in parallel to the new system until it is fully operational. There must an agreed date for switchover to the new system, and an agreed date upon which the old system will be switched off. Please provide information regarding your switchover process. * There must be an agreed formal hand-over procedure between the Supplier and LBL including an agreed date upon which the old system will be switched off. Please provide information regarding your handover process. | 2 | C2 |
| 3.1.3 | **Response** | | |
| *Please provide information as to how you meet this requirement* | | |

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| **Ref** | **Requirement** | **Priority** | **Criterion** |
| 3.1.4 | Please describe the proposed method of working with the client to ensure complete and satisfactory delivery including your working arrangements to deliver the solution.  This needs to describe the project specific team composition, planned time on project and phases, with key milestones, methodology, mechanisms for monitoring progress and performance both for in house or sub contracted delivery. | 2 | C2 |
| 3.1.4 | **Response** | | |
| *Please provide information as to how you meet this requirement* |  |  |

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| **Ref** | **Requirement** | **Priority** | **Criterion** |
| 3.2 | **Data Migration** |  |  |
| 3.2.1 | * The Supplier must provide a means of transferring the data stored in the current Performance and Service Improvement system into their solution, this data includes, but is not limited to, all indicators with associated past performance data and commentary, indicator configuration including tolerance values and ownership, user information, and business planning actions with all associated data. * The Supplier must ensure that all valid data can be transferred to the new system whilst adhering to the new system standards, validation and integrity checks. * The Supplier will also be expected to liaise with the incumbent supplier to achieve this.   Please explain how the above will be accomplished, please also provide references to previous experience of migrating performance data and business planning information from another provider to your system. | 2 | C3 |
| 3.2.1 | **Response** | | |
| *Please provide information as to how you meet this requirement* | | |

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| **Ref** | **Requirement** | **Priority** | **Criterion** |
| 3.2.2 | At the end of the contracted service period, it may be required to migrate LBL data to another third party system. Please explain your approach to working with the authority and other suppliers to achieve this. | 2 | C3 |
| 3.2.2 | **Response** | | |
| *Please provide information as to how you meet this requirement* | | |