



Part 4 Award Questionnaire

Contract Reference

TCS1219

Contract Title

Children's Services Case Management System

Maximum Period of Contract

7 Years

Return Date

Friday 05 July 2019

Return Time

12:00 Noon

Return To

www.supplyingthesouthwest.org.uk

Applicant Name

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Contact Details

Applicants are required to provide details of the organisation contact to whom the outcome letter should be addressed.

If this section is not completed the letter will addressed to the contact named when the Framework was set up or, where the Authority did not set up the Framework, to the portal contact for this further competition.

Contact Name:	
Name of Organisation:	
Role in Organisation:	
Phone Number:	
Email Address:	
Signature (electronic is acceptable):	
Date	

Award

Section A. Pass / Fail Criteria

The questions within this section shall be assessed on the basis of pass or fail.

The Council's minimum requirement for responses within this section is for the Applicant to respond Yes to each question and to demonstrate within the relevant parts of Section B how these requirements are met.

Q. No.	Questions	Response
1	Security Please confirm whether your proposed system complies with the following mandatory requirements: • It must contain parameters which can be set to enforce timeouts; • It must have a password policy incorporating encryption, use of mixed case, numbers and special characters, minimum length, expiry, limit on login attempts, logging of unsuccessful login attempts and "forgotten password" functionality; • Access to the Council's dataset must be limited to the Council and approved personnel from the Applicant; and • Applicants must have technical and procedural security measures in place to prevent: - i Unauthorised or unlawful processing of personal data - ii Accidental loss or destruction of or damage to personal data	Yes / No
2	Accessibility Please confirm whether your proposed system complies with the following mandatory requirement: • Any enforced format or layout requirements imposed meet at least AA standards in terms of Accessibility (or give proof that they are working towards achieving AA standards).	Yes / No
3	Protection for the Rights and Freedoms of Data Subjects Please confirm whether your proposed system complies with the following mandatory requirement:	Yes / No

	The Council's data must not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to their personal data. The successful Applicant will be required to comply with any changes in data protection legislation put in place post Brexit.	
4	Data Migration Please confirm whether your proposed system complies with the following mandatory requirement: The Applicant must provide evidence of successful implementation of data migration from a Child Social Care System, both client information and related financial information in the last five years.	Yes / No
5	Post Implementation Services Please confirm whether your proposed system complies with the following mandatory requirements: - The System must enable new interface feeds/data extraction processes to be created to run on the hosted system. This includes creating the gateways to allow data to be placed for collection and/or directly accessed (via web interface in real time) and/or allow for data integration into other council systems (finance system for example); - The System must ensure that all data is encrypted in transit; and - The System must be capable of supporting a secure connection mechanism from the Authority's network to the hosted System.	Yes / No
6	CESG Cloud Information Security Questionnaire If your organisation is offering a Cloud-based service, please confirm that you have completed the attached Appendix 1 – CESG Cloud Information Security Questionnaire and submit this as part of your Tender response.	Yes / No / N/A
Please enter the filename for completed questionnaire:		
7	Aesthetic and Functional Characteristics Please confirm whether your proposed system complies with the following mandatory requirements:	Yes / No

	• Fully developed; • A web-based software application (software as a service); • Fully operational and currently used in a live environment; • Hosted; • Kept fully functional with all supported versions of third-party components, systems etc., for example databases, operating systems including mobile devices, report tools, browsers or any other products; and • Incorporate the following functional and aesthetic requirements: ▪ Training ▪ Implementation and go-live support ▪ Ease of use navigation ▪ Workflow - alerts and warnings that reflect and management accountabilities and specific practice roles i.e. IROs ▪ General - chronology; address handling and searching; relationships; caseload and team management; e-learning; audit ▪ Mobile working ▪ Client portal ▪ Document management; ▪ System Administration - record maintenance and archiving; data correction and rollback facilities; security; forms design; standard letters and outputs; organisational structure maintenance ▪ General Report Writing - reporting infrastructure; operational and management reporting; statutory returns; ▪ Prevention, Early Help and Early Interventions ▪ MASH - Referral, Assessment and Children in Need; Contact and Referral; Assessment, Strategy Discussion and S47 ▪ Child in Need, Children Protection and Safeguarding - Child in Need and Child Protection Process; LADO/MAPPA/MARAC; Child Exploitation, including sexual exploitation, missing, trafficked, Prevent ▪ Pre-Proceedings Looked After Children and Care Leavers – Pre-Proceedings (Public and Private Law Outline); Looked After Children; Leaving and After Care ▪ Early Permanence/Permanence Fostering and Adoption - Private Fostering; Foster Carer Recruitment; Adoption, Special guardianship ▪ Children with Disabilities and short breaks ▪ Finance – Direct Payments; Purchasing and Payments: Schedule of Rates; Contracts; Purchase Ordering; Invoicing; Payments; Audit; Foster Carer Payments and other Children’s Service specific requirements; Foster Carer Payments; diary management interaction with Outlook	
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	Calendar; ability to record information against families; subject access requests; genograms and eco-maps. ▪ The system has the capability to record case audits and track actions.	
8	Site Visits Please provide details of two organisation that are using the proposed System, one of which the Council will visit during the period indicated in the Procurement Timetable.	-
	1. 2.	

Section B. Method Statements

Applicants are required to submit Method Statements. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate delivery of the Council's minimum requirements, as defined within Part 2 Specification.

Responses must be relevant to the question and be appropriate in length. Supporting information may be submitted, provided that it is clearly referenced in the question to which it relates and appended to the main submission.

The evaluation of the response will not go beyond the word/page limit that has been set, if applicable.

Method Statement		% Score / Weighting
Technical Assistance		10%
1	Technical Requirements Please demonstrate how your proposed System meets the requirements of Section 2 Technical Requirements of the Specification. Your response must cover the following key headings and cross reference (using the Specification numbering) to the stated requirements under each heading: • Governance and Project Management • Implementation Planning • Configuration and Forms Design • Security • Testing and Training • Accessibility • General Data Protection Regulation • Hosting Requirements	10%

	• Data Migration • Implementation and Go Live Support • Post Implementation Services Page Limit – One side of A4 per bullet point above in Arial 11pt, together with appropriate supporting documentation. Where supporting documentation is provided this must be clearly referenced within your response.	
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Response:

Quality		40%
Approach to Delivery of Services		15%
2	Aesthetic and Functional Characteristics Please demonstrate how your proposed System meets the requirements of Section 3 Aesthetic and Functional Requirements of the Specification. Your response must cover the following key headings and cross reference (using the Specification numbering) to the stated requirements under each heading: • Key Over-arching User Requirements • Look and Feel, Navigation and Ease of Use • Accessibility • Workflow • Case Management • Address Handling and Searching • Minimal Requirements • Ongoing Learning Following or Linked to New Releases • Audit • Document Management • Configuration • Records Maintenance and Archiving • Data Correction and Roll Back Facilities • Security • Forms Design • Standard Letters/Outputs • Organisational Structure Maintenance • Online Help • Reporting Infrastructure • General Reporting • Statutory Returns Page Limit – One side of A4 per bullet point above in Arial 11pt, together with appropriate supporting documentation. Where supporting documentation is provided this must be clearly referenced within your response.	33%
Response:		
3	Data Protection, Information Sharing and Information Security Please demonstrate how your proposed System meets the requirements of Section 5 Data Protection, Information Sharing and Information Security of the Specification. Your response must cover the	67%

	following key headings and cross reference (using the Specification numbering) to the stated requirements under each heading: • Data Protection • Information Sharing • Information Security Page Limit – One side of A4 per bullet point above in Arial 11pt, together with appropriate supporting documentation. Where supporting documentation is provided this must be clearly referenced within your response.	
Response:		
System Functionality		25%
4	Please demonstrate how your proposed System meets the requirements of Section 4 System Functionality of the Specification. Your response must cover the following key headings and cross reference (using the Specification numbering) to the stated requirements under each heading: • General Functionality • Chronology Page Limit – One side of A4 per bullet point above in Arial 11pt, together with appropriate supporting documentation. Where supporting documentation is provided this must be clearly referenced within your response.	15%
Response:		
5	Please demonstrate how your proposed System meets the requirements of Section 4 System Functionality of the Specification. Your response must cover the following key headings and cross reference (using the Specification numbering) to the stated requirements under each heading: • Service Ordering and Brokerage Page Limit – One side of A4 per bullet point above in Arial 11pt, together with appropriate supporting documentation. Where supporting documentation is provided this must be clearly referenced within your response.	15%

Response:		
6	Please demonstrate how your proposed System meets the requirements of Section 4 System Functionality of the Specification. Your response must cover the following key headings and cross reference (using the Specification numbering) to the stated requirements under each heading: • Early Help • Early Intervention and Troubled Families Page Limit – One side of A4 per bullet point above in Arial 11pt, together with appropriate supporting documentation. Where supporting documentation is provided this must be clearly referenced within your response.	15%
Response:		
7	Please demonstrate how your proposed System meets the requirements of Section 4 System Functionality of the Specification. Your response must cover the following key headings and cross reference (using the Specification numbering) to the stated requirements under each heading: • MASH • Contact and Referral • Assessment, Strategy Discussion and S47 • Child in Need, Child Protection and Safeguarding • LADO/MAPPA/MARAC • Child Sexual Exploitation and Missing Child/Trafficked • Pre-Proceedings • Adoption Page Limit – One side of A4 per bullet point above in Arial 11pt, together with appropriate supporting documentation. Where supporting documentation is provided this must be clearly referenced within your response.	15%
Response:		
8	Please demonstrate how your proposed System meets the requirements of Section 4 System Functionality of the Specification.	15%

	Your response must cover the following key headings and cross reference (using the Specification numbering) to the stated requirements under each heading: • Looked After Children/Children in Care • Private Fostering • Foster Carer Recruitment • Children with Disabilities Page Limit – One side of A4 per bullet point above in Arial 11pt, together with appropriate supporting documentation. Where supporting documentation is provided this must be clearly referenced within your response.	
Response:		
9	Please demonstrate how your proposed System meets the requirements of Section 4 System Functionality of the Specification. Your response must cover the following key headings and cross reference (using the Specification numbering) to the stated requirements under each heading: • Leaving After Care Page Limit – One side of A4 per bullet point above in Arial 11pt, together with appropriate supporting documentation. Where supporting documentation is provided this must be clearly referenced within your response.	15%
Response:		
10	Please demonstrate how your proposed System meets the requirements of Section 4 System Functionality of the Specification point 4.18. Your response must cover the following key headings and	10%

	cross reference (using the Specification numbering) to the stated requirements under each heading: • Foster Carer Payments and Other Children's Services-Specific Requirements • Direct Payments • Other Requirements • Standard Documents and Reporting • Service Ordering and Brokerage • Children with Disabilities Page Limit – One side of A4 per bullet point above in Arial 11pt, together with appropriate supporting documentation. Where supporting documentation is provided this must be clearly referenced within your response.	
Response:		