

**Market Engagement - Case Management Systems – Overview**

1. **Background information – the current situation**

The Royal Borough of Windsor and Maidenhead (RBWM) currently uses a variety of modules/applications supplied by Idox Plc, a software systems supplier, for its management of cases for the services outlined below. Currently there are approximately 150 users (Council officers).

All of the case management products are currently hosted and managed by the Council (On Premise) except for:

* 1. The mobile working applications which are provided as a downloadable app for mobile devices.
  2. Exacom (hosted service)
  3. Document Management System and Public Access (Azure servers)

The key products used are:

1. Uniform Land and Property System including:
   1. Gazetteer/Address Management
   2. Connectors/integration (within the system and also to 3rd parties such as the Planning Portal; NLIS; Virtual Common Land Register; content management system; service request connector)
   3. Public and Consultee Access (used by Planning, Building Control and Licensing)
   4. Uniform/EDMS Publisher (used by Planning and Trees to allow access to historical records not held in Uniform system)
   5. Enterprise (task and performance management/workflow)
   6. Fees and charges maintenance
2. TLC (Land Charges)
3. Exacom (Hosted service including CIL/S106/Project Modules)
4. EDMS (Document Management System)
5. EDMS (Measuring Tool)
6. EDMS (Scanning and Redaction)
7. Mobile working applications (currently used by Development Management; Planning Enforcement; Building Control)

The service areas/departments utilising all or some of the products listed above are:

1. Planning
2. Building Control
3. Environmental Health
4. Housing
5. Licensing
6. Highways
7. Trees
8. Trading Standards
9. Land Charges
10. Infrastructure and CIL

As our current contract expires next year, we wish to undertake the initial market engagement to understand the market in terms of the suppliers and software available in order to formulate our strategy and carry out the tender exercise. This document should give you a broad overview of RBWM’s requirements, but please note that this is not an exhaustive specification nor the tender specification.

1. **High level summary of our future requirements**

The Council requires a flexible solution which offers standardised options but is customisable as needed and addresses all our needs for case management and processing including integration, inbuilt workflow and task management and is also supported by a document management system.

The key objective is to provide an intuitive, streamlined, technology-based solution

to support the organisation including external users via self-service. This is underpinned by a large amount of regular management information which helps drive and shape our business.

Comprehensive reporting should be included provided by an industry recognised and configurable reporting tool.

The solution needs to:

* offer functionalities which we require (as outlined above)
* have a proven good track record
* be robust and reliable
* have an excellent support
* offer high level of data security
* be easy to navigate, intuitive
* be scalable and flexible

1. **Essential/core service requirements currently identified**

Detailed below are a list of essential functionalities for RBWM:

* Comprehensive case management processing and administration aligned with statutory/regulatory requirements as needed for relevant services e.g. Planning.
* Customisable workflow process including emails, work allocation and task authorisation.
* Document management system including scanning and redaction functionality
* Customer self-service for viewing and downloading relevant documentation and also provision of summary reports e.g. weekly and monthly lists
* Fully customisable stationery/templates and online delivery in terms of branding.
* Management information – inbuilt, customer configurable, reporting tool (using a recognised, standardised software for output).
* Full suite of standard reports including pre-configured statutory reports e.g. PS1; P2.
* Recording of performance management outcomes.
* Multiple testing environments (at least 2).
* Ability to scan/delete/redact data as per organisation/legislative requirements.
* Fully customisable system audit.
* Flexibility to increase and decrease the number of users on the system.
* Integrates/interfaces with 3rd party products and between modules.
* Fully supported / help desk facility.
* Includes an accurate measurement tool for plans.
* Works across a wide range of devices/platforms/browsers.
* Compatible with Microsoft software applications (including Office 365).
* Integrates with PostGRESSQL/PostGIS.

1. **Technical considerations/requirements**

The technical considerations are:

**Hosting**

Currently our preferred option would be cloud based solution (Platform as a Service/Software as a Service (PaaS/SaaS)) with:

* Data storage in the United Kingdom with dual site resilience.
* Web-based application with security using TLS 1.2 (with approved cipher suites) or higher.
* Enterprise level database preferably MS-SQL or Oracle for ease of administration and back-up.

In this market research, we will also consider On-premise solution and for an On-premise solution, the above stated requirements would also apply plus:

* Windows Server 2019

**Security Requirements**

* The system must have a multi-tiered architecture with a minimum of 3 independent layers.
  + Presentation layer (browser interface or client app)
  + Application server (business logic - security checks)
  + Database server (data layer).  The presentation layer must not communicate directly with the Database server.
* Data, file systems and passwords must be protected by strong encryption which is stored on an encrypted file system.
* SSL certification for encrypted communication between the browser and webserver.
* Passwords:  The system must store passwords as hashes and not passwords.
* Authentication: Two factor authentication.  User authorisation controlled by user role-based security - access should be in accordance with roles and responsibilities.
* The development, operations and delivery of the system must be certified by BSI to ISO 27001:2013.

1. **What do you need to do/the next steps**

We would like you to complete the attached questionnaire to the best of your ability. The completed questionnaire needs to be emailed to [procurement@rbwm.co.uk](mailto:procurement@rbwm.co.uk) by not later than 3rd of September. Once all the information is gathered, we plan to engage further with a few suppliers to gain further insight into the software functionality and follow up with any clarifications which we may need. Depending on the Covid-19 situation this may take form of virtual or face to face meetings, demo sessions etc.

Please note that this is a market engagement exercise not a formal tender and be assured that all information provided will be treated in the strictest confidence.

We very much appreciate your participation in this process and interest in RBWM.