



INVITATION TO QUOTE

FOR SUPPLY OF

INTEGRATED HOUSING & CHOICE BASED LETTINGS SYSTEM

FOR

SOUTH NORFOLK DISTRICT COUNCIL

## SECTION 1

### **Information & Instructions**

#### **Strategic Overview**

One of South Norfolk Council's key priorities is to drive services through being businesslike, efficient and customer aware. Through our change management programme, "Moving Forward Together", we have embarked on a number of initiatives to deliver this priority and improve whole organisation performance.

The Council is currently facing a significant budget deficit and has initiated a whole organisation review based on Lean principles whilst investigating opportunities to share services with other authorities where opportunities arise.

Our policy led approach to business planning is creating a new mindset where managers need to link service improvement with finding further efficiencies to reduce costs and deliver value for money. This culture will enable the council to face the challenges of the future and shape the services our residents need within a council tax that is affordable.

#### **The Business Environment**

Situated in East Anglia, South Norfolk Council has a population of nearly 118,100 living within 119 parishes in an area of some 900 square kilometres. The district is predominately rural and is characterised by a number of small market towns and centres interspersed with numerous attractive villages. 65 per cent of the population live in one of five market towns or on the fringes of Norwich and 35 per cent live in rural settlements. Black and minority ethnic communities make up less than three per cent of the population.

The council comprises 46 councillors. The Conservative Party have overall control. Currently a cabinet and leader model governs the business of the council.

There are 54,739 homes in the district, 42,000 are privately owned. There are 6,380 socially rented properties owned by Registered Providers (RP's)

In 2005 the Council transferred its Housing stock to Saffron Housing under LSVT but still retains a number of Homeless Hostels under its control and ownership.

#### **Housing & Advice Service**

The function of the Housing & Advice team is to administer a housing register on behalf of all the registered providers who hold stock within the South Norfolk area. All void social housing properties are advertised on a weekly basis, active applicants are able to express an interest in properties that they are eligible for.

The Housing and Advice team provide a housing advice/prevention service and carry out homelessness assessments. The assessment and re-housing process requires accurate case management, together with individual performance management and document handling.

The Council provides temporary accommodation and needs a robust and accurate method for charging and income recovery.

In addition to this, the team have responsibilities for completing statutory government returns together with monitoring of prevention activity, and tracking trends.

## **Context**

The Council is currently part of a Choice Based Lettings sub regional partnership (HomeOptions) with Norwich City Council and Broadland District Council which was set up in 2007. All three authorities use a single hosted solution provided by Abrisas which interfaces to their own separate back end housing management systems provided by Capita.

Discussions are currently underway at a member and board level to dissolve this partnership and the three authorities have formed a project team in order to manage this process which is likely to take place during 2012.

The Council is now seeking to review its current solution and to replace all (or part) of the existing run modules to provide a fully integrated Housing and Choice Based Lettings solution solely for use by South Norfolk Council and its partnering RSL's.

The Council's current Housing solution can be summarised as follows...

### ***Choice Based Lettings (Abrisas)***

- A hosted solution which allows RSL's to record details of their void housing stock and advertise them on the internet, digital TV and via printed adverts.
- A housing register that allows the local authority to record key eligibility criteria via an assessed Banding.
- Bidding processes via a Call Centre, CTI, Digital TV, SMS and Web (All externally hosted)
- Automatic short listing based on eligibility and housing need priorities

### ***Housing Register & Applicant Management (Capita Open Housing)***

- An internally hosted system which allows the recording of applications to the register together with eligibility assessment and housing need requirements. Applications are reviewed on a rolling annual basis.

### ***Housing Advice & Prevention Case Management (Capita Open Housing)***

- A Case management module which records occurrences of Housing Advice and Prevention.

### ***Homelessness (Capita Open Housing)***

- Records homelessness cases and produces statutory returns and analysis of instances of repeat homelessness together with links to the temporary accommodation module.

### ***Temporary Accommodation (Capita Open Housing)***

- Records details of our 70 temporary accommodation units including Council owned Hostels, Private Sector Leased Properties and Bed & Breakfast accommodation and their applicable charges together with arrears and debt recovery functionality.

### ***Interfaces (Various)***

- Interfaces exist which connect all of the above modules as well as links to our Income and Finance Systems.

## Volumes

Typical volumes are provided below and relate to the year 2010/11.

• Common Housing Register Applications (South Norfolk Only) *	4000
• HomeOptions Applications **	8000
• Adverts per year	600
• Homelessness applications processed per year	120
• Initial housing advice contacts	1200
• Homelessness prevented due to intervention	350
• Temporary Accommodation Units	70

\* This is expected to reduce significantly due to new policies and processes

\*\* These applications are currently administered by the other two partnering authorities where the applicants exist on multiple registers but where South Norfolk is not the primary authority where the applicant wishes to be housed.

Typical bidding volumes per managed hosted channel relating to the year 2010/11.

• Call Centre	1038
• CTI	70
• DigiTV (Kirklees)	225
• SMS	86
• Web	38405

## Lean Review

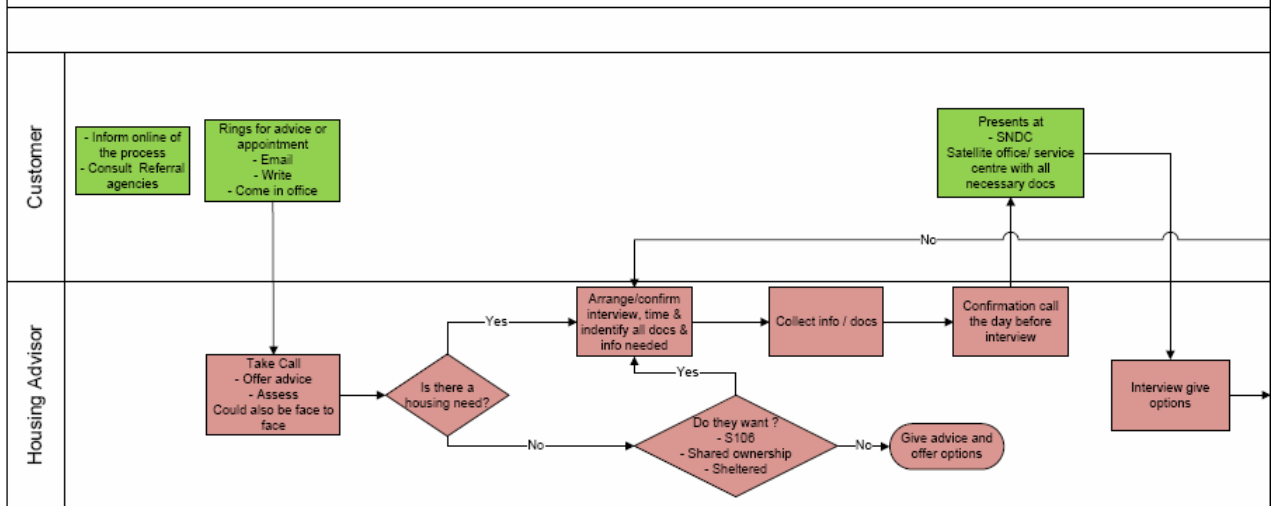
A LEAN review of the Home Options process identified a number of areas of inefficiencies related to internal and sub-regional policies and practices.

To achieve financial savings, streamline the process, reduce the number of applicants on the housing register and focus on customers with a housing need, the following changes have been proposed:

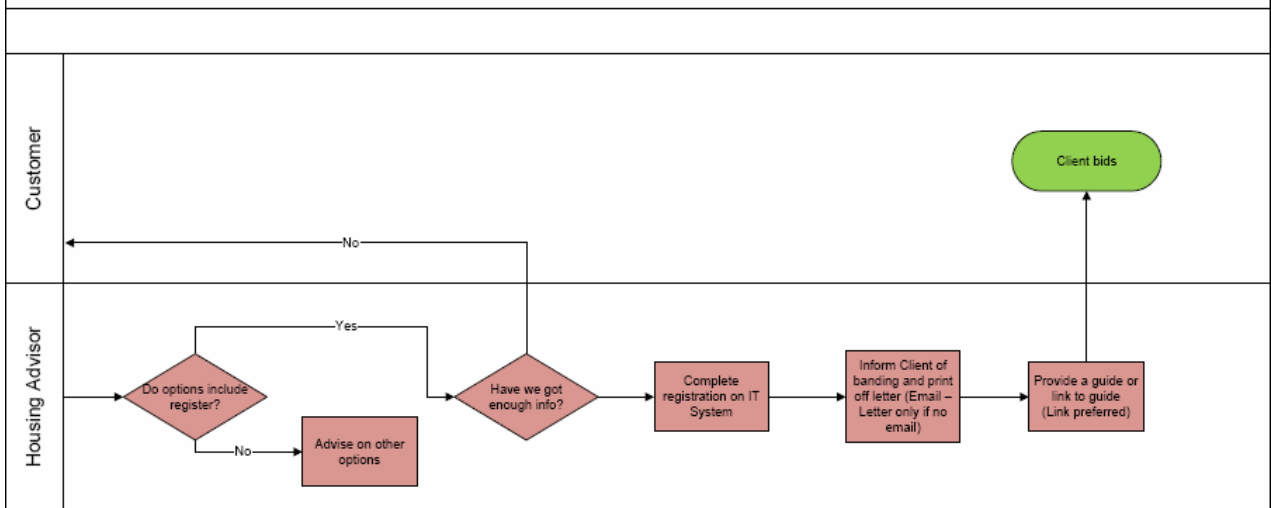
- Removal of the ability for both on-line and paper applications, changing the service ethos to one of personal contact to discuss housing options, of which one of those could be an application to the housing register (i.e. limit access).
- Automatic and prompted paperless annual renewal of applications for those who are IT users (97% of active applicants).
- IT prompted self-update of customer details via a web portal.
- Automatic cancellation of applications after one year of inactivity.
- Automatic cancellation of applications after one year where there is low or no housing need subject to policy consultation.
- Restricting access to the housing register to those who have a housing need and/or a local connection.

A process map showing our ideal future state for initial customer contact is outlined below **and would form part of any system demonstration by short listed suppliers.**

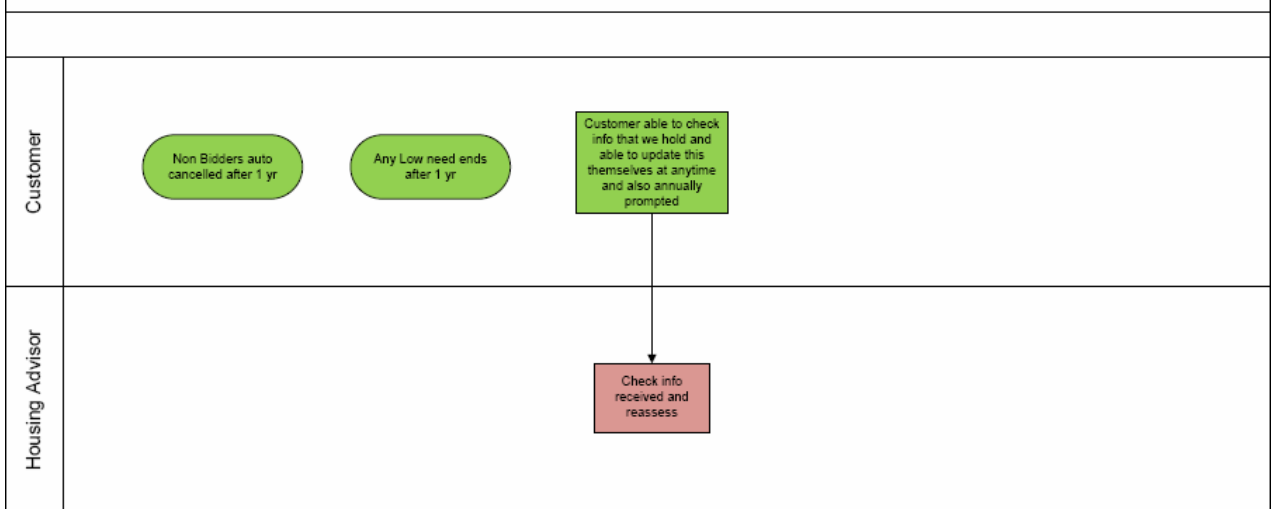
Future State – housing register



Future State – housing register



Future State - Annual Review



## IT Strategy

The Council's agreed IT Strategy is heavily focused on maximising the investment in our existing IT systems while reducing the cost of ownership by increasing the number of self service facilities on our web site, consolidating our current IT systems and moving to hosted solutions and Software as a Service (SAAS) where practical while delivering joined up solutions through intelligent multi directional interfaces and improving our overall information management.

Where customers choose to contact us directly rather than using self service, we are committed to delivering front line customer services via a central team and providing a single client view to these staff covering key information from our back office systems which will enhance our client management capability.

We are currently progressing investigation in 'Middleware' technology such as those provided by Netcall's Eden solution and NDL's AWI product suite as a solution to joining our systems in a multi-directional manor to eliminate duplication of data input into our back end systems and delivering the single client view. Our view is that these types of products provide a much more flexible solution to our needs and provide a more cost effective solution rather than implementing the traditional CRM based solutions.

A key enabler of this is to roll our existing IDOX EDRMS system out across the authority to deliver corporate cross service workflow creating a central hub for data flow and document management across the organisation.

Suppliers should provide examples and case studies of how their proposed solutions will fit with our IT Strategy outlined above and should include policies relating to Middleware type solutions which may require direct update access to the database and how their solutions can integrate with our corporate IDOX EDRMS system.

## Project Objectives / Deliverables

The Council's objective is to acquire and implement a fully integrated solution that replaces all (or part) of our current back office housing systems and our customer facing Choice Based Lettings solution. The implementation of all modules is required to be completed no later than **31 May 2012**.

The following objectives are to be met and will form part of the Council's acceptance criteria...

- To procure a proven Integrated Housing system that is already widely used by local authorities similar in size to ourselves and which is actively being developed to provide a solution which reduces manual handling of information and supports innovative ways of working whilst supporting the statutory duties of the local authority.
- To reduce the current cost of ownership of the housing modules previously detailed and the staff resource required to run the system in an effective manor.
- To provide a solution which can be accessed by Council Staff, RSL partners and those on the Housing register for bidding purposes and self service facilities for updating their own details / circumstances by way of an automated paperless review process.
- To deliver a "Less Paper" office environment by securely interfacing any purchased solution with our corporate document management and workflow solution (IDOX), Finance and Income Systems (Capita Integra and Axis Income Management).

- To deliver a secure, accessibility enabled system preferably through web browser technology and (if available) hosted / cloud based services (SAAS).
- To deliver a solution which could be adapted to encompass any shared service arrangements that the Council chooses to enter into with other Councils in the future.
- To allow the capture of all information required for assessing housing need at the initial interview stage providing a one stop approach so that a Choice Based Lettings bidding reference can be immediately issued and the applicant assisted with the bidding process all as part of this initial contact.
- To reduce the numbers of non bidding applicants on the Housing Register.
- To reduce the heavy manual administration burden that is currently faced producing statutory government returns and providing analysis of property turnover.
- To eliminate the re-keying and duplication of property and personal information between the allocations, homelessness, temporary accommodation and any contact management solutions run by the Council.
- To introduce a single person based point of contact management allowing drill down into each system module where contacts have previously been identified.
- To improve overall performance by being able to monitor service and performance standards based on response times relating to letter, e-mail and face-to-face contact so that areas of weakness can be targeted for improvement.
- To enable information to be collected on local connection in line with planning cascade on new build and subsequent voids.
- To improve overall performance by being able to monitor service at an individual officer level and escalate if required.
- To be able to monitor Black Minority Ethnic (BME) applications and allocations to ensure compliance with statutory obligations and to be able to identify repeat and single homelessness cases.
- To introduce a BS7666 compliant property register, which will include details of adapted properties to ensure that they can be monitored and allocated on a needs basis.
- To provide the ability to calculate statutory and non-statutory KPI's throughout the year with the minimum of user intervention.
- To enable end users to produce ad-hoc reports through an easy to use reporting tool and the ability to schedule and distribute reports to individuals by e-mail
- To provide automatic links in all modules to collect levels of customer satisfaction which can be easily analysed.
- To improve and be able to produce management information and trend analysis relating to housing need and housing aspirations allowing the findings to be fed into service plans and provide supporting evidence to the Local Delivery Framework in delivering affordable housing.
- The ability to record the customers preferred method of contact and there to be intelligence in the system so that outgoing customer correspondence works off this preferred method i.e. either an e-mail or a mail merged letter is produced.

In addition to this, the following performance benefits are to be achieved...

- End to end process time reduced for those with a housing need.
- The number of low need bands on the register reduced.
- Numbers of homelessness applications (no increase).

- Numbers and percentage change in non bidders (reduced).
- Customer feedback to remain the same or increase.
- Customers satisfaction access/transparency to increase.
- Local lettings, sheltered and transfer applicants successful in rehousing within appropriate timescales.
- Reduce the numbers on the register and % of different priority bands.
- Reduction in printing, paper and postage costs.
- Reduction in the need for medical assessments.
- Review Panel activity to reduce or be maintained.
- Landlord share in savings of a more efficient scheme.
- Increase in staff morale/satisfaction.
- Reduction in refusal rate of advertised properties.

## Interim Solution

As talks are currently ongoing between the 3 existing sub regional partners together with their respective board and elected members, no date has yet been agreed for when this partnership will be dissolved.

A working date of 1<sup>st</sup> April 2012 has been tabled for planning purposes but there is no agreement on this date. The actual date may well be prior to this or deferred to a later time. South Norfolk has agreed internally that any new solution should be fully implemented by 31<sup>st</sup> May 2012.

To provide added value to this contract, Suppliers are invited to propose a costed interim solution(s) to enable South Norfolk to continue to provide all of its statutory duties during the period from when the partnership dissolves up until their new proposed integrated housing solution is fully implemented.

## Data Migration / Conversion

Management of the data migration / conversion process from the Council's existing Housing systems, including liaison with the relevant third party suppliers will be a supplier responsibility.

The system must provide for conversion of both current and historic data held on the existing systems. Suppliers must describe common problems that require manual intervention and provide proposals for data that cannot be converted from our current systems.

## User Base

It is estimated that the following numbers of users will access the new system:

- 2** South Norfolk Council users with full permissions (system administrators)
- 18** South Norfolk Council users with data entry and reporting/analysis permissions
- 20** Partnering RSL's with data entry and reporting/analysis permissions

If licensing is charged on a concurrent basis then an estimate of **40** licenses should be quoted for, however the Supplier should state its licensing structure and advise on the typical number of concurrent licenses used by existing customers of a similar size.

Please also describe how licensing of your product would be applied should a shared service opportunity be implemented so that, for example, a neighbouring Local Authority uses the South Norfolk Council system to maintain its own Housing data.

## Operating Environment

The Council's IT Strategy is focused on migrating systems to external hosting arrangements and Software as a Service (SAAS) delivery models (where appropriate). Suppliers should provide costed options for system delivery (hosted and non hosted) and charging mechanisms stating the benefits of each together with example case studies of how this delivery model has delivered cost and efficiency savings where it has been implemented.

South Norfolk Council operates an Ethernet network with a gigabit switched backbone with 100Mb to the desktop with Active Directory and an internet connection of 2Mb.

The Council's current minimum pc specification is Pentium 4 2Ghz with 1Gb RAM running Windows XP (SP2). Microsoft Office 2002, Microsoft Outlook 2003 and Internet Explorer 8 are installed as standard with Microsoft Exchange 2003 as the corporate mail server.

The Council currently runs the following corporate business systems

- |   |                               |
|---|-------------------------------|
| • Revenues (Council Tax, HB and NNDR)       | Civica Open Revenues          |
| • Financial Management                      | Capita IB Solutions (Integra) |
| • Income Management                         | Capita Axis Income Management |
| • Planning, Building Control & Land Charges | Northgate (MVM)               |
| • Environmental Health                      | Civica APP                    |
| • BS7666 Gazetteer                          | Northgate (MVM)               |
| • Document Imaging                          | Idox                          |
| • GIS                                       | SIA DataMAP                   |
| • Electoral Registration & Administration   | Xpress Software Solutions     |
| • Human Resources                           | Northgate (Empower)           |
| • Payroll                                   | Northgate (Unipay)            |
| • Reporting Tool                            | Crystal Reports               |
| • Performance Software                      | Rocket Corvu                  |

## Maintenance and Support

The supplier must commit to support the system for at least the next four years and to maintain any software or hardware that they have supplied (including the operating system) in accordance with the Council's requirements for system availability and performance.

The supplier is required to give outline proposals for this support including such items as hours of cover, response times, locations of company staff, procedures for categorising and fixing faults etc. These proposals will be subject to detailed and final agreement at the contract stage.

If a supplier is not wholly based in the UK, full details of arrangements for supplying appropriate consultants at short notice must be given. The supplier must operate a Helpdesk staffed by professionals with detailed knowledge of the application, and all calls for support must be logged for future reference with a unique helpdesk number being quoted. The details of different Service Level Agreements must be supplied and adhered to.

The supplier will ensure that the system is compatible with the versions of the operating system normally supported by the hardware manufacturer.

Escalation procedures must be clearly documented and will be agreed at the contract stage. The Supplier should initiate escalation procedures if time limits are exceeded

without waiting for the Council to formerly invoke the procedure. In addition, the Council must be notified of any defects identified by the supplier or reported by any users within 2 days and be supplied with regular known errors and 'bug-fix' reports.

Where the delivery mechanism requires on-site hardware / software then Remote support will be required using the Council's remote access solution (RDC using dual authentication)

## **Development Plans**

The Supplier will be expected to keep the Council informed of development plans for the product. The Council must be consulted on any changes to the product that will affect significantly their use of it.

Suppliers should state their commitment to enhancing the system to correspond to legislative changes, user group requests, individual site requests or Nation-wide changes in policy and make clear the pricing strategy for this. The software updates should be user led to reflect the needs of all authorities regardless of their sizes.

Suppliers must state whether user groups exist for the proposed modules and comment on their commitment to them including attendance. Minutes of the last three meetings of each user group together with contact details should be supplied. Any such user groups should treat all local authorities, whatever their size, equally and not allow any one type of local authority to dominate.

Details of the typical number and frequency of software updates should be provided together with examples of release notes and installation instructions. The supplier should indicate what level of user and what skill sets are required to carry out the installation of a software update.

## Project Timescales

Activity	Start Date	End Date
Tender Documents Issued	Mon 26 <sup>th</sup> September 2011	
Completed PQQ to be received by	Fri 7 <sup>th</sup> October 2011	
Details of reference sites to be provided by	Fri 7 <sup>th</sup> October 2011	
PQQ Evaluation. NB Suppliers will be notified as soon as practical if the PQQ does not meet required standard	Mon 10 <sup>th</sup> October 2011	Fri 14 <sup>th</sup> October 2011
Deadline for sealed quotes to be received	Noon on Mon 24 <sup>th</sup> October 2011	
Reference Sites to be followed up / Visited (at the discretion of SNC)	Mon 10 <sup>th</sup> October 2011	Thu 27 <sup>th</sup> October 2011
Short listed Suppliers notified	Thu 27 <sup>th</sup> October 2011	
Formal Presentations from short listed Suppliers	Mon 31 <sup>st</sup> October 2011	Fri 4 <sup>th</sup> November 2011
Suppliers informed as to the final decision and letter of intent issued	Mon 7 <sup>th</sup> November 2011	
System Implementation	Tue 8 <sup>th</sup> November 2011	Thu 31 <sup>st</sup> May 2012
System Go live	Fri 1 <sup>st</sup> June 2012	

## Pre Qualification Questionnaire

Accompanying this ITQ is a Pre Qualification Questionnaire which must be completed and returned, with any additional information requested, ***in advance*** of your Quotation response.

These should be received by close of play on ***Friday 7<sup>th</sup> October 2011*** so that they can be evaluated by our Finance team the following week.

**If your Financial, Health & Safety or Reference responses are unsatisfactory your quotation may be disqualified from consideration.**

## Submission of Quotation

Quotations must be delivered in a plain envelope bearing nothing, such as franking marks, to indicate the identity of the sender. Please remember that some Royal Mail services, such as Special Delivery, require the sender's name on the envelope which is not acceptable. Quotations must be addressed to: -

**Mr Andy Radford  
Deputy Chief Executive  
South Norfolk District Council  
South Norfolk House  
Swan Lane  
Long Stratton  
Norwich  
NR15 2XE**

The front of the envelope should be clearly marked '**QUOTATION DOCUMENTS – INTEGRATED HOUSING & CHOICE BASED LETTINGS SYSTEM**'.

Quotations must be received no later than **12.00 noon on Monday 24<sup>th</sup> October 2011**.

Quotations may only be submitted on the Quotation Return Form with a full breakdown of costs (including options) attached. No other method will be accepted. The Council may, after the opening of the quotes, enter discussions or post-quotation negotiations with any participant.

The supplier must include the following when responding to this Invitation to Quote:

- Completed Pre Qualification Questionnaire with all requested supporting documentation by close of play on Friday 7<sup>th</sup> October 2011;
- Response to Specification with all requested supporting documentation (Section 2);
- Completed Quotation Return Form(s) (Section 4);
- Signed Certificate of Non-Collusion/Prevention of Corruption (Section 5);
- Its project management and resource allocation for this implementation;
- Outline Implementation Plan;
- Outline Training Plan;
- Information required from SNC in preparation for the system demonstration;
- Preferred dates for formal presentations;
- System screen prints, locations on the Supplier's website where these can be found or details of demo systems that will enable SNC to gauge the typical look and feel of the system.
- Details of independent penetration and security testing that has been carried out on the proposed solution.
- Details of Web Content Accessibility Compliance relating to the proposed solution. Our standard requirement is WCAG V2.0 level double-A.

## System Usage and Reference Sites

The supplier should provide details of the number of sites that match the Councils requirements including details of the number of new sales achieved in the last 18 months.

Please provide details of Live reference sites (including contact details) that match, as closely as possible, South Norfolk Council's requirements to Mark Alger, Business Development & Change Manager by 7<sup>th</sup> October 2011.

The intention is that all reference sites will be contacted which will be used in the short listing process. However, due to timescales site visits will be at the discretion of SNC. For this reason please consider location when deciding on your reference sites.

## Formal Presentations

The following sessions have been booked at the Council offices for system demonstrations:

**Monday 31<sup>st</sup> October 2011 – 1pm till 5pm**

**Tuesday 1st November 2011 – 1pm till 5pm**

**Thursday 3<sup>rd</sup> October 2011 – 1pm till 5pm**

**Friday 4<sup>th</sup> October – 1pm till 5pm**

Please specify which of the sessions, in order of preference, that you would be able to attend were your Company to be short listed.

## Quotation Evaluation

Evaluation of supplier's and their products will take the following format:

Total cost of ownership over 4 years (Including purchase price, implementation / consultancy fees, training, data conversion, hosting services and any other applicable costs)	50%
Meeting Project Objectives, Deliverables and Specification. Any proposed interim solutions will be taken into account within this evaluation section.	25%
Technical Solution and Corporate Fit with our IT Strategy and existing systems.	15%
Data Migration	5%
Reference Sites	5%

Notwithstanding the above, Suppliers should in any case note that in the event that the panel considers a bid to be fundamentally unacceptable on a key issue, regardless of its other merits, that bid may be rejected.

## **Contract Award**

The Council does not undertake to accept any quotation. However, assuming that the process is successful, the Council will notify all participants simultaneously about the intended award.

## **Freedom of Information Act 2000**

The Freedom of Information Act (FOIA) came into force on 1st January 2005 and established a general right of access to all types of 'recorded' information, including public contracts and procurement activity held by the Council, subject to certain conditions and exemptions. Accordingly, all information submitted may need to be disclosed in response to a request under the Act.

This means that the Council is obliged under the Act to release certain information about its suppliers into the public domain within certain limits and according to relevant exemptions. The main exemption relevant to procurement is commercial interests, which means trade secrets and information likely to prejudice the commercial interests of any person (including the Council) holding it.

If you consider that any of the information in your quotation is commercially sensitive, please explain (in broad terms) what harm may result from disclosure if a request is received, and the time period applicable to that sensitivity. You should also be aware that, even where you have indicated that information is commercially sensitive, the Council may be required to disclose it under the Act if a request is received. Please also note that the receipt of any material marked "confidential" or equivalent by the Council should not be taken to mean that we accept any duty of confidence by virtue of the marking.

If a request is received, the Council may also be required to disclose details of unsuccessful participants.

## **Whistle Blowing Policy**

The Council has decided to inform potential suppliers, quoting/tendering for contracts, about the details of our whistle blowing policy. As a supplier to the Council you could be the first to realise there could be something seriously wrong within the Council. The policy is intended to give you the confidence that concerns raised will be taken seriously and to inform you of the correct points of contact to raise any concerns that you may have and is available on our website at the following link:-

[http://www.south-norfolk.gov.uk/CARMS/meetings/cou2010-12-06ag14\\_app2.pdf](http://www.south-norfolk.gov.uk/CARMS/meetings/cou2010-12-06ag14_app2.pdf)

## **Queries**

Any queries regarding the quotation process, the proposed Contract, or the Specification should be addressed to: -

Mark Alger, Business Development & Change Manager  
Telephone: 01508 533968  
E-mail: [mjalger@s-norfolk.gov.uk](mailto:mjalger@s-norfolk.gov.uk)

Any queries that may have a material effect on the costing of the quote will be circulated to all participants along with the Council's response. If a query gives rise to the need for an amendment to the original documents an extension to the closing date may be made, in which case all parties will be notified simultaneously.

## SECTION 2

### Specification

#### Guidance for Completing the Requirements Specification

The requirements section that follows should be completed as fully as possible including detailed responses where appropriate in the boxes immediately below the relevant requirement/question. The responses given will play a major part in the selection process and will be included as part of any contractual agreements as to the system's agreed functionality. Note - It is recognised that not all functionality listed may be available within the software package and is intended to help gauge how certain unavailable requirements will need to be addressed (e.g. bespoke development, manual process etc).

If functionality listed in the Requirements Specification is not available then the question should be answered with a 0 or 1 (see rating grid below) and comments included as to whether this facility could be provided as a one off bespoke enhancement or form part of any future development as controlled by the software company / user group. In the case of development, a timescale for delivery should be stated and where the development is not covered by way of normal annual maintenance, costs must also be stated.

If functionality is provided in part then this should be clearly recorded as to the level of this provision.

Where the questions can be positively answered by use of a 3<sup>rd</sup> party tool, manual process or by an end user writing a report that is not provided as standard then this should be clearly indicated by way of entries in the response box.

The supplier may provide, and is encouraged to provide additional information about its systems standard functionality which would assist the Council in delivering a cost effective solution whilst improving efficiency and productivity.

Please respond to the requirements by rating them on a scale of 0 to 4 using the following criteria:

Rating	Description
4	fully met by the application and delivers additional benefits over and above those specified
3	fully met by the application off the shelf. No customisation of functionality required
2	met by the application with use of pre-supplied third party product at no additional cost
1	requires third party integration or bespoke customisation with an additional cost
0	can't currently be delivered as part of the solution

## Technical Requirements

Reference	Requirement	Suppliers Rating (0-4)
A001	The system must be Windows based and be guaranteed to work with the latest and all future releases of Microsoft Windows including our current desktop standard of XP Professional. Note: South Norfolk Council's preferred option is for a hosted browser based system <b>Please provide details</b>	
A002	The system must be compatible with the Council's network infrastructure and the Council's intention to make use of VMware virtual servers and Storage Area Network technology	
A003	Electronic documentation detailing system configuration must be provided by the supplier during implementation.	
A004	Electronic documentation including user guides, technical guides and training manuals must be supplied and re-issued by the supplier in the event of software releases where functionality has changed.	
A005	Manuals provided to supplement training sessions / courses on the system should be provided in both paper and electronic form.	
A006	A full range of system and technical support must be available during office hours. <b>Please specify your Hours of Telephone Support and the methods available for logging and viewing support calls e.g. web portal</b> <b>Please also specify the number of your staff who are knowledgeable in the product and can provide end user/technical support and your escalation procedures/timescales for dealing with customer calls.</b>	
A007	The supplier must be able to use remote connection facilities to assist in diagnosing/fixing end user/technical issues. NB. The Council's corporate standard for remote connection to servers is RDC using dual authentication.	
A008	All required data from the Council's existing Housing and Choice Based Lettings systems must be migrated across to the new system retaining unique references already allocated where functionally feasible. This will be a supplier responsibility <b>Please specify how this will be achieved by the supplier</b>	
A009	The system must provide facilities for a test and training database for general testing, user acceptance testing and general training. <b>Please indicate what facilities are available for creating / refreshing these databases from the live database and what level of skill is required to perform this task.</b>	
A010	The supplier must provide software upgrades triggered by regulatory and legislation changes, in good reasonable time in relation to the changes, to provide productivity features not less than that of the previous version.	

Reference	Requirement	Suppliers Rating (0-4)
A011	Suppliers must specify their procedures for testing and releasing upgrades both before issue to the customer and on the customer's site.	
A012	Suppliers must specify the intended frequency of planned system upgrades. A major upgrade would involve system down time and possibly some changes to screens and working practices.	
A013	The supplier must have a robust system for version control and ensure that system documentation is kept up to date and issued along with software updates.	
A014	Other system patches or minor upgrades must be easy to install and should not affect the day-to-day running of the system.	
A015	Installation of software upgrades (major or minor) must be automated and should not require manual tasks to be performed by South Norfolk Council staff with the exception of entering parameters when prompted to do so. <b>Please supply a typical set of installation instructions and describe the process that the installer would have to carry out.</b>	
A016	The supplier must provide details of the regular House Keeping tasks required, which must include facilities for monitoring performance, ability to identify bottleneck areas, system growth, potential problems and optimising the system.	
A017	If the system is not browser based it must also be able to run on a terminal server with thin client terminals. The supplier must provide information about existing sites operating in a live Terminal Server environment and state whether there are any possible performance issues.	
A018	The supplier must propose a strategy for the management of the expected volumes of data, including the estimates of growth for the expected lifetime of the system.	
A019	The supplier should be able to estimate the annual systems growth and to size the system specification accordingly, to enable at least 5 years functioning without system upgrades.	
A020	The system must be capable of holding all data, current and historical, converted from the existing system and retaining the application references already allocated.	

**Additional Information Required**

Reference	Question
B001	What databases does the software use? Is there any proprietary database technology used?
B002	What programming language is the software written in?
B003	What are the options available for hosting the system e.g. externally hosted, hosted on our own server?
B004	If externally hosted is an option please provide details of your hosting centre or provider and confirm their Disaster Recovery arrangements
B005	If externally hosted will we be accessing a single database for our authority (and partners if required) or will we share a database with other customers?
B006	If externally hosted, please provide details of program and data backup arrangements.
B007	Does your solution require Java? If so, what is your approach to version compatibility issues?
B008	Please provide details of your recommended required hardware and software specification both on the server and on client pcs.
B009	Please provide details of your recommended required hardware and software specification on the server for a shared service arrangement whereby an additional Authority would access their housing data hosted on the South Norfolk system
B010	How is the solution implemented e.g. a full customisation build, a fixed application?
B011	What is required on each pc that will access the system e.g. does a client application need to be installed?
B012	Are all upgrades included in the cost of maintenance?
B013	If required, how would our partners (such as RSL's) access the system?
B014	Please state the minimum versions of the following applications that are supported by your system –  Microsoft Office (we currently use Office 2002) Microsoft Outlook (we currently use v2003) Adobe Acrobat  If browser based –  Internet Explorer Opera

Reference	Question
	Firefox Safari Chrome
<b>B015</b>	Please describe your software licensing structure in terms of numbers and types of users

The following questions need only be completed if the solution is browser based

Reference	Question
<b>C001</b>	Has the system been security tested by a CLAS or CHECK accredited third-party?
<b>C002</b>	Has the system been accessibility tested by people with a range of disabilities?
<b>C003</b>	Has the system passed automated accessibility tests?
<b>C004</b>	Does the system comply with DDA and W3C AA requirements?
<b>C005</b>	Have all web pages passed W3C html validation?
<b>C006</b>	Has any usability testing been carried out?
<b>C007</b>	If the application stores information of a personal nature is this information encrypted?
<b>C008</b>	Is the application compliant with Government Connect?
<b>C009</b>	Does the application make use of Open Source software?
<b>C010</b>	Is the application eGIF compliant? (e.g. for metadata)
<b>C011</b>	If the application makes use of logins, does / can it reference an LDAP source?
<b>C012</b>	State technologies that the application depends upon e.g. IIS, MySQL, PHP
<b>C013</b>	State the typical per user bandwidth requirement for acceptable system response times

## Statutory Requirements

Reference	Requirement	Suppliers Rating (0-4)
D001	The system must be 100% compliant with all current requirements and any future changes in the regulatory framework of Homelessness and Housing Allocations including the production of reports in respect of all statutory returns, other Government returns and Performance indicators as standard and in the required format. It needs to be flexible to take into account potential changes in the Localism Bill.	
D002	The system must conform to the requirements of the Data Protection Act and Human Rights Act.	

## System Integration

Reference	Requirement	Suppliers Rating (0-4)
E001	The system must be a fully integrated solution. Any changes to data that affects more than one application area must update all affected application areas without the requirement for re-keying.	
E002	The Council will expect the chosen supplier to assist in identifying and implementing better working practices and procedures. Based on the information provided and experience with installations at other similar sites, the supplier should describe how their solution can deliver these at South Norfolk paying particular attention as to where any workflow based functionality provided as part of the system is utilised.	
E003	The system must consist of the following modules and where applicable must include workflow based processing to improve performance: - <ul style="list-style-type: none"> <li>• Common Housing Register</li> <li>• Homelessness Investigation, Prevention &amp; Advice</li> <li>• Temporary Accommodation &amp; rental charging system (max 70 properties)</li> <li>• Choice Based Letting Scheme</li> <li>• Case Management</li> </ul>	

## Ease Of Use

Reference	Requirement	Suppliers Rating (0-4)
F001	The system must be designed so as to minimise keystrokes and mouse clicks, and generally be intuitive and easy to use, with minimal switching between screens / windows / application modules.	
F002	Context sensitive help, in clear English, must be available for all screens and fields (both customer facing screens and back office user screens). There must be the ability for users at the correct permission level to change or add to this help text including the ability to include hyperlinks to existing Council procedures stored on the authoritys intranet / file system. Such changes must not be overwritten during software upgrades. Access to a comprehensive help menu must also be available on all screens.	
F003	The system must have a flexible approach to short cut keys and custom screen links and be able to jump to any screen in any module using shortcut keys or pull down menus.	
F004	Where a person exists within multiple modules / contacts, the user should be able to switch between these without having to exit from the current module and then re-enter details in order to access the same persons details in another module.	
F005	Screens must be clear and simple to use and their layouts must be consistent throughout the product, e.g. with a standard format for drop down pick lists, Help and shortcut keys. Where there are limited options for input to a field, these should be presented as a drop down pick list, which must display codes and text descriptions, and must be maintainable by users with the required level of access.	
F006	The system must have the capability of being menu driven. These menus must be able to be tailored to individual users such that only those options available to a particular user are displayed through maintainable system access groups.	
F007	The system must include the facility for a user to suspend / interrupt the current update operation they are performing without the loss of any data in order to perform an enquiry on a different record for the purpose of answering telephone queries etc.	
F008	It should be possible to automatically generate standard letters and forms for all actions with the option to view and amend them before sending. The system should also be able to save copies of these documents and record against applications the date that they were produced.	
F009	Ability to allow household members to be moved to new households and current households to be split (eg in cases of Domestic violence etc) with the household data remaining intact reducing the risk of divulging sensitive information to another party.	
F010	The system will allow for notes and chronological diary entries to be recorded detailing advice given and referrals made by the	

Reference	Requirement	Suppliers Rating (0-4)
	Housing Officer / Case Worker. This can be printed off in chronological date order (continuous sheet) for review/legal challenge where paper copies are required.	

## Document Imaging / Workflow

Reference	Requirement	Suppliers Rating (0-4)
G001	The Council's corporate document imaging and workflow system is IDOX. The supplier should provide details and examples of how their solution has interfaced with this product at another Live site and detail how this could be delivered to South Norfolk Council as part of the proposed solution. Where this integration cannot be achieved, the supplier should detail an alternative solution.	

## Data Collection / Input Methods

Reference	Requirement	Suppliers Rating (0-4)
H001	The system must provide facilities for recording notes against properties, persons or applications including details of the user who recorded the details, the date and time and any follow-up action required. Workflow based processing should be utilised where follow up action is needed. Where notes exist there should be a clear indication to the end user that they are present.	
H002	The system must also provide facilities to handle 'turnaround' documents whereby the Council can collect information via different types of data inputs e.g. telephone, e-mail, internet, fax, to capture the customer's information and then send out documents including this information for verification and signature by the customer. The system must provide the ability to send documents to the customer electronically via e-mail, SMS and manually via paper based methods.	
H003	Validation must exist on all input fields, to a maintainable tolerance and include the enforcement of mandatory fields. In the event of an error the system should warn the user by highlighting the relevant field and display an appropriate error message. The user should not be allowed to proceed until the error is resolved or the process is abandoned.	
H004	The system must not allow the creation of duplicate reference numbers.	
H005	The ability to collect an electronic customer's signature which is held within the system. RSL partners would also need to be able to view this signature.	

Reference	Requirement	Suppliers Rating (0-4)

## Query & Search Facilities

Reference	Requirement	Suppliers Rating (0-4)
I001	The system should include a single person / property based search facility which will identify all occurrences and in all modules as to where the contact exists (current and historic).	
	Where more than one potential match is found a list of the possibilities should be returned to the screen. The system should display the number of matches, allow scrolling down the list and it should be easy to drill down from the list to the required information.	
I002	The user should be able to set up warnings or flags which are clearly highlighted to the user when they are present e.g. to identify potentially violent customers. Ability to use different priorities and colours to identify different level of type / risk e.g. Potentially violent, impaired vision or hearing.	
I003	Queries and searches must be easy to use, even for infrequent users. Prompts and help must be available online and users must be able to abort any queries or searches in a controlled manner.	
	The query and search facilities must have full fuzzy logic / wildcard / partial match functionality.	
I004	Where appropriate, the system must be able to perform arithmetical calculations on the information selected including totalling, counting, percentages and averages.	
I005	All query results should be available on screen and be capable of being sent to a printer, exported, stored on hard disk or e-mailed.	
I006	Standard queries must be set up within the system e.g. to produce a subsetting list of applications due for review. There must be an option for the user to create and save ad-hoc queries for re-use, locally or centrally. Administrators should be able to add such queries to standard menus.	

## Reporting / Management Information

Reference	Requirement	Suppliers Rating (0-4)
J001	The Council currently uses Crystal Reports as its corporate reporting tool and is committed to its continued use. A suitable interface (e.g. ODBC) must be provided to allow ad-hoc reports to directly access the database. Table layouts and relationship documentation should be provided and maintained as standard. Where the proposed solution is hosted then the supplier should provide details of how direct data access can be achieved.	
J002	The supplier should detail what its preferred reporting tool is and describe its integration with the product and the benefits it achieves compared with the use of Crystal reports. The ability of the Council to be able to create locally customised reports is very important. The existence of a user friendly report writing tool and its capability of producing trend based reports will be a key factor in evaluating the systems overall potential.	
J003	The reporting tool used, whether it be the Councils' corporate tool (Crystal Reports) or the suppliers recommended solution should be capable of producing ad-hoc reports using ALL data fields from within the system.	
J004	Reports must be capable of holding and storing complex formulae. Reports must be capable of dealing with conditional statements e.g. If...Then...Else, and nested Boolean logic e.g. (A AND B) OR (C AND D).	
J005	Suppliers must list any reports or management information available from the systems that are provided as standard. Suppliers must also state if reports are available for on-screen viewing, as printed reports, or can be viewed on-screen and then subsequently printed or stored/archived.	
J006	There must be the ability to export data to MS Office suite software and in other standard formats e.g. txt, csv, xml and html	
J007	Report parameters should be able to include partial matches, wildcards and results of calculated fields. Reports must also be capable of being grouped and summed by any available field criteria.	
J008	The system must be able to provide a wide range of management information, presented using graphs and tables etc and including some form of 'traffic light' warning system.	
J009	There must be a facility for individual users to store their reports for re-use.	

## System Interfaces

Reference	Requirement	Suppliers Rating (0-4)
K001	The system must be able to interface with the systems described in section 2.3	
K002	It may be necessary to hold details of properties located outside of the South Norfolk area for which there will not be a reference within the Councils corporate BS7666 Gazetteer. Suppliers are asked to provide details of how their system will integrate with the Councils property gazetteer and store property information including BS7666 address details, UPRN and Grid references.	
K003	The system must seamlessly interface with MS Office 2000 and Exchange 2003 (including future updates). Allowing incoming e-mails to be stored as part of application correspondence files, integration of data with documents (e.g. mail merge), exports of data to spreadsheets etc and also allowing reports and other items to be e-mailed to various people or groups of people.	

## Choice Based Letting Scheme

Reference	Requirement	Suppliers Rating (0-4)
L001	The system must be Web / Browser based and be guaranteed to work with all current and future versions of commercially available browsers. (W3C compliant)	
L002	The supplier must offer services for the provision of hosting the system. Details of how this would be provided together with an example SLA should be supplied.	
L003	The system should be a proven one and currently in use in a similar setting.	
L004	The system must be secure and follow BS7799 (British Standard for Information Security Management) and ISO 15000 guidelines. The supplier should provide details of independent security checks that their software has undergone.	
L005	The system must be stable and should not fail if fed incorrect data or used in unpredictable ways. Where it does fail it should do so gracefully and with a full explanation not a cryptic message.	
L006	Facilities must be provided to ensure data integrity is maintained in the event of a system failure. Data recovery must be automatic and not rely on operator intervention. No data from completed transactions can be lost in the event of a failure. A failure may be caused by software or hardware.	
L007	The application database must be configured so as to include comprehensive recovery mechanisms, ensuring minimum data	

Reference	Requirement	Suppliers Rating (0-4)
	<p>loss in the event of hardware or software failures. The system must have transaction logging to enable recovery by being able to restore the system to the last good backup and then roll the system forward to a specified point in time using these transaction logs.</p> <p>The supplier should provide details of how they will configure the system to achieve this.</p>	
<b>L008</b>	Compliant with BS7666, 2001 version or later, for LLPG integration.	
<b>L009</b>	The system must comply with standards published in the office of the e-Envoy's report entitled e-Government Interoperability Framework (e-GIF).	
<b>L010</b>	A cornerstone of the e-GIF standard is XML compliance. We require to know if the proposed solution sits within an integrated XML strategy.	
<b>L011</b>	<p>The system should be scalable to allow for additional Local Authority and/or RSL partners to join the scheme.</p> <p>The supplier should detail any implications to charges / on-going support that would be a result of this.</p>	
<b>L012</b>	The system should be fully integrated and not require re-keying of information in any areas.	
<b>L013</b>	The system must be designed so as to minimise keystrokes and mouse clicks, and generally be intuitive and easy to use, with minimal switching between screens / windows / application modules.	
<b>L014</b>	The system should include workflow based processing where appropriate to provide performance benefits to all the scheme partners. The supplier should provide details of where their system utilises workflow based processing and outline any performance benefits that this will provide.	
<b>L015</b>	Context sensitive help, in multiple languages, must be available for all screens and fields. There must be the ability for users at the correct permission level to change or add to this help text including the ability to include hyperlinks to existing Council procedures stored on the authorities intranet / file system. Such changes must not be overwritten during software upgrades. Access to a comprehensive help menu must also be available on all screens.	
<b>L016</b>	Screens must be clear and simple to use and their layouts must be consistent throughout the product, e.g. with a standard format for drop down pick lists, Help and shortcut keys. Where there are limited options for input to a field, these should be presented as a drop down pick list, which must display codes and text descriptions, and must be maintainable by users with the required level of access.	
<b>L017</b>	<p>The system should be fully accessible and follow standards / guidelines defined under PAS78.</p> <p>The supplier should detail their approach to accessibility and how their system meets these guidelines. As a minimum this should include the following:</p>	

Reference	Requirement	Suppliers Rating (0-4)
	Multiple languages ( ) Voice enabled Browse aloud Enlargeable Text	
L018	The system should be provided with a separate Test / Training environment.	
L019	The system should include in-built reporting tools for the analysis of CBL applications and Bidding statistics. The supplier should provide details of any in-built reporting tools and describe the types of reports that could be produced.	
L020	The system should provide standard reports that are available for the RSL's and Local Authorities in order to analyse bidding statistics and trends. This would include: Applicants who are not bidding Bidding patterns Advertising patterns Application patterns Usage trends  The supplier should provide details of the standard reports that are included for these purposes and details of any additional reports that are provided as standard	
L021	The system should be able to produce data extracts in CSV (or similar) format that can be imported into the authorities preferred reporting / data analysis tools e.g. Crystal Reports, MS Excel	
L022	Passwords must not be displayed when entered by the user / customer to login or when changing their password.	
L023	Passwords must be held in encrypted format, and must not allow password recycling within a user definable period, or passwords that are under a definable length or structure.	
L024	Users / customers should only be required to enter one password to gain entry to the application. After a user specified number of failed access attempts the login should lock, and the failed access be reported to the System Administrator who will have the facility to unlock the account. The system must log users out after a specified period of inactivity.	
L025	The system should provide easy to remember log-in details for the customer and also provide automated facilities for informing the customer of these should they forget them. e.g. via an automated e-mail or by e-form with security questions The supplier should provide details on how best this could work	
L026	The system should provide both an overall system administrator function plus one appropriate for each of the schemes	

Reference	Requirement	Suppliers Rating (0-4)
	partners in order to provide user set-up / access control and password maintenance within their own organisation.	
L027	It must be possible to set different levels of access for different users / groups of users which includes particular functions within the system as well as read, write, update and deletion of records.	
L028	The supplier must provide details on what audit trails are provided as part of the system	
L029	The audit trail must include before and after record of any changes and updates to the system detailing the date, time of the change and the ID of the person that carried out the work and be secured from modifications.	
L030	The supplier must provide software upgrades as part of the annual maintenance triggered by regulatory and legislation changes, in good reasonable time in relation to the changes, to provide productivity features not less than that of the previous version.	
L031	<p>The supplier must provide a helpdesk facility at its office run by staff with an in depth knowledge of the system. This should be provided as part of the purchase / annual maintenance charge and be covered 5 days a week during normal working hours. When a call is logged the user logging the call should be given a unique call number for reference so that the call can be tracked / followed up.</p> <p>The supplier should provide details of the helpdesk facilities that they offer, including the number of staff who are knowledgeable in the product and can provide end user / technical support and escalation procedures / timescales for dealing with customer calls. The supplier must also provide details of how they would handle the system failing on Saturday/ Sunday/Bank Holidays.</p>	
L032	The supplier should be able to provide all necessary user training either directly or though a third party. The training must be provided at all levels from those with system access and expert users to frontline staff. A train the trainer package must be available to assist customers using the website. If using third part please give details.	
L033	Electronic system documentation including user guides, technical guides and training manuals must be supplied and re-issued in the event of software releases where functionality has changed.	
L034	The supplier should actively support a user group. Details / Minutes of the last two meetings should be provided.	
L035	Installation of software upgrades should be performed by the supplier and require minimal downtime. The supplier should detail how this process would be carried out and how it would affect the partnership staff and customers.	
L036	Suppliers must specify their procedures for testing and releasing upgrades both before issue to the customer and on the customer's site.	

Reference	Requirement	Suppliers Rating (0-4)
L037	The supplier must have a robust system for version control and ensure that system documentation is kept up to date and issued along with software updates.	
L038	The system must be set up so that there are separate areas for training and testing of upgrades prior to going into a Live set-up.	
L039	The system should provide the facility for a back office application form. The application should be customisable by SNC and should provide mandatory fields and validation where appropriate so that invalid information such as invalid dates of births / National Insurance numbers cannot be entered and duplicate applications are prevented.	
L040	The system should be capable of allocating a unique bidding number reference at an agreed point either during the completion of the application or at the end. So that once assessed and banded the applicant can be actively bidding immediately.	
L041	Partners of the SNC system should be able to access agreed housing information held on the system.	
L042	<p>The system should provide both a batch facility and a manual input option for loading property information / adverts into the system as detailed below. These facilities should be available to staff within the RSL's who have the required level of access to perform this task.</p> <p>The supplier should detail what options / formats they provide to facilitate this.</p>	
L043	<p>The system should be able to record property information relating to the following housing categories / tenure types which must be identified as part of any advert...</p> <ul style="list-style-type: none"> <li>• Social Rented Housing</li> <li>• Affordable Rented Housing</li> <li>• Shared Ownership</li> <li>• Low Cost Home Ownership</li> <li>• Private Sales Properties</li> <li>• Private Rented Properties</li> <li>• Other Housing Options</li> <li>• Local Needs Housing</li> <li>• House Share/Lodgings</li> </ul>	
L044	<p>The system should be able to record property information, which includes...</p> <ul style="list-style-type: none"> <li>• Property Type (House, Flat etc)</li> <li>• Property Tenure (Social Rented, Affordable Rented, Private Rented etc)</li> <li>• Number of Bedrooms</li> </ul>	

Reference	Requirement	Suppliers Rating (0-4)
	<ul style="list-style-type: none"> <li>• Number of bedspaces</li> <li>• Property Location / Address</li> <li>• Property Postcode (for linking with upmystreet.com)</li> <li>• Property UPRN (for linking with LLPG)</li> <li>• Void Date / Bidding Cycle</li> <li>• Date available</li> <li>• Accessibility Rating</li> <li>• Services Provided (Warden, Caretaker etc)</li> <li>• Heating Type</li> <li>• Rent &amp; Service Charges</li> <li>• Age Restrictions</li> <li>• Garage / Parking Available</li> <li>• Pets</li> <li>• Available to Transfers / All Applicants</li> <li>• Property Photograph, additional photos, additional information</li> <li>• Search via Google maps or similar</li> <li>• Identify other properties that have been advertised in similar area by parish / area / type / band / effective date in order to manage bidders expectations</li> <li>• Additional property information, such as adaptations to property, local lettings criteria</li> <li>• Floor plans</li> <li>• Square Footage – SPACE standards</li> <li>• Property Virtual Tour</li> <li>• General Comments About the Property (e.g. Near to shops)</li> <li>• Sheltered Accommodation</li> <li>• Additional icons to identify particular features of the property. e.g. level access shower, steps into property. Please provide details of existing icons and whether additional icons can be added</li> </ul>	
<b>L045</b>	Once property information has been uploaded, staff with the required access levels should be able to amend these details and be able to withdraw individual properties from the current bidding process.	
<b>L046</b>	The system must be able to automatically produce property advertising brochures / flyers based on the properties that have been flagged as void for the next bidding cycle. These must be provided in both a print quality format ready to be sent to an external print provider and also be made available for viewing/downloading from the CBL web site in PDF format.	
<b>L047</b>	Property marketing information area should be sufficient to provide enough space to enter a full description. The supplier should provide details of the number of characters available in their system.	
<b>L048</b>	The supplier should provide details of how the property brochures / flyers are produced within the system and what facilities	

Reference	Requirement	Suppliers Rating (0-4)
	are provided for internal staff to amend the format / content together with a description of the skill set required to be able to perform these tasks.	
<b>L049</b>	The system should be capable of producing the property brochures/flyers in a large print version.	
<b>L050</b>	<p>The brochure / flyer must contain the following sections / features...</p> <ul style="list-style-type: none"> <li>• General information relating to CBL and South Norfolk Council.</li> <li>• Details of other housing options</li> <li>• Separate, easily identifiable sections for properties</li> <li>• Property adverts should be made up of easily identifiable symbols and text which relate to property features and eligibility</li> <li>• Statistical feedback based on previous bidding cycles</li> </ul>	
<b>L051</b>	<p>Advertising should also be provided by way of an automated phone system where the property details can be read out to the caller.</p> <p>The supplier should provide details of whether this can be as an automated voice recording or whether internal staff will need to manually record these for each bidding cycle.</p>	
<b>L052</b>	The system should be able to automatically e-mail the property brochures to those applicants who have expressed a preference to receiving advertising in this manner.	
<b>L053</b>	When accessing the system applicants will be forced to check the property information in more detail so that they can make a better informed decision if the property is suitable. The applicant should not be allowed to place a bid until they have confirmed (by a tick box or similar) that they have read and understood the property information.	
<b>L054</b>	<p>The system must be configurable so that the duration of the bidding cycle can be amended when/if required. The start date/time and end date/time should also be definable by SNC.</p> <p>In most cases the system will run a weekly bidding cycle.</p> <p>When letting local needs homes the required letting cycle can be lengthened.</p>	
<b>L055</b>	<p>Applicants should be able to bid for properties using a secure login via the following channels...</p> <ul style="list-style-type: none"> <li>• CBL Web Site</li> <li>• Voice Recognition / Touch Tone Phone</li> <li>• SMS Text Message</li> <li>• Digi TV</li> </ul>	

Reference	Requirement	Suppliers Rating (0-4)
	The supplier should also detail any other channels they can provide such as through Mobile Internet Devices. NB. It should be noted that the Council does not have its own SMS Gateway and this should be taken into account with any proposals / costings provided by the supplier/	
L056	The bidding channels should be available 24 hours a day, 7 days a week. The supplier should detail whether this availability is feasible based on the requirement for system backups and downtime related to system maintenance etc and this should be reflected in the SLA.	
L057	Supported bidding by admin staff / support groups must also be provided as an option. The supplier should detail how this would work in practice and how this is logged by the system to differentiate it from a direct bid from the applicant.	
L058	The system must be able to automatically reject ineligible bids. An ineligible bid could be for any of the following reasons... <ul style="list-style-type: none"> <li>• The applicant is not eligible for that property size</li> <li>• The applicant does not meet one or more of the required criteria for the property e.g. they are not over the required age limit on that property</li> <li>• The applicant has already made the maximum number of bids for social housing properties that are allowed within the bidding cycle</li> <li>• The bidding cycle has ended</li> </ul>	
L059	The system must be able to automatically notify applicants when they make an ineligible bid through whichever channel the bid was made and also provide feedback on the reason for the bid being rejected.	
L060	The system must be capable of automatically informing the applicant of the status of their bids through whichever channel the bid was made including the number of bids made for the property and where the applicant currently sits in the queue. The supplier should detail their experience of providing such information as feedback and make recommendations as to the approach that should be taken.	
L061	At the close of the bidding cycle the system should produce a final shortlist for all properties within that bidding cycle ranked by band and registration date. At the end of the bidding cycle the shortlist should freeze. Retrospective bids can only be placed in line with policy and the landlord's knowledge. Only the retrospective bid record should change on the shortlist.	
L062	The Council has identified that the shortlisting of properties that are prioritised, through a cascade, for applicants with local connections is resource intensive. We are keen to introduce a system that can remove much of the manual intervention. Please identify, separately, any current solutions or future developments that can assist in this.	
L063	Each RSL should be able to securely log into the system and gain access to the results of the bidding cycle. The system	

Reference	Requirement	Suppliers Rating (0-4)
	should also include the facility to automatically e-mail these results to the appropriate RSL when the bidding cycle closes.	
L064	The system must be capable of holding warning flags about the applicant e.g. potentially violent, which are highlighted to the RSL's for all winning bidders.	
L065	<p>The RSL should be able to produce customisable mail merge letters and emails directly from the system to the winning bidder.</p> <p>The system will need to be able to hold a number of letter templates which match the RSL's own corporate identity / letter format and must be securable so that only the relevant RSL can access these.</p>	
L066	The system must automatically suspend any winning applicant from taking part in further bidding rounds, once the RSL placing their application in the offer accepted status.	
L067	<p>Once the RSL is satisfied with the winning bidder and a formal offer has been made, the system must allow the RSL to update these details on the system.</p> <p>The system should then automatically include these results in any feedback statistics for that bidding cycle. All feedback statistics accessible by applicants should be anonymous.</p>	
L068	<p>If the RSL decides that the applicant who comes top in the bidding is not suitable in any way or the applicant rejects the offer, the system must enforce the RSL to enter a suitable reason for the offer not being completed prior to being allowed to offer the property to the next highest bidder. The available list of reasons should be maintainable by the authority.</p> <p>As part of this process the original winning applicants bidding suspension should be removed.</p>	
L069	The system should be capable of recording the outcome of the offer and successful lets should be automatically updated within the relevant system modules e.g. updated as 'Rehoused' together with the UPRN of the property that was let and the tenancy start date.	
L070	The system should be capable of recording the number of offer refusals by each applicant and if it exceeds a user definable level/refusal reason then the system should be capable of either suspending the applicant from bidding for a set period of time or decreasing the band in which the applicant resides.	
L071	<p>Once the bidding cycle is complete, the applicants should be able to use the website or touch tone phone to access the system and request feedback on the results of their bids. For each property bid, the information available should include...</p> <ul style="list-style-type: none"> <li>• The band of the successful applicant</li> <li>• The registration date of the successful applicant</li> <li>• The number of bids received on the property</li> </ul>	

Reference	Requirement	Suppliers Rating (0-4)
L072	The system should keep a history of the results of the bids for each applicant e.g. My Bidding History so that these can be viewed at any time by the applicant via the CBL website.	
	This information should also be available to each of the local authorities for all applicants bidding history.	
L073	The system should keep a history of the results of the bids for each property so that these can be analysed by the local authorities in order to produce demand statistics for different geographic areas.	

## Common Housing Register

Reference	Requirement	Suppliers Rating (0-4)
M001	<p>After undertaking a LEAN review of the service (copy of new process shown above). It is envisaged that an on line application will be completed in the back office, once assessed and submitted a bidding number will be available, to enable immediate bidding on available properties.</p> <ul style="list-style-type: none"> <li>• The system will deliver facilities where housing register applications can be recorded, reviewed and analysed.</li> <li>• Partnering landlords will have access to view the housing register application form, the ability to comment or add and alert should be available.</li> <li>• Able to limit view areas where sensitive information is held.</li> <li>• The Council strongly believes that this function includes several workflow related characteristics.</li> <li>• The system must hold key events, dates and actions and be able to guide and prompt staff through the process using inbuilt workflow facilities.</li> <li>• The supplier must outline how their system delivers such functionality and describe how it will assist the Council in meeting its statutory and local targets as well as delivering general efficiency and individual performance gains.</li> </ul>	
M002	<p>The following (non case sensitive) generic search options should be available to locate a customer either on their own or in combination with others: -</p> <ul style="list-style-type: none"> <li>• Reference Number</li> <li>• Surname</li> <li>• First name</li> <li>• Alias name</li> <li>• Date of birth</li> <li>• National Insurance Number</li> <li>• 1st line of address</li> <li>• Post code</li> <li>• Partner's name (joint applications)</li> </ul>	

Reference	Requirement	Suppliers Rating (0-4)
	<ul style="list-style-type: none"> <li>• Children's / Dependant's names</li> <li>• BS7666 Property reference</li> </ul>	
<b>M003</b>	<p>A single person search should identify if the applicant currently or previously existed on the system in all of the following modules: -</p> <ul style="list-style-type: none"> <li>• Housing Register</li> <li>• CBL</li> <li>• Homelessness</li> <li>• Housing Advice/Prevention</li> <li>• Temporary Accommodation</li> </ul>	
<b>M004</b>	<p>If the applicant already exists in any of the systems modules the existing details should be able to be defaulted through to any new input screens to save the user from having to re-key the information.</p>	
<b>M005</b>	<p>Applications where the postcode / parish is outside the South Norfolk district boundary should be automatically highlighted to the user by the system.</p>	
<b>M006</b>	<p>The user should be able to easily identify and switch between all of the system modules where an applicants details exist (current or historic) without having to re-input search criteria to retrieve records in other modules.</p>	
<b>M007</b>	<p>Standard reports should be available that provide both detailed and summary information relating to the number of applications split by: -</p> <ul style="list-style-type: none"> <li>• Status</li> <li>• Parish</li> <li>• Application Date</li> <li>• Applicant Type</li> <li>• Household Type</li> <li>• Current Housing</li> <li>• Disability</li> <li>• Age/Date of Birth</li> <li>• Special / Support Needs</li> <li>• Household Type</li> <li>• Ethnicity/Sexuality/gender</li> <li>• Band – reason for band award</li> <li>• Effective date</li> <li>• Bid (Yes/No)</li> <li>• Property type eligibility</li> </ul>	

Reference	Requirement	Suppliers Rating (0-4)
	<ul style="list-style-type: none"> <li>• Eligible for sheltered housing</li> <li>• Transfer applicant</li> <li>• S106/local lettings eligibility (local connection)</li> </ul>	
M008	<p>The following information can be recorded against the application. For new records any details used in the search should be defaulted through to save the end user entering the information twice: -</p> <ul style="list-style-type: none"> <li>• 1st contact date</li> <li>• Status (Live, Suspended, Re-housed, Cancelled)</li> <li>• Applicant Name</li> <li>• Current Address</li> <li>• Correspondence address</li> <li>• Previous address(es) – 5/10 year housing history including start and end dates per entry and split by calendar year</li> <li>• Telephone Number(s)</li> <li>• Application date</li> <li>• Applicant status (single/couple/married/divorced/separated)</li> <li>• Household type (single/couple/couple with children/lone parent/other) with space to enter further details.</li> <li>• Current housing (private tenancy, housing association tenancy, council tenancy, no fixed abode [sleeping rough, squatting, on sofa, mobile caravan] static caravan, with parents, with relatives, hostel, refuge, lodgings, foster care, prison, B&amp;B, LA temporary accommodation, owner occupier, shared ownership, armed forces accommodation, sheltered accommodation, tied accommodation, student accommodation, hospital, annexe, no rights or security - living in family home and not paying rent) with space to enter further details. This list should be maintainable by the authority.</li> <li>• Date moved into current address</li> <li>• Reason for contact (linked to statutory homelessness and other advice criteria)</li> <li>• Type of contact (1st person/3rd person/Agency etc)</li> <li>• The applicant's preference for the area(s) to be housed at parish level.</li> <li>• Risk assessment with highlight/warning for ease of identification with ability to indicate if home visit is safe where domestic violence, other violence</li> <li>• Disability (blind/deaf/mute/mental health/learning difficulty/physical disability/wheelchair)</li> <li>• Support needs</li> <li>• Support/agency contacts (Doctor, consultant, connexions, social services, solicitor, youth offending team, SOLO, Julian Housing, Genesis Housing, Matthew Project, NORCAS, Wilkinson House, NACRO, CMHT) with facility to record details of name, agency, address, telephone number</li> <li>• Landlord issues (notice/disrepair/harassment/illegal eviction/rent increase/benefits)</li> <li>• Repossessions (mortgage/rented, able to record referral to legal body)</li> <li>• Income, Capital, Equity</li> <li>• Employment, name of employer (if in SNC area)</li> <li>• Arrears (rent or mortgage)</li> </ul>	

Reference	Requirement	Suppliers Rating (0-4)
	<ul style="list-style-type: none"> <li>• Assistance required due to vulnerability</li> <li>• Exclusions/Ineligibility status (Arrears/ASBO/Refusals etc)</li> <li>• Review process status</li> <li>• General notes</li> </ul>	
<b>M009</b>	<p>The following information should be recordable against the household members: -</p> <ul style="list-style-type: none"> <li>• Type (applicant/spouse/partner/dependant/non dependant/child)</li> <li>• Name (Surname/First name/Second name/Title)</li> <li>• Gender</li> <li>• Date of birth</li> <li>• National Insurance Number</li> <li>• Pregnancy indicator and due date</li> <li>• Local connection (living, working, family or previous residency)</li> <li>• Language and able to show if interpreter needed</li> <li>• Vulnerability indicator</li> <li>• Assistance required when bidding</li> <li>• Flag (to highlight potential risk)</li> </ul>	
<b>M010</b>	<p>The system must be able to record the following information relating to customer requirements: -</p> <ul style="list-style-type: none"> <li>• Number of bedrooms (system should default this but allow it to be overridden according to household composition)</li> <li>• Person property eligibility coding (PPGC)</li> <li>• Accessibility rating</li> <li>• Level access</li> <li>• Special needs with a link to medical requirements to substantiate the requirement</li> <li>• Sheltered housing</li> <li>• Parish</li> <li>• Transfer</li> <li>• Local Lettings</li> <li>• Housing with Care</li> </ul>	
<b>M011</b>	<p>Based on circumstances at interview, the ability to identify reasons for banding – based on policy, able to show multiple reasons for banding. Also identify reason for reduction/exclusion (with audit trail)</p>	
<b>M012</b>	<p>To enable to assessment of eligibility for local letting schemes  The following information should be captured on the system – providing a 5 or 10 year housing history.  Local Lettings cascade</p>	

Reference	Requirement	Suppliers Rating (0-4)
	Applicants who want to live in the particular village / parish split by <ul style="list-style-type: none"> <li>• Current Residents</li> <li>• Former Residents</li> <li>• Working connection</li> <li>• Family Connection</li> <li>• Adjoining parishes</li> <li>• People who have expressed an interest but have no local connection</li> </ul> <del>and sub divided by the dwelling type and number of bedrooms required.</del>	
<b>M013</b>	The system should be able to record appointments (office based and home visits) into both team based and individual housing visitor calendars with automatic reminders being generated on the previous working day so that officers can contact, provide list of require documentation to bring to appointment.	
<b>M014</b>	The system should allow appointment slots to be pre-defined so that only these are offered to applicants.	
<b>M015</b>	Quick links / shortcuts should be available from the calendar to retrieve the applicant's records which relate to the calendar entry to save time in re-searching for the required records.	
<b>M016</b>	When booking appointments the next available appointments should be identified by the system so that a choice of date / time can be offered to the applicant.	
<b>M017</b>	The system should be able to record whether the visits actually occurred so that statistical information is not based on inaccurate information.	
<b>M018</b>	Standard reports must be included which can provide analysis by team / housing officer of the time taken to visit the applicant measured between initial contact / visit request and the date of the actual visit.	
<b>M019</b>	Management reports should be available which list all visits that have been carried out split by housing officer that show, for each visit, mileages which are calculated based on standard distances between the office and each parish.	
<b>M020</b>	An interface to the Council's corporate GIS system (SIA DataMAP) AND/OR web based mapping system should be provided that automatically highlights the property requiring a visit. <b>Hometrack</b> 6th Floor, The Chambers, Chelsea Harbour, SW10 0XF <a href="http://www.hometrack.com">www.hometrack.com</a>	
	Required visits should be automatically allocated to housing visitors based on the duty/diary rota.	

Reference	Requirement	Suppliers Rating (0-4)
M021	Required visits should be automatically allocated to housing visitors based on the duty/diary rota.	
M022	The system should be able to produce an automatic personalised Mail Merge letter or email to the applicant confirming the date and time of the appointment and who the officer will be, together with their contact details.	
M023	The system should be able to provide offline data extracts of details of the applicants being visited that can be loaded onto personal laptops or handheld data capture devices.	
M024	The supplier should describe how their system could be used to enable an electronic housing visit form to be completed and a housing register reference allocated during the visit as proof that an application has been made. This will also allow the applicant to check the details recorded and sign the application form.	
M025	<p>For each application the system should be able to: -</p> <ul style="list-style-type: none"> <li>• Identify and prioritise medical needs</li> <li>• Determine band based on medical priority as per assessment</li> <li>• Determine accessibility</li> <li>• Identify current difficulties in present home</li> <li>• Assess suitable housing requirements (sheltered, adapted bungalow etc).</li> <li>• Identify adaptations needed (if necessary)</li> <li>• Show adaptations in current property</li> <li>• Match requirements to suitability of vacant property</li> <li>• Able to record support contacts with facility to enter details of name, agency, address, telephone number - Doctors, social worker and family contact.</li> <li>• Record current benefits (Disability Living Allowance, Attendance Allowance etc)</li> </ul>	
M026	<p>The system should be able to record different types of visual Vulnerability markers relating to the list below. The supplier should provide details of how this can be achieved e.g. via a coloured flag</p> <ul style="list-style-type: none"> <li>• Reading</li> <li>• Writing</li> <li>• General understanding</li> <li>• Mental Disability</li> <li>• Physical disability</li> <li>• Hard of hearing</li> <li>• Sight problems</li> <li>• Sensitive Case</li> </ul>	

Reference	Requirement	Suppliers Rating (0-4)
	<ul style="list-style-type: none"> <li>• English not first language</li> <li>• Consent Given</li> </ul>	
<b>M027</b>	<p>The system should be able to record different types of visual Risk markers relating to the list below. The supplier should provide details of how this can be achieved e.g. via a coloured flag</p> <ul style="list-style-type: none"> <li>• Risk register</li> <li>• Do not visit alone</li> <li>• Alert options either flag or note (with options)</li> <li>• Alert sent to corporate risk register</li> </ul>	
<b>M028</b>	<p>Standard reports should be provided that can report on the property database turnover / average waiting time by: -</p> <ul style="list-style-type: none"> <li>• Property type</li> <li>• Size</li> <li>• Parish/Village</li> <li>• Band awarded to successful applicants</li> </ul> <p>The reports should be able to be run over a snapshot of the database at a point in time and be able to be re-run (backdated) on an ad-hoc basis.</p>	
<b>M029</b>	<p>The system should be able to highlight date based / anniversary driven events by way of management reports or workflow driven events such as: -</p> <ul style="list-style-type: none"> <li>• Pregnancy due dates (family type changes)</li> <li>• Dependants 1<sup>st</sup> birthdays (potential overcrowding)</li> <li>• Dependants reaching a certain age (bedroom requirements increase)</li> <li>• Retirement dates calculated from DOB (potential sheltered accommodation eligibility)</li> </ul>	
<b>M030</b>	<p>An automated re-registration or change of circumstances should be available on line. When the applicant reviews their application they will be able to view current information held on their current circumstances. Review time periods are to be in line with banding and policy. Personalised emails or mail merge initial letters and questionnaires inviting the applicant to re-register should be produced and should be followed up by reminder letters and automatic cancellations of those that are not responded to. Those applicants who have yet to renew by the deadline should be automatically blocked from bidding until they have re-registered.</p>	
<b>M031</b>	<p>The system should be able to automatically cancel non bidders after one year on the register and produce an audit trail indicating that this has happened.</p> <p>The system should also be able to review Low need applicants to provide an easy way of cancelling these from the register but only after officer approval e.g. via an extract / workflow based process</p>	

Reference	Requirement	Suppliers Rating (0-4)
M032	Ability to identify those that need to be re-registered via letter mail merge format (no access to email). Manual process.	
M033	<p>The supplier should detail how the following Management reports / analysis relating to applications for a particular village / parish can be produced through their system detailing whether they can be achieved through existing management reports or need to be developed using a reporting tool. Details of information that the user would need to store within the system and areas where this can be achieved should also be included. The supplier should also describe through their experience, problems / inaccuracy with such management information and how this can be overcome. The supplier should take into account that when running such analysis backdated that the family type (for example) is required to be as of the date specified, and not as the system currently records them (as they may have changed since) and so may require to be run over snap shots of data: -</p> <p>Local Lettings cascade  Applicants who want to live in the particular village / parish split by</p> <ul style="list-style-type: none"> <li>• Current Residents</li> <li>• Former Residents</li> <li>• Working connection</li> <li>• Adjoining parishes</li> <li>• People who have expressed an interest but have no local connection</li> </ul> <p>And sub divided by the dwelling type and number of bedrooms required.</p> <p>A breakdown of property vacancies during a specified period showing numbers for each type of property / number of bedrooms via postcode or village/parish.</p> <p>For each village / parish in South Norfolk, an analysis of applicants as of a specified date showing the number who have more than a specified band wanting to be housed there broken down into family type and physical disability.</p> <p>Analysis of income (for each partner where a couple), broken down into bands of £2000 per annum, cross tabulated with the number of bedrooms wanted.</p>	

## Homelessness Advice & Prevention

Reference	Requirement	Suppliers Rating (0-4)
N001	<p>The system will deliver facilities where homelessness applications, advice and prevention can be recorded, reviewed and analysed.</p> <p>The Council strongly believes that the function of homelessness advice and prevention includes several workflow related characteristics. The system must hold key events, dates and actions and be able to guide and prompt staff through the</p>	

Reference	Requirement	Suppliers Rating (0-4)
	<p>process using inbuilt workflow facilities.</p> <p>The supplier must outline how their system delivers such functionality and describe how it will assist the Council in meeting its statutory and local targets as well as delivering general efficiency gains.</p>	
N002	<p>The following (non case sensitive) generic search options should be available to locate a customer either on their own or in combination with others...</p> <ul style="list-style-type: none"> <li>• Reference Number</li> <li>• Surname</li> <li>• First name</li> <li>• Alias name</li> <li>• Date of birth</li> <li>• National Insurance Number</li> <li>• 1st line of address</li> <li>• Parish</li> <li>• Post code</li> <li>• Partners name (joint applications)</li> <li>• Children's / Dependants names</li> <li>• BS7666 Property reference</li> </ul>	
N003	<p>A single person search should identify if the applicant currently or previously existed on the system in all of the following modules, showing current status</p> <ul style="list-style-type: none"> <li>• Homelessness Advice &amp; Prevention</li> <li>• Housing Waiting List / Common Housing Register</li> <li>• CBL</li> <li>• Temporary Accommodation &amp; Financial module</li> </ul>	
N004	<p>The homelessness process should be able to be activated when either a new enquiry, a prevention visit or an agency referral indicates the following prompts: -</p> <ul style="list-style-type: none"> <li>• Eligible</li> <li>• Homelessness or threatened with homelessness within 28 days</li> <li>• Priority need</li> <li>• Emergency placement in temporary accommodation (out of hours)</li> </ul>	
N005	<p>If the applicant already exists in any of the systems modules the existing details should be able to be defaulted through to any new input screens to save the user from having to re-key the information.</p>	

Reference	Requirement	Suppliers Rating (0-4)
N006	Applications where the postcode / parish is outside the South Norfolk district boundary should be automatically highlighted to the user by the system.	
N007	The user should be able to easily identify and switch between all of the system modules where an applicants details exist (current or historic) without having to re-input search criteria to retrieve records in other modules.	
N008	<p>Standard reports should be available that provide both detailed and summary caseload information by case officer between specified date ranges, including: -</p> <ul style="list-style-type: none"> <li>• Number of enquiries for period</li> <li>• Number of determinations for period</li> <li>• Number of duty accepted</li> <li>• Number of un-assessed cases</li> <li>• Number of cases re-housed</li> <li>• Number of referrals</li> </ul>	
N009	The system will include reports or workflow prompts that highlight to the case officer and managers, applications that have had no activity within a defined length of time or where the applicant has made no contact for some time.	
N010	<p>The following information can be recorded against the application. For new records any details used in the search should be defaulted through to save the end user entering the information twice: -</p> <ul style="list-style-type: none"> <li>• 1st contact date</li> <li>• Status (Current or Historic)</li> <li>• Applicant Name (Surname/First name/Second name/Title)</li> <li>• Alias Name</li> <li>• National Insurance Number</li> <li>• Date of birth</li> <li>• Address</li> <li>• Correspondence address</li> <li>• Previous address(es)</li> <li>• Telephone Number(s)</li> <li>• Enquiry Date</li> <li>• Case Officer</li> <li>• Applicant Status (single/couple/married/divorced/separated)</li> <li>• Household type (single/couple/couple with children/lone parent/other) with space to enter further notes</li> <li>• Current housing (private tenancy, housing association tenancy, council tenancy, no fixed abode [sleeping rough, squatting, on sofa, mobile caravan] static caravan, with parents, with relatives, hostel, refuge, lodgings, foster care, prison, B&amp;B, LA temporary accommodation, owner occupier, shared ownership, armed forces accommodation, sheltered</li> </ul>	

Reference	Requirement	Suppliers Rating (0-4)
	<p>accommodation, tied accommodation, student accommodation, hospital, annexe, no rights or security - living in family home and not paying rent) with space to enter further details.</p> <ul style="list-style-type: none"> <li>• Date moved into current address</li> <li>• Previous address(es)</li> <li>• Reason for contact (linked to statutory homelessness and other advice criteria)</li> <li>• Reason for homelessness</li> <li>• Priority Need</li> <li>• Eligibility, status and reason</li> <li>• Temporary Accommodation needs / status / occupancy and review dates</li> <li>• Referral details from other authorities and agencies</li> <li>• Type of contact (1st person/3rd person/Agency)</li> <li>• Risk assessment with highlight/warning for ease of identification with ability to indicate if home visit is safe where domestic violence, other violence</li> <li>• Disability (blind/deaf/mute/mental health/learning difficulty/physical disability/wheelchair)</li> <li>• Support needs</li> <li>• Support/agency contacts (Doctor, consultant, connexions, social services, solicitor, youth offending team, SOLO, Julian Housing, Genesis Housing, Matthew Project, NORCAS, Wilkinson House, NACRO, CMHT) with facility to record details of name, agency, address, telephone number</li> <li>• Landlord issues (notice/disrepair/harassment/illegal eviction/rent increase/benefits)</li> <li>• Repossessions (mortgage/rented, able to record referral to legal body)</li> <li>• Exclusions/Ineligibility status (Arrears/ASBO/Refusals etc)</li> <li>• Decision status</li> </ul>	
N011	<p>The system will be able to produce a mail merged homelessness application form (for signature) which can be amended as statutory or Council requirements require and which can contain the following: -</p> <ul style="list-style-type: none"> <li>• Surname</li> <li>• First Name</li> <li>• DOB</li> <li>• Title</li> <li>• Address</li> <li>• Telephone Number</li> <li>• Ethnicity</li> <li>• Household Information</li> <li>• Status</li> <li>• System Date</li> <li>• Case Officer</li> <li>• Housing Register Number</li> </ul>	

Reference	Requirement	Suppliers Rating (0-4)
	<ul style="list-style-type: none"> <li>• Homelessness Application Number</li> <li>• Date and reference number of any previous homelessness application (including partner)</li> </ul>	
N012	The system will allow notes to be added against the application which will be recorded and presented in date order with the officers name highlighted who entered the information.	
N013	<p>Where contact names and addresses are held against the application, mail merge documents can be defined and produced which will default in the contacts name and address.</p> <p>An audit trail of the letter including date and letter type will be recorded when the letter is requested.</p>	
N014	The system should automatically calculate 33 working days from the date of application to show the target date for decision. This calculation should be able to exclude any statutory and non-statutory days as defined and maintained by the end user.	
N015	The system should include reports that provide detail and summary statistics within specified date ranges of decisions made within the 33-day target, exceeding the 33-day target, decisions that have yet to be made and the Councils average number of working days to make a decision.	
N016	The system should include Management reports that will report on ethnicity and domestic violence cases between specified date ranges.	
N017	<p>The following information should be recordable against the household members: -</p> <ul style="list-style-type: none"> <li>• Type (applicant/spouse/partner/dependant/non dependant/child)</li> <li>• Name (Surname/First name/Second name/Title)</li> <li>• Date of birth</li> <li>• National Insurance Number</li> <li>• Pregnancy indicator and due date</li> <li>• Local connection (living, working, family or previous residency)</li> <li>• Ethnic Origin (As defined by statutory ODPM P1E requirement)</li> <li>• Language and able to show if interpreter needed</li> </ul>	
N018	The P1E, HIP and HSSA should be able to be produced from running a single menu option / function and should be maintained by the supplier in the event of regulation changes by the ODPM by the required submission dates.	
N019	The system should be able to automatically produce all statutory performance indicators / reports	
N020	The system should be configured so that the information required for the P1E, HIP and HSSA is mandatory and prevents the user from entering ambiguous data that is not picked up by the report. The following details should be included: -	

Reference	Requirement	Suppliers Rating (0-4)
	<ul style="list-style-type: none"> <li>• Eligibility</li> <li>• Reasons for homelessness/contact</li> <li>• Reasons for priority need/non priority need</li> <li>• Intentionally homeless</li> <li>• Local connection</li> <li>• Referral from other local authority (London/outside London)</li> <li>• Referral to other local authority (London/outside London)</li> </ul>	
N021	The system should be able to record appointments (office based and home visits) into both team based and individual case worker calendars with automatic reminders being generated on the previous working day.	
N022	The system should allow appointment slots to be pre-defined so that only these are offered to applicants	
N023	Quick links / shortcuts should be available from the calendar to retrieve the applicants records which relate to the calendar entry to save time in re-searching for the required records	
N024	<p>The system should provide a facility to prompt questions before appointment can be arranged: -</p> <ul style="list-style-type: none"> <li>• Is customer homeless?</li> <li>• Is it likely customer might lose accommodation?</li> <li>• Are there other options customer might pursue to find accommodation?</li> <li>• Is it possible they could be given advice to keep their existing home?</li> <li>• Are they likely to be in priority need?</li> <li>• If yes to all these then arrange appointment</li> </ul>	
N025	When booking appointments the next available appointments should be identified by the system so that a choice of date / time can be offered to the applicant.	
N026	The system should be able to record the intention of the visit e.g. homelessness prevention so that these can be separately identified and reported on.	
N027	The system should be able to record whether the visits actually occurred so that statistical information is not based on inaccurate information.	
N028	Standard reports must be included which can provide analysis by team / case worker of the time taken to visit the applicant measured between initial contact / visit request and the date of the actual visit.	
N029	Management reports should be available which list all visits that have been carried out split by case worker that show, for	

Reference	Requirement	Suppliers Rating (0-4)
	each visit, mileages which are calculated based on standard distances between the office and each parish.	
N030	Management reports should be provided that will identify: - <ul style="list-style-type: none"> <li>• Decisions not recorded</li> <li>• Decisions recorded but cases still left active (unclosed)</li> </ul>	
N031	A link to the Council's corporate GIS system (Hometrack DataMAP) AND/OR web based mapping system is provided that highlights the property requiring a visit. <b>Hometrack</b> 6th Floor, The Chambers, Chelsea Harbour, SW10 0XF <a href="http://www.hometrack.com">www.hometrack.com</a>	
N032	Visit areas should be user definable and based on postcode areas.	
N033	Required visits should be allocated to housing visitors based on the areas that the officers cover. The initial allocation should be based on postcode areas (as defined above) but can be overridden by the user if required.	
N034	The system will produce a personalised Mail Merge letter or email to the applicant confirming the date and time of the appointment and who the officer will be together with their contact details.	
N035	The system is able to provide offline data extracts of details of the applicants being visited that can be loaded onto personal laptops or handheld data devices.	
N036	The supplier should describe how their system could be used to enable an electronic housing visit form to be completed and a homelessness enquiry reference allocated during the visit as proof that an application has been made. This will also allow the applicant to check the details recorded and sign the application form.	
N037	The system must be able to support the enquiries necessary for the officer to come to a decision on the case. This may involve sending letters and questionnaires to doctors, employers, DSS, schools etc. The system will need to store structured information and notes relating to investigations, interviews, decisions, appeals, discharge of statutory duty and contacts with other agencies.	
N038	The system will allow a case status to be maintained which will change according to whether the case has been assigned for full investigation, is waiting completion of application forms, under assessment, determined but awaiting post assessment decisions.	
	The system will be able to record cases where the applicant has withdrawn the application and the date it was withdrawn.	

Reference	Requirement	Suppliers Rating (0-4)
N039	The system will be able to record cases where the applicant has withdrawn the application and the date it was withdrawn.	
N040	The system will allow for notes and chronological diary entries to be recorded detailing advice given and referrals made by the Housing Officer / Case Worker. This can be printed off in chronological date order (continuous sheet) for review/legal challenge where paper copies are required.	
N041	<p>The system will be able to record homelessness decisions where each of the following will show the criteria according to government statutory requirements (P1E). Software updates will be provided as legislative changes occur and statutory reports will be based on this information: -</p> <ul style="list-style-type: none"> <li>• Eligible</li> <li>• Homeless</li> <li>• Threatened with homelessness within 28 days</li> <li>• Priority</li> <li>• Intentionally Homeless</li> <li>• Local Connection</li> <li>• Referrals in or out to show date referred to another authority or received from another authority, date accepted, date of any end or start of temporary accommodation linked to referral (Identifies S198 or S213 Referral)</li> <li>• S198 Referrals from other local authorities will not be included as decisions per P1E</li> <li>• Reviews of decision and reviews of suitability of accommodation (date review requested, target date, decision date)</li> <li>• Amendment of any decision post review</li> <li>• End of duty (reasons for duty ending) with facility to enter notes</li> </ul>	
N042	The system should be able to automatically produce personalised mail merge letters or email relating to decisions and referrals as part of the decision process. The letters produced should be appropriate to the decision made and should be selectable from a number of user maintainable templates.	
N043	Where an intentionally homeless decision is made in the case of households with children. The system will prompt to show if consent has been received for referral to social services and if yes will generate a personalised mail merge social services referral form.	
N044	Where the use of temporary accommodation is required, the system will allow a suitable unit to be allocated and will transfer across details of the applicant for the purposes of starting accommodation and where duty has not been accepted will calculate a date for ending accommodation based on parameters defined to the system.	
N045	When a decision causes the closure of the application / enquiry the system should record details of the date closed and the user who carried out the action.	
	The system should be able to record and manage the appeals process.	

Reference	Requirement	Suppliers Rating (0-4)
N046	The system should be able to record and manage the appeals process.	
N047	The system will include facilities where homelessness prevention can be recorded, reviewed and analysed.	
N048	The system should be able to record reasons for homelessness with a prompt that requires user to award the appropriate band in line with current policy. E.g. gold band for threatened with homelessness (priority need), severe health, extreme overcrowding etc..	
N049	System prompts should be defined in order to be able to allocate the band if one or more of the following criteria is met i.e. two silver bands = gold band	
N050	The system will allow for notes and chronological diary entries to be recorded detailing advice given and referrals made by the Housing Officer / Case Worker. This can be printed off in chronological date order (continuous sheet) for review/legal challenge where paper copies are required.	
N051	Where the officer identifies homelessness or threat of homelessness within 28 days the system should be able to generate an electronic appointment and a personalised mail merge letter or email confirming this.	
N052	The system should be able to produce a personalised mail merge letter or email detailing a summary of the housing problem and the advice given.	
N053	Prevention cases can be closed with a date stamp that can be used to provide performance information based on the prevention process.	
N054	Enquiry facilities should exist so that the housing officer can easily identify the homeless / threat of homelessness status and date.	
N055	Standard management reports (summary and detail) will be included that can be run by housing officer / case worker and will show prevention analysis over a date range specified by the end user.	
N056	The system is able to collect and report on the numerous enquiry methods used	
N057	When closing a case, they comply with the P1E prevention categories. Able to remain, move or homelessness relieved. Ability to add additional categories for internal monitoring only including barriers to successful prevention.	
N058	The system should include functionality that will allow the recording, maintenance and monitoring of the Councils Rent Assistance and deposit scheme. Functionality and information that can be recorded should include: - <ul style="list-style-type: none"> <li>Date the applicant was included in the scheme</li> </ul>	

Reference	Requirement	Suppliers Rating (0-4)
	<ul style="list-style-type: none"> <li>• Address of private rented property</li> <li>• Landlord or agents name and address and telephone number</li> <li>• Proposed commencement of tenancy date</li> <li>• Term of tenancy</li> <li>• Agent's fees</li> <li>• Rent advance / deposit</li> <li>• Cheque number and date cheque sent</li> <li>• Tenancy commencement date</li> <li>• Date Property inspection carried out and by who</li> <li>• Date Property inventory carried out and by who</li> <li>• Information able to be updated as necessary with local housing allowance rates linked to housing benefit information</li> <li>• A Prompt to check rent and deposit with local housing allowance</li> <li>• Link to BV prevention monitoring</li> <li>• Prompt to send letter/email to tenant with new register application form</li> <li>• Automatic notification from Finance team if Direct Debit refused</li> </ul>	
N059	<p>Personalised mail merge letters / documents should be included for the following: -</p> <ul style="list-style-type: none"> <li>• Applicant letter giving details of the scheme, list of agents, details of local housing allowance, assessment of household size</li> <li>• Request to accounts for a cheque to be raised</li> <li>• Landlord / Agent letters (details of applicant / scheme)</li> <li>• Landlord / Agent letter accompanying rent deposit cheque</li> <li>• Applicant letter / Agreement</li> </ul>	
N060	<p>The system should produce Management reports or automated workflow prompts to highlight the following: -</p> <ul style="list-style-type: none"> <li>• RADS agreements not returned within 7 days</li> <li>• RADS tenancies due to end within one month so that applicant can be reminded of liability for loan</li> </ul>	
N061	<p>The system should be able to record and maintain where referrals have been made to external agencies</p> <ul style="list-style-type: none"> <li>• Welfare Advice Officer</li> <li>• Stonham HomeStay</li> </ul> <p>The list of agencies should be maintainable by the authority</p>	
N062	<p>The system should be able to produce mail merge referral forms for the following external agencies: -</p> <ul style="list-style-type: none"> <li>• SOLO</li> </ul>	

Reference	Requirement	Suppliers Rating (0-4)
	<ul style="list-style-type: none"> <li>Julian Housing</li> <li>Leeways Outreach / Floating Support</li> </ul> <p>The list of agencies should be maintainable by the authority</p>	

## Temporary Accommodation

Reference	Requirement	Suppliers Rating (0-4)
O001	<p>The council is looking for a cost effective method of administering its 70 temporary accommodation units, which include Hostel rooms, Bed &amp; Breakfast and Private Sector Leasing Scheme dwellings.</p> <p>The supplier must outline how their system can deliver such a solution and how it interfaces to the other modules and the Councils corporate systems.</p>	
O002	<p>The system must allow new units of temporary accommodation to be set up, maintained, removed and re-instated when required by end users with the required access levels.</p>	
O003	<p>The system should be capable of holding the following information for each unit of temporary accommodation</p> <ul style="list-style-type: none"> <li>Unique Reference Number (UPRN)</li> <li>Location Name</li> <li>Address</li> <li>Telephone number</li> <li>Room number</li> <li>Charge Type (Rent, Heating etc)</li> <li>Weekly charge</li> <li>Daily charge</li> <li>Accommodation type (Hostel, B&amp;B etc)</li> </ul>	
O004	<p>The system should identify the current status of each unit of temporary accommodation by user-defined parameters.</p>	
O005	<p>The system must be capable of allocating people to temporary accommodation units via the homelessness module or directly in the case of emergency occupancy. With reminder flag to raise purchase order.</p>	
O006	<p>The system should be able to hold the following information for each occupancy: -</p> <ul style="list-style-type: none"> <li>Unique identifier / reference for each occupancy</li> <li>Name of occupant(s)</li> </ul>	

Reference	Requirement	Suppliers Rating (0-4)
	<ul style="list-style-type: none"> <li>• Link to homelessness application</li> <li>• Review date (to check occupants still eligible)</li> <li>• Occupancy Start date</li> <li>• Occupancy End date</li> <li>• Reason for temporary accommodation ending</li> <li>• Total charge to the Council</li> <li>• Weekly charge to the occupant</li> <li>• Daily charge to the occupant</li> <li>• Payments received</li> <li>• Housing Benefit received</li>   <li>• Subsidy (if relevant)</li> <li>• Ability to split HB/occupancy ( two individuals, one room, separate HB claims/charges)</li> <li>• Reason for TA ending – linked to P1E section of Homelessness module</li> <li>• If leaving with a level of debt – pass to Finance Debt Collection team</li> </ul>	
O007	Where details of the occupiers are updated through the temporary accommodation module they should be reflected throughout the other modules without the requirement for re-keying.	
O008	Calculator available within the charging part of the TA system. The ability to identify reasonable cost of TA for those that are working. Calculator to include cost of accommodation, income and HB entitlement against agreed levels of available income required.	
O009	An audit trail should be kept of each stage of the booking process including who requested and authorised the accommodation and why it was allocated.	
O010	Charges should be automatically raised by a scheduled job for each temporary accommodation unit based on frequency defined by the user.	
O011	<p>The system must automatically calculate backdated adjustments and adjust occupancy balances in cases where: -</p> <ul style="list-style-type: none"> <li>• Charges are added, amended or removed</li> <li>• Occupancy start / end dates are adjusted</li> </ul>	
O012	The system should be able to manually change end and start dates.	

Reference	Requirement	Suppliers Rating (0-4)
O013	If Housing Benefit changes within the 4 weekly cycle – system is able to recalculate from date of change.	
O014	The system should allow user definable manual financial adjustments to accounts where a reason can be stated and an authorising person recorded.	
O015	A financial control report should be automatically produced which holds details of debit raised and income received for the entire temporary accommodation stock. The report should be split by occupied and void debit information.	
O016	The system should be able to interface with the Council's Income System (Capita Axis Income Management), Housing Benefit (Civica Open Revenues) and Financial System (Capita ibSolutions Integra) systems to allow for direct posting of payments and reconciliation by way of the Councils General Ledger.	
O017	<p>The system should hold and display a fully audited transaction history for each occupancy including: -</p> <ul style="list-style-type: none"> <li>• Year, Week and Date transaction paid</li> <li>• Year, Week and Date transaction posted to account</li> <li>• Transaction Type</li> <li>• Transaction Amount</li> <li>• Account balance after the transaction was applied</li> <li>• User who posted transaction</li> </ul>	
O018	The system should be capable of bulk updating of charge records in the event of policy changes in the level of charging required by the authority.	
O019	<p>Occupants in arrears should be easily identified by way of: -</p> <ul style="list-style-type: none"> <li>• Interactive subset / filtered lists</li> <li>• Standard built in reports</li> </ul>	
O020	The system should record actions taken to deal with arrears in accordance with a user defined process / progression rules.	
O021	<p>The system should be capable of holding the following information for each person whose belongings are moved or put into storage: -</p> <ul style="list-style-type: none"> <li>• Persons Name</li> <li>• Link to homelessness application</li> <li>• Total charge to the Council</li> <li>• Type of fee (Removals, storage etc)</li> </ul>	

Reference	Requirement	Suppliers Rating (0-4)
	<ul style="list-style-type: none"> <li>• Identity of contractor</li> <li>• Dates of removals</li> <li>• Dates in and out of storage</li> <li>• Inventories of items put into storage</li> </ul>	
O022	The system should record the charge made to the applicant for the removals and/or storage	
O023	<p>Standard reports for temporary accommodation should be supplied which can be run for different dates and ranges as input by the user. Supplied reports should include: -</p> <ul style="list-style-type: none"> <li>• Void / Occupied analysis</li> <li>• Void / Occupied charges</li> <li>• Current / Last Occupants details</li> <li>• Balance / Arrears reports</li> <li>• HB Posted</li> <li>• Void / Turnover / Length of Stay analysis</li> </ul>	
O024	<p>The following documents should be producible on demand by way of personalised email/mail merge: -</p> <ul style="list-style-type: none"> <li>• Arrears letters</li> <li>• Ingoing applicant letter detailing charges</li> <li>• Out going applicant letter detailing account balances</li> <li>• Payment booklet / vouchers</li> <li>• Court summons</li> </ul>	

## SECTION 3

### **South Norfolk Council Terms and Conditions**

#### **Standard Terms for the Supply of Goods, Services and Works**

##### 1. INTERPRETATION

- 1.1 In this Contract unless the context otherwise requires:
- 1.2 'Authorised Officer' means an officer of the Council authorised by the Council (generally or specifically) to approve a Purchase Order whether by signature or through the Council's electronic authorisation process
- 1.3 'Conditions' means the terms and conditions of purchase set out in this document
- 1.4 'Confidential Information' means all information disclosed by either Party to the other in any form or manner, provided that each such item of information would appear to a reasonable person to be confidential or is specifically stated by the disclosing party to be confidential.
- 1.5 'Contract' means the Purchase Order, any quotation/tender documentation, these Conditions and any Special Conditions of Contract attached to or mentioned in the Purchase Order
- 1.6 'Council' means South Norfolk District Council
- 1.7 'Goods' mean any goods, articles, materials or things which are the subject of the Contract
- 1.8 'Goods/Services' means the Goods and or Services which are the subject of the Contract, as the context requires
- 1.9 'Purchase Order' means the Council's order form, approved by an Authorised Officer
- 1.10. 'Parties' means the Council and the Supplier
- 1.11 'Price' has the meaning given at Clause 6
- 1.12 'Services' mean any services or work which are the subject of the Contract
- 1.13 'Special Conditions' mean the special terms and conditions of purchase attached to or mentioned in the Purchase Order
- 1.14 'Supplier' means the person firm or company to whom the Purchase Order is addressed
- 1.15 The headings in this Contract are included for convenience only and will not affect the construction or interpretation of this Contract.

1.16 Where any Special Conditions are inconsistent with these Conditions the Special Conditions will have precedence provided that any standard conditions of the supplier shall not take precedence over these the Council's standard conditions.

## 2. THE CONTRACT

2.1 The Supplier agrees to supply the Goods/Services specified in the Contract at the time or times and in the quantities and manner specified in the Contract.

2.2 The Council agrees to pay the Price for the Goods/Services in the manner and time set out in the Contract.

## 3. DELIVERY/COMPLETION

3.1 The Goods will be properly packed, secured and sent at the Supplier's expense and will be delivered in good condition at the time or times and the place or places set out in the Contract.

3.2 A packing note/delivery note must be forwarded with every delivery quoting the number of the Purchase Order and must provide the full contract name, address and telephone number of the Supplier.

3.3 The Services will be supplied and completed in accordance with the requirements and time-scales set out in the Contract.

## 4. LATE DELIVERY

4.1 If the Supplier is unable to deliver the Goods or supply the Services (or any part of them) when required by the Contract (or where no time is specified, within a reasonable time), the Supplier will immediately inform the Authorised Officer;

4.2 If the Goods are not delivered or the Services are not supplied (or any part of them) by the time or times set out in the Contract (or where no such time is specified, within a reasonable time) the Council may cancel the Contract immediately by giving the Supplier notice in writing. The Council may have the Goods/Services supplied by a reasonable alternative supplier. The Supplier will be liable for any loss, damage or expense incurred by the Council (whether direct or indirect) as a result of any failure to deliver or supply in accordance with the Contract. This Clause will not affect any other rights that the Council may have under this Contract or otherwise.

## 5. QUALITY

5.1 The Goods/Services will:

(a) comply with the Conditions and any Special Conditions of the Contract;

- (b) be fit for the purpose or purposes made known to the Supplier expressly or by implication and in this respect the Council relies on the skill and judgement of the Supplier;
- (c) comply with any legislation and any standard required by any applicable European and British standards specification or code of practice current at the date of the Contract;

## 6. PRICE

- 6.1 The Price of the Goods/Services supplied under the Contract will be the price given in the Contract. The Price so entered will be binding on both parties during the continuance of the Contract.
- 6.2 No variation in the Price or extra charges shall be made without the Council's prior written consent.

## 7. METHOD OF ORDERING AND PAYMENT FOR GOODS/SERVICES

- 7.1 The Council will not be liable to pay for Goods/Services unless requisitioned by a Purchase Order. The Supplier shall invoice the Council with the Price and each invoice shall include the Purchase Order number. If the Purchase Order number is not quoted this may result in a delay in making payment and the invoice being returned to the Supplier.
- 7.2 The Council will pay any invoice issued under Clause 8 within 30 days of receipt of the invoice or 30 days from delivery of the Goods or completion of the supply of the Services whichever is later. Payment will normally be made by BACS into a bank account nominated by the supplier. Remittance advice will be sent electronically where possible.
- 7.3 Subject to Clause 16, the Council will make payment direct to the Supplier or his/her lawful attorney or a legal equitable assignee of the Contract but not to any agent of the Supplier, nor to a sub-contractor.
- 7.4 Without prejudice to any other right or remedy, the Council reserves its right to set-off against its indebtedness to the Supplier any debt owed to it by the Supplier and any liabilities, damages, losses, costs, charges and expenses which it has incurred as a consequence of any breach by the Supplier of this Contract or any other contract with the Council.

## 8. INVOICES

- 8.1 Goods.  
The Supplier will send with the Goods an invoice or delivery note quoting the relevant Purchase Order number and setting out particulars of the Goods delivered. The Council will not accept Goods unless they are accompanied by such a prominently displayed invoice or delivery note.
- 8.2 Services

The Supplier will send an invoice once the Services have been supplied in accordance with the Contract. The invoice will quote the Purchase Order number and set out details of the Services supplied.

- 8.3 The Council will not make payment unless an invoice in the form set out in Clause 8.1 or 8.2 above is received. Unless otherwise agreed, the Supplier will submit separate invoices for all the Goods delivered or Services supplied to Council establishments to the relevant Department quoting the relevant Purchase Order number and setting out particulars of the Goods/Services delivered or supplied as specified on the Purchase Order.

## 9. OWNERSHIP AND RISK

- 9.1 Ownership of Goods/Services will pass to the Council when they have been delivered or supplied in accordance with the Contract and the Supplier will bear all the risks of loss or damage to the Goods/Services until they have been delivered and will insure accordingly.

## 10. ROYALTIES AND PATENT RIGHTS

- 10.1 The Supplier will pay all royalties on patented articles, all Value Added Tax, import duty and other taxes.
- 10.2 All payments and royalties payable in one sum or by instalments or otherwise are deemed to have been included by the Supplier in the prices named in his/her tender or quotation, and will be paid by him/her to those to whom they may be due or payable.
- 10.3 The Supplier warrants that neither the Goods/Services nor use of them will infringe any patent registered design trademark or copyright or other protected right and will fully indemnify the Council against any action, claim or demand costs or expenses arising from or incurred by reason of any infringement or alleged infringement of any such right.
- 10.4 In the event of any claim being made or action brought against the Council in respect of any of the matters set out at 10.1, 10.2 or 10.3, the Council agrees to notify the Supplier immediately and the Supplier will, at his/her sole expense, conduct all negotiations for the settlement of the same, or any litigation that may arise there from.

## 11. USE OF INFORMATION

- 11.1 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with provisions of the Freedom of Information Act, the content of this Contract is not Confidential Information 2000. The Council shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the Freedom of Information Act 2000.

- 11.2 The Council may consult with the Supplier to inform its decision regarding any exemptions but the Council shall have the final decision in its absolute discretion.
- 11.3 The Supplier hereby gives his consent, for the Council to publish the Contract in part or in its entirety, including from time to time agreed changes to the Contract, to the general public in whatever form the Council decides.

## 12. OWNERSHIP OF RESULTS

- 12.1 If the Contract involves design and/or development work and/or results in the creation and/or maintenance of a database:

(a) All rights in the results of work arising out of or deriving from the Contract, including inventions, designs, databases, copyright and knowledge will be the property of the Council and the Council will have the sole right to determine whether any letters patent, registered design, trademark or other protection will be sought.

(b) The Supplier will promptly inform the Council of all such results and will if requested and at the Council's expense do all acts and things necessary to enable the Council to obtain letters patent, registered designs and other protection for such results in all territories and to assign the same to the Council.

(c) The Supplier will ensure that all technical information (including computer programs and programming information) arising out of or deriving from the Contract which is Confidential Information is held in strict confidence except for any such information which becomes public knowledge other than by breach of this Contract or which is disclosed in accordance with Condition 11.

## 13. REJECTION AND REPLACEMENT

- 13.1 If in the opinion of the Authorised Officer, the Goods delivered or Services supplied are not in accordance with the specification in the Contract or are in any way faulty or sub-standard then the Council will be entitled to reject the Goods/Services. The Council will give the Supplier a reasonable opportunity to replace the Goods/Services with Goods/Services which do comply with the Contract and if Contract compliant Goods/Services are not supplied in that time, the Council will be entitled to cancel the Contract (by giving notice in writing) and buy the nearest equivalent Goods/Services elsewhere. This right of rejection and cancellation does not affect any other rights that the Council may have under the Contract or general law.

- 13.2 Should any faults develop within a period of twelve months from the date of delivery of Goods or completion of supply of Services which are in the opinion of the Authorised Officer directly attributable to inferior workmanship or faulty materials the Supplier will at his/her own expense be required to make good or replace immediately the defective parts or work to the satisfaction of the Authorised Officer.

## 14. REMOVAL OF REJECTED GOODS

14.1 Any Goods which are rejected under Condition 13 will be removed by and at the expense of the Supplier immediately after receipt of notice of such rejection and if not removed within ten working days after despatch of such notice the Authorised Officer may cause the Goods to be removed, sold, or otherwise disposed of and charge the Supplier with all expenses incurred in such removal, sale or disposal and the Council will not be liable for any damage or loss thereby sustained by the Supplier and such expenses will be recoverable by the Council from the Supplier.

## 15. INDEMNITY AND INSURANCE

15.1 The Supplier undertakes to indemnify the Council from and against any and all actions, costs (including professional costs), claims, demands, liabilities, losses and expenses (whether direct or indirect, present or future, actual or contingent) incurred by or arising against the Council in connection with any of the following:

(a) any failure of the Goods/Services to comply with the Conditions and any Special Conditions set out in the Contract;

(b) any actual or alleged non-compliance of the Goods/Services with any law, regulation, code of practice or regulatory requirement (whether of the United Kingdom or elsewhere) which is applicable to the Goods/Services;

(c) any personal injury to or death of any person or any damage to any property (other than as a result of any default or neglect of the Council or of any person for whom it is responsible) which arises out of the negligent or imperfect or improper performance of the Contract by the Supplier or his/her workmen, servants or agents, or any actual or alleged defect in the Goods/Services supplied;

(d) any claim against the Council by any third party as a result of any breach by the Supplier of the Contract or any obligations implied on the Supplier's part by the Sales of Goods Act 1979, the Supply of Goods and Services Act 1982 or any other statute or statutory provision relevant to the Contract or the Goods/Services supplied under it

15.2 Before entering into the Contract, the Supplier will take out insurance (with a reputable insurer) and during the continuance of the Contract and for twelve months after it will maintain such insurance against all the liabilities, payments, proceedings, costs, charges, damages, expenses, claims, and demands referred to in the Contract (including public liability insurance of at least £5 million (five million pounds sterling) per claim in relation to a Contract for Services involving works and £2 million (two million pounds sterling) per claim for other Contracts) and will when required produce to the Authorised Officer the policy, or policies of such insurance together with the receipt for the payment of the last premium in respect thereof.

## 16. ASSIGNMENT OR SUB-CONTRACTING

16.1 The Supplier will not transfer or assign directly or indirectly to any person or persons whatever, the whole or any portion of the Contract without the written

permission of the Council. Sub-contracting other than that which may be customary in the trade concerned is prohibited unless the written consent of the Council is first obtained. The Supplier will be responsible for the observance of all the provisions of the Contract by all sub-contractors and by manufacturers and suppliers of Goods used in the execution of the Contract.

## 17. BRIBERY CORRUPTION AND TERMINATION OF THE CONTRACT

- 17.1 The Council shall be entitled immediately to terminate this contract and to recover from the Supplier the amount of any loss resulting from such termination if:
- 17.2 The Supplier shall have offered or given or agreed to give to any person any gift or consideration of any kind as inducement or reward for doing or forbearing to do or for having done or forborne to do any action in relation to this contract or any other contract with the Council;
- 17.3 The like acts shall have been done by any person employed by the Supplier or acting on its behalf (whether with or without the knowledge of the Supplier;
- 17.4 In relation to any contract with the Council the Supplier or person employed by him or acting on his, her or its behalf shall have committed any offence under the Prevention of Corruption Acts 1889 to 1916 or have given any fee or reward, the receipt of which is an offence under the Local Government Act 1972 section 117.

## 18. WHISTLEBLOWING

- 18.1 The Council has whistleblowing and Anti-fraud and Corruption policies which are available on the Council's website [[www.south-norfolk.gov.uk](http://www.south-norfolk.gov.uk)] Suppliers are expected to abide by those policies.

## 19. TERMINATION OF THE CONTRACT

- 19.1 The Council may (without prejudice to any other rights or remedies under the Contract including other rights to terminate the Contract) terminate the Contract immediately (by giving written notice) if the Supplier:
- (a) breaches or fails to observe any provision of this Contract, where the Council has given written notice of the breach or non-observance to the Supplier allowing 14 days from receipt of the notice to rectify the breach or non-observance and the breach or non-observance is not rectified (either fully or at all) in that time;
- (b) becomes insolvent or bankrupt or if an order is made or a resolution is passed for its winding up or if an administrator, administrative receiver or receiver is appointed in respect of the whole or any part of the Supplier's assets or business or if the Supplier makes any composition with its creditors or takes or suffers any similar or analogous action in consequence of debt.
- (c) the Supplier has committed a fundamental breach of the Contract which in the Council's reasonable opinion justifies immediate termination of the Contract.

19.2 Any termination under either Clause 18.1 or any other Clause of the Contract, will be without prejudice to the rights of the Council in respect of any prior breach by the Supplier of the Contract.

## 20. MATTERS BEYOND A PARTY'S CONTROL

20.1 If either Party is prevented from fulfilling its obligations under the Contract by reason of any supervening event beyond its control including (but not limited to) war, national emergency, flood, earthquake, strike or lockout (other than a strike or lockout induced by the Party so affected) the Party unable to fulfil its obligations will immediately give notice of this to the other Party and will do everything in its power to resume performance.

20.2 Neither Party will be deemed to be in breach of its obligations under the Contract in the circumstances set out in Clause 19.1, subject to the terms set out in that Clause.

20.3 If and when the period of such incapacity exceeds two weeks, then the Contract will automatically terminate unless the Parties first agree otherwise in writing.

## 21. SERVICE OF NOTICES

21.1 Any notice to the Supplier will be deemed to be sufficiently served if given or left in writing at his/her usual or last place of abode or business and proof of postage of any notice of the Supplier at his/her usual or last place of abode or business will be sufficient evidence of its receipt by him/her.

## 22. THIRD PARTIES

22.1 This Contract does not confer on any third party the right to enforce any term of the Contract.

## 23. DISPUTE RESOLUTION

23.1 If any dispute or difference whatsoever arises between the parties in connection with or arising out of the Contract either party may give the other seven days notice to resolve the dispute or difference through Alternative Dispute Resolution (ADR) in accordance with the mediation procedure of the Centre for Effective Dispute Resolution. If the parties fail to agree terms of settlement of their dispute or difference within 56 days of the receipt of such notice or the party to whom the notice is given refuses to participate in the ADR procedure then the matter may be referred to the Courts of England.

## 24. HEALTH AND SAFETY

24.1 The Supplier will comply with all legal requirements the Health and Safety at Work Act 1974 and any regulation or order made under it and any statutory amendment to it and any legal requirements of the European Union and international agreements applicable to the Goods and/or Services.

## 25. EQUALITIES

25.1 The Council has adopted policies and procedures to ensure that it meets its legal duties in relation to Equalities and its approach is summarised in the following statement:

- South Norfolk Council is committed to ensuring that all individuals and groups are treated with respect and are valued equally.
- We believe that no one should be disadvantaged in their contact with the Council or by the way services are provided.
- We will actively promote equality and will encourage the reporting of discriminatory incidents so that we can take action to support anyone experiencing discrimination on any grounds.
- We will make all our services accessible to everyone; irrespective of geographical barriers, age, gender, disability, race, sexual orientation, faith or religious belief.
- We will actively include relevant people and groups in our public engagement.
- We will ensure that our staff and members are trained in equality matters.
- We will conduct impact assessments on all of our functions and policies to ensure that they comply with legislation and do not discriminate.
- We will collect information about our customers to determine whether all sections of the population have equal access to all of our services.
- In line with our procurement policy, we will treat everyone fairly.

25.2 Our good practice will be an example to others in employment and service delivery. In carrying out this contract the supplier shall comply with the statement in 24.1 and shall adopt and maintain policies to comply with its statutory obligations under:

- The Race Relations Act 1976 (as amended by the Race Relations (Amendment) Act 2000);
- The Sex Discrimination Act 1975 (as amended by the Sex Discrimination Act 1980 and the Employment Act 1989);
- The Disability Discrimination Act 1995.

25.3 The supplier shall not treat one group of people less favourably than others because of their sex, colour, race, religion, nationality, ethnic origin or disability in relation to decisions to recruit, train or promote its personnel and in carrying out this contract.

The supplier shall indemnify the Council against any breach of the provisions of this clause.

## 26. HUMAN RIGHTS

26.1 In carrying out this contract the Supplier shall comply with all relevant Human Rights legislation, in particular as set out in the Human Rights Act 1998, as amended or replaced from time to time and to any subordinate legislation or bylaw made under that statute and shall indemnify the Council against any breach thereof.

## 27. LOCAL GOVERNMENT REORGANISATION

27.1 In the event that the Council in whole or in part is to become a unitary authority or merged with another authority by Implemental Order under the Local Government and Involvement in Public Health Bill 2007 or otherwise either party to this contract shall be entitled to serve notice terminating this contract on twelve months written notice.

SECTION 4

**Quotation Return Form**

SUPPLIER'S NAME.....

SUPPLIER'S ADDRESS.....

.....

CONTACT NAME.....

CONTACT TELEPHONE NUMBER.....

**PRICES MUST BE IN £ STERLING**

If you offer more than one solution e.g. external hosted or hosted at customer' site then please supply separate contract costs.

**Option A**

Cost of product based on forty concurrent user licences £.....

Consultancy services - Fixed Implementation Price £.....

Cost of training £.....

SLA/upgrade/maintenance costs for financial years (April-March): -

2011/12 £.....

2012/13 £.....

2013/14 £.....

2014/15 £.....

TOTAL £.....

**TOTAL CONTRACT COST £ .....**

Price for additional User Licences £..... each/per batch *please delete as appropriate*

**Please provide a detailed breakdown of all costs by module / access channels / hosting etc highlighting any options that the supplier offers.**

**Option B**

Cost of product based on forty concurrent user licences £.....

Consultancy services - Fixed Implementation Price £.....

Cost of training £.....

SLA/upgrade/maintenance costs for financial years (April-March): -

2011/12 £.....

2012/13 £.....

2013/14 £.....

2014/15 £..... TOTAL £.....

**TOTAL CONTRACT COST £ .....**

Price for additional User Licences £..... each/per batch *please delete as appropriate*

**Please provide a detailed breakdown of all costs by module / access channels / hosting etc highlighting any options that the supplier offers.**

SIGNATURE.....

NAME.....

POSITION IN COMPANY.....

DATE.....

## SECTION 5

### **CERTIFICATE OF NON-COLLUSION/ PREVENTION OF CORRUPTION**

I/ We certify that:

- a) The prices, specifications and all matters relating to the enclosed Quotation have been arrived at independently, without consultation, communication, agreement or understanding for the purpose of restricting competition, as to any matter relating to such prices, specifications and all other matters, with any other person or Organisation;
- b) Unless otherwise required by law, the prices and other information which have been submitted in the Quotation have not knowingly been disclosed, directly or indirectly, to any other person or Organisation, nor will they be so disclosed;
- c) No attempt has been made or will be made to induce any other person or firm to submit or not to submit a Quotation nor to withdraw or amend a Quotation which as either already been or is intended to be submitted for the purpose of restricting competition;
- d) No attempt has been made directly or indirectly to canvass any Councillor or employee of the South Norfolk Council or anyone acting on its behalf concerning the award of the contract which is the subject of this Invitation to Quote.

In addition, no person acting on behalf of or representing the Company has:

- a) offered, given or agreed to give to anyone any inducement, gift or reward in respect of this or any other Council contract (even if I/ we do not know what has been done);
- b) committed an offence under the Prevention of Corruption Acts 1889 to 1916 (or any amendments of them) or Section 117(2) of the Local Government Act 1972; or given any fee or reward, or solicited or accepted any form of money, or taken any reward, collection or charge for performing the Works, other than bona fide charges previously approved in writing by the Council;
- c) committed any fraud in connection with this or any other Council contract whether alone or in conjunction with Council members, contractors or employees. I/ we accept that any clause limiting my/ our liability shall not apply to this clause.

I understand that the Council may cancel the contract with me/ the Company if there is evidence of any failure on my/ our part to comply with any of the above and, if necessary, take legal action against me.

Signed:

Name:

Date:

Position: