

**Requirements Document:**

**Intranet Specification**

***DRAFT***

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Table of Contents

[Introduction 1](#_Toc523467926)

[Context and overview of Community Links’ requirements 2](#_Toc523467927)

[The current position at Community Links 2](#_Toc523467928)

[Software applications 3](#_Toc523467929)

[Website 3](#_Toc523467930)

[Telephony 3](#_Toc523467931)

[Budget 3](#_Toc523467932)

[Project Brief 4](#_Toc523467933)

[Appendix A - Detailed requirements 5](#_Toc523467934)

Introduction

The requirements set out in this document are the top level specifications that Community Links would like as a baseline for their intranet.

The document is set out under the following main headings:

* Context and overview of Community Links’ requirements.
* Project Brief
* Detailed requirements:
* Infrastructure, hosting environment and connectivity.
* Facility for management of applications and data.
* Configuration of end-user devices.
* Implementation services.
* Ongoing support maintenance and account management.
* Conditions of contract.

All information contained in this requirements document is confidential to Community Links. Likewise, all information included by suppliers in their responses will be treated in confidence. Suppliers must undertake measures not to make any reference to Community Links in any literature, brochures or sales presentations without Community Links’ written consent.

By responding to this requirements document, and/or by participating in the selection process, bidders agree that they do so entirely at their own cost. The preparation of responses shall be made without obligation on Community Links to acquire any of the products or services included in any response.

Context and overview of Community Links’ requirements

## The current position at Community Links

Community Links provides a wide range of mental health services including both residential and community based support. Their services offer support for both mild and acute mental health disorders including anxiety, depression, psychosis and personality disorder. They also offer support for people with drug and alcohol misuse issues. CL Training offers courses to both internal and external delegates and is a self-sufficient arm of Community Links.

Community Links delivers these services across Yorkshire and Humber, supporting the recovery of more than 4,500 people a year. Many of their service users have multiple and complex needs which may include housing related issues or a history of reoffending. Community Links income comes largely from contracts with Local Councils and Primary Care Commissioning Groups.

Currently, Community Links has its head office at Seacroft, Leeds with 7 other offices and clinic bases of varying sizes – mostly in the Leeds, Batley, Huddersfield and Dewsbury areas. In addition there are 7 residential facilities at locations in and around Leeds.

There are a total of around 240 staff, who use the current IT resources to deliver a variety of mental health services at these locations and using mobile technology in the community.

Community Link’s has a diverse workforce with employees of varying levels of IT Competency, the aim of this Intranet project is to further engage employees and empower them in the use of technology as a different way of working.

## Software applications

The main software applications used are:

* Office 365: Including the use of CDS 2.0, PowerApps and Flow.
* HR/Payroll and Recruitment: Frontier’s Chris21, hosted in the Cloud
* Case Management System: CDP, hosted in the Cloud
* Finance System: Pegasus, hosted in the Cloud

## Website

Community Links has a SaaS website designed and hosted by HMA. There is a private team page on the website that was designed as an intranet solution offering the basis of a document management solution, this is primarily used to host our Policies, Procedures, SOPs and Forms.

## Telephony

Community Links, utilises Skype for Business hosted in their cloud environment linked through to Office 365.

## Budget

Community Links have outlined a total of £20,000 to cover the total cost of the Intranet solution, although the envelop is £20,000, Community Links scores will be based on perceived value and benefits.

Project Brief

To create an Intranet with both internal and external facing websites. Furthermore to build in an internal employee application which would be maintained through Microsoft Office 365. This application would act as a conduit and front facing application in part and thereof Community Links Intranet.

Community Links would like full autonomy of an Intranet with the ability to maintain and develop future applications / modules in line with a robust roadmap. The aim of this document is to outline a top level specification which can be broadened and adapted to Community Links wishes and needs.

Community Links are working to a top level specification of:

* All Internal Communications
* Document Management Solution
* Policies and Procedures
* Integration with Third Party Systems
* Focused Communication
* Recording and Retention
* Systems and Processes
* Directory

The above outlines a top level specification, Appendix A outlines a detailed specification however this should not be considered complete and one of the main requirements are both adaptability and flexibility.

Appendix A - Detailed requirements

Suppliers are asked to respond to each individually referenced requirement (the table provides space for the responses). For each individual requirement, the supplier should also indicate (by entering A, B, C or D into the appropriate column in the requirements table) whether the requirement:

1. Can be met in full, in the manner described in this document.
2. Can be met in full but in a different way to that described in this document (please provide details).
3. Can be partially satisfied (please provide details).
4. Cannot be satisfied.

| **Functional Requirement** | **A, B, C, D** | **Supplier response** |
| --- | --- | --- |
| **Overview** |  |  |
| 1. **Security and administration of user accounts** |  |  |
| * 1. The solution must be provide rigorous security controls, so as to prevent unauthorised access to accounts and/or data. |  |  |
| * 1. Suppliers must indicate level of security and the methods available to authenticate authorised users of the proposed solution and to secure the transmission of data between these users and the server environment. |  |  |
| * 1. Please state support for any specific relevant technologies, such as (but not limited to) RSA, SSL, Public Key Infrastructure (PKI), Kerberos and Digital certificates. |  |  |
| * 1. The proposed solution must include full, detailed logging of system activity and access attempts, and be able to record actions taken by all users. |  |  |
| * 1. The solution should be capable of recording key activities or events per user account, including the ability to log details of websites accessed by users and/or any other network services used. |  |  |
| * 1. Community Links must have full control over the creation and administration of user accounts and security/access rights. |  |  |
| 1. **All Internal Communication** |  |  |
| * 1. The proposed solution must be capable of both hosting and announcing of Communications, this may include but not limited too:      1. Employee newsletters      2. Chief Exec Briefings      3. Announcements      4. Updates      5. Briefings      6. Blogs |  |  |
| 1. **Document Management Solution** |  |  |
| * 1. The proposed solution must be capable of hosting, managing and maintaining any documents as required |  |  |
| * 1. Documents should be fully audited and should maintain a full revision history |  |  |
| * 1. End users should be able to upload, secure and share documents as required |  |  |
| * 1. Documents should be taggable, searchable and descriptive |  |  |
| 1. **Policies and Procedures** |  |  |
| * 1. The proposed solution will be required to manage all policies and procedures as deemed by Community Links |  |  |
| * 1. Policies and Procedures should be trackable and auditable |  |  |
| * 1. All Documents should be capable of full logging including but not limited to      1. Mandatory Read      2. Expiry date      3. Review date      4. Created by      5. Last Edited by |  |  |
| 1. **Integration with Third Party systems** |  |  |
| * 1. The proposed solution should be capable of integrating with third party systems as required through. |  |  |
| 1. **Focused Communication**    1. Employees should be able to designate communications to individual groups or persons |  |  |
| * 1. Communications should be capable of both a start and end time |  |  |
| 1. **Recording and Retention** |  |  |
| * 1. The proposed solution should be capable of recording any data as required by Community Links, data should be:      1. Manageable      2. Extractable      3. Importable      4. Customisable |  |  |
| * 1. There should be a facility to add custom data fields and have these outputted and displayed in any format as required |  |  |
| 1. **Systems and Processes** |  |  |
| * 1. Community Links services maintain and manage a wide variety of systems and processes, these should be included in the proposed solution |  |  |
| * 1. The proposed solution should include the ability to work, manage and plan any systems or processes, this includes but not limited to      1. Task Management      2. Project Planning      3. Timeline      4. Reporting      5. Costings |  |  |
| 1. **Directory** |  |  |
| * 1. As Community Links works in a variety of different services and areas, the proposed solution should include both an employee and service directory with the ability to contact directly. |  |  |
| * 1. The directory should be expandable as required by Community Links |  |  |
| * 1. Full Integration with Active Directory and Office 365 |  |  |

| **Functional Requirement** | **A, B, C, D** | **Supplier response** |
| --- | --- | --- |
| 1. **Initial implementation and project management** |  |  |
| * 1. The supplier will be required to prepare and agree a detailed implementation plan with Community Links at the commencement of the project. |  |  |
| * 1. Please provide an overview of the project management methods that will be used during the implementation, including reference to any recognised frameworks such as PRINCE2, Agile or ITIL, where applicable. |  |  |
| * 1. Please name and state the experience and qualifications of the staff that will be responsible for ensuring the successful implementation of the proposed solution. |  |  |
| 1. **Data migration** |  |  |
| * 1. The supplier will migrate all relevant data and settings from the existing solution and systems to the new solution. |  |  |
| 1. **Compatibility and user acceptance testing** |  |  |
| * 1. The supplier will be required to carry out an initial ‘pilot’ test to ensure that the proposed solution is fully compatible with the end users and any hardware as required, I.E use on Laptop, Tablet and Mobile. |  |  |
| * 1. The proposed solution will need to meet all accessibility requirements for Community Links, including but not limited too:      1. Screen level filters      2. Text size and re-size      3. Text to Speech      4. Translation |  |  |
| * 1. The supplier will be required to demonstrate the stability and performance of the proposed solution via a pilot period. The pilot period should be sufficient to confirm to Community Links that the solution will meet their requirements. |  |  |
| * 1. The supplier will be required to agree with Community Links and subsequently carry out a detailed programme of user acceptance testing prior to roll-out. |  |  |
| 1. **Training of users during initial implementation** |  |  |
| * 1. The supplier must provide a training programme for users during the switchover for the proposed solution, in order to help ensure a smooth transition and positive user uptake. |  |  |
| * 1. The user training programme will include training in the use of the new Intranet to incorporate any additional solutions as required such as Office 365 |  |  |
| * 1. Please describe any ‘SOPs’ or notes that will be provided to assist users with adapting to the new solution. |  |  |
| 1. **General support and service level requirements** |  |  |
| * 1. The supplier must enter into a service level agreement (SLA) that clearly specifies, according to the severity of any problem, the time for the supplier to respond to, identify and fix the problem. The SLA must also incorporate practical escalation procedures in the event that a problem is not successfully solved within specified timeframes. Please provide copies of the proposed SLA documentation and associated procedures. |  |  |
| * 1. It must be possible to log support calls via a variety of methods including telephone, e-mail and any online helpdesk software/interfaces that may be available. |  |  |
| * 1. Telephone support must be provided using a non-premium rate number (i.e. a standard geographic number). All calls should be answered by a human operator after no more than one minute. |  |  |
| * 1. Support using remote support tools (e.g. web based software or remote network management tools to control the user’s workstation) must be provided where required. |  |  |
| * 1. It must be possible for Community Links to review and track the progress made by the supplier in fixing outstanding faults, preferably via an online or web based fault monitoring/management system. |  |  |
| * 1. It must only ever be required to report a fault to the supplier on a single occasion. Whilst it is accepted that further detail and clarification may be required to handle a case, all handovers between the supplier’s support staff must be seamless/invisible to Community Links end-users and any internal administrators of the system. Ideally, a single member of the supplier’s staff will provide continuity for each support case and will be accountable for its final resolution. |  |  |
| * 1. Support tickets must not be closed until the user that reported the call has confirmed that the issue has been resolved. |  |  |
| 1. **Provision of technical documentation** |  |  |
| * 1. Accurate systems documentation must be provided. Documentation must describe in detail the configuration of the Intranet that are specific to Community Links needs. |  |  |
| * 1. System documentation must be updated following any significant system change. |  |  |
| * 1. The documentation provided by the supplier must be sufficient for disaster recovery purposes. That is, it should enable a company or individual that is not familiar with Community Links to be able to fully restore, upgrade or maintain. |  |  |
| 1. **Support to Community Links** |  |  |
| * 1. Emergency support must be available within 30 minutes of the fault being reported, during regular office hours. A request for emergency support must be acknowledged within a maximum of 10 minutes, with action being taken to resolve the issue within a maximum of 30 minutes. Emergency support is defined as support that may be required in order to resolve a situation whereby the staff are unable to carry out time-critical and/or fundamental business operations. |  |  |
| * 1. Emergency support should be available within 4 hours of the fault being reported, outside of normal office hours. |  |  |
| * 1. If required, the supplier’s staff must be able to make an on-site visit to the appropriate location within 4 hours of a serious fault being reported. |  |  |
| * 1. Please state whether out-of-hours support is provided by staff physically based in the supplier’s offices, or whether a pager/mobile phone/e-mail method or similar is used to contact staff as and when they are required outside of working hours (i.e. support staff being ‘on call’). |  |  |
| * 1. The supplier’s staff must be prepared to commit to working outside of regular office hours when required, in order to fix a fault deemed serious by Community Links, and/or to carry out upgrades or other maintenance work during requested periods (for example to apply an upgrade over a weekend). |  |  |
| * 1. The supplier will be responsible for restoring backups, reloading servers and other disaster recovery activities as required. |  |  |
| * 1. Please provide details of any standby equipment or other facilities that are available to Community Links during a disaster recovery situation. |  |  |
| 1. **Support to end users (staff)** |  |  |
| * 1. Ideally, the supplier will provide a first-line helpdesk service to end users. The supplier will work with other third parties (e.g. software providers, etc) as required to resolve issues. |  |  |
| * 1. Support for users must be available to cover Community Links core working hours. It should be possible for any member of staff to directly contact the supplier and receive assistance without channelling all support requests through a nominated contact at Community Links. User support must be available between the hours of 9.00-6.00, Monday to Friday, and ideally also at weekends. Please state the proposed level of support. |  |  |
| * 1. Support for users should ideally be available to Community Links staff working outside core hours. Please state the level of out-of-hours support that is available, including details of any associated costs. |  |  |
| * 1. All end-user support calls classified by the user as high-priority must be acknowledged within a maximum of 1 hour, with action being taken to resolve the issue within a maximum of 2 hours. Ideally, response times should be far quicker than this. |  |  |
| * 1. Please provide details of any graded SLA response times, including definitions associated with each (e.g. describing how faults are classified). |  |  |
| * 1. Helpdesk cases must not be ‘closed’ until the user has specifically confirmed that they are happy with the solution provided. |  |  |
| 1. **Support for the solution and development** |  |  |
| * 1. Assurance must be provided that there is ongoing support and development where required for the proposed solution |  |  |
| * 1. Please provide details of the procedure that will be followed for managing future upgrades and developments to the system (e.g. hardware replacement and upgrades, installation of new applications, etc). |  |  |
| * 1. All upgrades and developments to the solution must be carried out according to best practice methods. This includes thorough User Acceptance Testing, preparation of project scoping documentation, and use of staging and development networks where appropriate. |  |  |

**Conditions of contract**

Following the submission of supplier proposals and evaluation, Community Links will appoint one of the tenderers as the preferred supplier and enter into contractual negotiations. The supplier should agree in their tender document to at least the inclusions listed in this section being included in the contract.

| **Functional Requirement** | **A, B, C, D** | **Supplier response** |
| --- | --- | --- |
| **Contractual inclusions** |  |  |
| * Supplier contacts and Account Management structure and process. |  |  |
| * Responses to queries and post installation support. |  |  |
| * Rights/ownership in data. |  |  |
| * Indemnity and insurance. |  |  |
| * Acceptance and formal sign-off. |  |  |
| * Warranty period. |  |  |
| * Maintenance and enhancement in future. |  |  |
| * Insolvency or bankruptcy. |  |  |
| * Performance timetable, important milestones and estimated completion time. |  |  |
| * Price details and future costs. |  |  |
| * Confidentiality. |  |  |
| * Schedules providing technical, hardware, software and project data. |  |  |
| * Service Level Agreement. |  |  |
| * Inclusion of the RFI response. |  |  |
| * Acceptance criteria for the handover of the service. |  |  |
| * Transition Plan for the take-over of the service. |  |  |
| * Supplier obligations. |  |  |
| * Community Links obligations. |  |  |
| * Change control. |  |  |
| * Indemnity. |  |  |
| * Liabilities. |  |  |
| * Termination of contract. |  |  |