

**Phase 1 Functionality**  
**Directory of local services**

	Item	Essential/ Desirable	Supplier Response
1.1	<p>This directory must be able to hold multiple pieces of Information about each service. Examples of such pieces of information include (not exhaustive):</p> <ul style="list-style-type: none"> <li>• Name of supplier</li> <li>• Address 1</li> <li>• Address 2</li> <li>• Address 3</li> <li>• Address 4</li> <li>• Postcode</li> <li>• Telephone number</li> <li>• Email address</li> <li>• Website address</li> <li>• Description about background of supplier, services provided, etc,</li> <li>• Opening hours</li> <li>• Categorisation of services available</li> <li>• Photo of service</li> <li>• Logo of service</li> <li>• Embedded video files</li> <li>• Cost of service</li> <li>• Reviews of the service posted by other users of the site</li> <li>• Link to formally published reviews of the service by groups such as the Care Quality Commission,</li> <li>• Position on Google Maps (desirable)</li> <li>• 'How to get to there' link with TFL Journey Planner (desirable)</li> <li>• Cluster map of different matching records on single zoomable map – with alternatives if java disabled (desirable)</li> <li>• Charity registration number</li> </ul>	<b>Essential</b>	
1.2	<p>The standard range of information held about each service can be edited to reflect changing requirements over time, solutions will be favoured if this editing can be undertaken by Authority staff.</p>	<b>Essential</b>	
1.3	<p>The ability to add in additional fields.</p>	<b>Essential</b>	
1.4	<p>Blank fields in a record held within the directory do not display when viewing the website.</p>	<b>Desirable</b>	
1.5	<p>The directory must be able to hold information in a wide range of formats to be able to support the multiple pieces of information specified above</p> <p>Examples of such formats include (not exhaustive):</p>	<b>Essential</b>	

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	<ul style="list-style-type: none"> <li>• Free Text</li> <li>• Structured Text (i.e.: address format including postcode)</li> <li>• Numeric</li> <li>• Hypertext</li> <li>• Categorised options</li> <li>• Image files e.g. Jpegs</li> <li>• Date and time</li> <li>• Metadata format e.g. XML files</li> </ul>		
<b>1.6</b>	<p>Information can be loaded into the directory by Authority staff.</p> <p><i>(It would be expected that, in the first instance the Supplier would be responsible for the initial upload of the data to populate the directory)</i></p>	<b>Essential</b>	
<b>1.7</b>	Solutions must support mass-uploads of information from structured sources (such as .csv, .xls or XML files), solutions will be favoured if this can be managed by Authority staff.	<b>Essential</b>	
<b>1.8</b>	<p>Solutions that can interrogate third parties' Internet sites and extract information to be displayed in the directory will be favoured.</p> <p>The process for collecting this information from other sites should support validation by the Authority prior to it being published.</p>	<b>Essential</b>	
<b>1.9</b>	The online directory must include functionality allowing information to be bulk downloaded into a standard and editable format (ie an xls file), so that it can either be edited prior to a subsequent bulk upload by the Authority or used to feed other information sources (such as printed service directories)	<b>Essential</b>	
<b>1.10</b>	The online directory should be quick and easy to validate, edit and approve / or reject new entries submitted, must include an easy check for duplicate entries, and functionality allowing nominated Authority staff to instantly remove inappropriate content from the website 24/7 basis.	<b>Essential</b>	
<b>1.11</b>	<p>The online directory must include a caveat stating that the inclusion of a service does not constitute recommendation of the service by the Authority</p> <p>Please note that the wording for this caveat would be provided by the Authority.</p>	<b>Essential</b>	
<b>1.12</b>	Third party organisations which wish to add or revise information are able to upload it to the website.	<b>Essential</b>	

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	<p>The ability for nominated Authority Staff to preview this information before it is published on the site is a necessity.</p> <p>Entries need checking every 6 months – record owner sent advance notice of record expiry 1 month and 1 week in advance.</p>		
<b>1.13</b>	<p>Solutions must include a basic and advanced search function.</p> <p>Basic search function to search on full phrases and individual words.</p> <p>Advance search to include the ability to search all fields held within the backend database.</p> <p>The ability to search in different ways e.g. via A to Z type format or key word search or category browse.</p>	<b>Essential</b>	
<b>1.14</b>	Solutions must include a search function with the ability to find services (for example) within a 5 miles radius of users post code.	<b>Essential</b>	
<b>1.15</b>	Solutions must include the ability to categorise the services available in the directory, solutions will be favoured if this categorisation could be undertaken by Authority staff.	<b>Essential</b>	
<b>1.16</b>	Searching widgets available on our corporate website to link directly into the database.	<b>Essential</b>	
<b>1.17</b>	Ability to search for keywords (including tagged categories) which looks up a list of synonyms and common misspellings to help users find the correct entry.	<b>Desirable</b>	
<b>1.18</b>	Monthly reporting on how often records have been viewed and most popular searches.	<b>Essential</b>	

<b>Phase 1 Functionality</b>			
<b>Feed-back and Interaction systems</b>			
	<b>Item</b>	<b>Essential/ Desirable</b>	<b>Supplier Response</b>
<b>2.1</b>	Shopping basket: This will allow users to add/delete listings to their basket as they browse and search the directory. They will also be able to link from the listing directly to the point of payment or booking where this is available at source. The shopping basket (or short list of services) should be re-created if the user leaves the site but returns later.	<b>Essential</b>	
<b>2.2</b>	The solution should include the ability for people who use	<b>Desirable</b>	.

**Phase 1 Functionality**  
**Feed-back and Interaction systems**

	Item	Essential/ Desirable	Supplier Response
	<p>social care services to provide feedback on the quality of the care they have received from specific providers.</p> <p><i>Please include the option for comments to be accessible by an Authority administrator in the first instance until verified.</i></p>		
2.3	<p>This feedback system must include a 'rating' function, where people can categorise the quality of service received with a single click. In the example of Amazon.com, this rating is divided into 5 categories:</p> <ul style="list-style-type: none"> <li>• 5 (Excellent)</li> <li>• 4 (Good)</li> <li>• 3 (Fair)</li> <li>• 2 (Poor)</li> <li>• 1 (Awful)</li> </ul> <p>The Authority will define these categories at a later date.</p>	<b>Essential</b>	.
2.4	<p>The feedback system to include questions which people can respond to with a simple 'yes' or 'no' answer (via radial button or drop down list).</p> <p>These questions will be defined by Authority staff.</p>	<b>Essential</b>	
2.5	<p>The feedback system to include a space for free text comments.</p> <p><i>Please include the option for Free text comments to be accessible by an Authority administrator in the first instance until verified as well as comments being posted on the site immediately.</i></p>	<b>Essential</b>	
2.6	<p>The feedback system must collate responses so that people can see a summary of people's views of the service provided by a supplier.</p> <p><i>Please include the option for comments to be accessible by an Authority administrator in the first instance until verified.</i></p>	<b>Essential</b>	
2.7	<p>The feedback system must include functionality allowing nominated Authority staff to instantly remove inappropriate content from the website on a 24/7 basis.</p>	<b>Essential</b>	
2.8	<p><i>The feedback system must include a caveat specifying that the comments posted do not represent those of the Authority or the site provider. This should also specify that the site is not actively monitored by the Authority, which will only actively review comments when they are 'flagged' by a user as inappropriate.</i></p>	<b>Essential</b>	

**Phase 1 Functionality  
Feed-back and Interaction systems**

	Item	Essential/ Desirable	Supplier Response
	<i>Please note that the wording for this caveat would be provided by the Authority.</i>		

**Phase 1 Functionality  
Online events Calendar**

	Item	Essential / Desirable	Supplier Response
3.1	The solution should include an online calendar which can be used by people to find out events relating to social care which are taking place in the area.	Desirable	
3.2	Solutions will be favoured if this calendar can be populated by trusted third parties, as well as nominated Authority staff.	Desirable	
3.3	People viewing this calendar can 'click through' to more information about the event or supplier, either via a pop-up box or through a hyperlink to another web page (ie: one holding publicity materials about the event, or a separate webpage where people could book a place online).	Desirable	
3.4	People can email a nominated member of staff to suggest an event to add to the calendar.	Desirable	

**Phase 1 Functionality  
Reporting Facility**

	Item	Essential / Desirable	Supplier Response
4.1	<p>The solution must include the ability for nominated Authority staff to generate reports on trends of use of the site. Examples of reports that would be of use include (not exhaustive):</p> <ul style="list-style-type: none"> <li>● Most popular search,</li> <li>● Number of unique visitors,</li> <li>● Number of repeat visitors,</li> <li>● Popular days / times the website is being used on.</li> </ul>	Essential	

**Phase 1 Functionality  
Reporting Facility**

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4.2	Solutions must include the ability for Authority staff to run these reports on demand or for the solution to potentially integrate with a third party monitoring tool.	Essential	
4.3	Authority staff to specify and set the parameters of reports themselves.	Desirable	
4.4	<p>Solutions to include a reporting functionality including an opt-in mechanism for collecting demographic user information about site visitors (i.e. a pop-up box that appears during the users visit to the site), which could then be included into reports. Examples of demographic information that would be of use includes:</p> <ul style="list-style-type: none"> <li>• Categorisation of reason for visiting site (i.e. service user, carer, professional, other)</li> <li>• How person heard about the site</li> <li>• Whether person has disability</li> <li>• What their interest is in social care</li> </ul> <p>The ability to turn this function off and on will be required.</p>	Desirable	
4.5	Solutions will be favoured if they provide people with the option of leaving their email address to receive more information about social care from the Authority.	Desirable	

**Phase 1 Functionality  
Accessibility**

	Item	Essential / Desirable	Supplier Response
5.1	Solutions must be at least AA standards, suppliers will be favoured if the site is of AAA level.	Essential	

**Phase 1 Functionality  
Accessibility**

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5.2	<p>Examples of accessible functionality which support a site's functionality (not exhaustive) are:</p> <ul style="list-style-type: none"> <li>• A tool to enable users to listen to website content, for example BrowseAloud,</li> <li>• The ability to change font size (if possible, by selecting from a simple 'Small', 'Medium', 'Large' set of radial buttons,</li> <li>• The ability to reverse colours, so that light text sits on a dark background,</li> <li>• The ability to include images next to information to help people with limited reading abilities (such as some people with learning difficulties) to understand the meaning being conveyed.</li> <li>• The ability to generate printable pages for users supported by brokers, advisers and advocates, where they are not directly accessing the site themselves.</li> </ul>	<b>Essential</b>	
5.3	Solutions to provide a translation function. This should only be provided if it is at no extra cost to the Authority. This reflects the availability of free translation services on the internet.	<b>Desirable</b>	
5.4	Solutions that include a 'text only' version, available directly from the site's 'front page' will be favoured. This will enable the site to be used by people accessing it with dial up or equivalent connections.	<b>Desirable</b>	

**Phase 1 Functionality  
Technical Requirements**

**1. Hosting Requirements**

	Item	Essential/ Desirable	Supplier Response
6.1	Provision and management of infrastructure in a 24 x 7 hosting environment. Supplier to document the proposed infrastructure solution.	<b>Essential</b>	

**Phase 1 Functionality  
Technical Requirements**

**1. Hosting Requirements**

	Item	Essential/ Desirable Essential	Supplier Response
6.2	Supplier to ensure infrastructure is kept up to date with latest patches.	Essential	
6.3	Provision of backup and recovery including verification.	Essential	
6.4	Scalable bandwidth and data storage requirements based upon usage.	Essential	
6.5	Provision and management of firewalls (e.g. Cisco PIX), routers and switches.	Essential	
6.6	Monitoring of performance, capacity, connectivity and other key thresholds to ensure availability of web pages.	Essential	
6.7	Supplier to inform the Authority of planned maintenance at least 72 hours in advance and out of normal business hours (9:00 to 17:00 hours). Uptime to be in excess of 99.5% (excluding planned maintenance). Any overrun will be counted as unplanned downtime.	Essential	
6.8	System performance and up times to be independently verified by third party monitoring service and functionality (such as harvesting, XML and RSS feeds) to be regularly checked and verified.		
6.9	XML outputs to be made available – meaning subsets of information kept on directory can be used on another directory where appropriate.	Desirable	
6.10	Intellectual Property Rights – the Council must have confidence in its retaining these rights	Essential	

**2. Data**

7.1	The ability to link to other systems through: CSV, delimited, XML, web services	Essential	
7.2	Ability for council to configure bulk data import/export	Essential	

**3. Systems Management and Security**

8.1	Provision for the maintenance of the database environment.	Essential	
8.2	Supplier to state licensing options (e.g. per server / CPU / Editor / Author / Administrator / Client / Concurrency)	Essential	
8.3	All administrative transactions to be done securely using secure internet protocols.	Essential	

**Phase 1 Functionality  
Technical Requirements**

**1. Hosting Requirements**

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8.4	User friendly interface for system administrators to access reports on website usage and data analysis.	Essential	
8.5	User friendly interface for system administrators to act as moderator in a real time scenario with ability to approve or reject any editorial changes if required.	Essential	
8.6	Ability to archive data and back up files on a regular automated basis (preferably weekly)	Essential	

**2. Design and Reporting**

9.1	Use of style sheets to enable easier change of look and feel.	Essential	
9.2	Layout should be restricted by centrally managed template(s).	Essential	
9.3	Editors should be able to view the status of all content in a state other than archived or published (e.g. 'due for review'; 'under review'; 'to be archived'; 'checked-out for too long') for sections for which they are responsible	Essential	

**3. Look and Feel**

10.1	Solutions must be built utilising style sheets to ensure that the site is maintainable.	Essential	
10.2	The solution has the ability to follow the Councils corporate style but with the flexibility to allow other branding to sub-pages.	Essential	
10.3	Solutions that are flexible enough to apply these guidelines while also having a unique, site-specific, feel will be favoured.	Desirable	
10.4	Solutions will be favoured if they can present the content of the site through a number of different 'skins' or brand designs.	Desirable	
10.5	The look and feel of solutions must be able to adapted over time, solutions will be favoured if this adaptation could be done by Authority staff.	Essential	