	Requirement	Comments
	locally definable annual statement.	
(g)	The system must be able to identify where services are part of a Personal Budget.	
(h)	The system must be able to claw back in instalments.	

2.3.32.46 General Accountancy Requirements

	Requirement	Comments
(a)	The system must support the recording of actual spend on service provision, split down into service type, including Direct Payments.	
(b)	The system must support the entry of a matching payment date to RMBC's main finance system, E5 ABS.	Need to be able to reconcile social care system to Financial.
(c)	The system must hold a Payment Due Date and the date the payment was approved.	
(d)	The system needs to support reporting on activity based data e.g. number of service users, per cost band etc.	
(e)	The system needs to hold data on budgets, committed spend for each financial year and actual spend per financial year.	
(f)	It must be possible to model and carry out a bulk update (uprate) of costs based on either a percentage increase/decrease or a fixed amount. Changes to costs must be effective from a specifiable date and be applied to all relevant services from the effective date automatically.	
(g)	It must be possible to upload/download data to/from the system from spread-sheets or files.	
(h)	The system must support the preparation of year end accruals.	Information needs to be extracted at year end of the activity recorded in the system but that has not been paid to support accruals in the main finance system.
(i)	Ability to input budget codes and derive rules for automatic allocation of budget codes to commissioned services.	

2.3.32.47 Continuing Health

	Requirement	Comments
(a)	It must be possible to flag Continuing Health Cases in the case management system.	
(b)	It must be possible to record either the percentage or the fixed value of the health contribution towards the service that is paid by health and the date the percentage applies from.	Proportion paid by health can differ and change over time.
(c)	The system should support applying the percentage or fixed value against the planned and received (actual) amount of service delivered	
(d)	The system should be able to generate estimates for a given period of time of the continuing health care contribution.	
(e)	It must be possible to set up service user records on behalf of other organisations within the system and be able to identify these cases separately through reporting. There must be some means of identifying these cases.	Hold clients on behalf of Third Parties, 100% health funded cases or personal health budgets.
(f)	It must be possible to record the continuing health care by Citizen and by service a breakdown of the costs involved.	
(g)	Ability to set start dates for continuing care and be able to set historic dates.	
(h)	The continuing care contribution must not contribute towards the citizen care cap (Care Act).	
(i)	The system needs to provide functionality to support the breakdown/identification of which organisation pays what in joint funding cases.	Need to cross reference health, social care, & housing. There are complicated care plans which cover a range of services across these.

2.3.32.48 Financial Reporting (See Reporting Section for Reporting Requirements)

	Requirement	Comments
(a)	The system must support the production of reconciliation reports to support the payment of invoices and collection of contributions.	
(b)	Reporting of financial information should include: • Committed spend to the end of the current financial year, part year and/or monthly • Actual spend to the end of the current year, part year and/or monthly • Forecasting of spend for full financial year	
(c)	The system must support the ability to be able to report flexibly against a range	

	of areas such as budget code, provider, service type, Primary Support Reason (PSR).	
(d)	The system could generate / support the completion of the statutory Adult Social Care Finance Return (ASC-FR).	
(e)	The system must support the ability to generate exception reports based on locally defined rules.	

2.3.32.49 Fostering and Adoption - Adoption, Residency and Special Guardianship Assessments

	Requirement	Comments
(a)	The system must support the recording of the level of qualification / accreditation achieved by the Foster Carer and the type of service provided by the carer. Services can be rated by the age of the child and the level of care provided.	Supports the setting up of allowances. Supports authorisation to set up services and allowances.
(b)	The system could provide functionality to calculate and record the details of means tested assessments for Adoption, Residency and Special Guardianship Orders.	The Assessments are completed manually.
(c)	If functionality is provided to record the assessment and calculation of the amount to be paid, functionality must also be provided for authorisation of the payment by a different person.	For audit purposes the person assessing the financial situation and the amount to be paid cannot also make the payment.
(d)	The system should be capable of flagging when annual reviews are due. This should be configurable locally.	Adopter / special guardianship / residency orders require financial re-assessment on annual basis.

2.3.32.50 Fostering and Adoption - Payment of Allowances

	Requirement	Comments
(a)	The system should support specialised foster care / day care services with the ability to set rates.	
(b)	The system could include the ability to archive service agreements which have been incorrectly added.	Could apply to residential and non-residential services as well.
(c)	It should be possible to extend the end date of a service agreement. It should be possible to extend the end date retrospectively.	This is needed for extensions to foster care stays, which finance could be notified about after the extension has occurred.
(d)	The system must support the recording of allowances payable to foster carers	

	Requirement	Comments
	and in adoption cases, special guardianships, residence orders, connected people	
(e)	Allowance payments must be based on business rules. This functionality should include: • A new rate on a birthday band based on the date of birth • A history of changes made with, all changes displayed in a chronological order	
(f)	The types of allowances and the business rules that apply to each type of allowance must be locally definable.	Finance should be able to define the allowance types and business rules (as they do currently).
(g)	Birthday and Christmas allowances need to be payable in advance. It should be possible to set up different rate bands for Birthday and Christmas allowances.	
(h)	The system must support the payment of set amounts relating to Special Guardianship, residence orders, living allowances and Adoption Orders.	
(i)	The system must support the payment of regular, periodic and ad hoc allowances. The regularity of the payment should be definable by the type of allowance.	E.g. annual birthday allowance, weekly Foster Carer allowance, ad hoc travel expenses. Pay run is weekly but ad hoc payments can be made at any time.
(j)	Facility to be able to make an advanced payment run and allow adjustments to the payment.	
(k)	The system needs to support the preview and authorisation of allowance payments.	
(l)	The system must support the processing of one off payments for additional expenses relating to fostering care and adoption.	May need to make one off payments for damage, arrears etc.
(m)	It must be possible to define the payment period/date for fostering and adoption allowances or ad hoc payments.	There is a pay run every week. However, it may be more flexible to request that the payment could be made at any time or periodically for ad hoc payments.
(n)	The solution must support payment of allowances by	

	Requirement	Comments
	• BACS • Manual payment	
(o)	It must be possible to place the payment of allowances on hold or to stop the payment of an allowance.	
(p)	Ability to close an order when the placement ends with a particular provider. The system should prompt the user.	
(q)	The system must support the recovery of overpayments to foster carers and residential providers.	Children come and go on a regular basis, often at short notice.
(r)	Claw-backs should be automatically calculated by the system on closure of an allowance, based on the pro-rata overpayment for an individual child. It must be possible to manually adjust the amount of over payment. Claw-backs should be able to be redeemed in instalments.	Currently get a report to show overpayments so adjustments can be made.
(s)	The system must generate an invoice to the foster carer to support the return of overpayment of allowances, where it is not possible to use the claw back method. The details of the child previously placed with the foster carer should not appear on the invoice.	Foster carers will be invoiced for overpayments where there are no children currently placed with the foster carer. I.e. no allowances are being paid from which a claw back could be deducted. A child can leave a placement at one day's notice. It may take more time to allocate a replacement foster child to a foster carer. Therefore, there will be periods of time where no children are placed with a foster carer. Can restrict access to information in Financial. Can hide the information from everyone or can allow certain user's to view the information.
(t)	To be able to view the transaction history of a provider or foster carer and	

	Requirement	Comments
	any financial notes associated with the record.	
(u)	Transactional data for both allowance payments and claw-backs should be interfaced to E5 ABS.	
(v)	The solution must include exception reporting to identify where there are mismatches in payments between the social care system and RMBC's corporate finance system.	In the past control reports have been used for audit purposes, but if the information is recorded in a system and exception reports are provided, there should be no need for manual checking and sign-off of the interface between the social care system and Financial.
(w)	The solution must include the capability to produce Annual Tax Reports for Foster Carers. This includes but is not limited to: • Annual summary of allowance payments and claw backs made to each carer per child • The different rates applicable depending on the age of the child • The rate applicable based on the accreditation level of the foster carer and type of service provided	
(x)	It is desirable to be able to manage loans to purchase cars within the system. Deductions would be made from foster carer payments and a statement at end of the year that shows how much owed would need to be produced.	

2.3.32.51 Care Act

	Requirement	Comments
(a)	The system must meet the requirements of the Care Act in order for the authority to meet statutory requirements.	Access to some elements of the system from October 2015 would be very welcome, to record the eligibility of self-funders who are assessed in anticipation of April 2016, to create anticipatory Independent Personal Budgets and to prepare for

	Requirement	Comments
		Care Accounts.
(b)	The system must support the pending changes to financial recording and reporting as a result of the implementation of the Care Act.	
(c)	The system must be able to transfer case information, including information about prisoners and care accounts electronically to and from another local authority and directly populate the social care system.	
(d)	The system must manage care accounts and support the recording and tracking of care costs and production of personal budget statements in whatever form this may be required by the Care Act Guidance. It should also be possible to generate projections of when an individual is likely to reach the cap and when they may become eligible for support.	This should include the ability to stop the clock or facility to set the PB or RPB at zero to recognise those with fluctuating needs. Should allow for projections to be shared with individuals in their care account statement or through an online portal to support their financial planning.
(e)	The Care Act allows local authorities to delegate functions to a third party, the system must allow for this.	

2.3.32.52 Online Portal and eMarket Place

The Council is developing its digital capability over the next few year via its "Choosing Digital" Strategy where access to services is offered on-line first and foremost. In addition RMBC currently use Connect to Support for Adult Social Care.

2.3.32.53 General Online Portal Requirements

	Requirement	Comments
(a)	RMBC has a programme of work to implement a corporate Citizen Access Portal for all citizens to be able to access Council services. The Citizen portal will need to integrate with the social care system to bring back any matched citizens. Any enquiries or information logged in the Citizen portal / CRM solution will need to be populated within the social care system. This may be via the tenderers solution, Connect to Support, the Council Website or another solution.	
(b)	There must be an integrated online secure portal facility which allows a	

	Requirement	Comments
	variety of users access to view and update social care data including: • Service Users (Citizens) / Carers • Providers: Home Care Agencies / Supported Living providers • Partner Organisations: such as NHS Health providers, schools, health visitors • To be able to log in (with their Unique ID) and access information that is available to them as per their user defined profile • Ability to accept federated access is desirable to enable single sign on Appropriate security must be in place to ensure the system meets Data Protection.	
(c)	The online portal must have accessibility for users with disability, especially visually impaired, e.g. built in screen reader functionality.	
(d)	The online portal must be mobile optimised for use on various smart phones, tablets devices.	
(e)	The online portal must be customisable locally in terms of ability to brand the site / portal	

2.3.32.54 Optional requirement - eMarket Place Solution

	Requirement	Comments
(a)	RMBC currently use Connect to Support for Adults to access social care related products and services, ideally the tenderer will be able to provide a case management system that will link to the existing solution.	

2.3.32.55 Partner Portal

	Requirement	Comments
(a)	Ability for designated partners to have role based access to historic and current records within the social care system.	Requirement to support integrated working between health and social care and education.
(b)	Ability for partners to be able to complete forms based on role permissions.	
(c)	Ability for partners to have read only access to relevant information and 'write' access to information required from partners.	

2.3.32.56 Provider Portal

	Requirement	Comments
(a)	Provider access should include the ability to: • Send documents securely • Allow providers to submit activity information in a format suitable for import into the finance system • Allow providers to submit request for payment (invoices) • Allow providers to view remittance advise • Allow providers to update details such as address and contact details	

2.4 Safeguarding

The Contractor has an obligation to report any concerns about the treatment of vulnerable adults and children that they may witness in the course of their work. Any concerns must be reported to "CART" The Contract And Referral Team on 01709 823987.

2.5 Duration of Resultant Agreement

Subject to satisfactory performance to the criteria described within this document, the appointed Tenderer will be expected to provide **Services** according to the specification defined in 2.3 above initially for a period of **5** years, with the option to extend at the sole discretion of RMBC for a further **2** years, each on a year by year basis.

2.6 Use of Affiliates and Sub-Contractors

All affiliates and sub-contractors nominated by the Tenderer for the partial provision of supplies and services associated with this ITT will be considered by RMBC as domestic, and the Tenderer will remain responsible for all such affiliates and sub-contractors unless otherwise agreed in writing.

Tenderers are at liberty to nominate different or additional affiliates and sub-contractors (including any nominations already indicated or inferred thus far in the procurement process) at any time prior to presentation of their bid making any proposed changes clear during such presentation. Unless notified to the contrary, RMBC will assume that such changes will affect neither the substance of the Goods and services offered nor the prices of those Goods and services.

2.7 Account Management

The appointed Tenderer(s) will need to assign at least one Account Manager to address RMBC's needs. This Account Manager must be available to provide, or arrange, support to various RMBC Departments across all activities in their bid. The appointed Tenderer(s) must confirm such names and outline how their account management team will provide enhanced pre- and post-sales support to RMBC within 2 weeks of their identification as preferred Tenderer.

The appointed Tenderer(s) shall submit a monthly report to RMBC procurement detailing performance to contract (see Section 2.10 for KPI and 2.11 MI requirements). Regular meetings shall also be held between the appointed Tenderer(s) and RMBC to review performance to date.

2.8 Order/Invoice procedure

Purchase Orders will be issued from RMBC, who shall provide the successful Tenderer(s) with an official purchase order number.

Invoices must be sent to the following address and marked as stated:

RMBC Purchase to Pay Team,
Wing 2C
Riverside House
Main Street
Rotherham
S60 1AE

All Supplier Invoices must quote the relevant official Purchase Order number issued by RMBC. Any Invoices which do not carry such an official Purchase Order number will be immediately returned to the Supplier, which will result in payments being delayed through no fault of the council.

RMBC is willing to look at all means of simplifying current Purchase Order/ Invoice activity including Purchase Cards, invoice consolidation and e-Invoicing in its strive to modernise the procurement cycle and improve efficiencies across the business.

Tenderers should be prepared to outline their suggestions for such simplification if invited to present their bid.

3. The Bid (for completion by the Tenderer)

RMBC has designed this ITT in such a way as to facilitate objective and balanced evaluation of Tenderers' responses by the RMBC Team. This can only be achieved in the outlined timescales if all of the responses conform to a consistent format. This section of this ITT defines that format of responses required of all Tenderers.

3.1 Pricing and Method Statements

Tenderers must show prices for items shown in the **separate spreadsheet ref 14-005 Social Care Case Management Solution** provided. Prices offered must exclude VAT, but include delivery and installation and be net of any manufacturer discount and any manufacturer bid support.

RMBC does not bind itself to accept the lowest or any bid and reserves the right to accept any bid in whole or to split the award to more than one bidder based on the most competitive tender for each lot.

Prices submitted should be valid for acceptance for at least 90 days.

3.2   Method Statements/Quality Questions

Method Statements / Quality Submissions (Please complete in the boxes provided below)

Questions 1 to 23 are to be completed if you are submitting a bid for Social Care Case Management Solution which is externally hosted

Questions 1 to 14 are to be completed if you are submitting a bid for Social Care Case Management Solution which is hosted by RMBC.

Liquidlogic Executive Summary

We would like to thank Rotherham Borough Council for the opportunity to tender for its replacement social care case management system.
Liquidlogic has implemented similar systems all over England, with excellent results. Every supplier has its own strengths. We would like to highlight some of the strengths of the Liquidlogic offer :

Successful projects
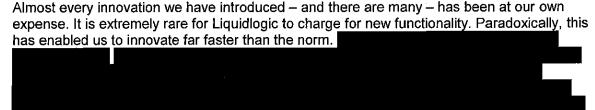
Experience in data migration

We have a partner company – OCC – who specialise in local government finance. This provides two clear benefits:

1. Liquidlogic finance functionality works – and is consistently selected by finance officers when subjected to rigorous evaluation
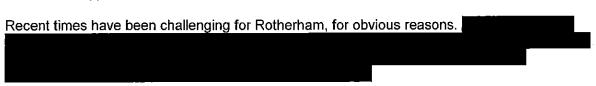
2. ██

We innovate – at our expense

Almost every innovation we have introduced – and there are many – has been at our own expense. It is extremely rare for Liquidlogic to charge for new functionality. Paradoxically, this has enabled us to innovate far faster than the norm. ██████████████████████

██ Liquidlogic's approach doesn't generate revenue from sales to existing customers, but it keeps us agile and ensures that when major initiatives are needed (such as the Care Act), we only have one product line to develop for.

Understanding of current themes and issues

Liquidlogic has a deep understanding of the Social Care sector and the current issues of the day. This is driven by customer communication at all levels of the company, with daily interaction from Account Managers, Product Managers and Project Managers. Our Directors are also proactive and hands-on in their approach, holding regular meetings with Social Care Directors and Assistant Directors of customers and non-customers alike on an individual and regional basis. All this ensures that we can have informed debates with our customer base on the direction of travel and how we all can adapt in a collaborative spirit. It is important that a supplier can be flexible enough to react to government initiatives and legislation, such as integration with Health, the Care Act, the Troubled Families initiative or the changes in legislation around Adoption and Education, Health and Care Plans. Liquidlogic has taken a lead in the supplier sector on how best to meet these needs, and will always do so.

Recent times have been challenging for Rotherham, for obvious reasons. ████████████████ ██

Low risk

Liquidlogic has never had a failed project, and we are determined to maintain this unique track record. Every Liquidlogic project succeeds, because of our people – experienced, stable, full-time and the best in their field.

We communicate

Many of our staff are recruited direct from local authorities, including social workers and ancillary colleagues. Liquidlogic is steeped in English social care practice. This really helps us to communicate directly with customers, and to understand the nuances which make software

intuitive and effective. It doesn't hurt that we are local – just 36 miles from Rotherham. In an era where software suppliers distribute their developers and Service Desks across the globe to reduce salary bills, we've taken the opposite approach: we have concentrated our entire team in Yorkshire, paying professional salaries to attract the cream of the sector.

This model has paid dividends, ███
██

Question 1	This question is going to marked under the quality section of the scoring matrix	Weighting 5

Please detail how you ensure your product is current and incorporates the latest thinking in social care, changes in legislation and statutory requirements and an indication of turnaround times for meeting these. Please give examples of recent developments to your system; also give details on those developments that are on your development road map. Details of any established user groups and they contribute to product development and the product road map.

Liquidlogic has a track record second to none in delivering on the ever changing children's and adult's social care agendas well within the required timescales. We have a proud reputation for delivering updates and enhancements to meet new statutory requirements███████████████████████. We believe that the products should evolve continuously to meet the needs of the day and work with the customer base even before statutory changes are published to ensure that developments can be made in a timely fashion. Consequently Liquidlogic customers not only tend to have the most up to date systems, they also tend to have a lower total cost of ownership than Authorities ███████████████████████████
████████████████████████████████████

Please detail how you ensure your product is current and incorporates the latest thinking in social care

As the largest supplier of social care IT systems in England, Liquidlogic has excellent relationships with the various government bodies including the DoH, the HSCIC, the DfE and OFSTED, so that we play a key part in shaping new requirements.

One key difference in our approach, apart from the extremely sophisticated software development environment that we use, is that Liquidlogic ████████████████████████████████
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Liquidlogic employs a number of social workers and other colleagues from within the social care environment. We also host a regular cycle of meetings and workshops with practitioners, including Directors and Assistant Directors, to brief Liquidlogic and share understanding of current and emerging best practice. These meetings are not restricted to the Liquidlogic customer base.

Changes in legislation and statutory requirements

Liquidlogic has consistently been the first supplier to respond to each new requirement in Children's and Adult social care since 2005, including statutory returns and major policy initiatives.

For instance,

In children's and young people's services, numerous changes have resulted post the Munro Review of social care, there have also been legislative changes around the Children and Families Act and The Adoption Agencies (Miscellaneous Amendments) Regulations 2013. There has also been an upsurge in what might be called 'best practice' ways of working that, whilst not statutory, have made additional demands on localities and their IT providers. On top of this, children's services has its own statutory reporting regime that is subject to change, often at short notice.

Liquidlogic are also the first social care supplier to achieve full rollout approval from HSCIC for our Child Protection Information Sharing service (CP-IS) solution, which is now being rolled out across the Liquidlogic children's customer base.
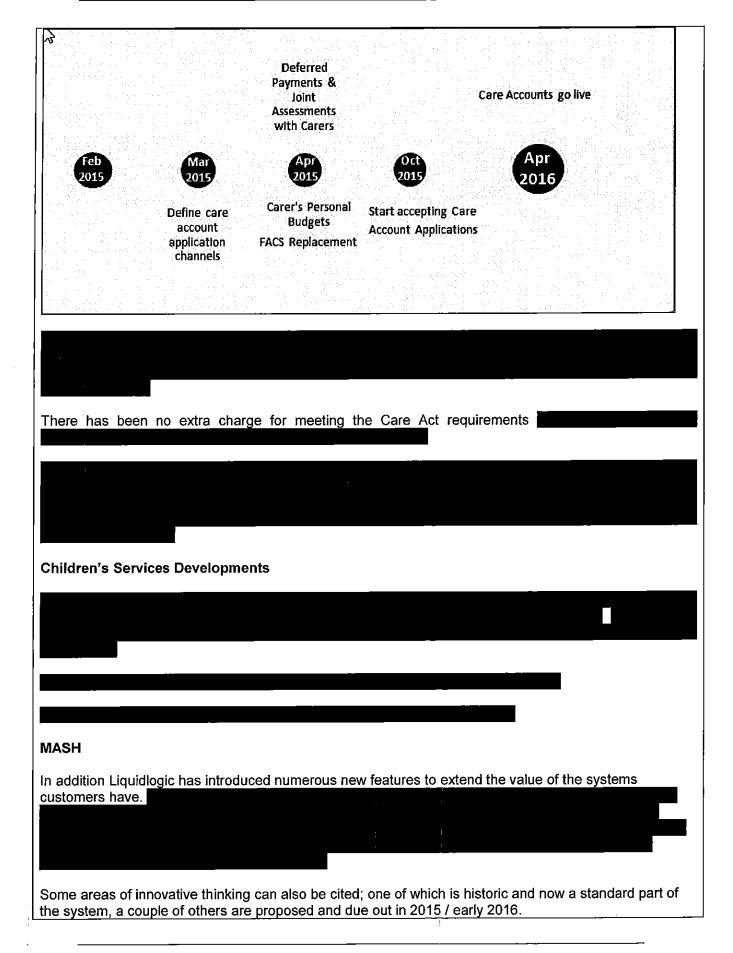
There are also developments that improve the effectiveness of the system either through making particular operations easier (click reduction as we refer to it) or introducing new functionality to, for instance, help access and visualise data more effectively. These ideas may be sourced from existing customers, prospective customers or Liquidlogic's own staff, many of whom are practitioners and former users of the system.

An indication of turnaround times for meeting these

███████████████████████████████████

Product screenshots redacted on the grounds of commercial sensitivity

Please give examples of recent developments to your system

Some examples of recent developments include:

ZBR

███████████ . These were introduced after a consultation period with the DoH, HSCIC and our user group to decide the best way forward. ██████████████████████

Data Warehouse

███████████████████████████████████

Care Act

The Care Act developments which, because of the timeline and phasing of the requirements will spread over 2 years, were similarly the subject of major consultation. ████████████████████████

The Care Act timeline can be seen below:

Deferred Payments & Joint Assessments with Carers

Care Accounts go live

Feb 2015

Mar 2015

Apr 2015

Oct 2015

Apr 2016

Define care account application channels

Carer's Personal Budgets

FACS Replacement

Start accepting Care Account Applications

████████████████████████████████

There has been no extra charge for meeting the Care Act requirements ████████

████████████████████████████████

Children's Services Developments

████████████████████████████████

████████████████████████████████

████████████████████████████████

MASH

In addition Liquidlogic has introduced numerous new features to extend the value of the systems customers have. ████████

████████████████████████████████

Some areas of innovative thinking can also be cited; one of which is historic and now a standard part of the system, a couple of others are proposed and due out in 2015 / early 2016.

Product screenshots redacted on the grounds of commercial sensitivity

Atom

Liquidlogic Atom builds on the already existing ███████████████████

Product screenshots redacted on the grounds of commercial sensitivity

Landing Page

Product screenshots redacted on the grounds of commercial sensitivity

Portals

There have also been chargeable options to extend the value of the system. These include public facing portals for ██████████████████████████████████ clients can access their own records, self-refer and communicate securely with staff members.

Product screenshots redacted on the grounds of commercial sensitivity

EHCP Module

The SEN reforms that have led to the Education Health and Care plan, a multi-agency view of a child's needs and requirements in a single shared plan is optional available in ███████████████

Product screenshots redacted on the grounds of commercial sensitivity

Workspaces

Product screenshots redacted on the grounds of commercial sensitivity

The tab can contain any number of fields to record information specific to the purpose of the ████████.

So for instance in the case of the █████████████ workspace many ███ specific fields are available:

Product screenshots redacted on the grounds of commercial sensitivity

Give details on those developments that are on your development road map

We have included the following appendices which give details of our indicative road map:

- Appendix 4 LAS LCS and EHM Roadmap
- Appendix 5 ContrOCC Finance Road Map 2015 (indicative)

We would stress that the applications will continue to develop, driven by statutory requirements, government legislation, customer requirements and our own direction of travel. Whilst it is necessary to have short, medium and long terms goals, often the development journey is changed according to the agenda of the day, therefore it is important that we as a supplier remain flexible and agile enough to adapt. The modular design of the system and the flexibility of the applications make this possible.

Details of any established user groups and they contribute to product development and the product road map.

In terms of relationships with customers and developing our products, we host between 2 – 3 user groups per year for each of our applications (Children's, Adults and Early Help). These are funded by Liquidlogic and are typically held in Birmingham, as a central point for travel. User groups are chaired by a user selected by the customers from the customer base, and comprise special interest groups that advise on areas of system functionality. The user group is the key agency in determining company and product development priorities. Liquidlogic's business model is explicit : we continuously enhance each of our products, at no cost to customers, driven primarily by customer demand. Our commercial success is directly attributable to this model of engagement.

We also play host to a number of Special Interest Groups; these are typically customer-led groups looking at specific aspects of social care. Liquidlogic is fortunate to have an active userbase with a strong track record of proposing worthwhile innovations – we would estimate that 90% of our best ideas were 'borrowed' from customers through user groups, special interest groups or simply the day to day communication we enjoy.

New 'roadmap' versions of the applications are released every 8 months, which contain a mixture of statutory and legislative changes, in-house developments and change request from the customer base, at both application and individual configuration level. Familiarisation workshops are held to publicise new functionality as well as extensive release notes and user guides.

Question 2	This question is going to marked under the Aesthetic and functional characteristics section of the scoring matrix	Weighting 5

Please detail how your systems enables effective case management for both Children's and Adult's Social Care. As a minimum please include reference to:

- Ease of use

- Ensuring that practitioners follow good practice and the requirements set out in Working Together

- Statutory safeguarding requirements are met for both Children's and Adult's Services, including identification of risk and risk management

- The journey and voice of the child is evident throughout all core functionality

- How the system can support the workforce in adhering to statutory and local timeframes

- Clear links between, contact, referral, assessment, plans and reviews

- Supporting the personalisation agenda

- Management oversight and decision making

- Workflow

- Average response times on a standard network

We believe that these requirements are particular strengths of the Liquidlogic solution. We discuss each of the points below.

Ease of use

Customer feedback after procuring and using Liquidlogic systems is that one of the key reasons for selecting Liquidlogic is the outstanding and intuitive ease of use. ████████████████████

The Liquidlogic user interface minimises staff training time and means that practitioners and managers can complete case administration as quickly as possible and focus on the families and adults they are working with. The system itself facilitates case management by proactively alerting workers and management to key deadlines, important factors in a case that may otherwise have been overlooked and giving a complete overview of all the activity around a family whether they are being dealt with by adult's services, children's services or both.

The screenshot below gives an example of a ████████████████████

Product screenshots redacted on the grounds of commercial sensitivity

An excellent example of ease of use is our unique ████████████████, which allows ████████████████████

Product screenshots redacted on the grounds of commercial sensitivity

Ensuring that practitioners follow good practice and the requirements set out in Working Together

Our software solutions are designed as a first principle to support good practice and achieve efficiencies. Our ████████████████████ embed best practice procedures within them, including the timescales that the Council wishes to allow for each stage. The system is supplied with a ████████████ ████████████████████ as specified in "Working Together". If Rotherham so wish, the process can also be ████████████████████████████████ An example of the "██

██████████████ pathway is shown below:

Product screenshots redacted on the grounds of commercial sensitivity

███
███
███

The workflow therefore supports good practice and rules can be applied to encourage this, such as pre-requisites, mandatory stages and questions, timescales, etc, all of which is configurable according to the customers needs. For example, some customers may wish to make it mandatory to ███████████
███
███
███
███
███

Statutory safeguarding requirements are met for both Children's and Adult's Services, including identification of risk and risk management

The Liquidlogic Children's and Adults Social Care System support the recording and management of safeguarding and child protection cases as standard as well as risk management.

For Children's services, this includes the ability to record ███████████████████
███
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In certain circumstances it may be that the workflow needs to be ██████████████
██████████████████████████████████████ Your system
administrators can enable security permissions for specified users to ██████████████
████████████

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██████████████████████████████████

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This encompasses everything you need to manage the ██████████████████████ ████████████

The outcomes form for the ████████████████████████████ is where a worker can record whether the child should be ████████████████████

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The ████ shown next to the child's details reflect whether they are currently or previously subject to ██ ████████████████████

Product screenshots redacted on the grounds of commercial sensitivity

Each stage associated with the ██████████ process will ██████████████████████ to the applicable ████████ according to your business processes. These tasks will include the required ████████████. ██████████ will have an immediate oversight of this and can see whether tasks are ████████████:

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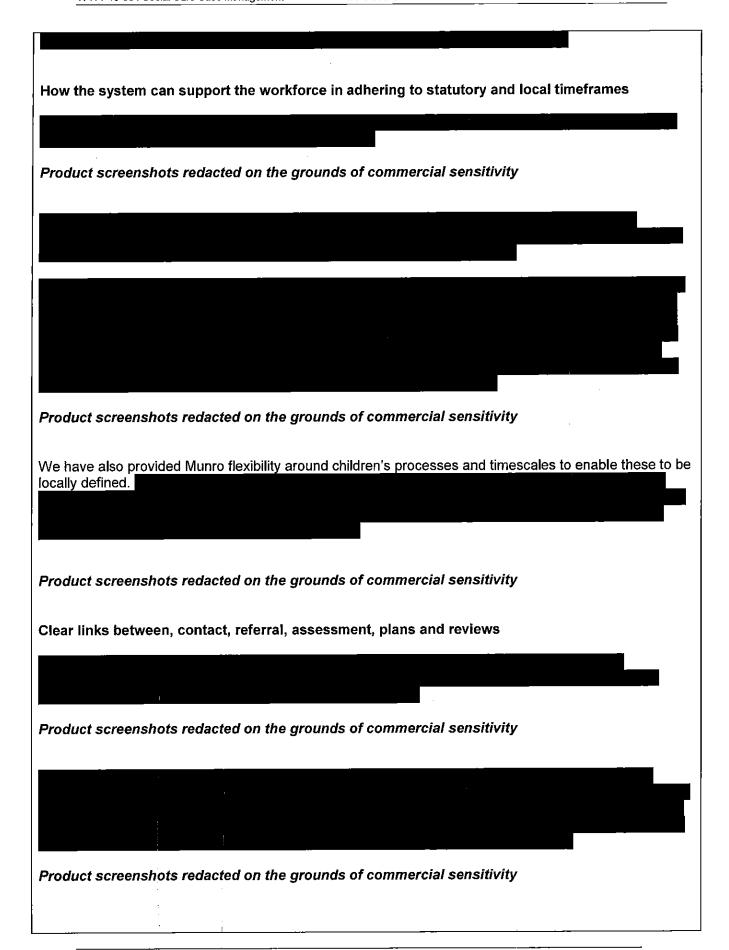*Product screenshots redacted on the grounds of commercial sensitivity*

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Product screenshots redacted on the grounds of commercial sensitivity

The transparency and configurability of the Liquidlogic system maximises Rotherham's ability to manage client risk appropriately. Our solutions can also support bespoke risk assessments and risk management plans, including authorisation and reviews, if required.

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This form can be designed to the Council's specification and built using the Liquidlogic Forms Designer.

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The journey and voice of the child is evident throughout all core functionality

As with every major initiative, Liquidlogic embraced the Munro Review and set up a series of working groups with customers and other stakeholders. One of the key messages from this process was the need for systems to 'tell the child's story', including enabling the child's voice to be heard. More recently, the Ofsted inspection regime has emphasised the significance of the child's voice.

We have responded to this requirement in a number of ways.

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We are aware that local authorities have different views as to what constitutes the child's voice and journey so we have decided to provide our customers with the tools they need to identify this readily within their systems rather than dictating what this should look like. This includes:

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How the system can support the workforce in adhering to statutory and local timeframes

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We have also provided Munro flexibility around children's processes and timescales to enable these to be locally defined.

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Clear links between, contact, referral, assessment, plans and reviews

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Supporting the Personalisation Agenda

Personalisation, as the SCIE points out, involves thinking about the provision of services differently, in essence starting with the person, rather than what the Authority has to offer.

Personalisation therefore involves the Authority rethinking and retraining staff, but the system that staff use must also to reflect this new way of working. Liquidlogic's adult's system, LAS, as the newest system on the market, was conceived and developed in the era of personalisation and therefore is not a legacy system that has been adapted to try and suit the agenda.

Personalisation means giving the user more control over their care, in effect the Authority works **with** the client to support them, rather than the client having things done **to** them.

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The assessment can calculate an indicative budget:

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Support planning in the personalisation era needs to cater for more than just managed block contracts, as was previously the case where a particular need meant the provision of a particular service. Now the client can say what service they would like and what they would like to achieve. They may wish the Authority to manage the services or they may wish to have a budget to manage themselves, or they may wish to employ a PA to manage them. The commissioning elements of the plan need to cater for all eventualities whilst reconciling the spend against the indicative budget that was calculated by the RAS.

A typical plan is shown below

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Product screenshots redacted on the grounds of commercial sensitivity

Management oversight and decision making

The Liquidlogic system fully supports managers in overviewing team case loads and recording decisions and supervision. For example, managers have an immediate oversight of case management activity

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The system can include a manager authorisation step at any stage within the process in accordance with The Council's business rules.

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This can all be set up and configured locally by Rotherham system administrators:

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This ensures the process within the system can be configured to follow the rules as required by Rotherham Council.
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Workflow

A distinguishing feature of the Liquidlogic solutions is the sophisticated workflow process and

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Guidance is also included at workflow stages to prompt the user what to do next:

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In addition to this, Council system administrators can ████████████████████████

Workflow rules and stages can be locally configured. The example below shows how Council system administrators can define the possible outcomes from ████████████████

Product screenshots redacted on the grounds of commercial sensitivity

In addition to this, system administrators can enable security permissions ██████████████

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Product screenshots redacted on the grounds of commercial sensitivity

As part of the implementation, Liquidlogic business analysts will work with Rotherham to understand your processes and configure the solution accordingly. ████████████

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Average response times on a standard network

████████████████ the rapid access / responsiveness of the Liquidlogic system is one of the first comments we receive from practitioners. Response times are excellent, and typically will not be noticed. The possible exception is downloading large documents from EDRMS, where the limiting factor is Rotherham's own network bandwidth. For all day to day activities – searching, retrieving and adding to assessments, displaying genograms, history etc – the system offers sub 1 second response times and is frequently praised by end users for its speed as well as ease of use.

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Question 3	This question is going to marked under the quality section of the scoring matrix	Weighting 5

Please detail how you intend to meet the requirements of the Care Act in order for the authority to meet statutory requirements.

Question 1 included the timeline, repeated here, of the major elements of the Care Act:

The Phase I Care Act requirements have already been released by Liquidlogic to allow Authorities the opportunity to test and deploy the system ready for its use in April.

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The Authority also has a duty to make Information and advice available to its citizens and this can be offered by the Authority's own web site or by the optional Liquidlogic Autonomy citizen portal:

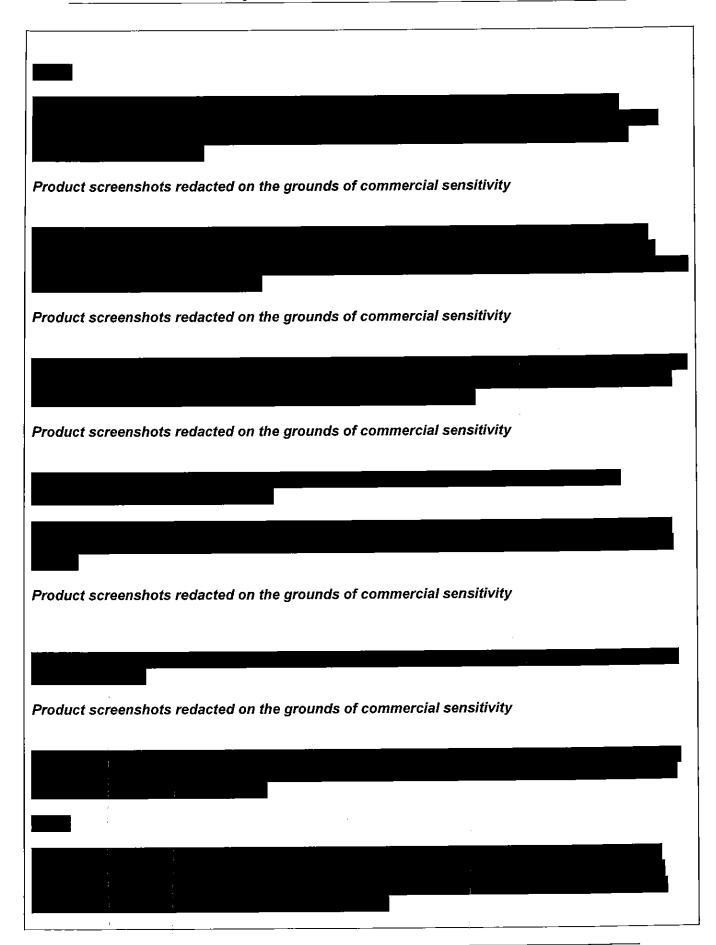*Product screenshots redacted on the grounds of commercial sensitivity*

Product screenshots redacted on the grounds of commercial sensitivity

Product screenshots redacted on the grounds of commercial sensitivity

Question 4	This question is going to marked under the quality section of the scoring matrix	Weighting 5

Please detail how your solution enables effective practice in relation to Early help services, Child Sexual Exploitation and Multi Agency Safeguarding Hubs.

Early Help Services

The Liquidlogic Early Help Module (EHM) began life as a CAF system. As the requirements for further early intervention processes increased from our customers we have increased the scope of EHM and the processes it contains.

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All of these processes also have the option of being started from the demographics should the council not wish to use the contact form:

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Each of these processes can also be run simultaneously,

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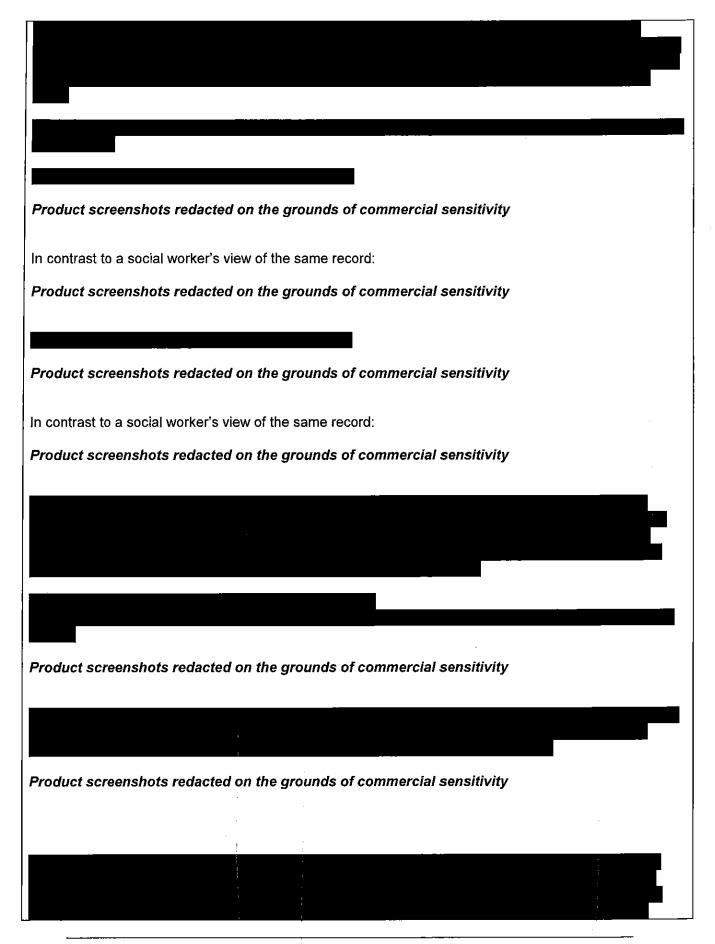*Product screenshots redacted on the grounds of commercial sensitivity*

The workspace is episodic meaning an episode can be opened, information recorded and closed should the council no longer be working with that child.
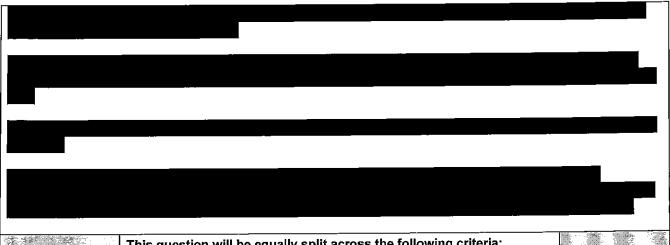
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The workspace can also allow the recording of services provided to support the child:

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Question 5	This question is going to marked under the quality section of the scoring matrix	Weighting 4

Please evidence how your system supports third party access by partner agencies. This should include any integration with NHS data spine service and links with the NHS summary care record.

Multi agency working is a key strength and theme for Liquidlogic and we believe that we exceed this requirement.

Integration with NHS data spine service and links with the NHS summary care record

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- Personal Demographics Service (PDS)
- Portal (PORTAL)

Please evidence how your system supports third party access by partner agencies

Product screenshots redacted on the grounds of commercial sensitivity

In contrast to a social worker's view of the same record:

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In contrast to a social worker's view of the same record:

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Product screenshots redacted on the grounds of commercial sensitivity

Question 6	This question will be equally split across the following criteria: Technical Merit & Technical Assistance	Weighting 5

Please describe how integration is managed and indicate whether you have successfully interfaced with any of our systems as identified in section 2.1.3.
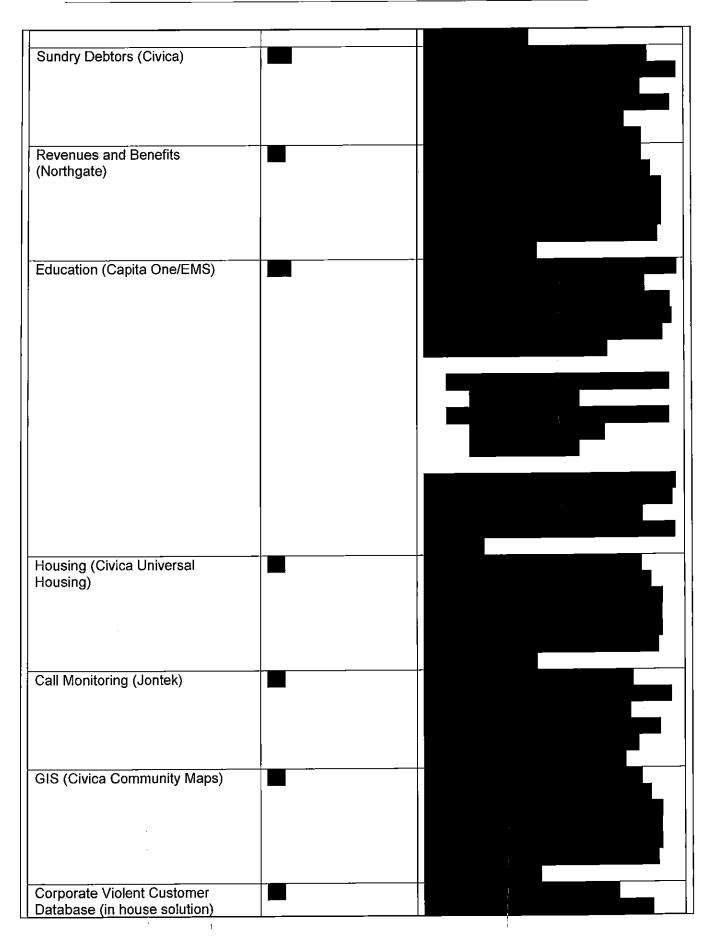
- Specify current APIs that are available and whether they are included in the contact pricing

We have a very strong record of integration to third party products and services and virtually every deployment includes at least one integration component. Where we have an existing interface available, the deployment may simply be a case of small configuration changes to define interface endpoints and require minimal testing. Where the interface is to a previously unknown product we will work with the authority and/or the third party themselves to scope, specify, develop, test and deploy the new solution. The work required to do this will depend on the product and the complexity of the requirements. Typically interfaces are developed using SOAP web services but the actual mechanism used will depend on the third party product in question and what it supports.
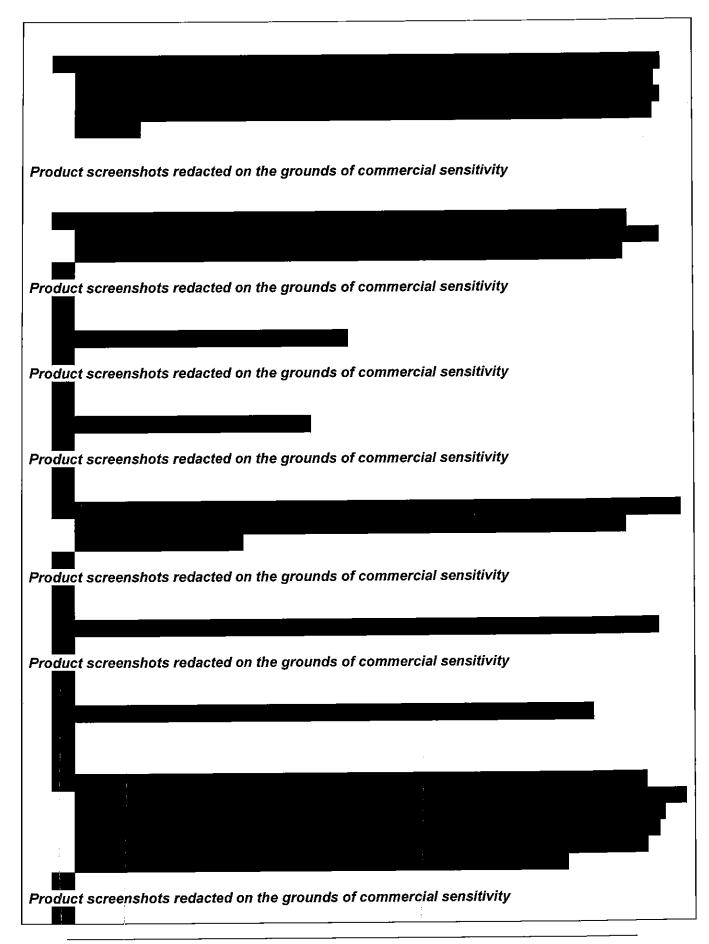
Please see the table below for a summary regarding the integrations that Rotherham specify. Where we do not currently have integration we would note that:

Integration	Current Integration	Comment
Electronic Document Records Management System (Wisdom)		
Electronic Home Care Monitoring (Webroster)		
Financials (e5 ABS)		
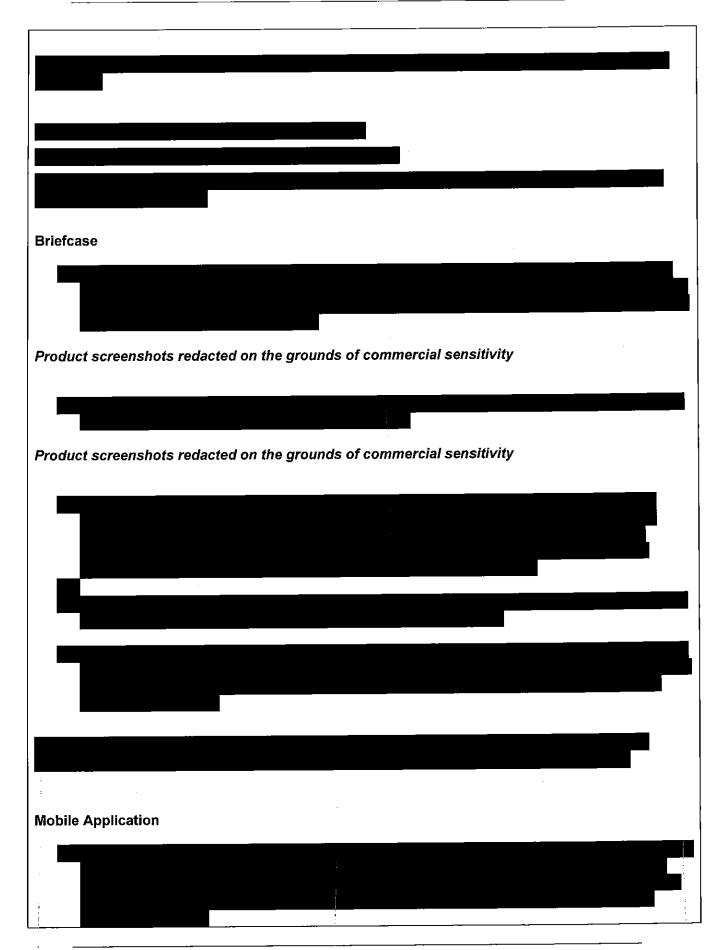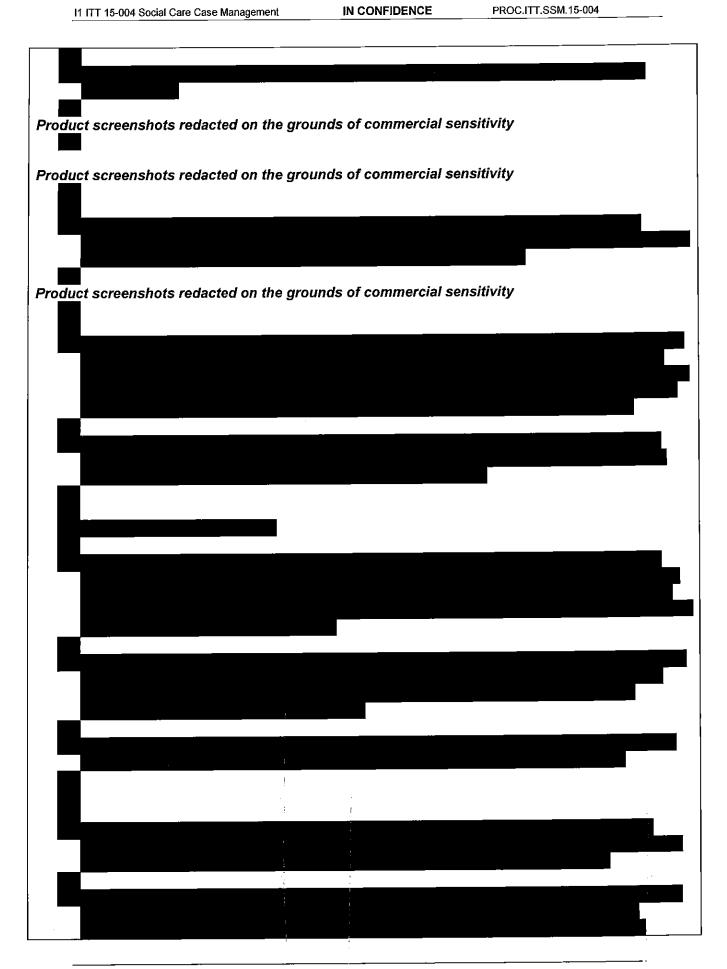
Sundry Debtors (Civica)	■	
Revenues and Benefits (Northgate)	■	
Education (Capita One/EMS)	■	
Housing (Civica Universal Housing)	■	
Call Monitoring (Jontek)	■	
GIS (Civica Community Maps)	■	
Corporate Violent Customer Database (in house solution)	■	

		████████████████

Specify current APIs that are available and whether they are included in the contact pricing

███████████████████████████████

███████████████████████████████

Question 7	This question will be equally split across the following criteria: **Technical Assistance & Aesthetic and functional characteristics**	**Weighting 5**

Please detail how your system supports the generation and management of financial information relating to care assessment and provision. Please explain how you could incorporate Supporting People Finance with core Social Care Finance functionality.

Liquidlogic has had a strategic partnership with OCC, a software company specialising in local government finance systems, for the past ten years. This alliance has resulted in a best of breed solution, in which the back office Finance functions are carried out using ContrOCC, the leading social care finance application, while frontline practitioners use Liquidlogic's LCS and LAS systems to manage their core professional processes. Relevant information flows between the two systems seamlessly in real time, ensuring that all finance functions are managed effectively without burdening practitioners with unnecessary detail.

████████████████████████████

Interface between social care and finance

The interface with ContrOCC and LAS/LCS has been developed over a period of ten years. ████████

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The contracts module ContrOCC is built by the supplier of the leading supporting people system SPOCC and shares a number of the contract management and payments features.

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Question 8	This question is going to marked under the quality section of the scoring matrix	Weighting 5
Please provide details on the level of mobile and off line working functionality provided by your system and how it works in conjunction with workflows, eforms, EDRMS and system security. Please explain synchronisation facilities and the "checking in and out" of case work. Specify what mobile devices are supported by your solution.		

Briefcase

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Mobile Application

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Question 9	This question is going to marked under the Aesthetic and functional characteristics section of the scoring matrix	**Weighting 5**
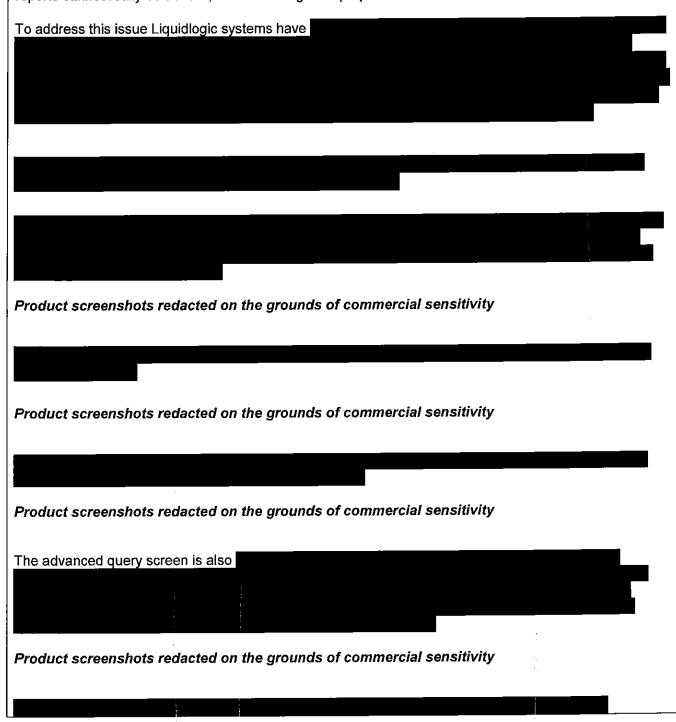
Please provide details around the variety of reporting tools and functionality the system can offer / integrate with, including pre-written in-built reports, integrated report-writing tools, end-user reporting functionality and the flexibility to integrate with other third-party reporting solutions. Please state the support arrangements for the in-built reporting tool, if a Third Party supplies this product, and what – if any – limitations apply. Please provide a full list of in-built reports provided as standard detailing name, description of report, applicable service area. Please state which user-defined reporting tools are utilised with their system. Any hardware and licencing requirements and costs are to be detailed. Please state the support arrangements for the user-defined reporting tool, if a Third Party supplies this product, and what – if any – limitations apply. Tenderers are asked to provide information regarding their approach to user-defined reporting.

Data Validation and Statutory Returns

It is probably worth spending a few moments outlining the Liquidlogic approach to reporting and statutory returns. Each of the statutory returns is featured below.

Firstly, it is of little use providing sophisticated reporting facilities if the data in the system is incoherent, missing or obviously wrong, or if key parts of it like answers to customer defined questions are inaccessible. Information in reports can only be as good as that entered into the system and experience shows that if anything can be entered wrongly then it will be. This necessitates either expensive data cleansing using resource that might be more usefully employed elsewhere, or an acceptance that the reports cannot really be trusted, thus defeating their purpose.

To address this issue Liquidlogic systems have

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The advanced query screen is also

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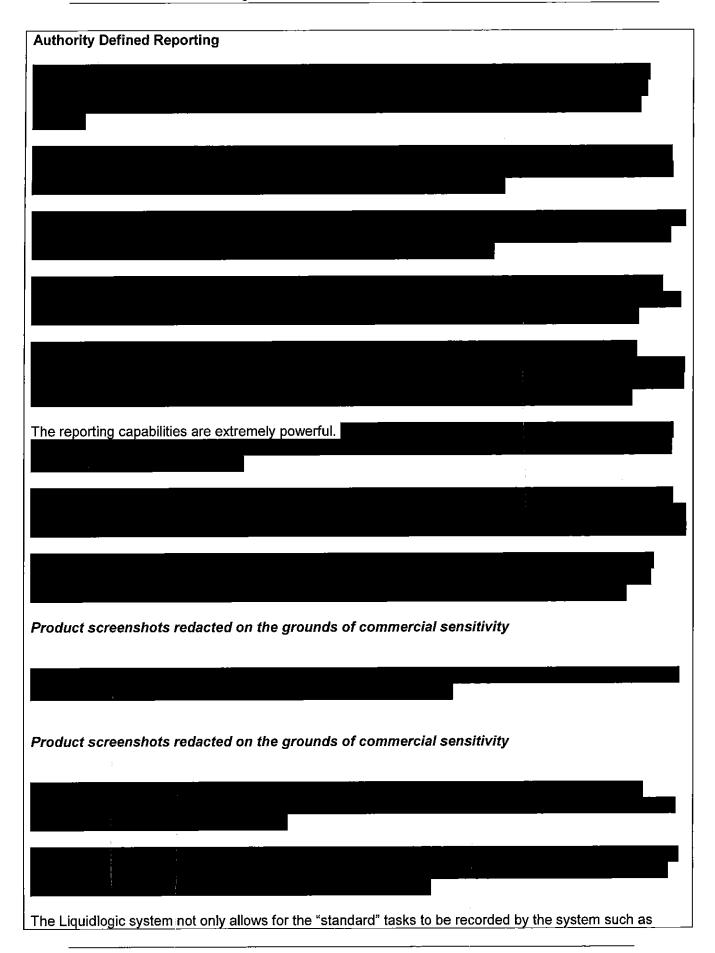
[REDACTED]

Short and Long Term Return (SALT)

The actual new data items required for the returns such as "Primary Support Reason" and "Sequel to request for support" were released in November 2013, well in advance of when they were needed. They were also, like the SALT returns themselves [REDACTED]

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Adult Social Care Finance (ASC-FR and RA/RO)
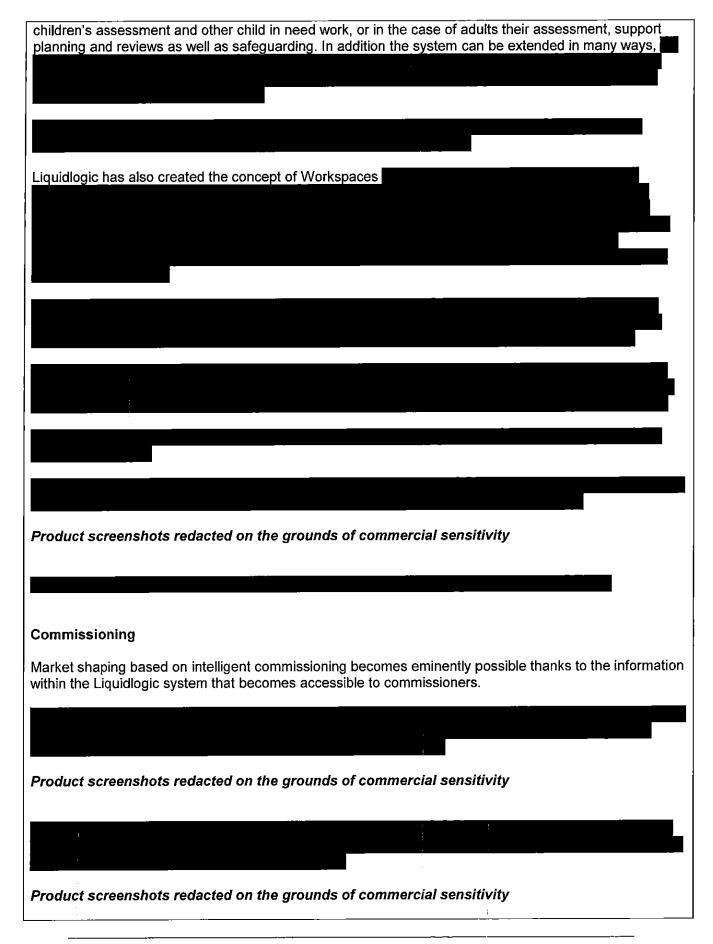
[REDACTED]

Our ContrOCC finance module provides:

[REDACTED]

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The return produces the correct format of data.

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The CiN census is a great example of the responsiveness of Liquidlogic to difficult and last minute requests from the statutory bodies, in this case the DfE.

A typical assessment with the new data items would look like this with the new data items under their own heading.

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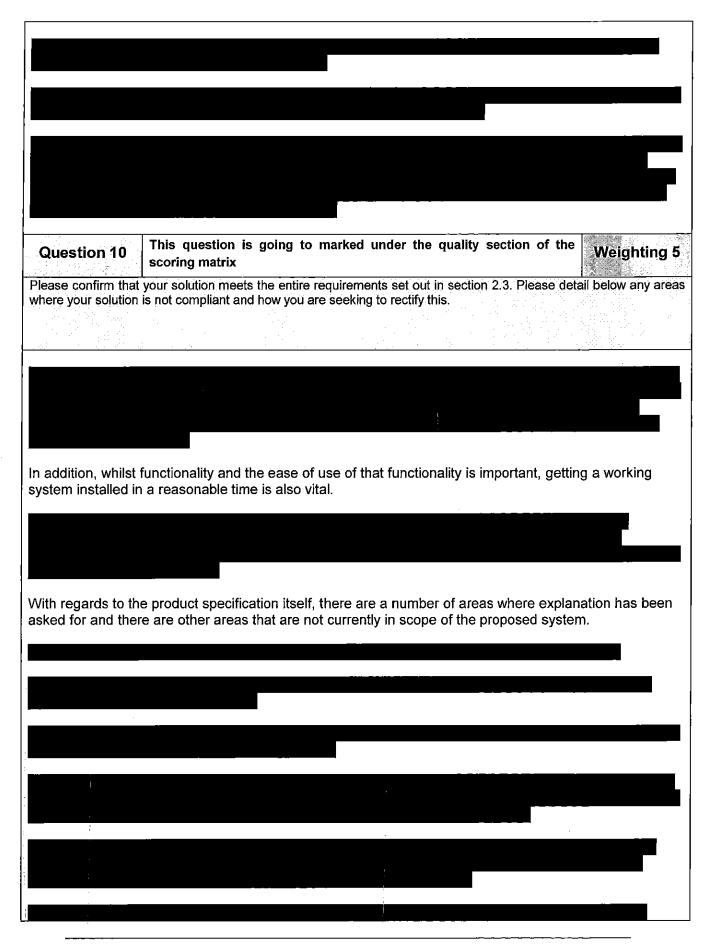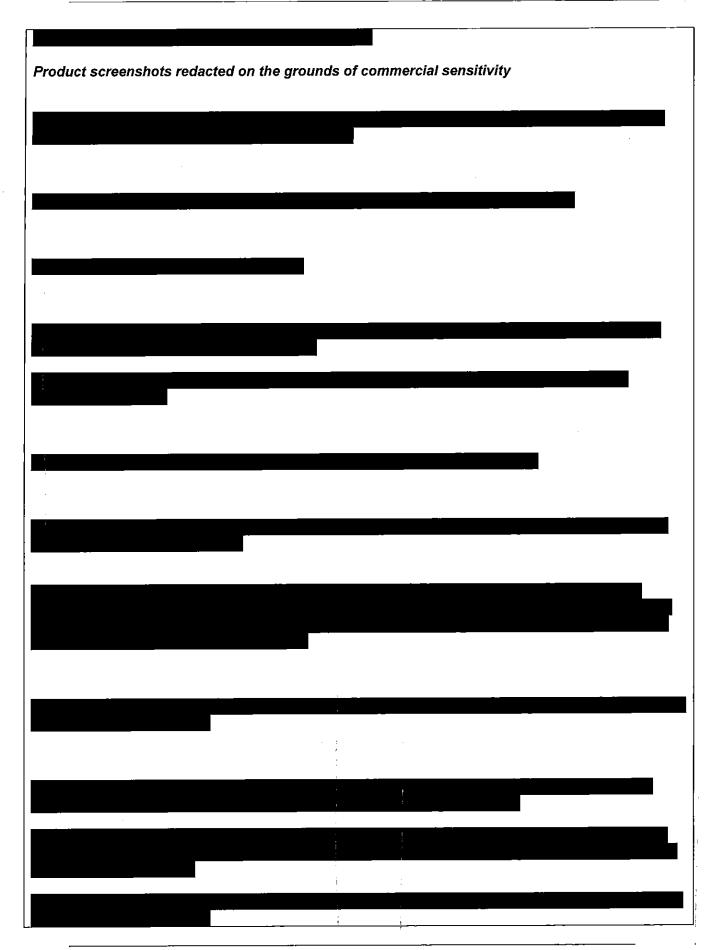*Product screenshots redacted on the grounds of commercial sensitivity*

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Ofsted inspections of services for children in need of help and protection, children looked after and care leavers – Annex A child level data lists.

The

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Authority Defined Reporting

The reporting capabilities are extremely powerful.

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The Liquidlogic system not only allows for the "standard" tasks to be recorded by the system such as

children's assessment and other child in need work, or in the case of adults their assessment, support planning and reviews as well as safeguarding. In addition the system can be extended in many ways, ▮

Liquidlogic has also created the concept of Workspaces ▮

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Commissioning

Market shaping based on intelligent commissioning becomes eminently possible thanks to the information within the Liquidlogic system that becomes accessible to commissioners.

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Product screenshots redacted on the grounds of commercial sensitivity
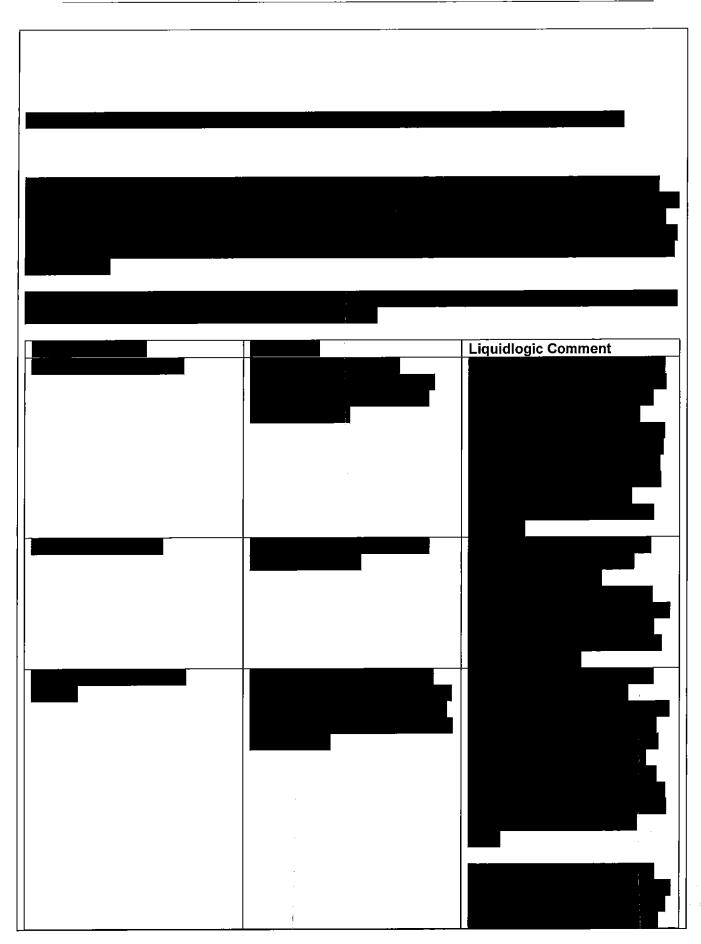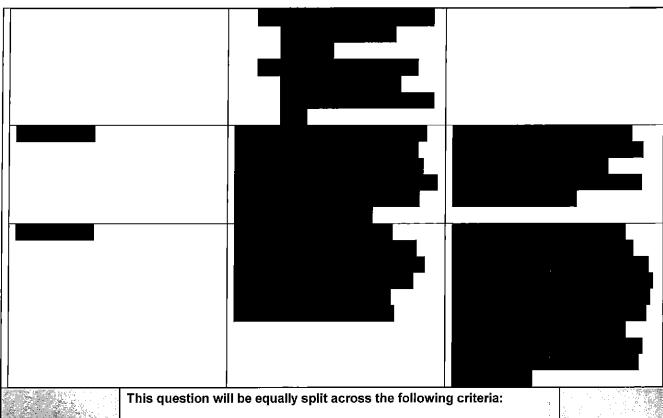
[REDACTED]

Question 10	This question is going to marked under the quality section of the scoring matrix	**Weighting 5**

Please confirm that your solution meets the entire requirements set out in section 2.3. Please detail below any areas where your solution is not compliant and how you are seeking to rectify this.

[REDACTED]

In addition, whilst functionality and the ease of use of that functionality is important, getting a working system installed in a reasonable time is also vital.

[REDACTED]

With regards to the product specification itself, there are a number of areas where explanation has been asked for and there are other areas that are not currently in scope of the proposed system.

[REDACTED]

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▮▮▮▮	▮▮▮▮	**Liquidlogic Comment**
▮▮▮▮▮▮▮	▮▮▮▮▮▮▮	▮▮▮▮▮▮▮▮
▮▮▮▮▮▮	▮▮▮▮▮	▮▮▮▮▮▮▮▮
▮▮▮▮▮▮	▮▮▮▮▮▮▮	▮▮▮▮▮▮▮▮

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███	███	███

Question 11	This question will be equally split across the following criteria: **Technical Assistance** **After Sales Service** **Delivery date and delivery period**	**Weighting 5**

Please detail how you would implement your solution; detailing your own resource requirements and please include timescales and any resources that would be required from Rotherham Metropolitan Borough Council. Please provide examples of previous system set up processes. Tenderers must detail an outline implementation plan as a minimum. This should include:

- Installation
- Configuration
- Interface development
- Data migration
- Testing
- Training and knowledge transfer
- Support arrangements
- Go live

Please detail how you would implement your solution; detailing your own resource requirements and please include timescales and any resources that would be required from Rotherham Metropolitan Borough Council.

With our response we have included:

- Appendix 6 LL Rotherham Implementation Project Plan.docx

    This includes

    o Aims and objectives of the implementation project
    o Summary of Liquidlogic's implementation approach
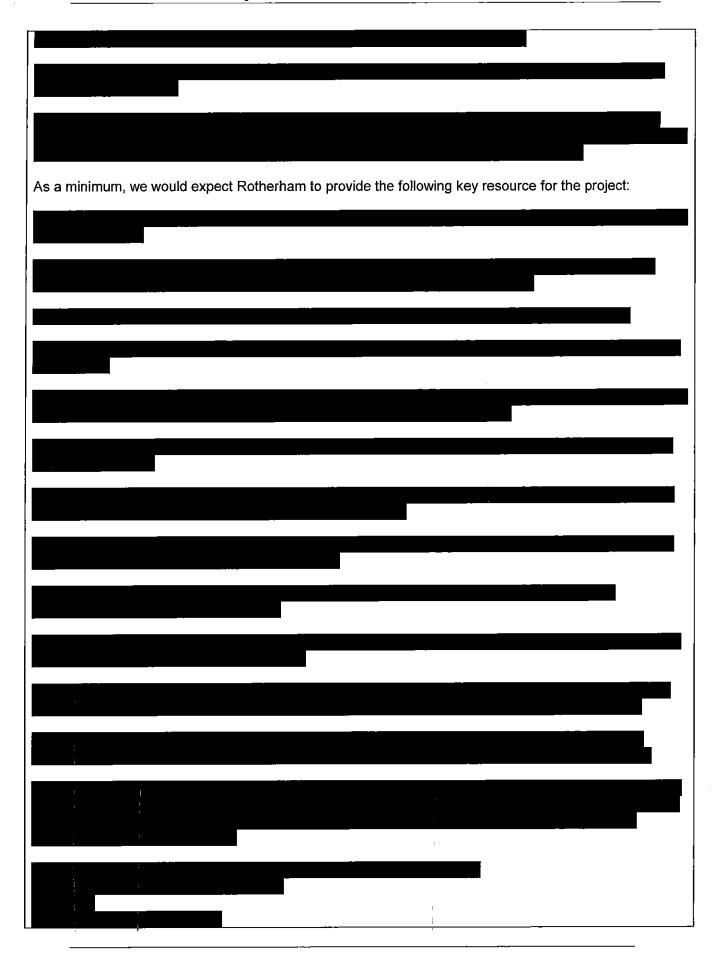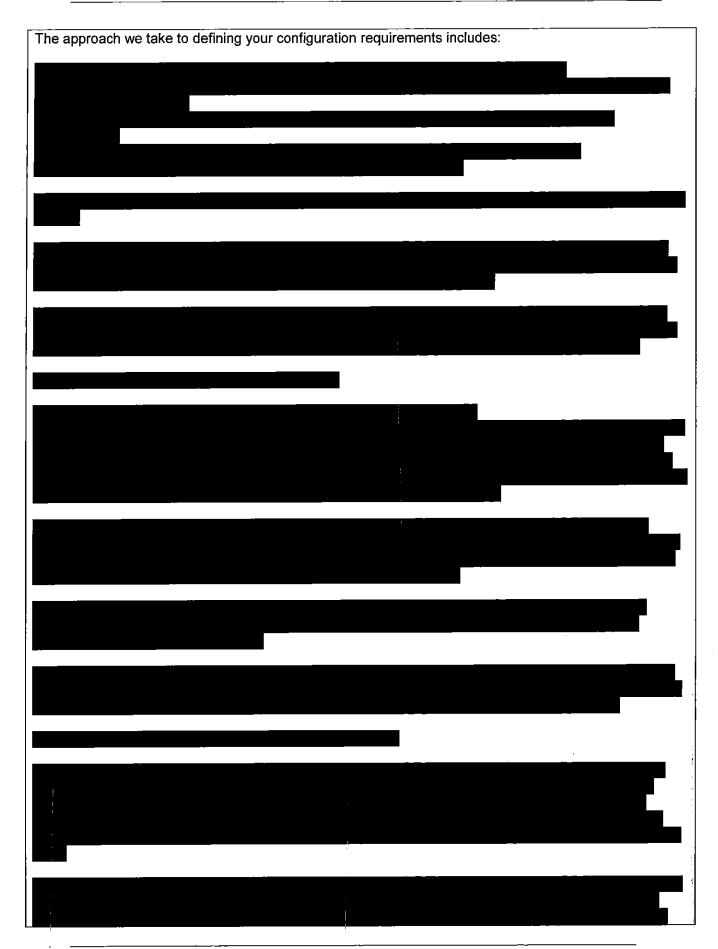
    o Details of Liquidlogic's implementation team – experience and previous implementations

- Appendix 7a Rotherham Council Liquidlogic Implementation Plan.mpp
- Appendix 7b Rotherham Council Liquidlogic Implementation Plan.pdf

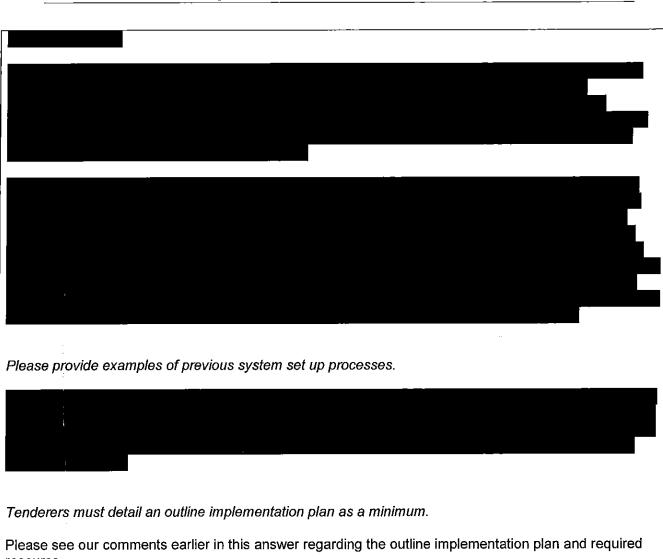   o These are Gantt-style implementation plan, detailing the specific tasks and timeframes.

These documents provide a granular level of detail regarding resource requirements. They describe the individual tasks required and the resources needed to complete each activity, from the perspective of both Rotherham Metropolitan Borough Council and Liquidlogic. They also provide an indication of the timescales for each task.

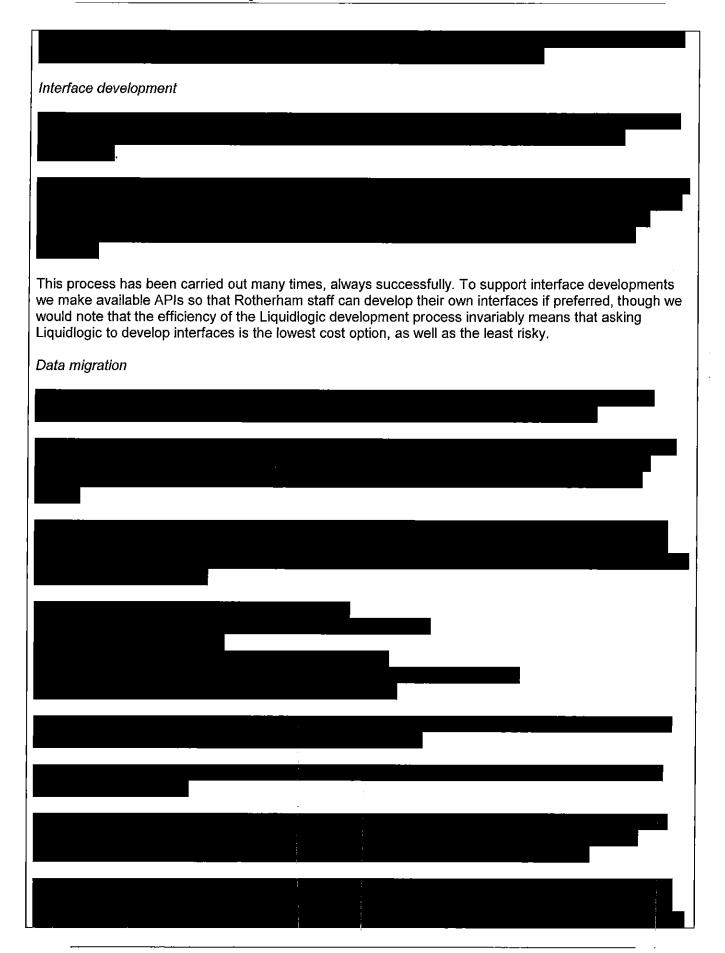With regard to the resource that Liquidlogic will dedicate:

As a minimum, we would expect Rotherham to provide the following key resource for the project:

The approach we take to defining your configuration requirements includes:

[REDACTED]

[REDACTED]

Please provide examples of previous system set up processes.

[REDACTED]

Tenderers must detail an outline implementation plan as a minimum.

Please see our comments earlier in this answer regarding the outline implementation plan and required resource.

This should include:

To summarise the project plan provided, this closely follows the bullet points you have outlined above, as you would expect for a project adopting a PRINCE2 approach to software implementation.
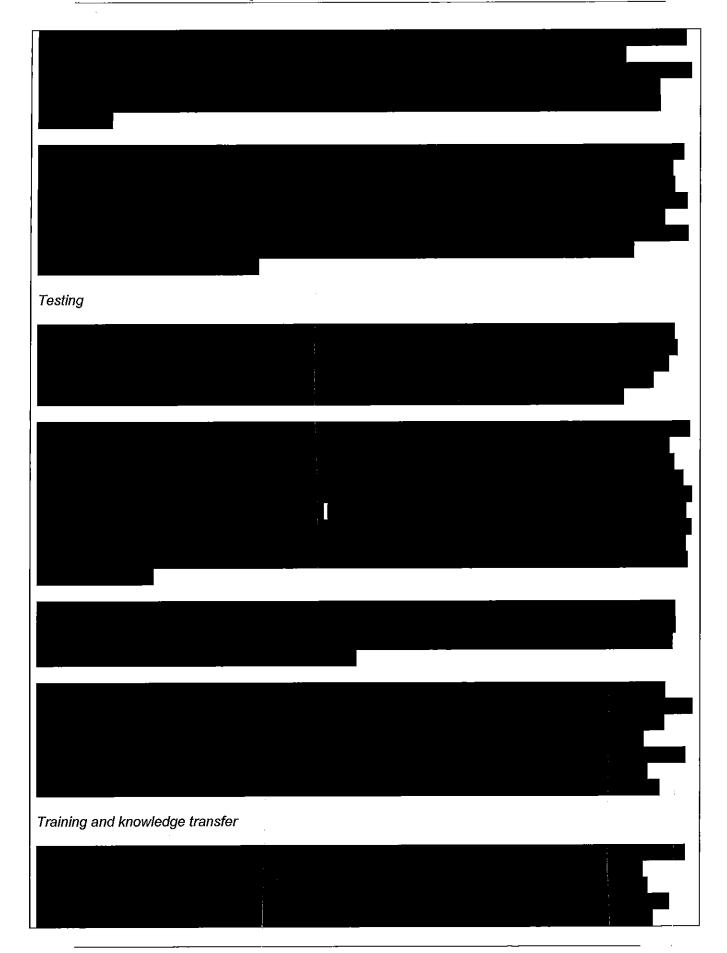
The first stage of the project involves tasks associated with initiating the project, namely the project kick off meeting and working with you to produce a Project Initiation Document.
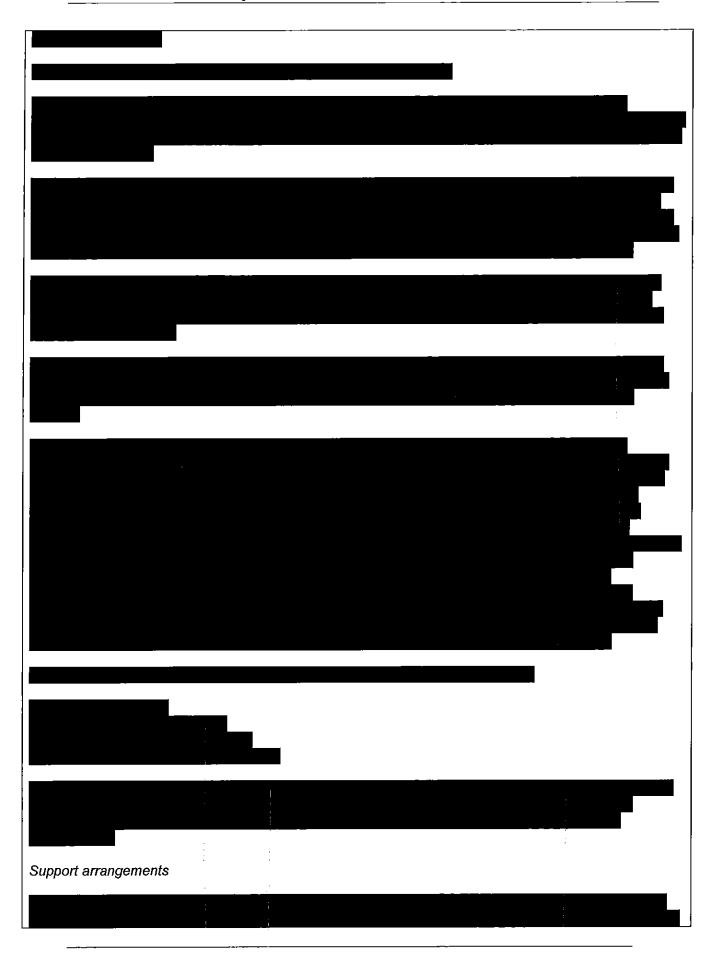
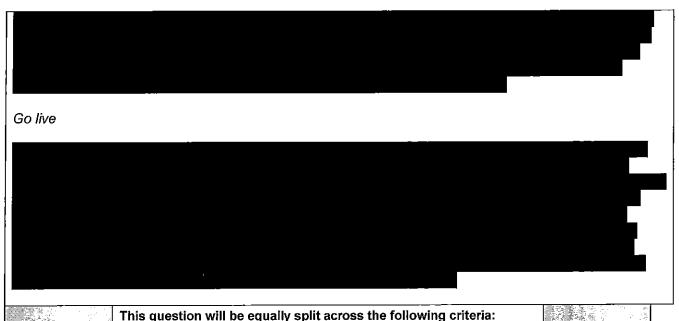The next stage we describe as the Definition stage, to capture your infrastructure and software requirements.

Installation

[REDACTED]

Configuration

Interface development

This process has been carried out many times, always successfully. To support interface developments we make available APIs so that Rotherham staff can develop their own interfaces if preferred, though we would note that the efficiency of the Liquidlogic development process invariably means that asking Liquidlogic to develop interfaces is the lowest cost option, as well as the least risky.

Data migration

Testing

Training and knowledge transfer

Support arrangements

████████████████████

Go live

████████████████████

	This question will be equally split across the following criteria:	
Question 12	**Technical Assistance & Delivery date and delivery period**	**Weighting 5**

Child and Adult (including Supporting People) data is stored a number of systems and databases, including, but not limited to SWIFT/CCM/AIS and EDRMS (Wisdom). It is a requirement that data is migrated from these systems into the supplied system or appropriate document storage before go live. Please indicate how you will manage the interface with an external EDRMS solution.
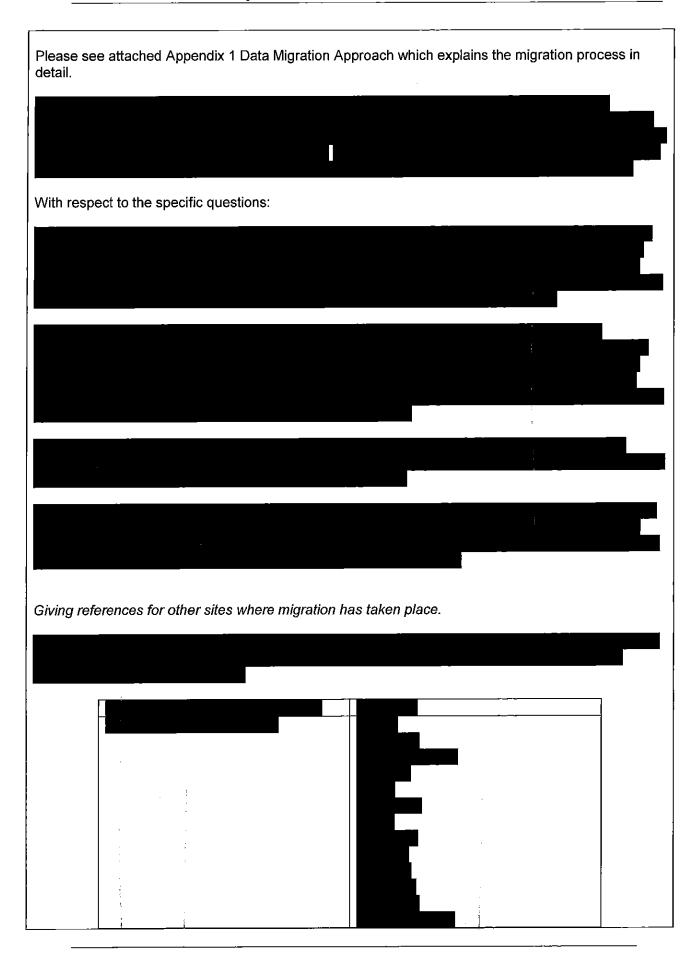
Please provide a migration plan on how you intend to migrate from the systems below, giving references for other sites where migration has taken place. The solution should provide facilities to import data in bulk.
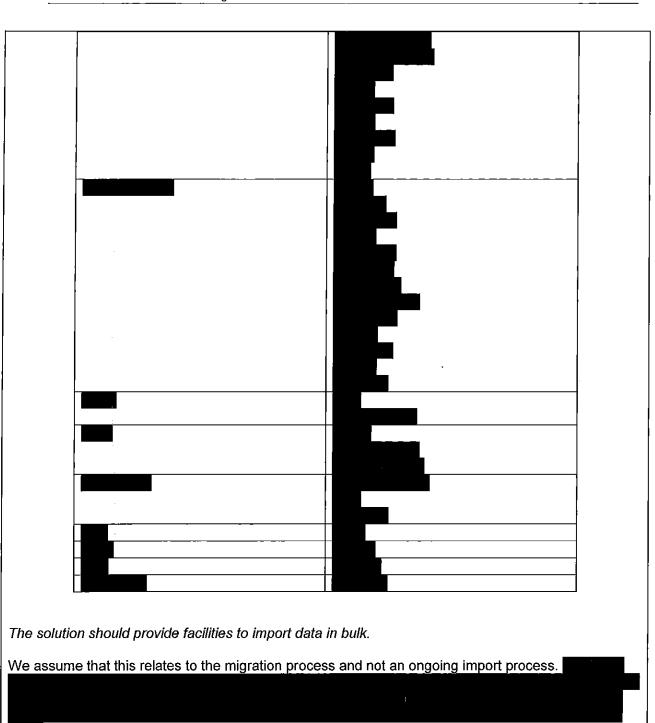
Please provide information on the volume of data and the systems you have migrated data from and what learnings you have had from these previous migrations.

- Please detail any extra storage requirements for migration.

- Please specify what data migration resources and activity is undertaken by the supplier and specify the level of data migration activity to be undertaken by the local authority

████████████████████

Child and Adult (including Supporting People) data is stored a number of systems and databases, including, but not limited to SWIFT/CCM/AIS and EDRMS (Wisdom). It is a requirement that data is migrated from these systems into the supplied system or appropriate document storage before go live. Please provide a migration plan on how you intend to migrate from the systems below.
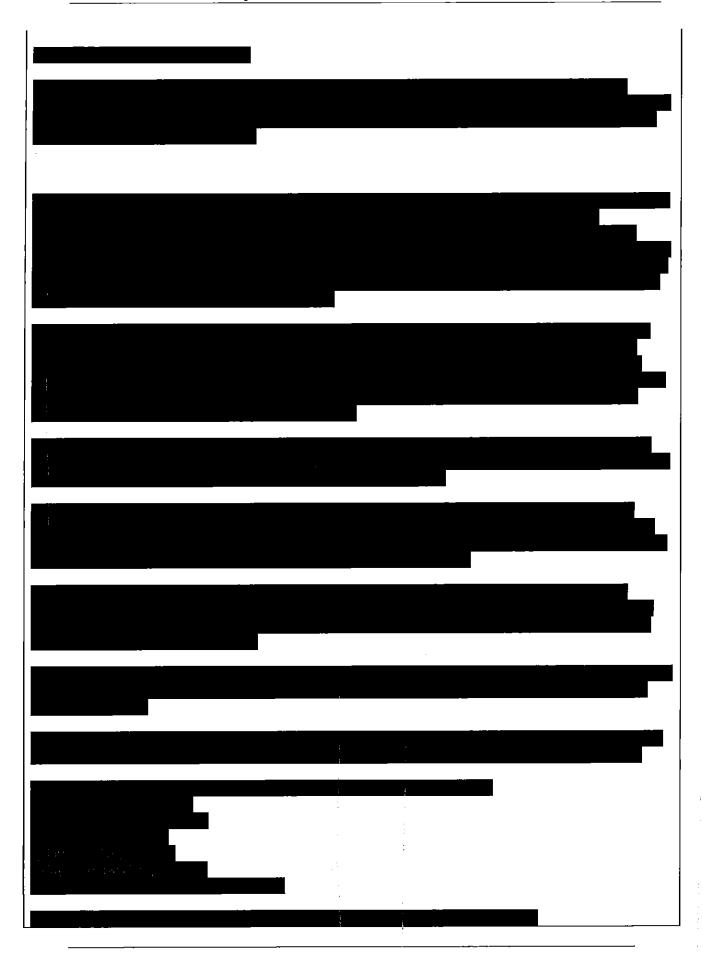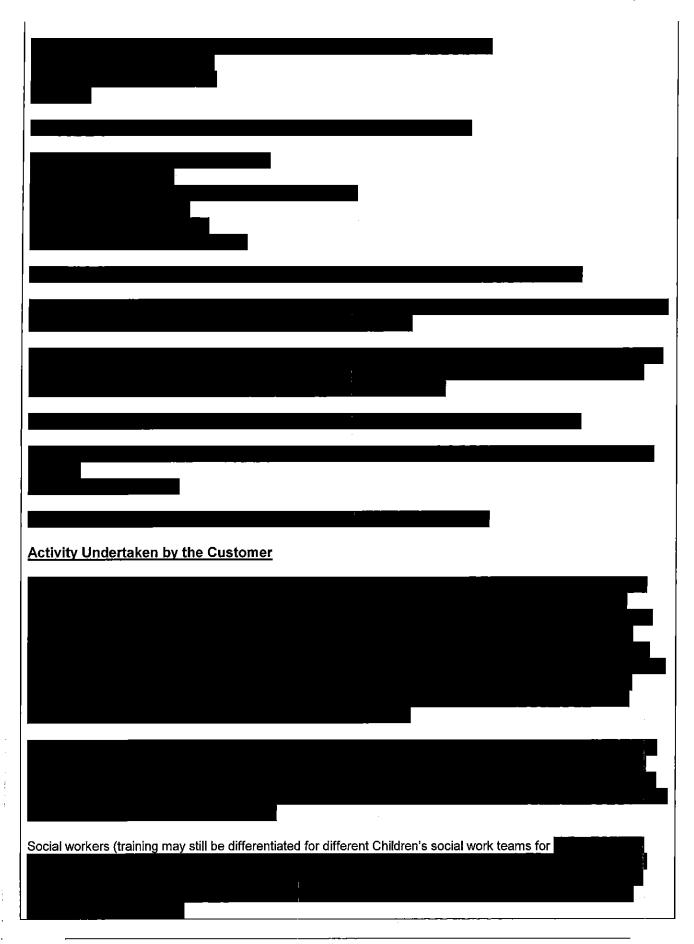
Please see attached Appendix 1 Data Migration Approach which explains the migration process in detail.
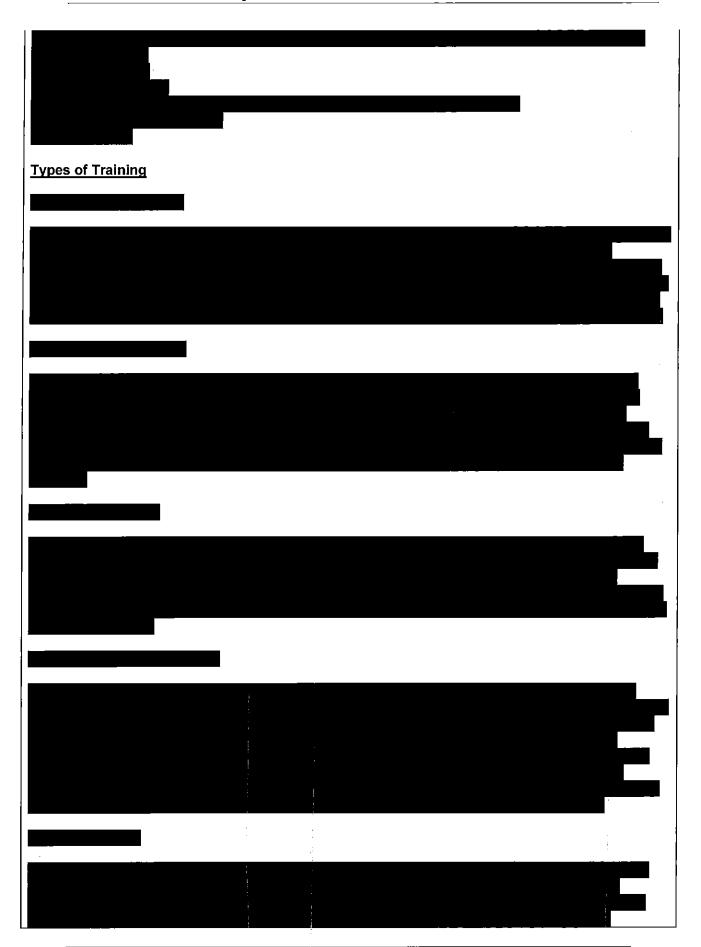
With respect to the specific questions:

Giving references for other sites where migration has taken place.

The solution should provide facilities to import data in bulk.

We assume that this relates to the migration process and not an ongoing import process. ███████

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Please detail any extra storage requirements for migration.

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Please specify what data migration resources and activity is undertaken by the supplier and specify the level of data migration activity to be undertaken by the local authority
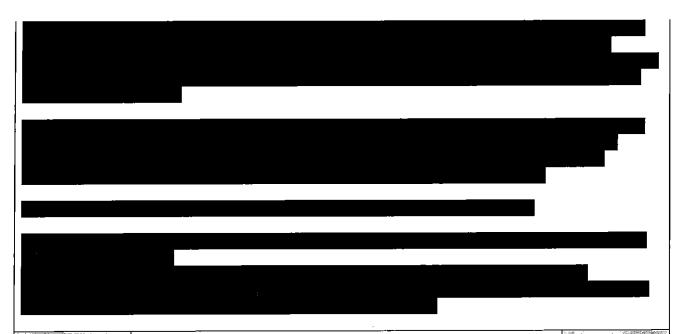
The migration process summary ███████████ and the timescales and resource requirements

(section 5) of the attached migration specification define what the authority and Liquidlogic will need to do.

Please indicate how you will manage the interface with an external EDRMS solution

Question 13	This question is going to marked under the quality section of the scoring matrix	Weighting 5

Please describe how you intend to approach to end user training, project team training, systems admin training, report design and development training, including knowledge transfer to RMBC staff.

- Please specify what training resources and activity is undertaken by the supplier and specify the level of data migration activity to be undertaken by the local authority

Activity Undertaken by the Customer

Social workers (training may still be differentiated for different Children's social work teams for

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Types of Training

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Question 14	This question is going to marked under the quality section of the scoring matrix	Weighting 5
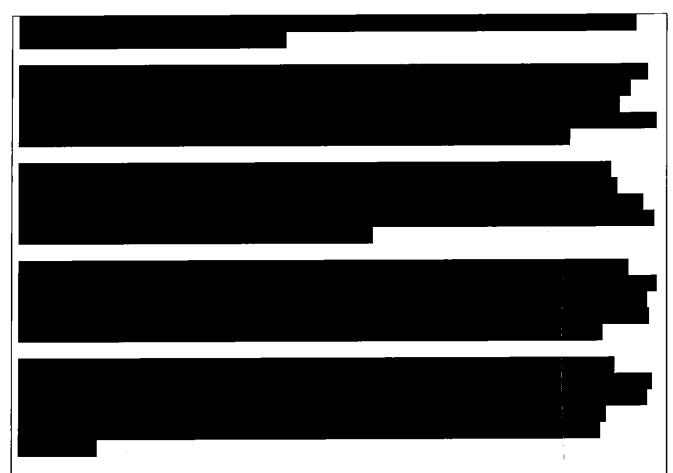
Please detail how you would manage this contract; please give information on the account manager that would be responsible for our account and what experience they have of managing this type of project. Also give information on your contract review processes

We believe that strong relationships at all levels of communication between the supplier and the customer is a key factor in our success in the Social Care IT market. As such, we are highly focused on effective account management.

Every Liquidlogic customer has a dedicated Account Manager who will remain constant throughout the procurement process and beyond, should we be selected as the successful bidder. The Account Manager is the individual who takes overall responsibility for the relationship with you and will discuss all commercial matters, as well as any other issues that you would wish to raise at an account level.

Formally, the Account Manager will diarise bi-monthly meetings with you in order to review the services that we provide. However, they will also be available for ad hoc meetings as required and also, of course, via phone and e-mail whenever necessary.

[REDACTED]

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Rotherham's proximity to Liquidlogic is also a factor – the Authority is half an hour away from our headquarters, which means that we would expect most contacts to be face to face.

On those rare occasions where a customer wishes to escalate an issue, we operate a formal complaints policy which ensures that any such issues are dealt with according to a rapid schedule and monitored by all members of the Liquidlogic senior management team. Customers also have their own contacts with Liquidlogic's senior managers, which makes it easier for issues to be escalated early.

Question 15	This question is going to marked under the quality section of the scoring matrix	Weighting 4
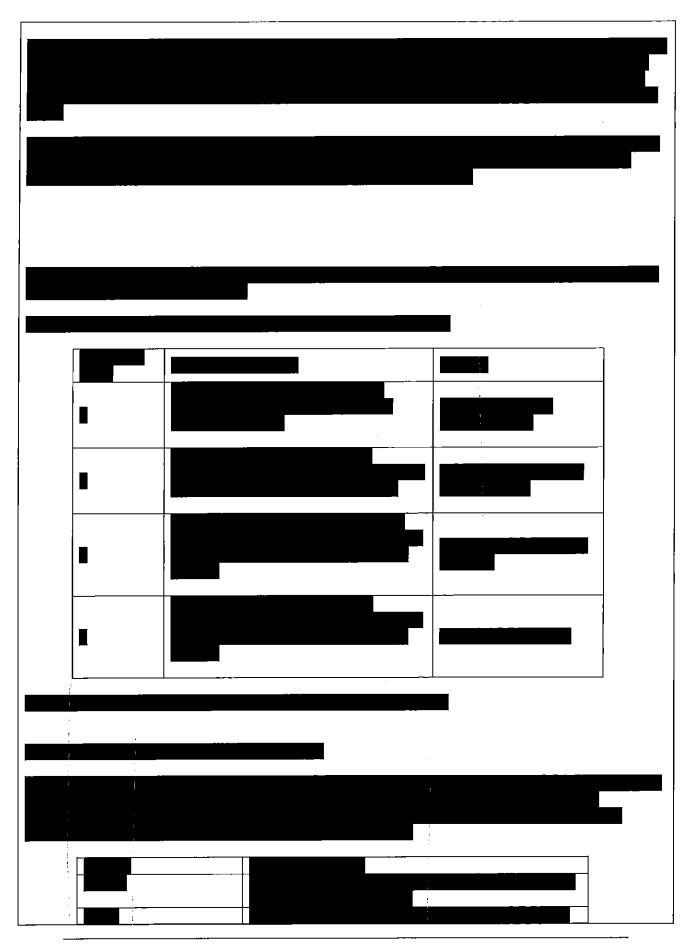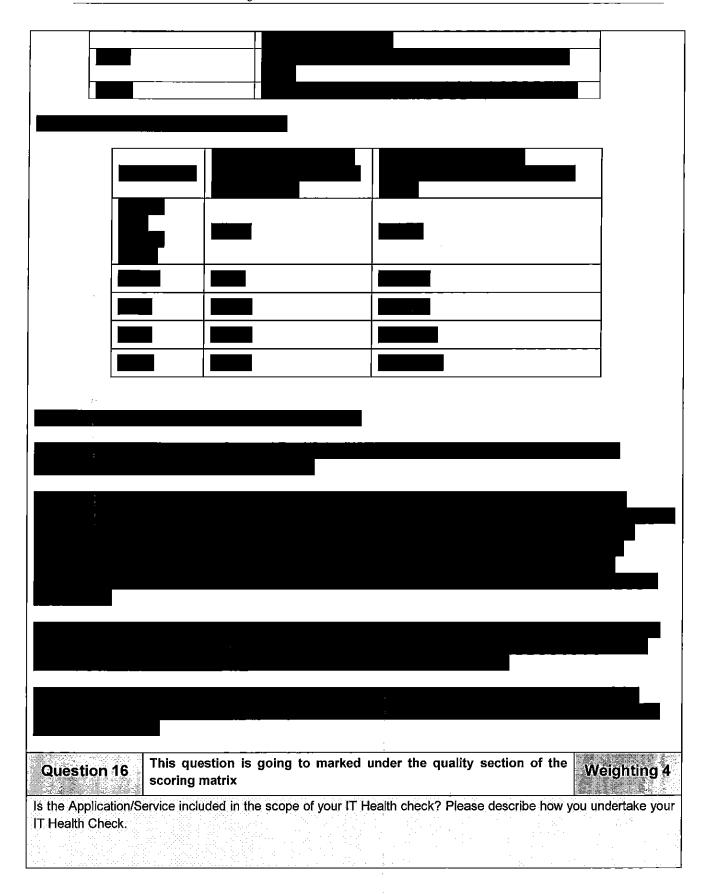
Please provide details in respect of the maintenance and support arrangements you will offer including:

- Standard hours for support

- Is all support in-house or third party

- Coverage outside normal working hours and indication of costs

- Procedure for logging, tracking and escalating calls

- Details of SLAs including response and fix times

- Frequency and implementation of software upgrades

Liquidlogic provides, as standard, a level of service which significantly exceeds the market norms :

[REDACTED]

Standard hours for support

[REDACTED]

Is all support in-house or third party

All support is in-house. Liquidlogic is rare in this market insofar as our ITIL accredited Service desk is professionally staffed by UK-based domain and system experts, all of whom have been enhanced DBS checked. At a time when many suppliers have opted to outsource aspects of support and development to low wage economies, Liquidlogic stands out as an exception.

We recognise that employing UK staff to support our customers from a dedicated and well-resourced base is likely to be more expensive than a remote call centre, but our experience is that our systems are mission-critical to our customers, and the data which we support is both extremely confidential and vital to the well-being of large numbers of people. We therefore believe that the only acceptable service desk approach is one based on a UK-based team of appropriately qualified and experienced professionals. We would be happy to host a visit to our service desk as part of the evaluation process, and would suggest that this may prove to be a useful differentiator between prospective suppliers.

Rotherham will have a named contact on the service desk, who will be responsible for any calls raised. We also offer regular (we suggest bi monthly) calls with your Service Desk contact and the Service Desk Manager.

Coverage outside normal working hours and indication of costs

[REDACTED]

Procedure for logging, tracking and escalating calls

[REDACTED]

Question 16	This question is going to marked under the quality section of the scoring matrix	Weighting 4
Is the Application/Service included in the scope of your IT Health check? Please describe how you undertake your IT Health Check.		

Yes, the applications are included in the scope of our IT Health Checks, whether hosted by Liquidlogic or by the customer. The bulk of this response relates to Liquidlogic hosted solutions, as this appears to be the focus of the question; it should be noted that we provide similar facilities to support customer-hosted solutions.

Internal testing
Internal testing includes extensive application testing, but for the purposes of this response infrastructure will be discussed. Internal networks are tested regularly for vulnerabilities, including the following focal areas :

ISO27001 certification

Liquidlogic data centres operate to ISO standards and have regular security SAS70 audits performed.

Carry out penetration testing and confirm annually this has taken place
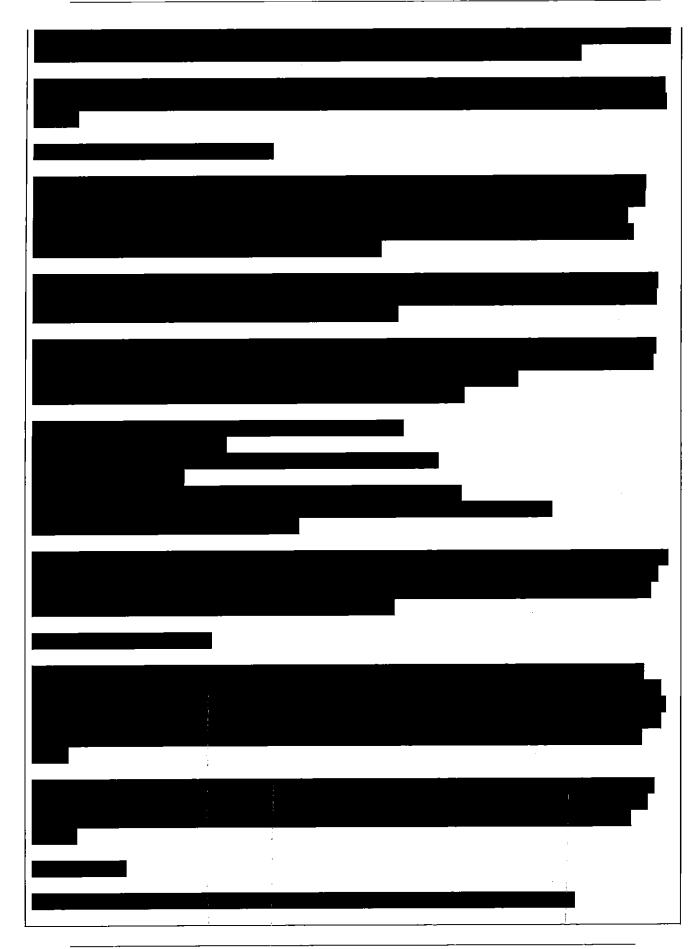
Liquidlogic has a comprehensive program of security testing that covers both penetrations testing of the application internally and during design as well as accredited annual external penetration test activities.
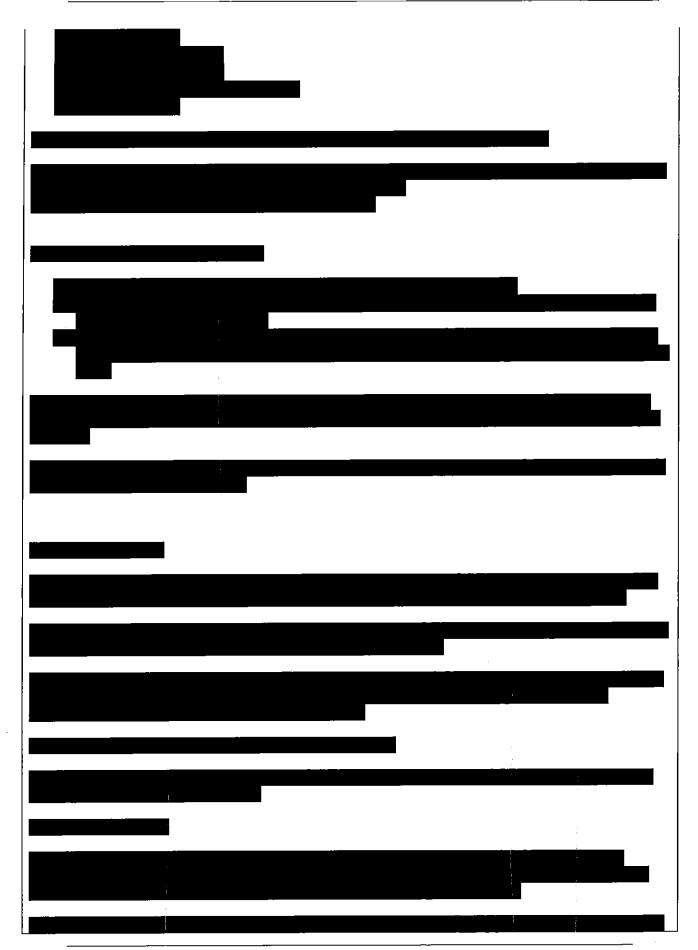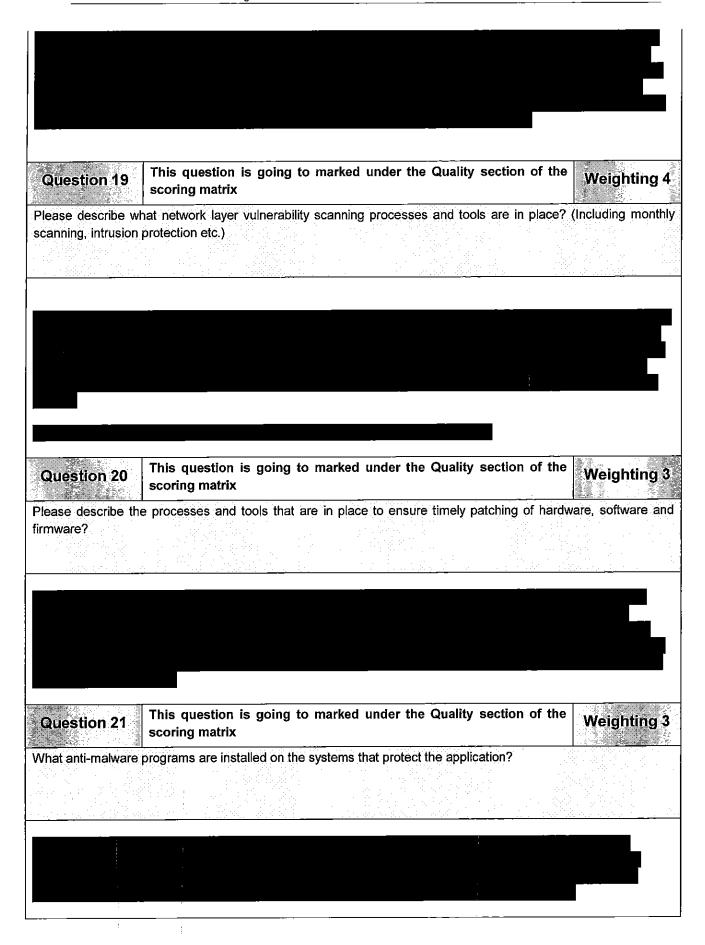
Set up services with Microsoft High Security policy to disable unnecessary services on the system

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Service availability monitoring

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Ensures patches applied to the operating system, firewall and any other server software

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Dedicated firewall to prevent access from co-hosted servers belonging to other organisations

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Monitoring of network access or threats

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████████████████████████████████ -intensive protective services.

Question 17	This question is going to marked under the Technical Merit section of the scoring matrix	Weighting 2

Describe how your solution segregates data logically from other tenant's data within Data Centre.

Question 18	This question is going to marked under the Quality section of the scoring matrix	Weighting 4

Does your solution have documented processes for the following areas? If so please provide copies.

- Retention Policy
- Configuration Standards
- Patch Management
- Disaster Recovery/Business Continuity
- Encryption Key Management
- Access Control
- Incident Management
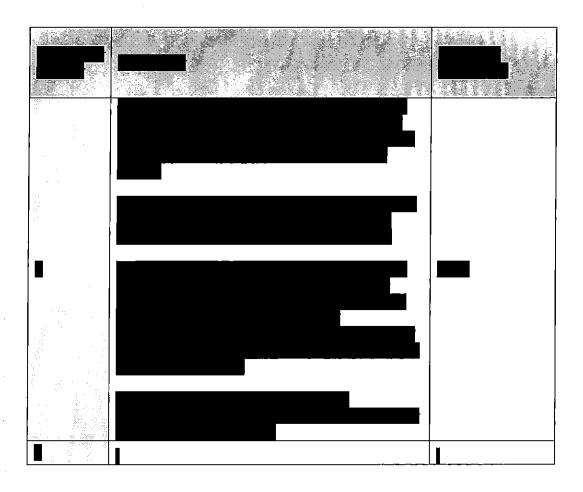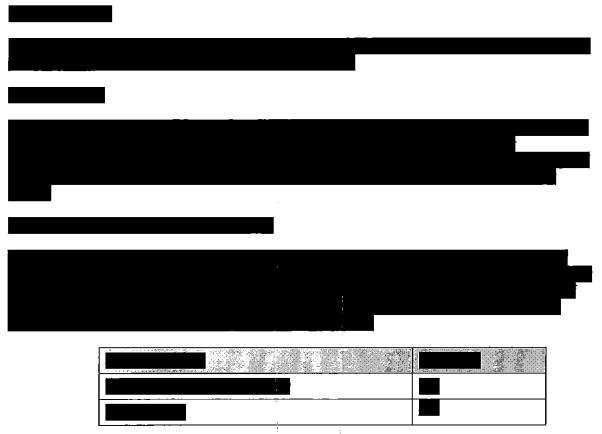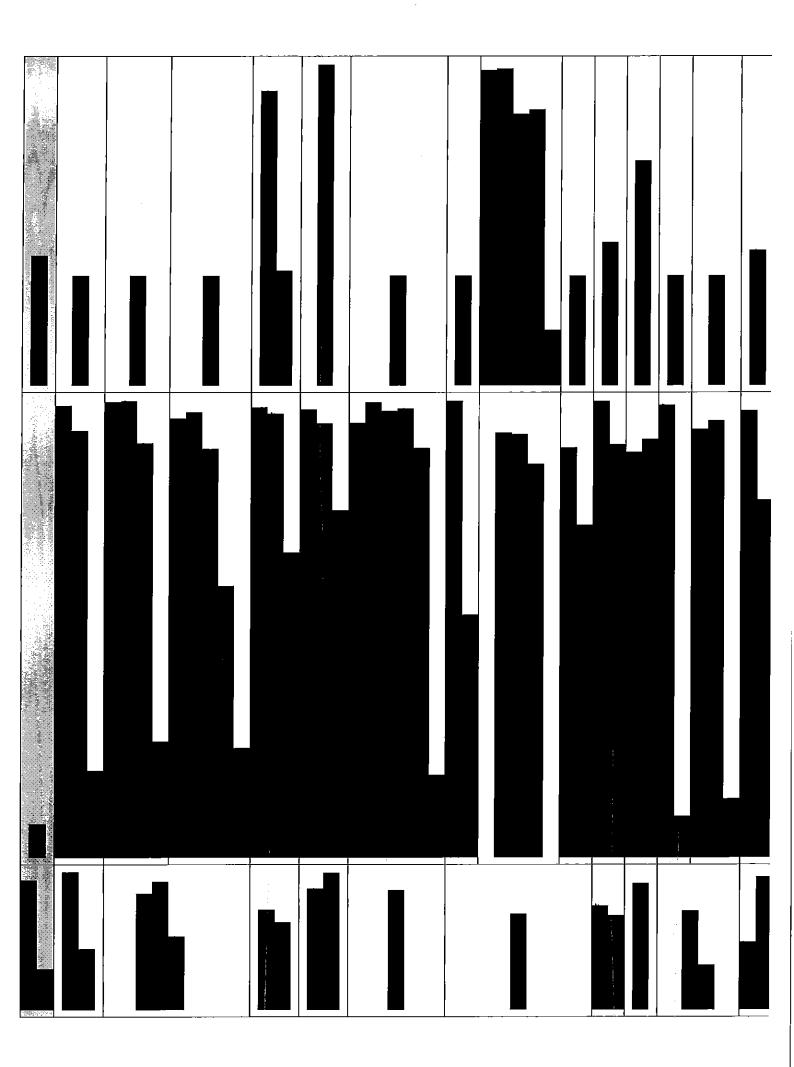- Secure Data Disposal Process including WEEE regulations
- Capacity Management

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Question 19	This question is going to marked under the Quality section of the scoring matrix	Weighting 4

Please describe what network layer vulnerability scanning processes and tools are in place? (Including monthly scanning, intrusion protection etc.)

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Question 20	This question is going to marked under the Quality section of the scoring matrix	Weighting 3

Please describe the processes and tools that are in place to ensure timely patching of hardware, software and firmware?

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Question 21	This question is going to marked under the Quality section of the scoring matrix	Weighting 3

What anti-malware programs are installed on the systems that protect the application?

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Question 22	This question is going to marked under the Quality section of the scoring matrix	Weighting 3

What boundary protection is in place to protect the application? (proxies, firewalls, hypervisors, vulnerability scanners, network sniffers etc.)

Question 23	This question is going to marked under the Quality section of the scoring matrix	Weighting 3

Please provide details of authentication to the application

Question 24	This question is going to marked under the Technical Merit section of the scoring matrix	Weighting 3

Please provide a logical architecture diagram - include onwards connections, geographical detail and data flow with encryption

Tenderers should note that it may not be possible to negotiate further terms and conditions after identification of the preferred Tenderer.

3.3   Freedom of Information Schedule

Tenderers shall complete this Schedule to identify which elements of their tender submission they deem to be commercially sensitive or confidential and the reasons why.

Element of Tender	Commercially Sensitive or Confidential	Reasons
Responses to Method Statements 1 – 24, which include product descriptions and screenshots	Commercially Sensitive	Product descriptions and screenshots contain details of trade secrets. Disclosure would be of benefit to rivals and would significantly damage the company's commercial interests.
14-005 Social Care Case Management Solution Pricing spreadsheet	Commercially Sensitive	Liquidlogic pricing is commercially sensitive. The magnitudes of prices as well as the way in which we break down the pricing for our solution would be of benefit to rivals and disclosure would significantly damage the company's commercial interests.
All appendices	Commercially Sensitive	Contain detailed descriptions of Liquidlogic processes, many of which are unique to the company and trade secrets. Disclosure would be of benefit to rivals and would significantly damage the company's commercial interests.

3.4   Intention to Use Affiliates and Sub-Contractors

In tendering for the above, Tenderers must identify below all affiliates and sub-contractors (save those suppliers of minor detail) that they intend to use, and the particular supplies or services that will be provided by them and for which the Tenderer will remain contractually responsible.

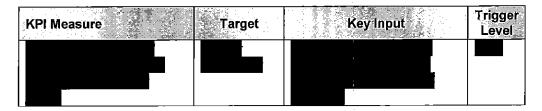| Supplier Name	Contact Name	Address	Contact Telephone & email address	Description of the type of Supplies / Service or Works they supply

3.5 Proposed Key Performance Indicator Reporting

In tendering for the above, Tenderers should agree to the attached key performance indicator (KPI) document; 'RMBC KPI document for insert tender description.
KPI's to be sent through by the 6th day of each month.

Please propose key performance indicators (KPIs) that are not covered within our own document. These will be reported on a monthly basis or a timescale to be agreed by both parties. The final detailed KPIs will be agreed with the successful tenderer(s) prior to acceptance of their bid.

Proposed KPI reporting should include as a minimum some measure(s) of savings, of delivery of quality and apprenticeship training where applicable.

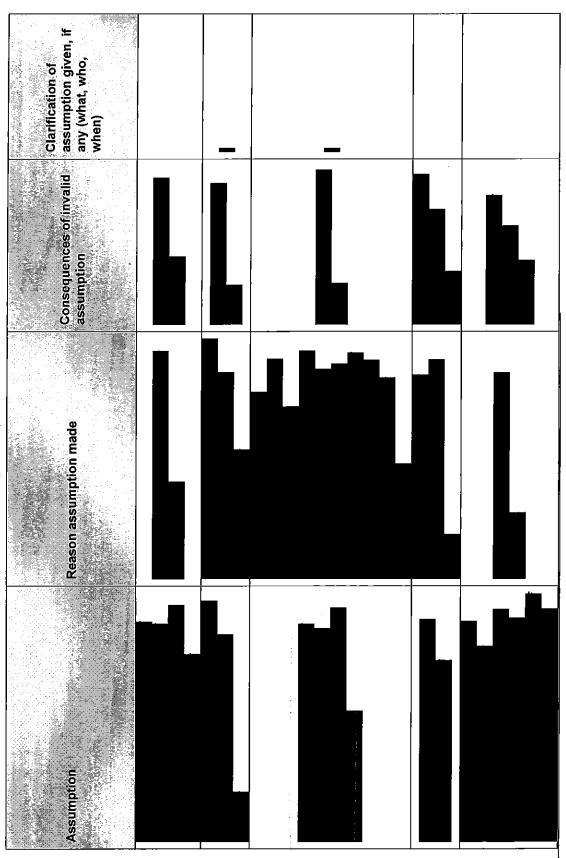| KPI Measure	Target	Key Input	Trigger Level

3.6 Assumptions

Tenderers are free to make any assumptions necessary to enable them to submit a bid. However, where such assumptions are materially important to any key element of their bid, Tenderers are encouraged to seek clarification before proceeding on the basis of that assumption (see Section 1.1.2).

All assumptions made must be fully documented below. Detailed reasoning should accompany the assumption explaining clearly why it was made, and stating the consequences to their bid if the assumption proves invalid.

Any assumptions clarified during this procurement process prior to submission of the bid should also be detailed along with details of how the assumption was removed.
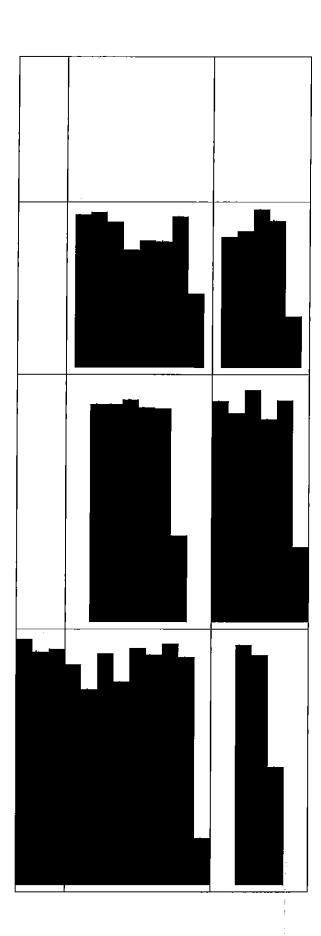
Assumption	Reason assumption made	Consequences of invalid assumption	Clarification of assumption given, if any (what, who, when)
			—
			—

3.7 Additional Information

Tenderers should provide any other information they feel is directly relevant to their bid, whether requested elsewhere in this ITT or not, as additional appendices/ documents to their bid. Please state these documents below:

We have referenced the following appendices within our response which have been submitted with our bid:

- Appendix 1 Liquidlogic Data Migration Approach

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- Appendix 5 ContrOCC Finance Road Map 2015 (indicative)
- Appendix 6 LL Rotherham Implementation Project Plan
- Appendix 7a Rotherham Council Liquidlogic Implementation Plan
- Appendix 7b Rotherham Council Liquidlogic Implementation Plan
- Appendix 8 Service Desk Policy (v4.9)

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- Appendix 11 Rotherham Detailed Pricing

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- Appendix 13 Rotherham Pricing Notes

Tenderers should not, however, re-send any information already forwarded during the pre-qualification stage of this procurement process. Neither should they send information on supplies and/ or services completely outside the scope of this ITT.

3.8 Declaration of Non-Collusive Tendering

1) I/We certify that this tender is made in good faith, and that I/we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person. I/We also certify that I/we have not and I/we undertake that I/we will not before the award of any contract for the work:-

    (i)   communicate to any person the amount or approximate amount of the tender or proposed tender, except where the disclosure, in confidence, of the approximate amount of the tender was necessary to obtain insurance premium quotations required for the preparation of the tender;

    (ii)   enter into any agreement or arrangement with any person that they shall refrain from tendering, that they shall withdraw any tender once offered or vary the amount of any tender to be submitted;

    (iii)   Pay, give or offer to pay or give any sum of money or other valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the work, any act or thing of the sort described at 1(i) or 1(ii) above.

2)   I/We further certify that the principles described in paragraph 1(i) and 1(ii) above have been, or will be, brought to the attention of all sub-contractors, suppliers and associated companies

providing services or materials connected with the tender and any contract entered into with such sub-contractors, suppliers or associated companies will be made on the basis of compliance with the above principles by all parties.

3)   In this certificate, the word 'person' includes any persons and any body or association, corporate or unincorporated; 'any agreement or arrangement' includes any transaction, formal or informal and whether legally binding or not; and 'the work' means the work in relation to which this tender is made.

4)   Should the contractor be found to have colluded with another contractor, the Council shall have the immediate right to cancel the contract and recover any consequential loss.

Date	6th March 2015
Contractor	Liquidlogic
Address	Brookfield House, Selby Road, Garforth, Leeds, West Yorkshire, LS25 1NB
Signature	REDACTED
Name	███████
Title	Sales Director

Duly authorised to sign tenders and acknowledge the contents of the Anti - Collusion Certificate.

4   Terms and Conditions of Contract.

General Conditions for Social Care Case Management Solution

Please refer to the separate Terms and Conditions of Contract document on the YORtender system labelled as Call Off Agreement. These are CCS standard and subject to minor amendment

5   Form of Agreement

Having read and agreed to the conditions set out in Section 4 of this Invitation to Tender and subject to resolution of the issues identified in Section 3.8, we Liquidlogic, whose registered office is situated at The Maidstone Studios, New Cut Road, Vinters Park, Maidstone, Kent, ME14 5NZ (Company registration number 4006349), offer to provide the Goods detailed to RMBC to levels of service specified and at the prices stated and at times to be specified by RMBC in future purchase orders and all in accordance with the instructions contained thereon and subject in all respects to the Conditions of Contract and provisions detailed herein.

We also agree that any terms or conditions of business published or issued by us from time to time or any terms or conditions of contract or general reservations which may be printed on any correspondence or documents emanating from us shall not form part of any contract resulting from this Invitation to Tender.

We confirm that this offer remains open for acceptance for a period of ninety (90) days from the date of return.

We understand that RMBC is not bound to accept the lowest or any tender it may receive in response to this Invitation to Tender and will not accept qualified or conditional tenders.

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We confirm that prices quoted herein are fixed and firm for the period detailed in the bid and may only vary after that period by any agreed price variation mechanism.

We confirm that this is a genuine offer which is neither fixed nor adjusted in accordance with any agreement or arrangement with any other person.

We confirm that details of this tender have not been communicated other than to RMBC except where such communication was necessary for the preparation of the offer.

We confirm that no member or official of RMBC has been canvassed or approached directly or indirectly concerning the awarding of the agreement, or for the purpose of obtaining information on any other bid or proposed bid for the agreement

We understand that unless and until an agreement is executed or signed by me/us, this offer together with RMBC's written acceptance of it shall constitute a binding agreement between the RMBC and us.

We confirm that we have retained a copy of the bid and Invitation to Tender.

Yours faithfully,

Signature	REDACTED
Name (Print)	■■■■■■
In the capacity of (Designation)	Sales Director
Duly authorised to sign Tenders for and on behalf of	Liquidlogic
Date	06/03/2015