

Commissioning Specification for Local Information System Software

**OldhamInfo Steering Group for Oldham
Partnership**
September 2009



Oldham
Partnership

Summary

The current suppliers of the software for the OldhamInfo (oldhaminfo.org) website have been in place since 2004. There is a requirement to review the current arrangements, and to aid this a specification has been produced, which is detailed below.

The intention of the site is to enable a range of decision makers, policy officers and funding bid writers from across the Oldham Partnership, including voluntary and community sector organisations, to become self-empowered in the production of basic thematic maps and statistical charts and tables, and in accessing the results of relevant research. This should lead to more efficient working, and more intelligence led policy making.

Typical uses for OldhamInfo at present include

- Provision of moderate complexity mapping and statistics to support researchers and information staff throughout the partnership, increasing their capacity by
 - Making contextual statistics and research easily available
 - Diverting appropriate enquiries towards OldhamInfo, leaving more analyst time for activities which add value.
- Provision of information to support funding bids and bid writers
- Provision of maps, statistics and “where’s my nearest” information to citizens
- Supporting the work of key partners including Oldham Council, NHS Oldham, housing associations, voluntary organisations and others through a more transparent statistical and research base
- Supporting and acting as a collation point for the JSNA (Joint Strategic Needs Assessment of Health and Well-Being) process, and possibly acting similarly for economic and other assessments in the future.
- Supporting the Oldham Partnership through the CAA process, and use as a key information source by Audit Commission through that process

The software will produce partnership-wide efficiency savings, and has the potential to contribute to improvements to all National Indicators via improved intelligence and thus improved decision making.

There is a maximum budget of £25k per annum (to be confirmed), which is intended to cover the costs of initial site provision and population, site developments and all maintenance charges, including data maintenance.

As an approximate guide to system capacity, there are currently around 40 geocoded facility datasets, 25 geographic layers, 90 statistical datasets (each of which might have between 1 and 20 instances), and 275 reports within OldhamInfo. We would be looking to increase these figures through time.

The Commissioned Activity will commence either on **1 January 2010** or at the start of the **2010/2011 financial year**, depending on an assessment of feasibility, and end on **31 March 2011**. It is intended that the use of a Local Information System will continue past this date (subject to continuation of funding), but this is not included in the current commission.

Historic Context

Oldham Partnership tendered for the provision of a Local Information System in 2003, and the successful tenderer was Manchester Geomatics, using their GEDI system. The system can be

accessed at oldhaminfo.org (online self-registration). Currently the site and the software are hosted by Manchester Geomatics Ltd, with administration being shared by both parties.

There is now a need to review which supplier is used, in order to meet procurement requirements.

Basic Structure

The basic site structure required will be as follows

- A navigation system allowing access to all sections of the site
- A user registration/login system
- Web statistics and records to agreed specifications
- The ability to map both facilities and statistics, including the ability to draw features on maps, and produce statistics for drawn features
- The ability to list facilities
- The ability to list or chart statistics, including “live” time series representations
- The ability to interrogate individual statistics or facilities, and to produce reports across datasets
- A research document system
- Other web pages (home page, links page, what’s new, help system, contacts page, and other pages as required)
- An administration system, to offer at a minimum full administration of statistics and users

More detailed specifications are given in Appendix 1 below.

Minimum Standards

The provider will be required to accept, implement and where needed evidence the following standards

- Web accessibility: to WCAG (web content accessibility guidelines) Double-A standard (exceptions by agreement only)
- Data Protection: signing and implementation of a Data Security Agreement (only applies where system is hosted or administrated by supplier, or where personal data is accessible to supplier)
- Intellectual property rights: these will persist with the supplier, except where new software/ improvements are specifically developed and paid for by the Oldham Partnership. The name OldhamInfo, the domain OldhamInfo.org, and all statistical, geographic and other data will remain the property of Oldham Partnership (except where owned by a third party, eg Ordnance Survey)
- Service Level Agreement: a service level agreement will be built in to any contract, to specifications laid down by Oldham Partnership. The nature of the SLA will be dependent upon the exact specification of the successful proposal, and in particular the degree to which administration functions are carried out remotely.

Other Information

It is recognised that in many cases one single product will not deliver all functionality. It would be acceptable to state which other software or web products would be required additionally in order to provide the desired functionality. This might include the use of content management systems, web-based charting applications or other products. Where possible, the costs of such systems should be clearly shown in any quotations (or if not, then an indication that costs are not known).

Site hosting is neither desirable nor undesirable, but quotations should clearly state the hosting options that are applicable, and separate costings for each option if applicable. For hosted services, the Service Level Agreement will specify a percentage uptime, and number of users able to use the system concurrently without performance loss.

Any questions prior to or during the commissioning process should be directed to Shirley Allen at shirley.allen@oldham.gov.uk or tel 0161 770 5146.

Submission Procedure

Expressions of interest should be submitted and addressed as below to arrive no later than **5pm on 28 October 2009**.

Private and Confidential
Shirley Allen
Oldham Partnership
Room 441, Civic Centre
West St.
Oldham
OL1 1UL

All submissions must be on the template provided, and include

- Details of whether and how the system meets the detailed specification, laid out point by point in the same tabular format as the specification.
- Brief details (1 A4 page) of the organisations background, size (staffing) and relevant experience.
- Implementation details. It is expected that implementation would be at the start of January 2010, or at latest at the start of 2010-2011 financial year.
- Full costings of
 - Implementation/initial purchase
 - Ongoing maintenance/hosting
 - Costs (if any) of
 - Loading data, reports, facilities, geographies into the system after the initial implementation
 - Creating/modifying/deleting web pages/views within the system

- Any additional costs or pricings (including costs of optional items such as training, technical support)
- A web address or CD which would allow the system to be used “hands on” (optional but recommended).
- Details of referees.

An electronic copy of the submission should also be submitted to shirley.allen@oldham.gov.uk

Selection Procedure

Stage 1

Once proposals are received, the Assessment Panel will meet during the week commencing 2 November 2009. The panel will exclude any proposals;

- That do not meet financial requirements as laid out in the commissioning specification
- That arrive after the deadline
- That are not laid out as specified (at our discretion)
- That do not meet essential requirements in 3 or more of the 27 categories.

The panel will then reduce to a shortlist, based on scoring criteria below.

Criteria will be

Criteria	Weighting Stage 1
Value for money	10
Usability	7
Reports	13
Mapping and Charting	20
Statistics and Facilities	20
Logistics	20
Other Features	10

Requirement Categories will fall under these criteria headings as follows;

Criteria	Requirement Categories
Value for Money	Panel judgement
Usability	Usability
Reports	Storage of reports, Administration of reports, Display and interrogation of reports
Mapping and Charting	Mapping, Charting, Storage of Geographies, Administration of Geographies
Statistics and Facilities	Storage of statistics, Administration of statistics, Storage of facilities, Administration of facilities, Display and interrogation of statistics and facilities, Re-estimation
Logistics	Storage of user information, Administration of users, User features, Site usage monitoring, Site hosting, Connectivity/data integration, Minimum system compatibilities, System setup, System upgrades
Other Features	Themes, Navigation, web pages and look and

	feel, Miscellaneous features
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Scoring for the criteria will be;

No functionality at all.	0 (if panel is in agreement then a score of 0 may disqualify)
Functionality exists, but does not meet essential requirements	2
Functionality exists, either meets all essential requirements or some essentials and so many desirable requirements as to counterbalance	4
Meets essential and some desirable requirements	6
Meets all essential and desirable requirements	8
Meets all requirements and delivers other useful features also	10

Odd numbered scores (1,3,5,7 or 9) will be awarded where the panel feels that a criteria is deserving of an intermediate score.

Usability and Value for Money will be scored on a 0 to 10 scale according to the expert opinions of the panel.

Stage 2

Shortlisted proposals will be invited give a live presentation of their systems and to answer both predetermined questions and those resulting from presentations and from the panels analysis of commission responses. These will take place on **11 November 2009** : Organisations should make sure that staff who deliver presentations are able to answer highly technical questions, and demonstrate all parts of systems, including administration sections.

During stage 2 there will also be a “hands on” assessment of each product by the assessment panel and a wider panel of users whose feedback will be taken and will feed into the decisions of the assessment panel. This “hands on” assessment will if possible take place before the presentations mentioned above. It is not envisaged that bidders would need to attend these sessions.

The Assessment Panel will then meet again with one week of the demonstration date, to re-score and to make a decision as to which tender to accept.

Criteria and scoring for stage 2 (final decision) will be the same as per stage 1, but with weightings as follows.

Criteria	Weighting Stage 2
Value for money	9
Usability	20
Reports	11
Mapping and Charting	17
Statistics and Facilities	17
Logistics	17
Other Features	9

The successful applicant organisation will subsequently be notified of the outcome and invited to participate in the next stage of the process, (the drawing up of an agreed Delivery Schedule). Unsuccessful organisations will be notified in due course.

Appendix 1: Detailed Specification

Requirement	Essential or Desirable	Comments
Usability		
Usability All features to be efficient and simple to use, and embody principles of good web design.	E	This will be tested by “hands on” use of the systems concerned.
Reports		
Storage of Reports <ul style="list-style-type: none"> • Unlimited report storage • Ability to associate additional fields with reports, to include <ul style="list-style-type: none"> ○ Date of publication ○ Organisation Name ○ Description • Ability to tag reports by themes 	E E E D E	
Administration of Reports <ul style="list-style-type: none"> • Ability to manipulate (add, modify, delete) all aspects of; <ul style="list-style-type: none"> ○ Reports ○ Associated themes ○ Associated fields • Administration tools to enable local 	E D	It is <i>not</i> expected that the ability to modify reports would include the provision of a text editor. This would be the responsibility of report authors, not of the system. To clarify, it must be possible to administrate reports. This may be done remotely via requests to the software supplier, but it would be desirable for reports to be administrated locally.

administration of reports		
Display and Interrogation of Reports		
<ul style="list-style-type: none"> • Reports searchable by theme 	E	
<ul style="list-style-type: none"> • Reports searchable by title or organisation or description text 	E	
<ul style="list-style-type: none"> • Reports searchable by full document search 	D	
<ul style="list-style-type: none"> • All reports downloadable 	E	
Mapping and Charting		
Mapping		
<ul style="list-style-type: none"> • Web-based mapping system, able to map facilities (by symbol), geographies and statistics 	E	
<ul style="list-style-type: none"> • Ability to switch all mapping layers (except watermarking or other legal layers) on and off, displaying single or multiple layers 	E	
<ul style="list-style-type: none"> • Standard web mapping tools such as zoom, print, pan 	E	
<ul style="list-style-type: none"> • Ability to label geographies, facilities and statistics on map 	D (Geographies E)	
<ul style="list-style-type: none"> • Ability to view metadata associated with (at a minimum) geographies 	E	
<ul style="list-style-type: none"> • Able to draw, work with and save between sessions areas on map 	E	
<ul style="list-style-type: none"> • Able to draw, work with and save between sessions points and lines on map 	D	
<ul style="list-style-type: none"> • Able to save areas on the map by combining areas from existing geographies (eg making one 	D	

<p>area out of a group of LSOAs)</p> <ul style="list-style-type: none"> • Ability to buffer around single/groups of areas/points • Ability for the user to modify <ul style="list-style-type: none"> ○ Line/border/fill thicknesses, colours, styles ○ Layer transparency ○ Thematic mapping colour schemes ○ Thematic mapping statistical basis (eg intervals, colour schemes, calculation method of intervals) • Ability to select features, areas, facilities by methods including point and click, within zones (eg within a ward) or within buffer areas (if implemented) • Ability for users to download geocoded facilities or geographies (must be able to switch on and off for different geographies and/or groups of users, to meet legal requirements) • Ability to write on the map 	<p>D</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	
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<p>Charting</p> <ul style="list-style-type: none"> • Ability to chart time series for a single variable, for any given selection of geographies • Ability to show a thematic map animated time series • Ability to chart a given statistic across a geography, including comparator values • Ability to access a variety of graphing/charting models eg line charts, pie charts, scatterplots • Ability to modify chart display in a flexible fashion (eg change colours, chart type, format, style, labels) • Ability to chart multiple variables on a single chart, or side by side charts 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>	
<p>Storage of Geographies</p> <ul style="list-style-type: none"> • Unlimited storage of geographies (including user defined geographies) • Ability to use both raster and vector based geographies • Ability to attach metadata to geographies • Metadata to have the ability to conform to national/international standards eg INSPIRE 	<p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>Examples of geographies: codepoint data, LSOAs, District Partnerships, HMR Areas boundaries, aerial photos.</p>
<p>Administration of Geographies</p> <ul style="list-style-type: none"> • Ability to upload or delete geographies • Ability to specify the order and hierarchy in which geographies are displayed in lists associated with web mapping 	<p>E</p> <p>D</p>	<p>To clarify, it must be possible to administrate geographies. This may be done remotely via requests to the software supplier, but it would be desirable for geographies to be administrated locally.</p>

<ul style="list-style-type: none"> • Ability to modify metadata • Ability to work with all standard file formats for geoinformation, to include all files of types <ul style="list-style-type: none"> ○ Raster- ECW, TIFF, GeoTIFF, Bitmap ○ Vector- NTF, GML, GZ ○ Proprietary GIS formats- at least one of .tab, .mid/mif, .shp ○ Oracle DMP files • Administration tool allowing geographies to be administrated locally 	E D (TIFF E) D E D D	
Statistics and Facilities		
Storage of Statistics <ul style="list-style-type: none"> • Unlimited statistical storage • Ability to attach metadata to <ul style="list-style-type: none"> ○ Groups of statistics ○ Individual variables ○ Individual year/other interval figures • Ability to tag statistics by themes • metadata conforms to national/international standards 	E E E D	Example: Indices of deprivation would be a statistics group. Within that, IDACI rank would be an individual statistic, and within that, 2004 and 2007 would be individual year figures. Intervals may be other than years, and the system should be able to deal with this and show data labels appropriately.
Administration of Statistics <ul style="list-style-type: none"> • Ability to manipulate (add, delete, modify) all aspects of; <ul style="list-style-type: none"> ○ Groups of statistics ○ Individual statistics 	All E	Example of comparators: Oldham LA, England, Pupils living outside Oldham, Audit Commission statistical Neighbours.

<ul style="list-style-type: none"> ○ Metadata ○ Datasets ● Ability to store information on any geography, plus comparators ● Ability to modify comparator categories as desired ● Administration tool available to enable local administration of statistics 		
<p>Storage of Facilities</p> <ul style="list-style-type: none"> ● Unlimited facility storage ● Ability to attach metadata to groups of facilities ● Ability to geocode facilities if not already geocoded ● Ability to tag facilities by themes ● Metadata to have the ability to conform to national/international standards 	<p>E E D E D</p>	<p>Facilities are defined as point data (usually georeferenced), with associated datasets and metadata. Eg GPs, georeferenced and with phone numbers, opening times etc stored as separate fields.</p>
<p>Administration of Facilities</p> <ul style="list-style-type: none"> ● Ability to manipulate (add, delete, modify) all aspects of; <ul style="list-style-type: none"> ○ Sets of facilities and associated data ○ Metadata associated with facilities ○ Mapping symbols for facilities ● Administration tool allowing local administration of facilities (upload ideally via csv/excel file containing datasets plus x and y co-ordinates.) 	<p>E E E E D</p>	<p>To clarify, it must be possible to administrate facilities. This may be done remotely via requests to the software supplier, but it would be desirable for facilities to be editable locally.</p>

<p>Display and Interrogation of Statistics and Facilities</p> <ul style="list-style-type: none"> • Ability to either search via free text or more advanced search, or to drill down through a hierarchy of themes • Ability to display via charts, lists or maps • In the case of facilities, must be able to either view and download a summary list, or drill down into full details for a single facility • Ability to download all statistics and facilities and metadata from all screen views 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Downloads should include the option to download any contextual data which would not normally be shown on screen. This might include eg numerator and denominator data.</p>
<p>Re-estimation</p> <ul style="list-style-type: none"> • Ability to use an approved algorithm to re-estimate statistics from smaller areas to larger areas (eg to calculate ward figures from LSOA figures), including within buffered areas or user drawn areas 	<p>E (buffers D)</p>	<p>The algorithm should be able to re-apportion statistics where boundaries over which the statistics are measured are not contiguous with the area for which a statistic is required.</p>
<p>Logistics</p>		

Storage of User Information <ul style="list-style-type: none">• Unlimited user details storage• Secure environment for user details• Details to include<ul style="list-style-type: none">○ Username○ Password○ Name○ Job title○ Organisation○ Email○ User type (access rights)	All E	
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<p>Administration of Users</p> <ul style="list-style-type: none"> • Ability to manipulate (add, delete, modify) all user details • Ability to list users and search or sort by any user field (ability to use wildcards in search desirable) • Ability to export all user details except passwords as csv • Administration tool enabling local user administration • Ability to limit access to particular statistics/facilities/reports by user access rights, and to be able to customise user types to control access to particular information sets eg create an “nhs user” tag to show users who would have access to nhs specific documents. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	
<p>User Features</p> <ul style="list-style-type: none"> • User self-registration facility • “forgotten password/username” email facility • System to remember user and login automatically 	<p>E</p> <p>E</p> <p>D</p>	

<p>Site Usage Monitoring</p> <ul style="list-style-type: none"> • Ability to receive quarterly a complete and fully documented dump of site usage information, for analysis. <p>OR</p> <ul style="list-style-type: none"> • Ability to receive an agreed batch of site usage reports quarterly <p>OR</p> <ul style="list-style-type: none"> • Ability to access an agreed batch of site usage reports online or within administration systems <hr/> <ul style="list-style-type: none"> • Access to Google Analytics or equivalent analysis of traffic sources, browser capabilities, etc 	<p>Both E</p>	<p>Exact monitoring requirements to be specified in contract.</p>
<p>Site Hosting</p> <p>Site hosting is neither desirable nor undesirable, but quotations should clearly state the hosting options that are applicable. For hosted services, Service Level Agreement will specify a percentage uptime, and number of users able to use the system concurrently without performance loss.</p>		
<p>Connectivity/ Data Integration</p> <ul style="list-style-type: none"> • Ability to link to web services (eg NESS data exchange, NI Data Hub, Internal web services) for data import • Ability to integrate data with other council or partnership sources (eg GMCVO api, Tribal MIS, Corvu performance system) • Ability to read maps derived via a web mapping 	<p>D D D</p>	

service (WMS)		
Minimum System Compatibilities <ul style="list-style-type: none"> • Windows Vista, XP, Server 2003 • Internet Explorer 6 and onwards • Firefox 3.0 and onwards • 32 bit screen colour • Screen resolution 1024x768 or higher • Commitment to continued compatibility updates for future popular technologies as part of ongoing maintenance • Plugin-free environment 	E E D E E E D	
System Setup <ul style="list-style-type: none"> • Ability to initially populate the system with datasets, hierarchies, facilities, geographies etc in a time and cost efficient manner. 	E	
System Upgrades Details of product upgrade schedule, and of the extent to which upgrades are chargeable.	E	
Other Features		

<p>Themes</p> <ul style="list-style-type: none"> • Ability to theme all information, and to modify themes as desired • Ability to have a hierarchy of themes • All information stored to be accessible by themes in all public facing parts of the system • All information stored to also be accessible through search facilities • Ability to administrate (modify, edit, delete) themes locally 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>Example themes: Health, Deprivation, Environment</p> <p>By administrating themes, we refer to changing themes themselves, not modifying which information is tagged to which theme, which is covered elsewhere</p>
<p>Navigation, Web pages and look and feel</p> <ul style="list-style-type: none"> • Ability to add/modify/delete web pages • Ability to change site navigation • Ability to embed graphics on web pages as appropriate • Ability to detect that weblinks within eg metadata are weblinks, and display as such • Pages editable locally through a content management system 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	
<p>Complex Reporting</p> <ul style="list-style-type: none"> • Ability to select any combination of areas and comparators, and any combination of statistics and facilities, show the results in a tabular format and export as required • Ability to save created reports within the site, so they will be available for that user to view and modify subsequently 	<p>E</p> <p>D</p>	<p>Eg Show me figures for teenage pregnancy 2006, 2007, and 2008, plus school attendance, plus secondary schools in the area/s, for Alexandra Ward, Oldham and an HMR area, in one table, and allow me to export to csv/pdf/printer.</p>

Miscellaneous Features		
• Ability to print easily and cleanly from all parts of the system	E	
• Ability to print to PDF/layered PDF	D	
• Provision of permalinks to all map views, documents, statistics views, charts etc	D	
• Post code/address search available, with ability to calculate nearest facilities	E	
• Ability to embed user surveys, possibly as pop-up web pages	D	
• Ability to copy graphical representations (maps, charts etc) into word processing or other software	E	
• “My favourites” style feature where user can tag reports, statistics etc for future view	D	
• Feedback/contact us web form	D	