

**Case Mgt. Soft Market Testing Responses**

Jul-23

	<b>Arcus</b>	<b>Supplier 2</b>	<b>Supplier 3</b>	<b>Supplier 4</b>	<b>Supplier 5</b>	<b>Supplier 6</b>	<b>Supplier 7</b>	<b>Supplier 8</b>	<b>Supplier 9</b>	<b>Supplier 9</b>	<b>Supplier 10</b>
<b>Q1. Single System</b>	Confident of a Single system. 'Golden Thread'/Master Data advantage. Builds a complete picture of interactions. Customers: North Lincolnshire, Folkstone & Hyteh and Eastleigh. Based on Salesforce. Includes reporting Mobile by default with self-service features	Recommend Low-code/No-code approach. Seems to be development based approach, not sure there is a solution there yet.	Have a single system Local Government Platform (LGP)	Fully support the single system approach.	Fully support the single system approach.	Have a single system linked to different modules. Single-sign-on between systems and common areas for administration.	Recommend separate instances of a Case Mgt. solution	Have a single system to meet the requirements. Recommend procuring the Planning system at the same time. Used by Hammersmith & Fulham	Includes CRM and free pre-built modules. Large offering of modules.	Good approach	Have a portal and workflow solution.
<b>Q2. Customisation/Integration</b>	Seems quite a comprehensive solution with the ability to customise	Want to do lots of integration with existing systems but not clear whether they are also intending to provide the databases. Seems to be more of a middleware/integration platform approach.	Not a very clear answer, just says that it depends on the workflow. Reasonable response really.	Salesforce based system using Salesforce Public Sector Solutions modules.  Pre-built modules including Claims, Grants, Complaints, Inspections, Licensing.  Appears to be a comprehensive platform and one with several potential suppliers	Good response and pointing out that the time to configure the system will be largely based on designing them in the first place. Not clear if they have out-of-the-box workflows in place.	Seems to allow for lots of customisation. No indication of how much customisation would be required.	The solution would need to be customised to HBCs requirements. There is nothing out-of-the-box	Is fully integrated within the modules themselves. Can support integration with other systems.	Several case studies mentioned. They seem to have experience of integration required.	30% customisation ????	Sounds as though they have templates for workflows which would need some configuration.
<b>Q3. Customer Facing</b>	Integration with FSA. Seem to imply that that they can cover virtually all the functionality.	Will provide very customised workflows rather than using an off-the-shelf product.	Very focused on the single-platform approach and sharing data between departments	Bit of a technical answer rather than focusing on business requirements	-	Single customer portal	Not really clear if they have a portal	Seem to imply that we would need a separate CRM system but no other requirements	Mention that they expect several systems including regulatory systems to be retained. Ones that are not suitable for their platform. They don't mention what these are, presumably Planning? Actually quite extensive automation wider than just processing cases e.g. adding relationships, making bookings, triggering events, Teams, AI and RPA.		They recommend integrating to specialised services such as Planning.
<b>Q4. Automation</b>	Some automation e.g. for Validation of applications, comment redaction and reporting	Say they can do everything but it is all custom build.	Seem to have comprehensive automation capabilities	Can extend the platform with Salesforce apps	Have comprehensive automation capabilities	Have the common automation steps: Validation, Decision making, assigning & redaction.	No automation.	Lots of automation. Standard areas			
<b>Q5. Research and innovation</b>	Seem to be on top of this and looking at other integrations and AI	Do seem to have some products which they have built for other organisations e.g. Grants Management and lots of experience of automation and making decisions. This could be an advantage over an off-the-shelf product.	Good response, looking at different areas	Seem to have experience of this.	Using bots to summarise documents	Have presented a roadmap for releases	Lots of standard reports but no mention of regulatory reports.	Mention of using Government APIs. Includes Reporting.	Liberty AI. Seem to be following the market trends and adding them in where useful.	Suggest integrating video conferencing	Voice search using Alexa and Google.
<b>Q6. Performance &amp; workload</b>	Dashboards & reporting with response times, performance and automatic escalation	<the question isn't quite clear as to whether we are asking about performance of the system or the case officers> they have replied to both.	Seems to have lots of built-in reports	Good response to this and something which Salesforce should be very good at.	-	Lots of built-in reports showing performance and workloads		Extensive reports for Local Authorities	Comprehensive reporting and SLA management		Recommend using Power BI for reports. This would require a lot of work to set them up.
<b>Q7. Data Migration</b>	No estimates but they have clearly loaded data into their systems before and can help with the extraction from existing systems.	They would design a new database for the system. This may make migration slightly easier but the design is likely to be extensive	No mention of migrating from Acolaid before but have done data migration.	They seem to know what they are talking about and have highlighted some of the issues with migrating from a system like Acolaid.	Advise completing existing cases in the old systems.	9-12 months estimate. Clearly have experience of this type of work.	Estimate 8-10 weeks but doesn't sounds as though they have much experience of migrating from systems such as Acolaid.	Would require at least 12 months.	Lots of generic data migration but nothing specific about Acolaid.		
<b>Other</b>	Also provide a Planning solution	Complete custom build solution	Useful comment about single Customer account	Opportunities to extend the platform to cover communication e.g. email and SMS.	Provide estimates of attachments so suppliers can estimate costs. Recommend using only email for communication, not SMS.	No dependencies on third party software. Some useful comments on what to include in the full specification e.g.: - comprehensive roadmap - ability to demonstrate the solution - stable supplier - data migration experience - simple licensing model		Recommend looking at Land and Property solutions as well. Suggest there would be cost savings from a joint procurement based on Lots.	(25) Remove searching using variant spellings. (29) No need to use MS Word to draft letters. (36) We need to investigate Qgis integration capabilities  Mention type of licence we require.	Suggest including bots in the specification.	Suggest asking suppliers if each requirements is Core functionality, Configuration or Customisation.
<b>Comments</b>	Response is a bit too salesy and focused on their functionality. However, their product does sound very comprehensive and validates the HBC approach. No concerns raised about the approach for a single Case Mgt solution and a separate Planning system	They are looking to build a complete solution. While it would be highly configured to our requirements it is likely to be very time-consuming and costly.	No real details about their product but it seems to fit the requirements. A bit light on case studies and existing customers also not clear how much customisation would be required.	Quite a good response. Using a platform such as Salesforce would allow you to change suppliers but keep the same system. Have highlighted some important issues with migrating data to a new single-system platform.	Good response although their system sounds a bit restrictive i.e. not able to customise communications and automatically reassign cases.	Comprehensive offering. The only response which has experience of Acolaid migration.	Is a generic Case Management solution with no real Local Authority features.	A complete system but not clear if it includes CRM functionality. Realistic timelines for transition. They seem to know what they are talking about.	Much more thorough automation than some of the other offerings, although no mention of redaction.  Some useful comments to clarify the specification.	Not an extensive response but a few interesting ideas e.g. including bots in the specification and video conferencing (presumably with Customers)	Must remove requirement 47 which mentions Dynamics.