

ANNEX A

EVALUATION MODEL

ISIS Replacement Project

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PRINCE 2 - PROJECT DOCUMENTATION

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Summary and Proposal

This document summarises the breakdown of an overall evaluation model for the procurement of a new adults social care database. The evaluation process being carried out results in scores being assigned and these all feed into this model to give a single total for each supplier. This total should then inform the short listing or final selection, but does not automatically determine that selection.

Categories have been selected to breakdown the evaluation into sections for logical comparisons, and these are broken down further into sub levels until the details of each evaluation activity is reached. This document reflected the first two levels from the highest level down, and aims to reach an agreement to the relative importance of each. It also relates these to how they will be evaluated in terms of the activities to be carried out and these weightings are presented for agreement.

Background

The model is based closely on the one used for the Integrated Housing Revenues and Benefits Management System (IHRBMS) procurement and the initial weightings split is similar though not identical.

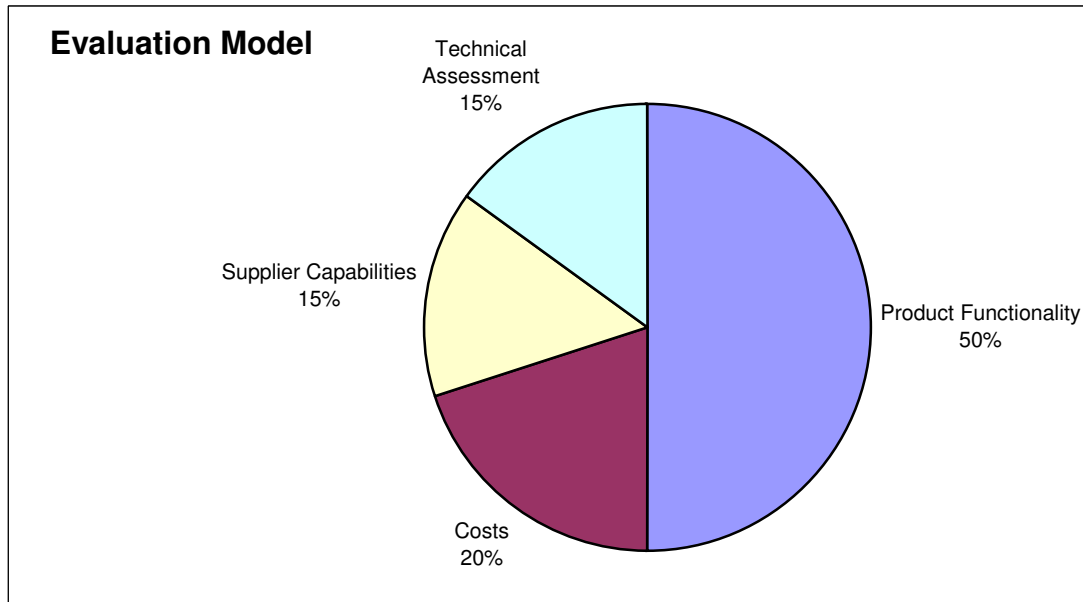
Information has been drawn from the assessment criteria drawn up via steering group, requirements document based somewhat on the work by Pam Russell, assessment activities already carried out and in process, future plans and the IHRBMS model. As most of these are on-going work and subject to greater development, and should significant changes be required they will be captured as versions of the model and details of any changes made recorded for audit. However, the general nature of the highest level groupings attempts to cover all areas and thus reduce the likely to require changes, once the weightings have been agreed.

The assignment of weightings at this stage has been based on an estimate of the relative importance to adult social care, but factored to take into account the role the IT system will play and the reliability of the evaluation process to assess between different providers.

The model calculates based on a maximum points available of 10000. But to present the weightings these are shown as percentage contributions. Simplified definitions are provided of the second level of the evaluation model. The model has also been tested against activities already carried out and scores transferred – although these are not presented here and overall may change according to the weightings agreed.

Top Level Split

The highest level of the model is categorised into four areas as shown below with their respective weightings.



The cost is converted into a score by a calculation provided by CIPFA. The score is reached by determining the arithmetic mean of the supplier costs. This cost then represents half the available points and the supplier score is reached by applying an algorithm adding or reduction points according to the percentage by which the supplier cost is under or over the mean. For example,

Points available 2000

Supplier A cost £800,000

Supplier B cost £700,000

Mean cost £750,000 equates to half maximum available points, 1000

Supplier A % Below Mean = $(£750,000 - £700,000) / £750,000 = 6.7\%$

Additional Points above mean = $6.7\% \times 1000 = 67$

Total Points 1067

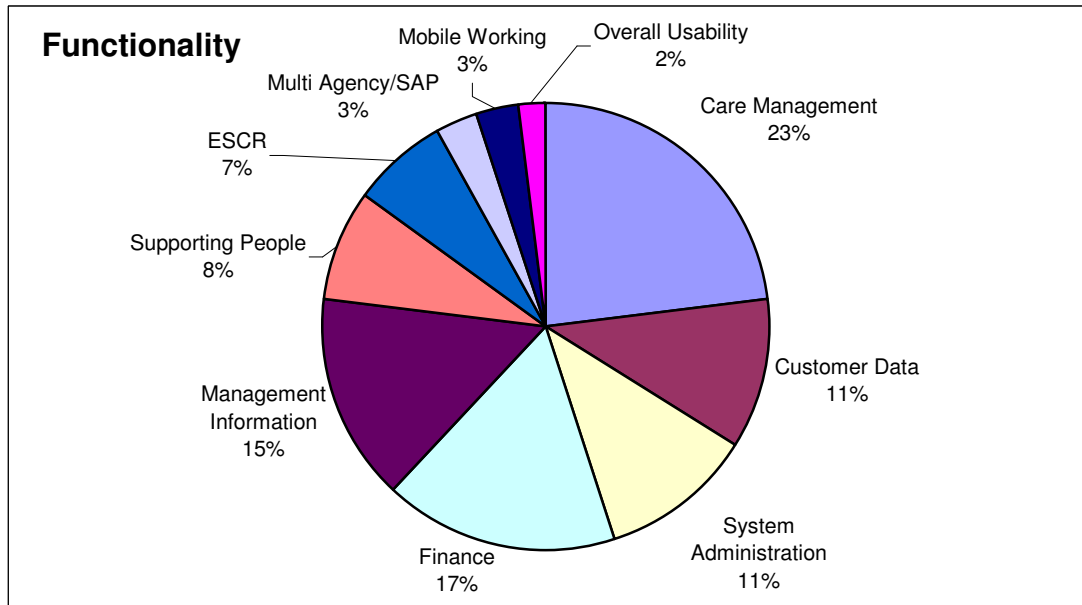
Supplier B % Below Mean = $(£750,000 - £800,000) / £750,000 = -6.7\%$

Additional Points above mean = $-6.7\% \times 1000 = -67$

Total Points 933

Product Functionality Split

The product functionality in the chart above will be formed from analyses of various aspects of functionality which are set out below and weighted as shown.



Overall Usability

This picks up specific aspects of the demonstrations and hands on which asked for responses about the system as a whole. All other sections have elements of usability included in their appraisal. Specific questions have been asked and included in the assessment of the other functionality. However these have been left in the individual functionality scoring as it seemed likely all functionality assessments would at least in some way be affected by the system look and ease of use.

The make up of the rest of the sections is summarised below. More details can be provided for further clarification if required.

Care Management

- Referral
- Allocation
- Assessment
- Commissioning Service
- Care Planning and Monitoring
- Monitoring Workloads
- Management supervision

Finance

- Budget Monitoring
- Residential Care
- Non Residential Care
- Contract Management

Management Information

Statutory returns
 Management reports
 Data quality control
 Data structures compatible with information requirements for Local Performance Indicators
 Ability to Access Data in All Tables with Appropriate Security

Person Data

DoH Minimum Datasets
 Warning Indicators/ flags
 Registers
 Classifications/Categorisation
 Relationships
 Multiple person identifiers
 Address Details

System Administration

System config
 data maintenance
 MS office compatibility
 Help
 Search functionality
 Spell check
 Audit
 Archiving
 Security

Supporting People

Provider Accreditation
 Provider Contract
 Quality Assessment framework (QAF)
 Performance Indicators
 Service Reviews
 Client Payments management

ESCR

Meets ESCR guidelines
 Standard document generation
 management of electronic communication

Multi Agency working

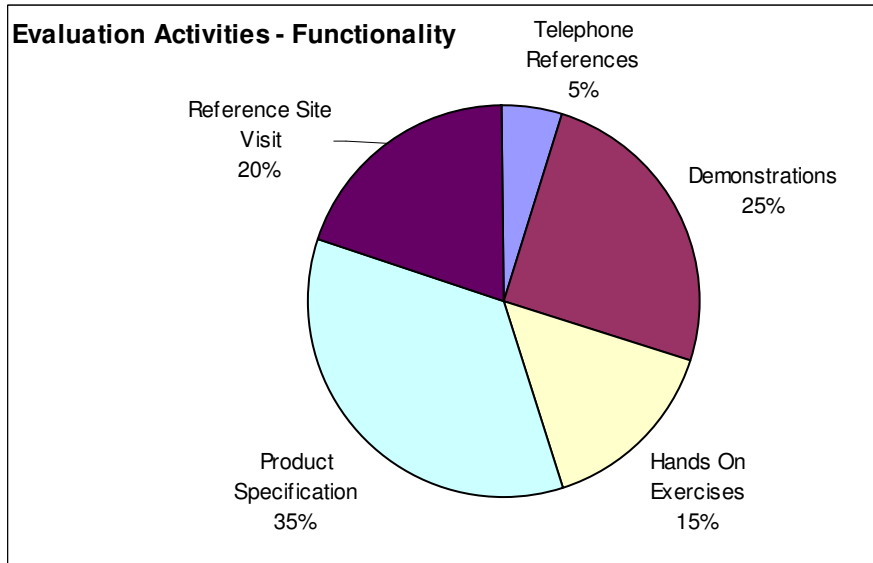
Single Assessment process (SAP)

Mobile Working

Upload and Download of Case Info / Security and Audit
 User data entry interface

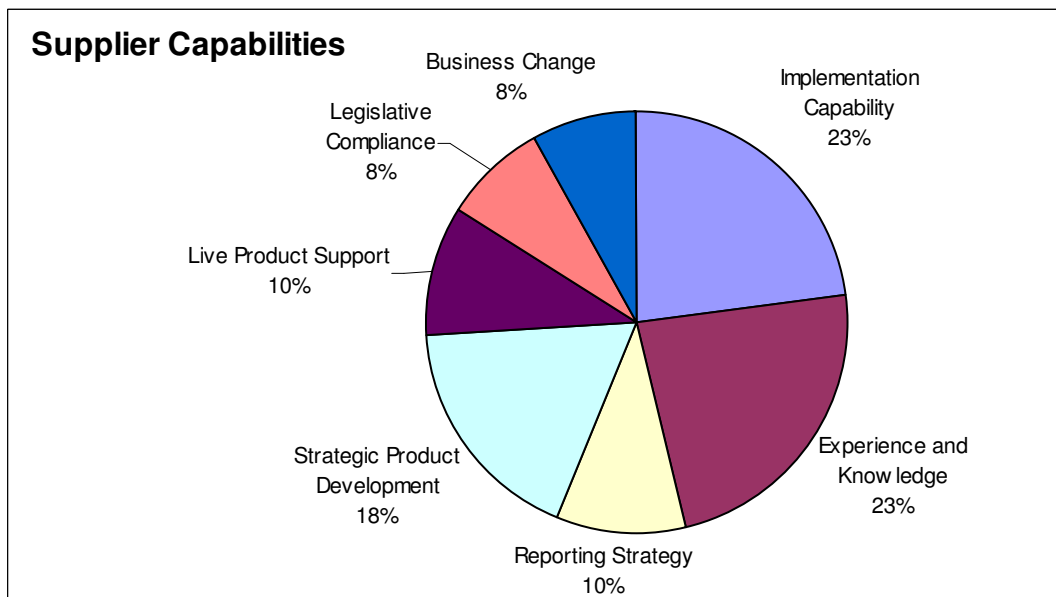
The assessment of the product functionality is planned to cover the following activities and weighted as shown.

The functionality will not be assessed in each activity in the above proportions. This allows different activities to be targeted accordingly. An example of this is that Care Management has been given a higher proportion of the assessment from the demonstrations as this activity heavily focussed on the core system and the involvement of care workers and administrators. The telephone references has a proportional lower focus as these were often directed at project managers, support managers or IT professionals.



Supplier Capability Split

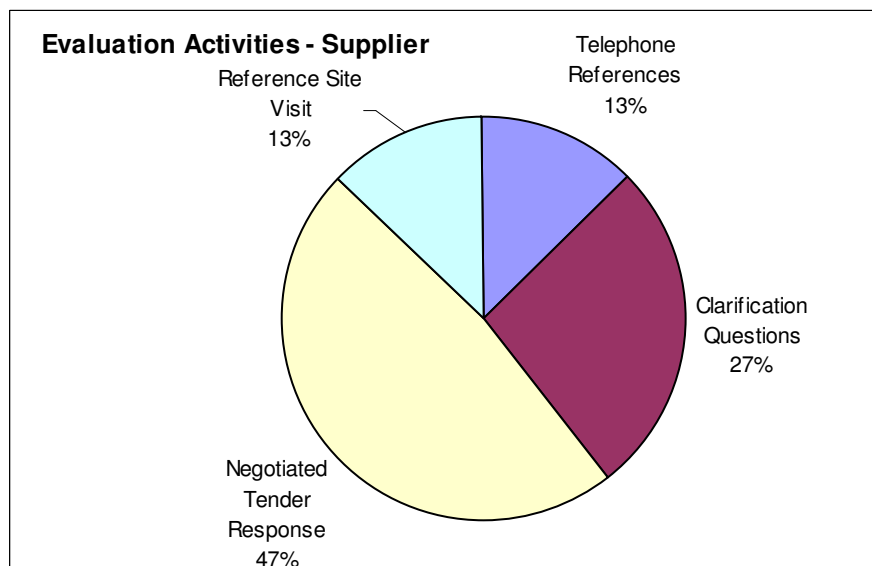
The supplier capability in delivering, developing and supporting their solution has been weighted as below.



Implementation Capability

- Project Management Approach
- Project Plans and Phasing
- Training Approach
- Data Mapping and Migration Approach
- Relationship with Third Party Suppliers
- Technical Support
- Resources and Flexibility
- Support for Testing, Fault Logging and Acceptance

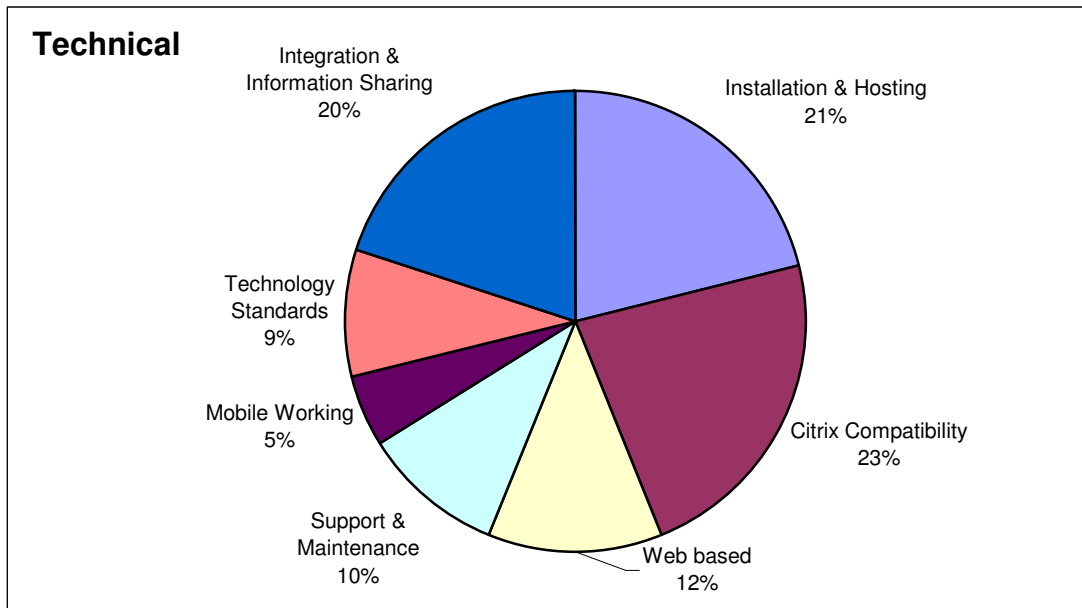
| | |
|--------------------------------------|--|
| Experience and Knowledge | <p>Documentation</p> <p>Established performance with other systems and products Understanding and involvement with multi agency work Standardisation of tools Ability to inform change e.g. ESCR know-how</p> |
| Reporting Strategy | <p>Re-development of standard reports Updating of universes with product development Support for reporting tool Development plan</p> |
| Strategic Product Development | <p>Major Release Strategy and Communication Approach Use of User Forums Current Product Roadmap Incorporation of enhancements to core product</p> |
| Live Product Support | <p>Helpdesk Approach / Fault Logging / SLA Escalation Processes for Faults Sharing of fault information and resolutions Account Management Approach to Patching and Fixes</p> |
| Legislative Compliance | <p>Evidence of strategic partnering links with central government initiatives. Strategy and Capacity to respond to change</p> |
| Business Change | <p>Ability to support CYC business change Approach to understanding business process and related system impacts or vice versa Ability to track and identify benefits realised from deployment</p> |



As with product functionality supplier capability will not be assessed in the overall proportions in each activity. The activities will be focussed to the most appropriate aspects.

Technical Split

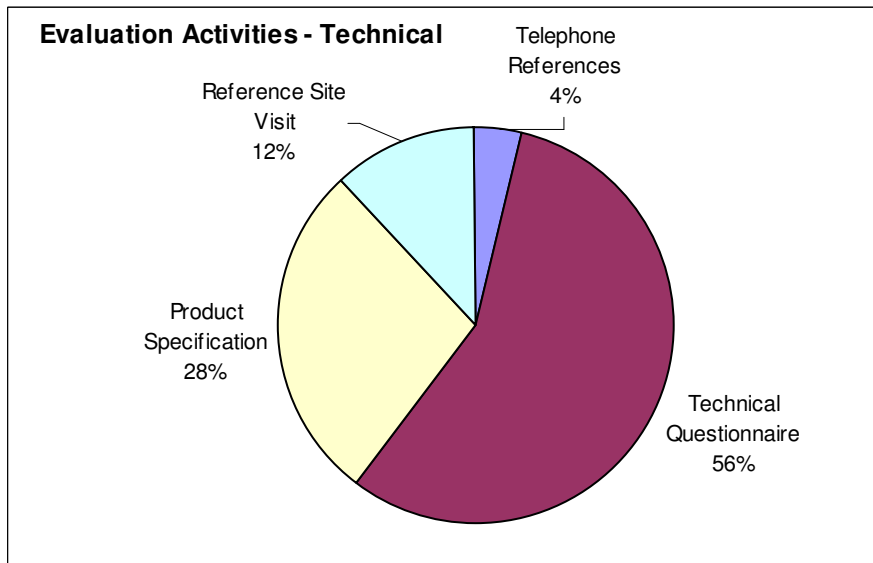
The technology of the suppliers proposed solution, the impacts on IT support and the suitability for CYC current infrastructures has been categorised and weighted as follows.



| | |
|--|---|
| Installation & Hosting | <ul style="list-style-type: none"> Server architecture O/s and db platforms Server costs/viability Database instances |
| Citrix Compatibility | <ul style="list-style-type: none"> Runs on CYC version Suitable reference inspection Third party components |
| Web based | <ul style="list-style-type: none"> e.g. Jinitiator dependent Web delivery |
| Support & Maintenance | <ul style="list-style-type: none"> Upgrade management Maintaining business continuity Support contract terms |
| Mobile Working | <ul style="list-style-type: none"> Data synchronisation/carrier Hardware suitability |
| Technology Standards | <ul style="list-style-type: none"> EDMS Gazetteer, own and LLPG ISO9001 |
| Integration & Information Sharing | |

Open standards compliance
 eGIF compliance
 Adaptors available
 Architectures
 Secure authentication

As with product functionality the technology will not be assessed in the overall proportions in each activity. The activities will be focussed to the most appropriate aspects.



Overall System Cost

The system cost has been split down in line with the product functionality with two additional items: interfaces and on-going cost. It has not yet been agreed that suppliers will break down costs in this way, but it would be helpful for comparison and creating milestone payments.

On going costs will not just address the supplier support and maintenance fees, but also consider network overheads and CYC support staff costs. Core Adults Systems covers the product functionality of Care Management, Customer Data and System Administration. These have been grouped together as they seem inseparable in terms of product costing and deployment.

