

Scope of current System, for reference	
<div>- Approx. 300/ 350 potential users including external contractors. The current system only has c.70 active users but all colleagues and contractors should be able to access the required reporting in features without a login.</div> <div>- Sites wise there are only a handful – c. 5 or 10. The organisation manages approx. 4,500 homes and any new system will need to have the capability to capture those addresses. The incumbent system works off departments within the organisation, of which there are around 60, related in a parent-and-child format.</div>	

Item/Module	Mandatory Requirements / Scenario
BASE FUNCTIONS	
User Experience	UI consistency across all products and modules including navigation, menus, buttons, search Responsive presentation e.g, display-tailoring to different device types and orientation for both browser and app formats (where applicable) Ease of use including searching (person and property), function keys, screen layout, look-up tables / pick lists, intuitive flow and minimal clicks, screen / user / record concurrency, contextual help Permissions based access for different levels of users e.g. access to data relating to their areas of the business only e.g. parent and child
Data Quality, Governance & Audit	Data security adhering to all standards and relevant ‘data protection act’ rules e.g., GDPR, Right to be Forgotten, anonymisation of data, across all modules Updated privacy notice to reflect changes in the Data Use and Access Act 2025 Registered with the ICO Data management based on retention periods defined by business rules Audit and review of documents and data based on business rules with automatic reminders / notifications / escalations Verification of data quality at point of entry including duplicate data checking and remediation including the ability to demonstrate data quality improvement over time Enable validation of internal data consistency based upon defined business rules Control of user defined fields and attributes including auditing Field level validation across the whole system Ability to assist Cartrefi Conwy in responding efficiently to Subject Access Requests in line with legislation (and treating / tracking that SAR as a case). Ability to assist Cartrefi Conwy in responding to Freedom of Information Requests Audit trail of user activity (e.g. click audit)
Dashboards, Reporting & BI	Near as possible real time reporting and updating of information, delivered primarily via dashboards Provision of a comprehensive data dictionary to be used for independent report generation (if applicable) Querying and analysis with multiple filters and search criteria Reporting on any data fields with extraction into a variety of Microsoft Office products Use of 3 rd party BI tools such as Microsoft PowerBI for reporting and dashboarding Support for creation and management of historical and cross-system reporting Business SLA, KPI (internal and external) and business performance dashboards / reporting Standard reports provided including by role function trending and historical analysis, delivered primarily via dashboards Generating one-off, user specific reports with reference to empowering staff to generate these themselves without recourse to internal IT or the solution provider Scheduling and automatic generation and distribution of extracts and reports Suppliers will be required to ensure system is maintained and updated in line with changing regulation and legislation. Customisable dashboard and drill down on widgets
Document and Content Management	Storage and management of documents for the full document lifecycle (creation, deletion, archiving) driven by prevailing document retention policies Please note that third parties will need access to documents and evidence, including the ability to complete assessments etc Support for document version control and facilities for redaction of content Scanning and automated receipt and processing of documents Link documents to a data entity e.g., Risk Assessments, COSHH, etc Document searching facilities by both document / file name and document content
Workflow and Case Management	Personalized work trays / tasks and work allocation by role or function. Using the case management processes for managing the end-to-end activity (request, template / questionnaire, sign-off, completion, review, action plans) including updates made by Cartrefi Conwy and / or third-parties Ability to attach evidence to each action progress utilising a variety of document types, both internally and externally Importing files from third party case management applications. including any technical constraints on e.g. file size and number of cases Prioritisation, allocation and scheduling / re-allocation of tasks / activities Automated alerts and escalations with available communication mechanisms Case closure, with flexible and structured coding, including the ability to keep a case ‘under review’ for regular checks Easy workflow definition, design, and configurable by the nominated / authorised user, not necessarily within the IT or Business Systems function Workflow automation utilising business rules including document generation or communications Triggering rule-based notifications / escalations (internal and external) Action report status for both internal and external users
Mobile / Remote or Agile Working	Integration and sync of mobile generated content (e.g., email, documents, social media content) back into system Field or remote staff ability to perform all user defined activities* from an appropriate mobile device** * This includes the ability to complete all reporting in and inspection types whether on or offline ** - this includes smartphones, tablets, and laptops including Microsoft Surface Receiving, viewing, updating, and completing tasks and cases on a mobile device Completion of all template types Alerts and warnings – positive acknowledgements of appropriate warnings and alerts Ease of generation of documents, photos, videos and audio files and onward distribution to system, related to the associated asset/case etc.

Risk Assessments	Need to include: Base Functions, plus Customisable Templates - including question sets, different response types e.g. radio buttons, date and time response, text response, signatures etc. Drop down/ pick lists to be customisable Hyperlinks to web pages or documents Document owner(s) and automated review notifications Escalation Process to go up multiple layers of authority Historical load option to allow transfer of previous records including currently used forms / questionnaires - Ability to import historical Documents is also desirable High limit in photo / attachment upload per record No limit or high limit to number of characters in response boxes, question writing etc. and no limit to number of questions per form. This all needs to be RAG rated
COSHH Assessments	Need to include: Base Functions & as per Risk Assessments, plus Pictorials for hazard symbols, transport labels and RPE / PPE Requirements - needs to be multi-selectable Must include waste disposal arrangements and emergency procedures
DSE Assessments	Need to include: Base Functions & as per Risk Assessments
Manual Handling Assessments	Need to include: Base Functions & as per Risk Assessments, plus Need to be able to attach various (e.g. PDF's and Photo's) document types for Tile (task, individual, load, environment) within a customisable form
Noise Assessments	Need to include: Base Functions & as per Risk Assessment
Accidents & Incidents, Near Miss and Positive Interactions Module	Need to include: Base Functions & as per Risk Assessments, plus Accidents, Incidents, Near Misses and Positive Interventions - These need to have a form for Tenants, and a form for Employees / contractors for example.

**** The current split in the modules above is laid out this way as this is our current layout. If each area above is further split out into it's own module this would be considered for acceptability**