ISLE OF ANGLESEY COUNTY COUNCIL

APPENDIX 1: TENDER SPECIFICATION

FOR THE PROVISION OF:

CASE MANAGEMENT SYSTEM

PUBLIC PROTECTION TEAM

Please ensure that you read this document carefully and fully

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Overview

The current case management system used by the Public Protection Department, is fully operational and continues to be supported by the supplier. Nevertheless, the Council is undertaking a strategic review of its future information management requirements to ensure the system remains fit for purpose, takes advantage of technological advancements, and continues to support efficient service delivery over the longer term.

This document forms the core specification of the solution and is the result of an information gathering process spanning several months to establish what functionality of our case management system is currently in use and any existing functional gaps. It is referred to as the "main requirements document" in other solution documentation.

Summary of Specification

The Public Protection department carries out a wide range of complex functions across Environmental Health, Trading Standards, Licensing, Animal Health & Control, and Health and Safety. As a result, the specification is complex and lengthy, with approximately 200 separate requirements detailed. For ease of navigation, it has been split into separate sections which are a mix of functional and logical areas of requirement. These sections do not need to be reflected directly in the solution as long as all requirements are satisfied. The sections used are as follows:

Core Requirements

Basic requirements, or those common to multiple functions. Also contains "other" requirements that do not obviously fit in any of the other sections.

Case Management

Requirements relating to complaints and service requests received from the public or other statutory bodies. Broadly covers the Complaints, Service Requests and other activities. Overall these functions are conceptualised as the "in tray" of the department.

Intervention Management

Requirements relating to interventions carried out by teams into specific premises, including inspections, risk assessments, and sampling. Broadly covers the Inspections, Enforcement Visits, Housing Inspections, Assessments, and Samples programs. Overall these functions are conceptualised as actions carried out either as a result of open cases or in accordance with a regular schedule.

Enforcement Management

Requirements relating to the use of the department's statutory powers as a local authority in response to any infraction or deficiency detected through cases and interventions. Broadly covers the Notices and Prosecutions programs.

Licensing

Requirements relating to the recording of licenses and permits issued by the department under the Licensing Act 2003 and other legislation.

Housing

Requirements relating to the functions of the current case management system in use by the Housing Service which will need to be supported by any replacement solution(s).

Data Migration

Requirements relating to the extraction, migration and validation of current and historic data from the existing case management system into the new system, ensuring data integrity, accessibility and continuity of service.

Non-functional Requirements

Requirements relating to training, the contract, and the technical compliance of the system.

Limitation of Scope

It is noted that the current case management system includes several programs (e.g. Building Control, Infectious Diseases and Land Charges) that are not currently used by the authority. Consequently, the functionality of these programs is not included within the scope of this specification.

The current system is also currently used to support reporting of Corporate H&S incidents and the application process for licences. However, these functions are due to be migrated to other systems over the same timeframe as this project and so are not included in the specification.

Detailed Specification

Core Requirements

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
PR-001 Premises Record - Dataset	MUST	AS a user I WANT TO store and retrieve records representing premises with the following attributes SO THAT I can support workflows and reporting with relevant data	Minimum dataset as provided in Representative Data Model PP-XDM-02 (structures for reference only – system not required to replicate exactly)	*Fully Supported / Partially Support / Requires Development / Not Supported*	
PR-002 Premises Use - Dataset	MUST	AS a user I WANT TO store and retrieve records representing the use of a premises with the following attributes SO THAT I can support workflows and reporting with relevant data	Minimum dataset as provided in Representative Data Model PP-XDM-02 (structures for reference only – system not required to replicate exactly)		
PR-003 Premises Record - multiple uses	MUST	AS a user I WANT TO record multiple uses against a premises SO THAT I can carry out multiple work streams on the same premises as required.	List of all uses to be visible / accessible from main premises record. When one use is closed, this should not affect the other uses linked to the same premises.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
PR-004 Premises Record - multiple units	MUST	AS a user I WANT TO specify multiple units within premises WITH the same data as the "main" premises SO THAT I can represent the way premises are divided in actuality.	All sub-units to be visible / accessible from parent premises record.		
PR-005 Premises Record - address details	MUST	AS a user I WANT TO store and retrieve records representing a premises address with the following attributes SO THAT I can support workflows and reporting with relevant data	Minimum dataset as provided in Representative Data Model PP-XDM-02 (structures for reference only – system not required to replicate exactly)		
PR-006 Premises Record - UPRN	MUST	AS a user I WANT TO store a UPRN against an address by looking up a UPRN from an address or vice-versa SO THAT I can ensure data integrity across systems.	Ideally initial premises data to be populated from LLPG to ensure consistency across systems.		
PR-007 Premises Record - GIS	SHOULD	AS a user I WANT TO view and update geospatial data about premises stored in the iShare GIS system SO THAT I do not have to access two systems	Link-through to iShare acceptable for editing. Viewing should be inline. iShare data can be retrieved and modified via the Spatial Data		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
			Warehouse, which is a PostgreSQL database. Further information on this system can be found here: iShare SDW v2.0 - iShare Help - Astun Docs		
PR-008 Premises Record - Alert flag	MUST	AS a user I WANT TO record a generic alert flag against any premises which is shown prominently on all views SO THAT I can ensure important safety information is visible to all staff.	Simple text flag.		
PR-009 Premises Record - Corporate alert integration	SHOULD	AS a user I WANT TO see if there are flags raised in the corporate alert system against a premises on any view showing that premises SO THAT I do not have to check another system to know if I can visit a premises safely.	System to provide appropriately permissioned and scoped API endpoint to allow an outside system to set the alert flag value on a Premises record. REST-ful API over HTTPS preferred, but other options considered. Should not be editable directly by users in the system if set by outside source.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
PR-010 Premises Record - Main view	MUST	AS a user I WANT TO access a comprehensive view of a premises record that includes the specified information SO THAT I can see an overview of relevant actions and activities	Minimum required fields: - Address details - Owner / contact details - List of uses - List / tree of sub-premises - Flag / warning		
PR-011 Premises Use - main view	MUST	AS a user I WANT TO access a comprehensive view of a premises use record that includes the specified information SO THAT I can see an overview of relevant actions and activities	Minimum required fields: - Use type & subtype - Contact details for responsible person - Current status - Date use started - Date use ended (if applicable) - Overall risk rating - Date of last inspection(s) - Date next inspection(s) due		
PR-012 Premises Search	MUST	AS A user I WANT TO search for a	Searchable by:		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		premises using any of combination of the attributes specified SO THAT I can locate records easily	- Address (inc. postcode) - Owner / contact - Reference / ID		
PR-013 Premises Use search	MUST	AS A user I WANT TO search for a premises use using any combination of the attributes specified below SO THAT I can locate records easily	Searchable by: - Premises - Responsible person - Type / subtype - Risk level - Reference / ID - Status		
PR-014 Premises - linked records	MUST	AS A user I WANT TO link records of the following types to premises records SO THAT I can represent how data is related	Minimum dataset as provided in Representative Data Model PP-XDM-02 (structures for reference only – system not required to replicate exactly)		
PR-015 Premises Use - linked records	MUST	AS A user I WANT TO link records of the following types to premises use records	Minimum dataset as provided in Representative Data Model PP-XDM-02		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		SO THAT I can represent how data is related	(structures for reference only – system not required to replicate exactly)		
PR-016 Contact Record - dataset	MUST	AS a user I WANT TO store and retrieve records representing contacts with the following attributes SO THAT I can support workflows and reporting with relevant data	Minimum dataset as provided in Representative Data Model PP-XDM-02 (structures for reference only – system not required to replicate exactly)		
PR-017 Contact Record - Corporate alert integration	SHOULD	AS a user I WANT TO see if there are flags raised in the corporate alert system against a contact on any view showing that contact SO THAT I do not have to check another system to know if I can visit a premises safely.	System to provide appropriately permissioned and scoped API endpoint to allow an outside system to set the alert flag value on a Contact record. REST-ful API over HTTPS preferred, but other options considered. Should not be editable directly by users in the system if set by outside source.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
PR-018 Premises - prevention of duplication	MUST	AS A user I WANT TO be prevented from creating a duplicate premises record SO THAT I can maintain data quality	Only system administrators should be able to create premises with duplicate addresses. When adding a use, users should search for premises first before creating.		
PR-019 Premises - pre-population / import from LLPG	SHOULD	AS an administrator I WANT TO create and populate premises records from data held in the LLPG individually AND in bulk SO THAT I can maintain data integrity	EITHER Copy of LLPG data stored in the system with a bulk process to populate this data from the master LLPG and update periodically based on UPRN. OR All premises data is retrieved directly from the LLPG as required and not stored separately in the system		
PR-020 Food Premises – import use from RAFB service	SHOULD	AS a user I WANT TO receive details of new food business registrations from the RAFB service directly in the system	Details of API are available from Home - Microsoft Azure API Management - developer portal		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		SO THAT I do not have to enter this information manually			
UI-001 General - multiple screen working	MUST	AS a user I WANT TO work across multiple tabs and/or windows on multiple display screens without logging into the system again SO THAT I can work efficiently	Option to move forms between tabs and windows in standard web browser style.		
UI-002 General - UI consistency and clarity	MUST	AS a user I WANT TO work in UI screens that are consistent in terms of layout and appearance, but which are easily identifiable to their relevant system functions. SO THAT I can work efficiently	All interfaces to meet WCAG 2.2 AA or equivalent.		
UI-003 General - contextual menus	SHOULD	AS a user I WANT TO access menus in the system that contain only options relevant to the function I am currently using SO THAT I am not overwhelmed with options	Context (right-click menus) and toolbar menus.		
UI-004 General - customisable list values	MUST	AS an administrator I WANT TO add, edit and remove items from drop-down lists SO THAT I can keep the data	All lists show in PP-XDM-02 thru PP-XDM-05, PP-LDM-01 and HS-DDM-01 to be editable as minimum.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		model up to date with changes to legislation and processes	Preference for all drop-down lists to editable throughout system.		
UI-005 Security - user accounts	MUST	AS an administrator I WANT TO add, edit, and disable user accounts SO THAT I can control access to the system	Comprehensive security model, meeting following minimum standards: • Users identified by a unique code of at least 5 characters • User access granted and revoked via controlled process within the system only available to higher-level users • Access controlled by a configurable security model covering all system areas able to define access by group or individual. • Accounts have no access to data records for functions to which they do not have access, even where these records		
UI-006 Security - user groups	SHOULD	AS an administrator I WANT TO define user groups and assign user accounts to them SO THAT I do not have to define each user's permissions individually			
UI-007 Security - user permissions	MUST	AS an administrator I WANT TO define access levels to data objects, functions and processes within the system for users and groups SO THAT I can control what access users of the system have			

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
			are linked to accessible ones. • User accounts are disabled after a predefined number of incorrect password attempts set by the system administrator.		
UI-008 Security - audit trail	MUST	AS an administrator I WANT TO see a full audit trail for user access and activity in the system SO THAT I can monitor data integrity and security	Full audit records are retained and managed throughout the system detailing: • user activity (login, logout, data access) • changes to core data and system parameters • super-user actions, including auditing activities All audit logs identify the user, their location (IP / MAC address) and the date and time of the action.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
			Audit logs can be viewed on-line by users with appropriate access. Audit logs can be exported into a standard form (e.g. CSV, XML, JSON) by users with appropriate access. Archived copies of all audit logs kept for a minimum of 12 months, or the statutorily defined retention period where shorter.		
WL-001 Welsh Language - Public-facing interfaces	MUST	AS a member of the public I WANT TO access any public interfaces to the system in the Welsh language SO THAT I can exercise my legal right to access services in Welsh.	"Welsh language interfaces" defined as meeting the following standards: • Separate Welsh and English versions, covering all translatable items. • All search functions within the system work in both Welsh and English and		
WL-002 Welsh Language - Internal interfaces	COULD	AS a user I WANT TO use all system interfaces in the Welsh language SO THAT I can work in my first language			

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
WL-003 Welsh Language - documentation	COULD	AS a user I WANT TO have versions of all system documentation in the Welsh language SO THAT I can work in my first language	search terms can be tagged as metadata to allow cross-searching. • Alphabeticization of lists etc. follows the specified language (i.e. taking into account Welsh digraphs such as "dd" and "ll") • Any other operations involving counting letters in or sorting text take Welsh digraphs into account. • Formatting of dates and ordinals throughout the system either fully translated or using numbers only. • All views in the system have the language-switching option clearly displayed, and when changing language		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
			the current page is retained. • Any web interfaces can use Welsh and English domain names in parallel without losing session data. • When linking to an external resource in Welsh and English version, the user is directed to the version in their currently-selected language.		
DC-001 Documentation - contextual help	SHOULD	AS a user I WANT TO access help documentation relevant to the system function I am currently using SO THAT I can learn to use the system effectively	"F12" / context menu help items.		
DC-002 Documentation - user manual	MUST	AS a user I WANT TO have a comprehensive user manual detailing all system functions and operations SO THAT I can access reference information about the system	Hard copy not required as long as digital version permanently accessible.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
DC-003 Documentation - technical	MUST	AS a sysadmin I WANT TO have full technical documentation of the system infrastructure SO THAT I can ensure we maintain compatibility with our infrastructure	Refer to DDaT Technical Specification document.		
DC-004 Documentation - updates and release notes	MUST	AS a sysadmin I WANT TO have full documentation of proposed updates and changes in advance of releases SO THAT I can manage change in our IT estate	Refer to DDaT Technical Specification document.		
DC-005 General - localisation	MUST	AS a user I WANT TO have all system documentation, interfaces, reports etc. localised to British English SO THAT the spelling, grammar and formatting of these things is correct for my location	None		
DM-001 EDMS - Provision / integration	MUST	AS a user I WANT TO store documents in the system, or link the system directly to an existing EDMS SO THAT I can manage related documents securely	System currently stores “linked files” on network SMB share. The system should either provide its own EDMS		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
			solution or integrate with a third-party EDMS. Other IoACC systems use Sharepoint or NEC Document Management, so integration with these is preferred if an embedded solution is not proposed.		
DM-002 EDMS - Access from / display on records	MUST	AS a user I WANT TO see all linked documents clearly on a record SO THAT I can review this information quickly	Inline viewing & editing desirable but not essential (see DM-004).		
DM-003 EDMS - Inline preview	SHOULD	AS a user I WANT TO preview images and PDF documents inline with the interface SO THAT I do not have to load these in an external application	None		
DM-004 EDMS - Offline view	MUST	AS a user I WANT TO download documents stored in the EDMS for offline use SO THAT I can refer to these documents in the field	Cached documents within app preferred to manage storage use.		
DM-005 EDMS - Access control	MUST	AS an administrator I WANT TO control which users	Part of comprehensive ACL system.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		have access to which parts of the EDMS system SO THAT I can ensure data protection and comply with regulations			
DM-006 EDMS - Enforcement of retention periods	SHOULD	AS an administrator I WANT TO be informed when documents have passed their defined retention period AND be given the option to delete them in bulk SO THAT I can comply with GDPR etc	Set retention expiry against document and then report / bulk process.		
FI-001 Fees - dataset	SHOULD	AS a user I WANT TO store and retrieve records representing a fee with the following attributes SO THAT I can support workflows and reporting with relevant data	Minimum dataset as provided in Representative Data Model PP-XDM-03 (structures for reference only – system not required to replicate exactly)		
FI-002 Fees - raising invoices	SHOULD	AS a user I WANT TO raise invoices for fees etc. in the system AND track whether they have been approved and paid SO THAT I can manage payments due without accessing an external system	Minimum dataset as provided in Representative Data Model PP-XDM-03 (structures for reference only – system not required to replicate exactly)		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
			Data currently largely stored in Finance system.		
FI-003 Fee invoices - Civica integration	COULD	AS a user I WANT TO export newly raised invoices directly to the Civica Financials system SO THAT I do not have to re-enter this data elsewhere	Integration to Civica Financials is via writing a CSV file to a specified network location which is then collected by the financial system on a regular basis. If files cannot be written locally, a remote location accessible via SFTP, S3, etc. or an HTTPS download can be specified, which a scheduled task will target to acquire the file and transfer it to the required location.		
FI-004 Fees - raising land charges	SHOULD	AS a user I WANT TO raise land charges as an alternative to invoices against fees etc. SO THAT I do not have to raise "fake" invoices for these payments	"Land Charge" required as an alternative payment type to "Invoice" – no separate Land Charge record is required as these details are held in a separate system (Arcus Built Environment)		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
FI-005 Fee land charges - Arcus integration	COULD	AS A user I WANT TO send details of land charges directly to the Arcus Built Environment system SO THAT I do not have to manually re-enter these details	Push integration with Arcus Built Environment 5 via Salesforce data APIs. Process triggered by selection of Land Charge payment method as per FI-004.		
GI-001 Addresses - LLPG integration	MUST	AS a user I WANT TO populate and/or validate address information against the LLPG SO THAT I can ensure data integrity	Including UPRN.		
GI-002 Addresses - NLPG integration	COULD	AS a user I WANT TO populate and/or validate address information against the NLPG SO THAT I can ensure data integrity	Only required for properties out of area.		
GI-003 Addresses - BS7666 compliance	MUST	AS a user I WANT TO ensure all addresses within the system as compliant with BS7666 SO THAT I can ensure data integrity and interoperability	Must have option to report on whole and address and address lines separately.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
GI-004 GIS - iShare Integration	MUST	AS a user I WANT TO sync geographic data with the central iShare database SO THAT I do not have to check multiple systems	Data can be shared with Astun iShare via the Spatial Data Warehouse – a cloud-hosted PostgreSQL database. Further information regarding the system can be found here: iShare Spatial Data Warehouse - SDW - iShare Help - Astun Docs In addition to storing geographical data, the PostGIS library supports various geographic and geometric processing and indexing functions if these are not natively supported by the client system. Documentation | PostGIS		
GI-005 GIS - Information display	SHOULD	AS a user I WANT TO see geographical data relevant to the current record within the system SO THAT I can utilise this information without referring to a separate screen or system			
GI-006 GIS - Plotting	SHOULD	AS a user I WANT TO be able to add geographical data (points, lines and polygons) to a record SO THAT I can map areas of impact etc.			
GI-007 GIS - Search	COULD	AS a user I WANT TO search for records by geographical area or distance from a point SO THAT I can group field tasks and find records relating to nearby locations			

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
IO-001 API Access - Premises	SHOULD	AS an external system I WANT TO find, retrieve and update premises and premises use records SO THAT I can keep my data in sync with the system	System to provide appropriately permissioned and scoped API endpoint to allow search, retrieval and update of Premises records by an outside system. REST-ful API over HTTPS preferred, but other options considered.		
IO-002 API Access - Attached files	MUST	AS an external system I WANT TO add and retrieve files attached to records SO THAT I can manage file sharing across the authority	System to provide appropriately permissioned and scoped API endpoint to allow the attachment of file data to records, and retrieval of this file data by an outside system. REST-ful API over HTTPS preferred, but other options considered. May be in form of link to location in EDMS to which external systems have access.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
IO-003 External reporting access	SHOULD	AS a BI analyst I WANT TO connect my BI reporting solution to the system SO THAT I can produce reports and dashboards that integrate with corporate monitoring and BI processes	IoACC corporate BI solution is Microsoft PowerBI. System to provide appropriately permissioned and scoped means for Power BI to access data either directly from the database or via a custom connector / API.		
IO-004 Upload of Taxi & PHV details to DEFRA	SHOULD	AS an administrator I WANT TO schedule a regular upload of taxi & PHV data to DEFRA SO THAT I do not have to carry this process out manually	XML format upload – details available from DEFRA. Taxi and PHV database statutory guidance: Annex A - Technical specification		
IO-005 Exported document formats	SHOULD	AS a user I WANT TO export reports and generated documents in PDF and Office OpenXML format	In addition to any "source" format used by the system		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		SO THAT these documents are fully compatible with other systems.			
IO-006 Exported document metadata	SHOULD	AS a user I WANT TO export report and generated documents from the system with clear metadata on them SO THAT these documents are verifiable	All reports and generated documents should clearly identify the creating user, the date and time produced and (where relevant) page numbers.		
MW-001 Mobile Working - System Access	MUST	AS a user I WANT TO access the system via a mobile-optimised web interface or dedicated mobile app SO THAT I can carry out my work away from the office	All interfaces should be mobile-optimised.		
MW-002 Mobile Working - Offline Mode	MUST	AS a user I WANT TO be able to cache system data on a mobile device for offline access SO THAT I can refer to and edit information when I do not have connectivity	Any digital platform for use on mobile devices is capable of caching data if connectivity is lost and synchronizing on reconnection. Cached data to be regularly cleared to reduce storage use.		
MW-003 Mobile Working - Security	MUST	AS a user I WANT TO access the system security from a mobile device with the same access	Part of comprehensive ACL model.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		permissions I would normally have SO THAT I can use this functionality safely			

Case Management Requirements

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
CM-001 Case Record - Dataset	MUST	AS a user I WANT TO store and retrieve records representing a case with the following attributes SO THAT I can support workflows and reporting with relevant data	"Case" is used as a generalisation of Complaint / Service Request / Misc Activity from the current case management system. Minimum dataset as provided in Representative Data Model PP-XDM-04 (structures for reference only – system not required to replicate exactly)	*Fully Supported / Partially Support / Requires Development / Not Supported*	
CM-002 Case - linked record	MUST	AS A user I WANT TO link records of the following types to case records SO THAT I can represent how data is related	Minimum dataset as provided in Representative Data Model PP-XDM-04 (structures for reference only – system not		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
			required to replicate exactly)		
CM-003 Case - main view	MUST	AS a user I WANT TO access a comprehensive view of a case record that includes the specified information SO THAT I can see an overview of relevant actions and activities	Minimum details for main view: - Opened Date - Priority - Due Date - Status - Assigned Unit & Officer - Record Type - Premises Details - Contact Details - Summary - Last action date		
CM-004 Case - workload / dashboard	MUST	AS a user I WANT TO see basic details of all the cases which are currently assigned to me in a single view SO THAT I can manage my workload	Should also show due date & priority (colours / graphics if possible)		
CM-005 Case - manual entry	MUST	AS a user I WANT TO manually enter cases into the system that I have received SO THAT I can record this information	Both "New record" form and wizard modality acceptable		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
CM-006 Case - CRM integration	SHOULD	AS a user I WANT TO see complaints in the system that have been received via the GovService CRM system SO THAT I don't have to re-enter these records manually	System to provide appropriately permissioned and scoped API endpoint to allow the creation of Case records by an outside system. REST-ful API over HTTPS preferred, but other options considered.		
CM-007 Case - import from CADC	MUST	AS a user I WANT TO see complaints in the system that have been imported from standard CADC notifications SO THAT I don't have to re-enter these records manually	Currently received at email endpoint and imported into the system by scheduled task. NB Additional field requirements on PP-XDM-04 for CADC complaints either as separate data object or with Complaint itself.		
CM-008 Case - status	SHOULD	AS a user I WANT TO see the current status of a cases and move it to the next relevant status based on its attributes SO THAT I can manage the complaints work stream	If possible status updates should be restricted unless relevant fields are (auto-)populated (e.g. close date for moving to status "Closed")		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
			Status changes should be recorded in the system as auditable logs.		
CM-009 Case - FSA export	MUST	AS a monitoring user I WANT TO export data from the system in the correct format for our statutory reporting to the FSA SO THAT I do not have to produce these reports manually	Currently undefined - awaiting replacements for LAEMS later in 2026		
CM-010 Case - HSE export	SHOULD	AS a monitoring user I WANT TO export data from the system in the correct format for our statutory reporting to the HSE SO THAT I do not have to produce these reports manually	HHRSR / HMO return ...		
CM-011 Case - officer assignment	MUST	AS user I WANT TO assign cases to particular officers AND notify them that this is the case SO THAT I can manage workstreams	Changes in assignment should be recorded as audit logs		
CM-012 Case - record types	MUST	AS a user I WANT TO assign a record type to a case which controls what is displayed on the user interface and what actions are available	Required record types: - Complaint - Service Request - Other Activity		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		to me SO THAT I only have relevant fields and actions on the screen.	See PP-XDM-04 for representative data model.		
CM-013 Case - chargeable services	MUST	AS a user I WANT TO assign a charge against a case and record its payment details SO THAT I can track charging for relevant services	Potential for link with the Finance system (Civica Financials) and the Land Charges system (Arcus Built Environment)		
CM-014 Case notes	MUST	AS a user I WANT TO attach notes to case records SO THAT I can record the full case history	Notes should record: - Date & time - Person making note - Related contact - Text note - Follow-up date		
CM-015 Case documents	MUST	AS a user I WANT TO attach documents to case records SO THAT I can link evidence etc. to cases	Documents should be stored in centralised, secure area. Document record should record: - Document type - Date & time - Related contact - Summary		
CM-016 Case - SLAs	MUST	AS a manager I WANT TO set SLAs against	Case due date should be automatically populated		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		case types SO THAT I can manage and monitor service levels	by defined SLA when case created. Granularity - at least Case record type, preferrably Complaint/Request type. Null SLA (i.e. no due date) should also be available as an option for types.		
CM-017 Cases - KPI reporting	MUST	AS a manager I WANT TO produce reporting on KPIs related to the resolution of cases SO THAT I can manage and monitor service levels	Reporting should include: - Numbers of cases raised by type - Length of time to resolution - Number of cases breaching SLA		
CM-018 Cases - escalations	SHOULD	AS a manager I WANT TO record and report on cases being escalated to interventions SO THAT I can manage and monitor service levels	Flag to mark a case as escalated? Process to allow creation of intervention record using case details.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
CM-019 Cases - create intervention	SHOULD	AS a user I WANTO TO create an intervention record from an existing case SO THAT I do not have to re-enter data manually	Relevant attributes to be copied, case record to be flagged as escalated		
CM-020 Intervention programme - create from filter	SHOULD	AS an administrator I WANT TO create a new intervention programme from a premises usage search filter SO THAT I do not have to find and add premises to an intervention programme manually	e.g. search for all premises of type with X rating -> convert to intervention programme		
IO-002 API Access - Case Management	MUST	AS an external system I WANT TO create, find, retrieve and update cases and their associated actions and notes SO THAT I can keep my data in sync with the system	Automated bulk import/export process acceptable as an alternative.		

Intervention Management Requirements

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
IN-001 Intervention Programme - dataset	SHOULD	AS a user I WANT TO store and retrieve records representing programmes of interventions with the following attributes SO THAT I can support	Required attributes: - Unit (list) - Start Date - End Date	*Fully Supported / Partially Support / Requires Development / Not Supported*	

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		workflows and reporting with relevant data	- Frequency - Intervention Type (list)		
IN-002 Intervention Programme - linked records	SHOULD	AS A user I WANT TO link records of the following types to intervention programme records SO THAT I can represent how data is related	- Premises Usage - Intervention		
IN-003 Intervention record	MUST	AS a user I WANT TO store and retrieve records representing interventions with the following attributes SO THAT I can support workflows and reporting with relevant data	Attributes as detailed in PP-XDM-03 (NB attributes in derived record types) or equivalent functionality		
IN-004 Intervention record types	MUST	AS a user I WANT TO assign a record type to an intervention which controls what is displayed on the user interface and what actions are available to me SO THAT I only have relevant fields and actions on the screen.	Required record types as per PP-XDM-03 or equivalent functionality: - Intelligence Gathering - Advice / Education - Verification / Surveillance / Monitoring - Inspection / Audit - Sampling Visit - Animal Control - Pest Control - Enforcement Action		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
			(Actual names of record types not important)		
IN-005 Intervention - linked records	MUST	AS A user I WANT TO link records of the following types to intervention records SO THAT I can represent how data is related	Links as detailed in PP-XDM-03 and PP-XDM-01 or equivalent functionality.		
IN-006 Risk Assessment record	MUST	AS a user I WANT TO store and retrieve records representing risk assessments with the following attributes SO THAT I can support workflows and reporting with relevant data	Attributes as detailed in PP-XDM-03 or equivalent functionality.		
IN-007 Risk assessment - linked records	MUST	AS A user I WANT TO link records of the following types to risk assessment records SO THAT I can represent how data is related	Links as detailed in PP-XDM-03 and PP-XDM-01 or equivalent functionality.		
IN-008 Risk factor record	MUST	AS a user I WANT TO store and retrieve records representing risk factors with the following attributes SO THAT I can support workflows and reporting with relevant data	Attributes as detailed in PP-XDM-03 or equivalent functionality.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
IN-009 Risk Assessment templates	MUST	AS a user I WANT TO populate appropriate risk factors from a pre-defined template when I create a new risk assessment SO THAT I do not have to add regular factors manually	Templates must be customisable by admin users		
IN-010 Sample record	MUST	AS a user I WANT TO store and retrieve records representing samples with the following attributes SO THAT I can support workflows and reporting with relevant data	Attributes as detailed in PP-XDM-03 or equivalent functionality.		
IN-011 Sample - linked records	MUST	AS A user I WANT TO link records of the following types to sample records SO THAT I can represent how data is related	Links as detailed in PP-XDM-03 and PP-XDM-01 or equivalent functionality.		
IN-012 Sample measure record	MUST	AS a user I WANT TO store and retrieve records representing sample measures with the following attributes SO THAT I can support workflows and reporting with relevant data	Attributes as detailed in PP-XDM-03 or equivalent functionality.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
IN-013 Sample templates	MUST	AS a user I WANT TO populate appropriate measures from a pre-defined template when I create a new sample SO THAT I do not have to add regular measures manually	Templates must be customisable by admin users		
IN-014 Intervention programme - main view	SHOULD	AS a user I WANT TO access a comprehensive view of an intervention programme record that includes the specified information SO THAT I can see an overview of relevant actions and activities	Required attributes: - Type of inspection - Frequency of inspection - List of premises with inspection status - RAG status		
IN-015 Interventions - schedule view	COULD	AS a user I WANT TO view lists of upcoming interventions as a schedule or calendar view SO THAT I can manage my workload and time efficiently	View by: - Programme - Premises - Officer - Unit		
IN-016 Intervention - main view	MUST	AS a user I WANT TO access a comprehensive view of an intervention record that includes the specified information SO THAT I can see an overview	Required attributes: - Premises details - Schedule details - Status / completion details - Outcome - Linked records		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		of relevant actions and activities	(depending on record type)		
IN-017 Risk assessment - main view	MUST	AS a user I WANT TO access a comprehensive view of a risk assessment record that includes the specified information SO THAT I can see an overview of relevant actions and activities	Required attributes: - Date - Assessment type - Officer - Final score - List / links to individual rated factors		
IN-018 Risk assessment - "wizard view" / field view	SHOULD	AS a risk assessor I WANT TO populate a risk assessment record through a wizard or other managed process SO THAT I can carry out this task in a structured manner and populate the information concurrently	Example Process: 1. Select type of risk assessments 2. Select template from predefined list for type 3. Add/remove individual factors 4. Rate factors Mobile device optimised view preferred.		
IN-019 Risk assessment - printable view	SHOULD	AS a user I WANT TO print a version of a risk assessment suitable for sending to statutory bodies and members of the public SO THAT I don't have to create these documents manually	See existing current case management system templates for layout / fields.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
IN-020 Sample - main view	MUST	AS a user I WANT TO access a comprehensive view of a sample record that includes the specified information SO THAT I can see an overview of relevant actions and activities	Required fields: - Premises details - Sample type - Date / location - Sample details (for Food / Feed) - Result - List / link to individual measures		
IN-021 Sample - printable view	SHOULD	AS a user I WANT TO print a version of a sample record that shows all details and results SO THAT I can send this document to the relevant bodies and individuals	See existing current case management system templates for layout / fields.		
IN-022 RA - Food hygiene ratings	MUST	AS a user I WANT TO use a risk assessment to record food hygiene rating assessments SO THAT these can be included in the system data	Either requires a separate form or a specialised template for risk assessment. Record needs to store extra fields: - Notified date - Appealed date - Re-inspected date - Re-score		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
IN-023 Intervention progression	MUST	AS a user I WANT TO progress interventions of one type to another without creating a whole new record or losing the existing information SO THAT I can represent the current state of an intervention	Either "clones" existing record to new type (and marks existing record as progressed), or changes type in an auditable fashion.		
IN-024 Intervention reporting	MUST	AS a user I WANT TO report on interventions in a format compatible with statutory reporting SO THAT I do not have to produce these reports manually.	See existing current case management system templates for layout / fields.		
IN-025 Intervention programme - audited links	SHOULD	AS AN administrator I WANT TO see dates between which premises uses were linked to intervention programmes even when they are no longer linked to these programmes SO THAT I can provide statutory reporting for particular time periods in the past	Could be delivered via "linking table" type record between Premises Usage and Intervention Programme. Alternatively field edit audit logs could be used to reconstruct dates - supplier to provide solution.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
IO-006 API Access - Inspections	SHOULD	AS an external system I WANT TO find, retrieve and update inspection records SO THAT I can keep my data in sync with the system	Automated bulk import/export process acceptable as an alternative.		
IN-027 UKFSS XML Upload	MUST	AS a user I WANT TO generate lists of samples in the correct XML format for upload to the UKFSS portal SO THAT I do not have to enter this information manually	XML schema available from 1. Food Surveillance System - Generic LIMS and FSS Automated upload preferred, but not sure if ULFSS provides this functionality.		

Enforcement Management Requirements

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
IO-005 API Access - Enforcement	COULD	AS an external system I WANT TO find, retrieve and update notices and prosecutions related to properties and individuals SO THAT I can keep my data in sync with the system	Automated bulk import/export process acceptable as an alternative.	*Fully Supported / Partially Support / Requires Development / Not Supported*	
PC-001 Notice record	MUST	AS a user I WANT TO store and retrieve records representing notices with the following attributes SO THAT I can support	Attributes as detailed in PP-XDM-05 or equivalent functionality. Notice additional		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		workflows and reporting with relevant data	attributes required for Demands for Payment and Fixed Penalty Notices.		
PC-002 Notice - linked records	MUST	AS A user I WANT TO link records of the following types to notice records SO THAT I can represent how data is related	Relationships as detailed in PP-XDM-05 or equivalent functionality.		
PC-003 Prosecution record	MUST	AS a user I WANT TO store and retrieve records representing prosecutions with the following attributes SO THAT I can support workflows and reporting with relevant data	Attributes as detailed in PP-XDM-05 or equivalent functionality.		
PC-004 Prosecution - linked records	MUST	AS A user I WANT TO link records of the following types to prosecution records SO THAT I can represent how data is related	Relationships as detailed in PP-XDM-05 or equivalent functionality.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
PC-005 Conviction record	MUST	AS a user I WANT TO store and retrieve records representing convictions with the following attributes SO THAT I can support workflows and reporting with relevant data	Attributes as detailed in PP-XDM-05 or equivalent functionality.		
PC-006 Appeal record	MUST	AS a user I WANT TO store and retrieve records representing appeals with the following attributes SO THAT I can support workflows and reporting with relevant data	Attributes as detailed in PP-XDM-05 or equivalent functionality.		
PC-007 Notice - main view	MUST	AS a user I WANT TO access a comprehensive view of a notice record that includes the specified information SO THAT I can see an overview of relevant actions and activities	Minimum required attributes: - Premises & recipient details - Notice type and provision - Date issued - Effective date - Expiry date (if applicable) - Status - Fee / invoice details		
PC-008 Notice - printable view / version	MUST	AS a user I WANT TO produce a printable version of a notice	Templates as in current case management system.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		SO THAT I can sent the notice to the recipient(s) by post			
PC-009 Notice - progression to prosecution	SHOULD	AS a user I WANT TO create a prosecution from a notice using the same details SO THAT I do not have to re-enter the same details twice	Should also flag on notice record that has proceeded to a prosecution.		
PC-010 Notice - revocation workflow	SHOULD	AS a user I WANT TO issue a revocation of a notice which updates the original notice without losing the audit trail of previous data SO THAT I can manage the notice process from beginning to end	Revocation notices will be separate records but should link to relevant notices and update status as appropriate.		
PC-011 Prosecution - main view	MUST	AS a user I WANT TO access a comprehensive view of a prosecution record that includes the specified information SO THAT I can see an overview of relevant actions and activities	Minimum required attributes: - Case reference - Summary - Date of offence - Offence / legislation - Court date - Status / outcome - Costs		
PC-012 Prosecution -	SHOULD	AS a user I WANT TO record the outcome	Allow entry of conviction details and update		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
outcome workflow		of a prosecution in a managed way SO THAT I can enter this information quickly and efficiently	status of prosecution etc.		
PC-013 Prosecution - appeal workflow	SHOULD	AS a user I WANT TO record details of an appeal against a prosecution in a managed way SO THAT I can enter this information quickly and efficiently.	Allow entry of appeal details and update status of prosecution etc.		
PC-014 Notice - payments	SHOULD	AS a user I WANT TO enter details of relevant payments against notices SO THAT I can track financial details without referring to a separate system.	Possible link with Finance and Land Charges system		

Licensing Requirements

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
MA-001 Licence / Permit - dataset	MUST	AS a user I WANT TO store and retrieve records representing a licence or permit with the following attributes	Minimum dataset as provided in Representative Data Model PP-LDM-01 (structures for reference	*Fully Supported / Partially Support / Requires Development / Not Supported*	

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		SO THAT I can support workflows and reporting with relevant data	only – system not required to replicate exactly)		
MA-002 Licence / Permit - linked records	MUST	AS A user I WANT TO link records of the following types to licence records SO THAT I can represent how data is related	Minimum dataset as provided in Representative Data Model PP-LDM-01 (structures for reference only – system not required to replicate exactly)		
MA-003 Licence - CRM integration	SHOULD	AS a user I WANT TO create licence records in the system automatically from applications completed via the CRM SO THAT I do not have to re-enter this data	System to provide appropriately permissioned and scoped API endpoint to allow the creation of Licence records by an outside system. REST-ful API over HTTPS preferred, but other options considered.		
MA-004 Licence - CMS integration	SHOULD	AS a user I WANT TO publish licence details to the public register via the website CMS SO THAT I do not have to	Only applies to licences created directly in PP system as CRM will push licences directly to the		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		manually add these details to the website	CMS as part of the application process. IoACC uses Contensis CMS, so the system would need to make HTTP POST calls to the Management API as detailed here: HTTP Management API | Create an entry		
MA-005 Licence - expiry / renewal	MUST	AS A user I WANT TO see that a licence is due to expire AND be able to trigger a renewal process SO THAT I can manage licence renewals	For licences with a CRM application process, this workflow would likely simply send a notification to the licensee advising them to complete the relevant form. For non-CRM licences (if there are any) then this workflow would raise the renewal as a case of some sort.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
MA-007 Licence Operating Schedules	MUST	AS a user I WANT TO record an arbitrary set of operating schedules against each licence SO THAT I can record the detail of the activities permitted by the licence	Operating schedules apply primarily to Premises Licensing, but could also be used with other licence types such as EPA permits. Required data fields for each operating schedule as shown on PP-LDM-01 or equivalent functionality.		
MA-008 Licence Conditions	MUST	AS a user I WANT TO record any conditions placed on a licence during its approval process SO THAT I can ensure this information is available when required for other activities	Conditions can be introduced either voluntarily (by the applicant), as mandatory conditions by legislation, by the responsible authority, or by the licensing committee. Required data fields as shown on PP-LDM-01 or equivalent functionality.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
MA-009 Licence Variation	MUST	AS a user I WANT TO record the details of any subsequent variations of a licence without erasing the original information SO THAT I can see the full history of a licence	Required data fields as shown on PP-LDM-01 or equivalent functionality. Simple variations only - complex variations affecting multiple parts of the licence will probably require the creation of a new licence record with the same licence number.		
MA-010 Licence Renewal	MUST	AS a user I WANT TO record that a licence has been renewed, by whom and when SO THAT I can be sure whether licences are still valid	Original licence dates should be kept. In some cases, licences cannot be renewed and a new application must be made. Required data fields as shown on PP-LDM-01 or equivalent functionality.		
MA-011 Licence / Permit - main view	MUST	AS a user I WANT TO access a comprehensive view of a licence record that includes the specified information SO THAT I can see an overview of relevant actions and activities	None		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
MA-012 Premises usage - list of current & expired licences	SHOULD	AS a user I WANT TO access a list of all current and expired licences related to a premises from the premises' main view SO THAT I can check the licensing status of the premises usages	None		
MA-013 Licence - printable version	MUST	AS a user I WANT TO generate a printable version of a licence from a predefined template SO THAT I can issue hard copies of licences to licensees	Only applies to non-CRM licences as the CRM will generate licence documents when the applications are approved.		
MA-014 Workflow - create new licence	SHOULD	AS a user I WANT TO create a new licence record in the system in a single process SO THAT I can record these details without creating multiple records manually.	Only applies to non-CRM licences. Wizard / cascading update.		
MA-015 Workflow - renew licence	SHOULD	AS a user I WANT TO renew a licence record in a single process SO THAT I do not have to update multiple records manually.	Only applies to non-CRM licences. Wizard / cascading update.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
MA-016 Workflow - vary licence	SHOULD	AS a user I WANT TO apply a variation to a licence record in a single process SO THAT I do not have to update multiple records manually.	Only applies to non-CRM licences. Process should either update the original licence record and record the pre-variation details in a reportable format or create a new licence record with the varied details and mark the previous record with an appropriate status. The aim is prevent the need to manually create a new licence record and manually close the old one.		
MA-017 Workflow - revoke licence	SHOULD	AS a user I WANT TO revoke a licence record in a single process SO THAT I do not have to update multiple records manually.	Only applies to non-CRM licences. Process should update relevant fields and related records when a revocation is processed. All changes should be reportable.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
MA-018 Licensing - notifications	SHOULD	AS a user I WANT TO receive regular notifications about licensing and permits which are due to expire SO THAT I can manage the renewals process	No specific notification method required, but users should be made aware of the upcoming expiry without needing to log into the system.		
MA-019 Licensing - linked documents	MUST	AS a user I WANT TO link multiple documents to licences SO THAT I can record the paper trail relating to them.	Application process (in other system) will generate a folder of documents in a specified location. Ideally, all these documents should be linked to appropriate records automatically.		

Housing Requirements

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
IO-003 API Access - Housing	COULD	As an external system I WANT TO create, find, retrieve and update grants and their associated actions and notes SO THAT I can keep my data in sync with the system	Automated bulk import/export process acceptable as an alternative.	*Fully Supported / Partially Support / Requires Development / Not Supported*	
HO-001 Empty Premises record	MUST	AS a user I WANT TO store and retrieve records representing empty	Required attributes: - Council Tax reference - Full property address		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		properties with the following attributes SO THAT I can support workflows and reporting with relevant data	- Owner name & contact details inc. correspondence address - Whether commercial or residential - Date when property first empty - Key case dates (returned to use, case closed) - Council tax band - Case priority (High / Medium / Low)		
HO-002 Empty Premises - intervention / assistance	MUST	AS A user I WANT TO add records representing specific interventions or assistance to the main property record SO THAT I can monitor inventions and outcomes	Required attributes: - Date of intervention - Officer - Assistance type (from list) - Intervention status (from list)		
HO-003 Empty Premises - notes	MUST	AS a user I WANT TO add free-text updates/notes to empty premises that are date-stamped SO THAT I can maintain a clear history of discussions, timelines, and correspondence.	None		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
HO-004 Empty Premises - documents	MUST	AS a user I WANT TO upload or attach documents and letters to an empty premises record SO THAT relevant evidence and correspondence are retained with the case.	None		
HO-005 Empty Premises - search function	MUST	AS a user I WANT TO search for empty premises using address, owner name, or Council Tax reference number SO THAT I can quickly locate the correct record.	None		
HO-006 Empty Premises - custom reports	MUST	AS a user I WANT TO generate custom reports based on any attributes related to empty premises SO THAT I can support day-to-day activity, strategic planning, and KPI monitoring.	Must include ability to filter by: - area/ward - property type - vacancy duration - priority level - empty period Must permit KPI reporting of long-term empty property numbers and outcomes		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
HO-007 Empty Premises - export to Excel	MUST	AS a user I WANT TO export reports to Microsoft Excel SO THAT I can analyse and share information efficiently.	None		
HO-008 Empty Premises - data migration	MUST	AS a user I WANT TO retain historical information from the current case management system in the new system SO THAT I can follow statutory audit and compliance regulations	None		
HO-009 Housing Grants record	MUST	AS a user I WANT TO store and retrieve records representing housing grants with the following attributes SO THAT I can support workflows and reporting with relevant data	Required attributes: - FTB Reference (LA Reference) - Property address - Applicant(s) name - Contact details - Grant Type - Tenure/Status.		
HO-010 Housing Grants - grant code	MUST	AS a user I WANT each grant scheme to be identified by a specific code SO THAT I can categorise schemes accurately and	List of current codes tbc		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		generate scheme-based reports.			
HO-011 Housing Grants - financial record-keeping	MUST	AS a service team I WANT financial grant records retained for at least six or seven years SO THAT audit obligations and statutory requirements are met.	Need to keep for reference to legal charges on sale of property. No automatic deletion, but process to remove old data desirable. Records to be moved to "archived" status" automatically		
HO-012 Housing Grants - historic data	SHOULD	AS a user I WANT to access historic grant data when a property is sold SO THAT I can confirm whether the grant condition period has expired.	Link to Land Charges / restrictions data (Arcus Global) desirable		
HO-013 Housing Grants - status	MUST	AS a user I WANT grant status/stage visible on the application overview SO THAT I can understand the application state without navigating into secondary tabs.	None		
HO-014 Housing Grants - inspections	MUST	AS a user I WANT to record an inspection date and officer initials	Multiple inspections not currently required, but may be in future.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		SO THAT the grant procedure is formalised and a clear timeline of the grant process can be established.	Applicants provide evidence of completion in form of photos - could be modeled as additional inspection.		
HO-015 Housing Grants - milestone dates	MUST	AS a user I WANT to record the dates application milestones / documents are sent, received, and approved SO THAT the system maintains an auditable timeline of the grant process.	None		
HO-016 Housing Grants - milestone templates	SHOULD	AS a user I WANT the choice of milestone fields tailored to the individual grant scheme SO THAT the full grant lifecycle is recorded consistently and clearly.	User-customisable		
HO-017 Housing Grants - cost calculations	MUST	AS a grant officer I WANT to input contractor estimate and net applicant contribution and have the	None		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		system calculate total assistance/approved amount SO THAT grant costs are recorded accurately, transparently, and in support of audit compliance.			
HO-018 Housing Grants - edit protection	MUST	AS a user I WANT cost values to be locked after an approval date is recorded SO THAT approved grant figures cannot be altered without removing the approval marker.	Audit log for approval flag + values at approval.		
HO-019 Housing Grants - payment details	MUST	AS a grant officer I WANT to record payment amount, payment date, and contractor details SO THAT payments can be tracked and reported accurately.	Multiple / partial payments to be supported. System to prevent over-payment and flag under-payment (but not prevent closure)		
HO-020 Housing Grants - reporting	MUST	AS a user I WANT to generate custom reports SO THAT I can meet	At least: monthly/quarterly financial reports, grants by property		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		operational, KPI, and audit/reporting needs.	type/location, and completion reports		
HO-021 Housing Grants - financial reconciliation	COULD	AS a grant officer I WANT to reconcile total payments against the allocated scheme budget each month SO THAT Finance reporting and internal financial meeting updates can be produced reliably.	May be covered by reporting. Link to Civica Financials to compare payments between systems would be desirable.		
HO-022 Housing Grants - land charges list	COULD	AS a user I WANT to produce and export a list of completed applications for land charges or restrictions SO THAT manual creation of spreadsheets is not required	Maybe covered by general reporting. Link to Arcus Global desireable.		
HO-023 Housing Grants - scheduled reminders	SHOULD	AS a user I WANT automated reminders (email/calendar) for key deadlines such as milestone dates SO THAT I can take timely actions and communicate onward to applicants.	No specific notification method required, but users should be made aware of the upcoming deadlines without needing to log into the system.		
HO-024 Housing Grants - balance display	COULD	AS a user I WANT a display of budget allocations and remaining balance for each grant	Reporting dashboard across schemes / for individual schemes.		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		SO THAT I can monitor budgets and support audit/financial reconciliation without relying on separate spreadsheets.	Currently maintaining budgets on Excel.		
HO-025 Housing Grants - GIS	COULD	AS a user I WANT direct mapping with GIS to generate heatmaps of grant approval locations SO THAT spatial trends can be analysed visually.	EITHER Inbuilt mapping solution that can produce heatmaps OR Integration with third party mapping solution. IoACC uses Astun iShare as our main GIS platform and so the use of this as a third-party system would be preferred.		
HO-026 Housing Grants - change management	MUST	AS a user I WANT a defined process to amend and reapprove grants with automatic date-stamped audit trails SO THAT updates can be made without losing historical approval information.	None		
HO-027 Empty Premises - workflow reminders	SHOULD	AS a user I WANT TO receive automated workflow reminders via email or calendar	?? detail of workflow		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
		SO THAT key tasks and follow-ups are not missed			
HO-028 Empty Premises - interactive dashboards	COULD	AS a user I WANT TO view interactive dashboards SO THAT I can monitor caseload, trends, and KPIs at a glance.	?? more detail - what metrics etc.		
HO-029 Empty Premises – bulk import	SHOULD	AS a user I WANT TO import empty property data in bulk SO THAT I do not have to enter this data manually	Import from a CSV file or other standard spreadsheet format. Will include updates to existing records as well as creation of new records.		
HO-030 Empty Premises – GIS	SHOULD	AS a user I WANT direct mapping with GIS to generate heatmaps of empty premises locations SO THAT spatial trends can be analysed visually.	EITHER Inbuilt mapping solution that can produce heatmaps OR Integration with third party mapping solution. IoACC uses Astun iShare as our main GIS platform and so the use of this as		

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
			a third-party system would be preferred.		
HO-031 Empty Premises - Bulk letter generation	SHOULD	AS a user I WANT TO generate letters and other template types in bulk SO THAT I do not need to generate each document individually	Mail Merge / PDF generation		

Data Migration

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
PJ-001 Data Migration - Historic Data	MUST	AS a user I WANT TO see specified historic data from the previous PP system in the new system SO THAT I do not have to refer to an external system to retrieve this data	Migration of data from copy of current case management system database (MSSQL) provided by IoACC. Data cleansing activities will be carried out on the database before it is sent. The following conditions apply: • Case and Intervention records only to be migrated if open, or closed within agreed		
PJ-002 Data Migration - Address Data	SHOULD	AS a user I WANT TO see a full set of address data populated from the LLPG in the new system SO THAT I do not have to enter local premises details manually			

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
PJ-003 Data Migration - Linked Documents	MUST	AS a user I WANT TO see linked documents related to data migrated from the previous system in the new system SO THAT I do not have to locate these files on an external filesystem	statutory retention period. • Premises use data to be imported only if current (and address data to be re-populated from the LLPG) • All uses and cases to be linked to premises via UPRN rather than using existing record links • Contact records only to be imported where linked to other imported records Linked documents to be uploaded to the new EDMS in bulk based on linked file paths – supplier to provide script for IoACC to run. All other data will be held in an archive database rather than in the new system.		
PJ-004 Data Migration - Specific Exclusions	MUST	AS a user I WANT TO see only the data specified for migration AND NO OTHER DATA from the previous system in the new system SO THAT I can manage data protection guidelines around retention			

Title	Rating	User Story	BA Notes	Level of Support	Tenderer Notes
PJ-005 Template Migration	MUST	AS a user I WANT TO use versions of our existing templates in the new system SO THAT I do not have to recreate these documents	Where system templates are user serviceable, a list of merge codes can simply be provided for the files to be updated. If templates are integrated into the system rather than separate documents, existing documents to be converted to required format by supplier.		

Non-functional Requirements

Title	Rating	User Story	BA Notes	Tenderer Notes
PJ-006 Admin user training	MUST	AS an administrator I WANT TO receive all training necessary to carry out my role(s) in the new system prior to go-live SO THAT I can be ready to carry out my role(s)	In-person training / handover in run up to Go Live required. Suggested minimum of 3 days.	
PJ-007 General user training	MUST	AS a user I WANT TO receive all training necessary to carry out my role(s) in the new system prior		

		to go-live SO THAT I can be ready to carry out my role(s)	
PJ-008 Ongoing Support - Resolution of Issues	MUST	AS a contract owner I WANT TO define specific SLAs for the resolution of any issues raised with the support team SO THAT I can plan and manage issues appropriately	IoACC internal SLAs (respond/resolve) are: P1 (30mins / 2hrs) P2 (1hr / 4hrs) P3 (1 day / 3 days) P4 (2 days / 5 days) Suppliers will have their own SLAs, but these are required to be on a similar scale.
PJ-009 Ongoing Support - Change Requests	MUST	AS a contract owner I WANT TO submit and receive change requests for any changes to system functionality SO THAT I can plan and manage these changes appropriately	Change notifications to be provided at least 2 weeks prior to the proposed date of change.
PJ-010 Ongoing Support - Professional Services	SHOULD	AS a contract owner I WANT TO engage the services of the Professional Services team at a fixed rate SO THAT I can plan for the cost of any work required	None
PJ-011 Ongoing Support - Virtual & In-person Training	SHOULD	AS a contract owner I WANT TO engage the services of the Training team for either in-person or virtual training	None

		sessions for new users at a know rate SO THAT I can plan for the cost of any additional training	
PJ-012 Contract - Data Ownership	MUST	AS a contract owner I WANT TO maintain ownership of all data contained within the system SO THAT I can carry out my responsibilities as data controller	Must be included in contract terms
PJ-013 Contract - Data Repatriation	MUST	AS a contract owner I WANT TO make arrangements for the complete repatriation of all data at the end of the contract SO THAT I can ensure data security and service continuity	Must be included in contract terms
IT-001 Dedicated VPN connection	SHOULD	AS A user I WANT TO connect to the hosted service via a dedicated VPN connection from the IoACC LAN SO THAT all my connections are completely secure	Standard site-to-site VPN between IoACC LAN and hosted environment. Configuration to be agreed between supplier and IoACC Infrastructure during implementation.
IT-002 Microsoft Entra SSO	SHOULD	AS A user I WANT TO log into the system via Microsoft Entra SSO	Configuration to be agreed between supplier and IoACC Infrastructure during implementation.

		SO THAT I do not have to use a separate login for the system	
IT-003 API Access Keys	SHOULD	AS AN administrator I WANT TO secure API access to the system via appropriate keys or tokens, which I can assign, manage and revoke within the system as required SO THAT I can control how other systems and integrations access the system	Any industry standard access key or token methodology acceptable.
IT-004 Exchange 365 email integration	SHOULD	AS A user I WANT TO send emails from the system using a direct integration to the IoACC Office 365 environment SO THAT I can send emails securely within and from the corporate domain.	If not supported, emails sent from the system must use a system that supports SPF and DKIM authorisation.
IT-005 AI Security requirements	MUST	AS A sysadmin I WANT TO enforce certain security restrictions on the use of AI by IoACC systems SO THAT I can comply with the corporate AI Usage Policy.	Any AI-assisted components within the system **must** meet the following standards or be fully deactivated: • All data processing and the storage of generated data is within the

	infrastructure of the hosting provider. • No one outside IoACC (including your other clients) has access to any of the IoACC data processed or generated by the AI (excepting any training applied to the central model as a result of said data). • Measures are in place to ensure the accuracy and appropriateness of AI-generated content regardless of language. • Measures are in place to facilitate appropriate human oversight and control in AI-driven processes. • Performance metrics are in place and regularly monitored to ensure the effectiveness,	

			accuracy, reliability, fairness, transparency, consent and accountability of outcomes from use of AI. • Any AI tools used in the solution are fully compliant with GDPR and other data protection legislation.	
IT-006 Climate responsibility	SHOULD	AS a sysadmin I WANT TO mandate certain standards for systems regarding their climate impact and carbon usage SO THAT I can comply with the authority's commitments to carbon reduction	Data centres have Power Usage Effectiveness (PUE) score of 1.5 or lower. Data centres have Carbon Usage Effectiveness (CUE) of 50 kgCO2eq/kWh or less.	
IT-007 System Performance	SHOULD	AS a service administrator I WANT TO mandate certain standards for system regarding system performance monitoring and capacity management SO THAT I can maintain a managed service to end users	System performance statistics are regularly published and/or readily available for inspection on request. System resource usage is monitored and	

	controlled, and procedures are in place for future capacity management.	