



Request for Information

Residential Digital Front Door Platform



1 Request for Information (RFI)

We would like to notify you of an upcoming requirement, and by doing so we are keen to understand where the market stands in terms of our requirement below.

The contact person for this RFI is James Bennett, Digital Procurement Manager at Lancashire County Council. Contact details,

- Telephone Number: 01772 539970
- Email Address: digitalprocurement@lancashire.gov.uk

Please note the following general conditions:

- This RFI will help us to refine the requirements and make key decisions for the next stage of the procurement process, including whether the Authority continues via an open tender.
- Nothing shall constitute a commitment to ordering and our intention is to undertake an Invitation to Tender to ascertain the most advantageous tender.
- Any and all costs associated with the production of such a response to a RFI must be borne by the potential service provider. We will not contribute in any way to meeting production costs of any response.
- Information contained within this document is confidential and must not be revealed to any third party without prior written consent from us.
- Whilst the Council may invite a small number of potential service providers to explain their solution or service offering during the RFI analysis phase, there will be no down-selection of potential service providers as a consequence of any responses or interactions relating to this RFI.
- We expect that all responses to this RFI will be provided by potential service providers in good faith to the best of their ability in the light of information available at the time of their response.
- No information provided by a potential service provider in response to this RFI will be carried forward, used or acknowledged in any way for the purpose of evaluating the potential service provider, in any subsequent formal procurement process.

Timetable

The following is indicative timetable for this RFI process

Dates	Activity
12 th November 2024	Publication of RFI
5pm on the 6 th December 2024	Deadline for RFI submissions
9 th December 2024 to 28 th February 2025	RFI analysis



3rd March 2025

Confirm next steps to RFI interested bidders

Questions and clarifications

- Interested service providers may raise questions or seek clarification regarding any aspect of this RFI document at any time prior to the Deadline for RFI submissions. Questions must be submitted via the general contact point above.
- To ensure that all potential service providers have equal access to information regarding this Procurement, responses to questions raised by any potential service providers may be published in a questions and answers document, which will be available via email.
- Responses to questions will not identify the originator of the question nor any confidential aspects of the question that may also identify the originator.



2 Statement of Requirements

2.1 Introduction

Lancashire County Council (LCC) is the fourth largest local authority in England and Wales and employs approximately 35,000 staff. It serves a population of 1.1 million which is rich in cultural diversity and covers an area of 3,070 sq.km.

The council's current digital strategy expires in December 2024, our new digital strategy covering the period 2025 to 2029 will be published in November 2024 (<https://www.lancashire.gov.uk/council/strategies-policies-plans/corporate/>). This document will outline 6 core ambitions driving key areas of focus over the next 5 years.

Extensive consultation with officers and residents of Lancashire has taken place and subsequently shaped our new digital strategy, underpinning our ambitions to improve the lives of Lancashire residents through digital innovation. Key to this, is our ambition to provide a great digital experience for Lancashire residents. Introducing a new, fit for purpose digital front door is critical to successful introduction of a seamless, intuitive, and engaging point of entry for our residents and partners. It encourages further digital engagement through enhanced accessibility and personalised experience.

LCC is looking for a single provider/solution to deliver the following strategic ambitions for its residents:

- Easy, seamless experience whether engaging by phone, face to face, social media, AI chat or via a range of resident facing applications and forms.
- Mobile friendly, easy access to advice, information, and support about our services at a time to suit our residents.
- Opportunities to feedback about their digital journey and the design of our resident facing services.
- An automated telephone payment system which allows users to make payments over the phone or online without needing to speak to an agent.
- Receive a consistently effective digital service without having to tell us more than once.
- Ability to capture nondigital interactions where residents have chosen to use nondigital routes.
- Real time access to updates about a service request
- Promotes an inclusive digital service.



- Accessibility is embedded into the fabric of our solution so that residents with additional needs can engage with us digitally.
- Seamless signposting to the wider local government community without having to understand the difference between county, district, or parish level services.
- Ability to communicate in a non-English first language.
- An effective, timely and empathic response to an enquiry or service request
- Assurance that information we hold is safe and secure

LCC already have a low code solution and are building new, fit for purpose resident facing applications and workflows in that space. The new solution must onboard equipped to integrate in full with these products to ensure our CRM reaches across our entire front door technology platform.

We also have a range of resident facing core systems and portals, all of which must be signposted through the single front door. We are looking to leverage AI technology to help us to make our service portfolio fully accessible and consistently easy to access.

This document outlines the requirements LCC has identified to help it achieve its stated ambitions.

2.2 Key Information

LCC's Customer Access Service (CAS) receives approximately **762,000 interactions** each year to a multiskilled workforce supporting around **21 services**.

An example CAS daily interaction breakdown is:

- 1,654 telephone calls
- 24 webchats
- 6 social media enquiries

Currently we have multiple mailboxes not all integrated into our current omni channel solution, Storm.

LCC's Customer Access Service (CAS), Digital Services Service Centre, Exchequer Services, Emergency Duty Team, Youth Service and Corporate Communications use the Storm solution extensively to provide customer service and helpdesk functions to both internal and external customers/residents including but not limited to:



Service
Becon
Blue Badge
Cashiers
Certificates
Family Information Service
Highways
Libraries
NoWCard
Procure 2 Pay
Registration Services
School Admissions
School Transport
Signposting
Waste Helpline
Schools HR
Adult Social Care
Children's Social Care
Safeguarding Adults
Information & Advice
Social Care Signposting
Digital Services
Internal LCC ICT Support
Schools ICT Support
Beneficiary ICT Support

The current contact centre solution in use at LCC is Content Guru's Storm system. The solution is cloud hosted. Current license volumes are below however will be subject to change

Users	Number
Customer Access Service	183
Youth Zone	11
Procurement	12
Exchequers Service	133
Accounts Payable	5
Digital Services	70
Emergency Duty Team	29



2.3 Requirements

LCC have allocated one of the following priorities against each of their requirements:

- **Must** – Critical requirements the solution must be capable of delivering immediately
- **Should** – Important requirements the solution needs but immediate delivery not required
- **Could** – Desirable but not necessary

No	Requirements	MoSCoW
3.1	Supplier to prepare, maintain and provide onboarding and offboarding plans	Must
3.2	Supplier to provide detail of customer segregation models if the solution(s) are delivery as multi / shared tenanted environments.	Must
3.3	Supplier to confirm the solution will be cloud hosted with secure online protection.	Must
3.4	Supplier to confirm the solution has the ability to control user access using single sign-on via an LCC Entra ID tenant. This must support MFA.	Must
3.5	Supplier to confirm the solution has the ability to control external user access via Entra ID to the B2C tenancy. This must support MFA.	Must
3.6	The solution will have sufficient permissions to administer user access controls and restrictions at a role-based level with granular restrictions	Must
3.7	The solution can be accessed using various modern browsers including Microsoft Edge, LCC's standard corporate browser. For external users supporting Chrome, Edge, Firefox and Safari	Must
3.8	The solution is accessible on mobile devices operating on iOS and Android with the three most recent versions supported.	Must
3.9	The solutions licensing model and associated costings are clear and unambiguous.	Must
3.10	The solution can be scaled to meet increased demand.	Must
3.11	The supplier will provide a service desk to support the solution, including confirmation of cover for standard office hours (09:00 to 17:00 Mon - Fri), increasing to 24/7 for P1	Must



No	Requirements	MoSCoW
	incidents with web / telephone / email access, service level agreements for response, resolution and escalation routes.	
3.12	The solution has a standard approach to data storage with base costing and model for increases.	Must
3.13	The Supplier will partner with LCC to manage and deliver the contract outcomes	Must
3.14	The solution will have a clear and measurable uptime commitments of 99% from 06:00 to 00:00.	Must
3.15	The solution will be able to provide and consume application programme interfaces (APIs), the standard protocols used and approach to API development	Must
3.16	The supplier will provide detail of what standard software connectors are available.	Must
3.17	The solution includes regular and routine updates and new features.	Must
3.18	The solution is provided with appropriate security controls and accreditations will be available during the entire term of the contract.	Must
3.19	Vulnerability & security management, including testing, is provided by the supplier.	Must
3.20	The solution has the ability to track data amendments with a full automated audit history which has a retention period of at least 12 months and options are available to extend this period	Must
3.21	The solution has the capability to securely process personal information in compliance with UK GDPR.	Must
3.23	Processes and procedures are in place to reduce the risk of data loss.	Must
3.24	Data breach management and timescales for notifying LCC	Must
3.25	Business Continuity and Disaster Recovery plans are available and to be kept up to date during the term of the contract.	Must
3.26	Supplier has an agreed approach to data cleanse activities with associated costs	Could
3.27	Any data migration needed to be provided by the supplier with	Must



No	Requirements	MoSCoW
	LCC support	
3.28	The supplier to inform what LCC resources are required	Must
3.29	The solution is compatible with WCAG 2.2 AA accessibility standards and browser-based plug-in accessibility tools, e.g. WAVE	Must
3.30	A data dictionary is available for the solution.	Could
3.31	Operate a community development model allowing users to contribute to determining development criteria and priorities and to share products such as web forms and mini apps. Specific commissioned enhancements will be shared with all users, with customised versions for individual users if needed.	Should
3.32	The solution will support the ability to display different parts of its service across multiple desktop screens.	Should
3.33	The navigation of the solution will be intuitive with limited clicks and not require prior training for LCC residents or staff	Should
3.34	The ability to amend, design and build existing and future workflows in line with LCC's current and future business requirements.	Must
3.35	The solution must provide a workflow facility to support automation of repeatable business processes and tasks	Must
3.36	Users must have the ability to add special indicators to records (e.g. subject of legal process, health & safety considerations, subject to access and permission controls)	Must
3.37	The solution will be delivered with a suite of industry standard reports with dashboards	Could
3.38	The supplier will support LCC to create any reports which are required to support the submission of statutory and legislative reports and accounts in readiness for go-live	Must
3.39	LCC employees must have the ability to create reports and dashboards	Must
3.40	The solution will allow multiple users to view a record at the same time.	Could
3.41	The solution must have the ability to integrate with other LCC and non-LCC systems / solutions (e.g. Liberty Create, GIS, Oracle Fusion, Liquid Logic and District Council solutions)	Must
3.42	The solution must have the ability to automate the disposal	Must



No	Requirements	MoSCoW
	and destruction of data in line with LCC's retention schedule.	
3.43	The solution must provide data search and filter functionality across all records held within the solution.	Must
3.44	The solution must be able to store, retrieve, and view documents in various formats and types e.g., PDF, Excel, Word, Visio, photos, video	Must
3.45	The solution can provide automated data input validation checks.	Should
3.46	The solution can support auto population of records/fields to reduce processing and data entry errors	Could
3.47	The solution will readily support multiple communication channels, such as phone, email, live AI chat, social media and SMS	Must
3.48	The solution will provide the facility for automated large volume data updates	Must
3.49	The solution will have the ability to make nominated data capture fields mandatory.	Must
3.50	The platform will have built in customisable user satisfaction methodology and analytics	Must
3.51	The solution must provide access for nominated users to correct information recorded against records.	Must
3.52	The solution must provide the ability for users to select and export data in various formats, including, but not limited to, CSV, PDF, XLS.	Must
3.53	LCC agents must be able to offer screen sharing and visually guided support for residents	Must
3.54	The solution will provide a secure payment service which enables the authority to be complaint with PCI DSS and continue using its existing payment service provider, Worldpay.	Must
3.55	Integration will be performed in real time across all connected channels	Must
3.56	The solution will support a Customer Relationship Management functionality	Must
3.57	The supplier should support LCC's continual improvement	Must



No	Requirements	MoSCoW
	through development of their solution in partnership with LCC.	
3.58	The solution will contain embedded AI virtual assistance / chat bot, capable of augmenting information from knowledge base and the council's external website to handle complex enquiries; signpost and offer real time responses	Must
3.59	The solution will contain embedded AI with Speech recognition and natural language processing, which will offer timely and effective signposting through automated response	Must
3.60	The solution will contain embedded AI language translation service	Must
3.61	The solution will contain embedded AI which enables LCC to create a LLM with access to an external LLM to support information generation, transcription, and content summarisation	Must
3.62	The solution will contain embedded AI with Intelligent Interactive Voice Response (IVR) based on skills and complexities	Must
3.63	The solution will provide real time resident notifications via multiple channels including email, SMS, social media, letter	Must
3.64	The solution's API will allow access to all data within the system for use by other LCC systems	Must
3.65	Ability to apply user permission restrictions (e.g., read only, read & write, read / write & delete)	Must
3.66	Provision of a comprehensive searching / filtering facility to allow records to be quickly identified and viewed.	Must
3.67	The solution will be capable of capturing resident interactions via nondigital channels	Must
3.68	Ability to provide access (with restrictions) to non-LCC employees (e.g., 3 rd party contractors)	Must
3.69	The solution will enable the creation of bespoke customer facing forms with integration to the councils CRM hosted on the Liberty Create platform	Must
3.70	The solution will provide the ability to create, schedule and analyse Surveys	Must
3.71	The platform will support workforce management and optimisation, including: <ul style="list-style-type: none"> • Resourcing e.g. managing leave, performance and 	Must

No	Requirements	MoSCoW
	compliance. <ul style="list-style-type: none">• Forecasting e.g. data led staffing levels.• Scheduling e.g. staff rotas and real time amendments	
3.72	The supplier will provide multiple environments to support LCC ability to perform build and test activities away from their production environment	Must

