

Demands Case Management Service Definition

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1 Terms of Reference

1.1 About this Document

This Service Definition document describes PDMS' online Demands Case Management software offered on a Software-as-a Service basis (the "Service"), by Professional Data Management Services Limited (PDMS). This software forms part of PDMS' Signed Up Platform and can be used on a stand-alone basis or as part of the suite of integrated Case management modules in PDMS Signed-Up.

It describes:

- The functionality of PDMS Demands Case Management , and other information pertaining to it including additional modules that are being developed;
- More general information that applies to all services offered by PDMS on a Software-as-a Service basis, including the Service Level Agreement and Support Mechanisms.

1.2 Document Properties

Version	2.2
Date	21/05/2019
Classification	G-Cloud 11

1.3 Supporting Documents

The following documents should be read in conjunction with this document:

No	Document
1	PDMS Demands Case Pricing Information
2	PDMS SFIA Rate Card (for G-Cloud Customers)
3	Customer Code of Conduct
4	PDMS SaaS Standard Terms and Conditions
5	PDMS Standard Terms and Conditions
6	Data Protection Summary – Isle of Man
7	G Cloud 11 Framework Agreement
8	G Cloud 11 Call-Off Contract

1.4 Change History

Revision	Date	Summary of changes
1.0	13/06/2016	First version created for G-Cloud8
1.1	04/04/2017	G-Cloud 9 revisions
2.0	15/5/2018	G-Cloud 10 Revision
2.1	30/04/2019	G-Cloud 11 Revision
2.2	21/05/2019	G-Cloud 11 Update

2 PDMS Demands Case Management

2.1 Glossary of Terms

Administrator/ Administrator Account – An account within a uniquely branded implementation of PDMS Demands Case Management which is used to administer the implementation. An administrator account may be used and edited by a permitted individual or individuals on behalf of the Customer. As standard, an administrator account includes permissions to: unlock locked Member accounts, approve new users and run reports.

Member/ Member Account – A user account within a uniquely branded implementation of PDMS Demands Case Management which represents an individual person who has subscribed to use the service. A member account enables the individual to access the standard services available to individual members. It does not include Organization or Administrator features.

Organization/ Organization Account – An account within a uniquely branded implementation of PDMS Demands Case Management which represents an organization that has subscribed to use the service. An organization account may be used and edited by a permitted individual or individuals on behalf of the organization they represent. An organization account enables its permitted representatives to use the standard services available to organizations.

PDMS Demands Case Management – A software module with PDMS' Signed Up platform, which enables the rapid implementation of a secure online Case Management platform, with secure controlled and audited access, developed and provided on a Software-as-a-Service (SaaS) basis by PDMS Limited.

PDMS - Please refer to the Glossary of Terms for PDMS Software as a Service in Section 3.1 below.

PDMS Software as a Service (SaaS) - Please refer to the Glossary of Terms for PDMS Software as a Service in Section 3.1 below.

Service Availability – A percentage measure of the time the Service will be available for use.

The Service – The PDMS Demands Case Management system, which is offered on a Software-as-a Service basis by PDMS (see www.pdms.com).

2.2 Service Description

2.2.1 Summary

PDMS Demands Case Management enables users to create new cases, based on individuals and addresses that can be entered or referenced against external gazetteers. Case information includes the symptomatic problem reported and the ability to record more than one underlying cause on a case. Activities can be recorded against any or all of the demands and this can include time spent.

Relationships between individuals and addresses can be used to identify problem households or families.

System constraints (obstacles or blockages) can be used to identify where cases have hit external problems.

Reporting is provided from the high-level strategic purpose and objectives, through team caseloads and demands, down to an individual's workload.

Audit logs show who has changed case records and what changed.

Cases can be shared and access to other individuals/ departments can be managed to protect confidential information but alert other interested parties that a case may be in progress.

2.2.2 Standard Service Features

At the time of writing, the standard PDMS Demands Case Management service includes the following features:

- custom branding and URL, and domain name registration
- administrator functionality including management information reports
- a user-friendly case recording interface to help practitioners record activity

2.2.3 Browser Compatibility

PDMS Demands Case Management is compatible with the latest versions of the following Internet browsers:

- Microsoft Internet Explorer (IE10, IE11)
- Microsoft Edge
- Google Chrome
- Apple Safari

PDMS will endeavor to ensure that PDMS Demands Case Management remains compatible with future versions of these Internet browsers as they are released.

2.2.4 Virus Protection

PDMS uses and shall continue to use all reasonable endeavours to prevent the introduction, creation or propagation of any disruptive elements (including any virus, worms and/or Trojans, spyware or other malware) into PDMS Demands Case Management.

2.2.5 Service Availability

The Service Availability is set at 99.9% (see [3.5.1 Availability](#), below, for more information).

2.3 Service Roadmap

A prioritized list of planned enhancements will be provided to Customers of the PDMS Demands Case Management SaaS.

2.4 Bespoke Customizations and Integrations

Any requirements for bespoke customization or requirements to integrate with any system such as address gazetteers or nominals may be considered with consideration to protect the integrity of the Service for other Customers.

2.4.1 Customizations

PDMS would be happy to discuss any customizations that may be required in order to first establish whether or not they would benefit other Customers and if so discuss how these could be encompassed within the Service Roadmap.

Alternatively, should requests for customizations be outside of the planned roadmap, PDMS would be happy to discuss a bespoke/ stand-alone installation of PDMS.

2.4.2 Integrations

The PDMS Signed Up platform already contains an interface to standard local authority address data. PDMS would be happy to discuss any integration requirements to establish if these would be of benefit to other Customers, or if this would best be provided through a bespoke/ stand-alone installation of PDMS Demands Case Management.

2.5 Benefits

2.5.1 Benefits for Users:

The PDMS Demands Case Management platform provides the following benefits to Users of the SaaS:

- Easy to use for practitioners recording cases and activities
- Monthly fees rather than large lump sum capital expenditures
- extendible - request/ subscribe to additional features/ services over time
- shared SaaS platform - economies of scale
- user-maintained contact information - reduce administration
- single supplier - software, hosting, design, branding, marketing
- Customer focused service to support transformational working

3 PDMS Software-as-a-Service

3.1 Glossary of Terms

Customer – The organisation that subscribes to the PDMS Demands Case Management SaaS.

Off-Boarding – The process of extracting data from a (SaaS) software application for use elsewhere.

On-Boarding – The process of populating a (SaaS) software application with existing data.

PDMS/ PDMS Ltd - Professional Data Management Services Limited, a company incorporated in the Isle of Man with company registration number 061568C, whose registered office is at Global House, Isle of Man Business Park, Cooil Road, Douglas, Isle of Man, IM2 2QZ, who are the provider of the Service (see www.pdms.com).

SaaS – see **Software-as-a-Service**.

Software-as-a-Service (SaaS) – A software delivery model where a software application and its associated data are hosted centrally (in the “cloud”) and delivered via the use of an Internet browser.

Subscription – A payment made to use a (SaaS) software application for a period of time.

Take Up – The process of commencing use of a (SaaS) software application.

Termination – The process of stopping the use of a (SaaS) software application.

Working Day – Monday to Friday excluding UK public holidays.

Working Hours – 09:00 to 17:30 (GMT/BST) on a Working Day.

3.2 Contacting PDMS

To request a trial of a Service (where offered), to receive support for a Service (unless described otherwise in the Service Description), or to submit queries about the standard Subscriptions offered and the extensions to them, PDMS can be contacted via the following mechanisms:

1. By use of the Contact Form (www.pdms.com/Contact-Us) on the PDMS web-site;
2. Via e-mail to either:
 - a. saasenquiries@pdms.com – for new Customers or for general enquiries from existing Customers;
 - b. saassupport@pdms.com – for existing Customers of a Service to report issues with or enquire about the use of that Service;
3. Via the telephone number +44(0)1624 664000 (PDMS Working Hours only).

Customers with enhanced support options (such as 24/7) will be supplied with additional means of contacting PDMS as a part of their enhanced support agreement.

3.3 On-Boarding/ Provisioning

3.3.1 Trialling the Service

A **free trial/ demonstration** version of the Service may be made available.

To gain access, please **Contact PDMS** as described in 3.2 above.

3.3.2 Subscriptions

Requests for Subscriptions to the Service can be placed by **Contacting PDMS** as described in 3.2 above.

The minimum contract period is 6 months and commences following any agreed trial period, subject to contract agreements.

Payments to be made quarterly in advance.

Please refer to the “PDMS Demands Case Management Pricing Information.pdf” and “PDMS SFIA Rate Card.pdf” for pricing details.

3.3.3 On-Boarding

Initial branding, configuration and data set-up will be provided at the commencement of the contract.

3.3.4 Terms and Conditions

Use of the Service (under both trial arrangements and contracted subscriptions), is subject to the “Customer Code of Conduct.pdf” a copy of which can be obtained by contacting PDMS at saasenquiries@pdms.com and “PDMS SaaS Terms and Conditions.pdf”.

3.4 Hosting Services

The following hosting provision is included in the delivery of the Service:

3.4.1 Data Storage and Processing Locations

All data processing and storage is undertaken at Data Centres located on the Isle of Man selected by PDMS. For more information about PDMS’ commitment to Data Protection and relevant legislation please see our “Data Protection Summary – Isle of Man.pdf” a copy of which can be obtained by contacting PDMS at saasenquiries@pdms.com.

3.4.2 Data Centres and Networks

PDMS Software-as-a-Service is hosted on a highly resilient infrastructure using multiple storage, memory and processing units across multiple locales in multiple Data Centres on the Isle of Man – an architecture aimed at achieving extremely high availability. The Data Centres adhere to best practices described by the EU Code of Conduct for Data Centre Operations, and meet the Uptime Institute Tier Level 3 classification. PDMS holds ISO

27001:2013 Information Security Management System standard certification and Cyber Essentials.

Customer access is via the Internet; all data transfer is secured by industry standard encryption mechanisms.

3.4.3 Persistence of Storage

All data (including documents and images) input into PDMS' Software-as-a-Service offerings are stored in a persistent manner on multiple storage instances, and will remain that way until actively off-boarded on termination of a Subscription.

3.4.4 Backups

The data managed by PDMS' Software-as-a-Service offerings is backed-up nightly using a combination of disk and tape mechanisms. These backups are intended purely to restore data in the highly unlikely event of a complete infrastructure failure; they are not intended to, nor do they provide a data archive. If such an archive facility is required, then this can be provided on request (by **Contacting PDMS** as described in 3.2 above), but is outside the terms of the standard Subscriptions.

3.4.5 Information Security

PDMS is certified to ISO/IEC 27001:2013, the internationally recognized standard for Information Security Management and are certified under the Cyber Essentials Plus scheme.

In the Isle of Man, the Data Protection Act 2018 makes provisions for the regulation of the processing of information relating to individuals. This act gives effect in the Island to EU Directive 2016/79 of the European Parliament (General Data Protection Regulation). For more information about PDMS' commitment to Data Protection and relevant legislation please see our "Data Protection Summary – Isle of Man.pdf".

3.5 Service Level Agreement

3.5.1 Availability

The **Service Availability** stated above is the percentage of the time the Service is available for use when measured over any one calendar month subject to **Exceptions** (see below) calculated according to the formula:

$$\begin{aligned} & \text{(The number of minutes the service is available to the Customer} \\ & \quad \text{PLUS} \\ & \quad \text{The number of minutes the service is unavailable to the Customer due to exceptions)} \\ & \quad \text{DIVIDED BY} \\ & \quad \text{The total number of minutes in the month} \end{aligned}$$

Exceptions are:

- Circumstances beyond PDMS' reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labour disturbance, interruption of or delay in transportation,

unavailability of or interruption or delay in telecommunications or third party services (including network and Internet service providers), virus attacks or hackers, failure of third party software. Inability to obtain raw materials, supplies or power used in or equipment needed for provision of the services, and/or outages elsewhere on the Internet that hinder or delay access to the Services.

- Emergency maintenance of the website, software, network or any other component of the PDMS Software System by PDMS or its third party service providers. PDMS will use commercially reasonable efforts to provide Customer with as much prior written notice as possible (which notice may be transmitted to Customer via electronic communications and/or posting to the Services website).
- Customer's acts or omissions including but not limited to the acts or omissions of Customer's employees, contractors, agents, end-users or others who gain access to the Service via the Customer login identifier or password.
- Customer's violations of any agreements between Customer and PDMS including but not limited to the System Terms of Use.

If the Service availability over any one calendar month is less than the above defined **Service Availability**, the Customer may request financial recompense (see 3.4.4 below).

The ideal availability for the Service is 24 hours a day, 7 days a week, all year round. However, despite the fact that the infrastructure implemented to host the service is designed to support optimal availability, in practice this "total availability" is not possible. Exceptions include:

- Planned maintenance;
- Critical security maintenance;
- Unforeseen problems.

Therefore the minimum service availability is set. Measurement of service availability will be performed by a 3rd party, and failure to meet this target will result in financial recompense (see 3.5.4 below).

3.5.2 Capacity

The capacity available for data (including documents and images) storage is dependent on the Subscription option taken. If the service fails to deliver pre-purchased capacity, the Customer may request financial recompense (see 36.4 below) equivalent to one day's unavailability of the service.

3.5.3 Performance

PDMS will endeavour to ensure system performance is of a reasonable standard, however many factors that affect your perception of system performance are outside the control of PDMS. If your perception is that there is a problem with system performance, then please raise this by **Contacting PDMS**.

3.5.4 Financial Recompense for Failure to Meet Agreed Service Levels

The financial recompense shall be calculated as a portion of the monthly Subscription fee to the Customer proportionate to the unavailability of the system, i.e.

$$\frac{\{1 \text{ MINUS } [(The \text{ number of minutes the service is available to the Customer} \\ \text{PLUS} \\ \text{The number of minutes the service is unavailable to the Customer due to exceptions} \\ \text{MINUS} \\ \text{The number of minutes the service is unavailable to the Customer due to other} \\ \text{reasons)} \\ \text{DIVIDED BY} \\ \text{The total number of minutes in the month}]\} \text{ TIMES BY The monthly Subscription fee}}$$

This can be taken as a credit against any future Subscription or as a payment to the Customer.

To request financial recompense, the Customer must make a written request using the mechanisms described in 3.2 above **Contacting PDMS**. Any such request must include the date(s) and time(s) that the service was unavailable and must be received by PDMS within ten (10) days of the end of the calendar month during which the Service was unavailable

The total amount repayable to the Customer in a particular month shall not exceed the total Services Subscription and/or hosting fee paid by the Customer for that month in which the credit is issued.

3.6 Support Mechanism

3.6.1 Customer Responsibility

The Customer is responsible for properly maintaining the functional operation of all workstation equipment, including but not limited to connectivity to the Internet. Prior to contacting PDMS regarding any connectivity problems with respect to the system, the Customer will verify that it is able to reach major Internet sites such as www.msn.com or www.yahoo.com.

3.6.2 Raising a Request for Support

A request for support can be raised via the various means of **Contacting PDMS** (see 3.2 above) **unless** an alternative mechanism is agreed.

3.6.3 Hours of Support

In general, support will only be provided during **Working Days** (see Glossary), although support requests can be raised via **Email** or the **Contact Form** (see **Contacting PDMS** at 3.2 above) at any time.

The scope of the support offered can be extended by agreement and on payment of an additional monthly fee, depending on the level of support required.

3.6.4 Response to a Request for Support

A response to a support request can be expected to be received within **4 (four) Working Hours** of the support call being raised. A resolution, or work-around, can, in most cases, be expected to be received within **7.5 (seven and a half) Working Hours** of the support call being raised.

3.6.5 Terms and Conditions for Support

Prior to raising a support request, the Customer should check the available training and assistance resources, FAQs and other material. The Customer should ensure that the request for support is reasonable. PDMS reserve the right to not respond to unreasonable requests.

Note: Your support may be governed by the terms of your Subscription to a Service. If you require additional support, then please use the **Contacting PDMS** mechanism to enquire about the options available.

Note: PDMS will apply a “fair usage” policy to the support requests received.

3.6.6 Support Agreements – Alternatives

PDMS can also offer alternative Support Agreements, depending on the Customer’s requirements.

3.7 Training and Assistance

A single 1 day training workshop will be provided at the initial installation to agreed administrators for the platform.

If additional training and/ or materials are required, then this can be provided on request (via the various means of **Contacting PDMS** as described at 3.2 above), but is outside the terms of the standard Subscriptions.

3.8 Customer Code of Conduct/Acceptable Usage Policy

The current terms of use of PDMS Software-as-a-Service are included in the “Customer Code of Conduct.pdf” a copy of which can be obtained by contacting PDMS at saasenquiries@pdms.com.

Customers are expected to abide by the terms of use described therein.

Note that:

- It is imperative that Customers protect the credentials used to access the System; e.g. ensure that passwords etc. are not shared.

- It is essential that Customers use Virus protection on their computers, and that any files uploaded to any system provided on a Software-as-a-Service are checked for Viruses.
- Customers are liable for all content that is uploaded and/or input to the Service.

3.9 Termination

A Subscription to the Service can be terminated by the Customer or by PDMS as outlined in this section and detailed in Clauses 19 and 20 of the “PDMS SaaS Standard Terms and Conditions.pdf”.

Off-boarding will then be undertaken as appropriate as described in 3.10 below.

3.9.1 Termination by the Customer

A Subscription can be terminated by the Customer (either during the term of a Subscription, or by indicating that a Subscription renewal is not required), by **Contacting PDMS** (as described at 3.2 above) and requesting such.

No refund will be made for any pre-paid Subscription period.

3.9.2 Termination by PDMS

3.9.2.1 At the end of a Subscription

Reminders will be issued to a Customer via e-mail to the administrative user(s) 1 (One) calendar month prior to a Subscription ending. If a Subscription is not renewed, then it will have deemed to have lapsed, and in this case PDMS reserves the right to off-board the data (including documents and images) not less than one calendar month after the Subscription has ended; prior notifications will be issued via e-mail to the administrative user(s). Unless requested otherwise by the Customer, the data (including documents and images) will not be retained.

3.9.2.2 Breach of Customer Code of Conduct/ Terms of Use

PDMS reserves the right to terminate a Subscription at any time if a Customer is found to be in breach of the “Customer Code of Conduct.pdf” (a copy of which can be obtained by contacting PDMS at saasenquiries@pdms.com) and has not satisfactorily responded to 2 (two) warnings of termination e-mailed to your administrative user(s).

3.9.2.3 Termination of the Service

PDMS reserves the right to terminate the Service at the end of a Subscription period when at least 3 (Three) calendar months’ prior notice has been given via e-mail to the administrative user(s) of the termination of the Service, or at any time when at least 12 (twelve) calendar months’ prior notice has been given via e-mail to the administrative user(s) of the termination of the Service. In either case, all data (including documents and images) will be off-boarded by PDMS and supplied to the appropriate Customers in an agreed manner.

3.10 Off-Boarding

If the Service is terminated either by the Customer or by PDMS, PDMS will contact the Customer to establish your off-boarding requirements.

The standard method by which PDMS will supply your data to you on Termination is in the form of a **Microsoft SQL-Server Compressed Backup** file supplied in an encrypted form by appropriate media. The cost of this is included in your Subscription to the Service.

Use of another mechanism may incur an additional charge.

4 Additional Services

PDMS also offers a wide range of additional services in support of our Software-as-a-Service applications, including but not limited to the following:

- Design Authority
- Design and Development – All of our Software-as-a-Service products, including PDMS Demands Case Management, can be customised by the PDMS development teams to meet specific Customer requirements.
- Data analysis services
- Data Management and Migration
- Data integration services
- Project/Programme Management – Our project managers are Prince II qualified
- Testing
- Project Specification and Selection
- Service Integration
- Deployment
- User Management
- Training
- Application Management and Support
- Strategy and Implementation Services
- Tailored complete Managed Service Agreements
- Software Development Services

Day rates for these services can be provided on request by **Contacting PDMS** as described in 3.2 above and by referring to the “PDMS SFIA Rate Card.pdf”.

Contact Us

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