G-Cloud Service Definition

NEC Blue Badge Case Management System SaaS

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NEC Blue Badge Case Management System SaaS

Service Definition

This Service Definition is relevant to all Local Authorities in Great Britain that operate a Blue Badge Scheme. The service is provided by NEC Software Solutions (NEC).

The NEC Blue Badge Case Management System SaaS Standard G-Cloud Service is available as:

- NEC Blue Badge Case Management System Software as a Service (SaaS).

Overview of G-Cloud Service

The infrastructure surrounding Blue Badges changed at end of 2018. This resulted in several key changes for Local Authorities (LAs). The Department for Transport informed all Local Authorities they required a Blue Badge Case Management System that can integrate with the key aspects of the national system; that included the GOV.UK online form, the blue badge register and the ordering of badges.

NEC is the most experienced provider of Blue Badge systems and services and we have developed a Case Management System that will administer all aspects of the blue badge process as well as providing all the necessary integration with the national service.

NEC Blue Badge Case Management Solution

While working with government over the past ten years, NEC has acquired a deep understanding of the processes and procedures LAs adopt for processing blue badge applications and ordering badges.

We have also completed a programme of user research to ascertain what LAs require for blue badge case management.

We have used all this knowledge to develop a Case Management System (CMS) delivered as Software as a Service (SaaS) with enhanced functionality to improve your administration. It fully integrates with the new infrastructure and provides continuity with existing practices.

Our Case Management System delivers:

- Management of Blue Badge applications using the same principles as the current system; allowing you to maximise continuity and minimise the need to retrain staff and bring in new procedures. The case management solution (CMS) has similar structure and concepts to the existing system and introduces a fresh look through an improved user interface however what it does and how it holds badge records will feel familiar to current users.

- NEC will be happy to discuss migration of existing data and provide a cost based on the SFIA rate card.

- Integration with the national system. Integration with the national system is essential for the efficient running of your service. The NEC CMS provides all the points of integration required for the necessary two-way communication.

- Communications: the ability to send letters, email and SMS both individually, for example a request for more evidence, a response to an appeal and in bulk.

- Management information reports to enable you to monitor and manage your workload and extract data as required.

- Enforcement functionality that will support your teams to ensure compliance with the Blue Badge scheme.

- Document Upload: you can upload all documents required to support a claim for a Blue Badge. The documents are then securely stored against the relevant claim (along with any provided through the GOV.UK application form).

The charges for the system are detailed in the Pricing Document.

LAs using Gov.UK Notify will integrate from NEC Blue Badge Case Management to the Gov.UK Notify service for SMS / email / one page letter.

LAs using GOV.UK Pay will integrate via their blue badge manager but payment information including outcome and reference will be sent to the NEC Blue Badge Case Management System.

Service Constraints

The Blue Badge CMS provides for the creation of user profiles and therefore the management and administration of user access. Customisations are achieved through changes to the configuration; however, we have ensured users cannot apply customisations that would result in breaches of statutory process. The configurable parameters ensure maximum flexibility and will allow you to set local policy for Blue Badge, to determine the levels of authority and the levels of access that individual users hold.

Service Levels

Portal and access will be provided on receipt of the Order and Registration Form.

Ordering and Invoicing Process

If you wish to order these services, a G-Cloud Order Form will need to be completed and signed by both parties.

Service Migration

Where a client, rather than off-boarding, wants to migrate the data contained within NEC Blue Badge CMS SaaS to another service being provided by a third party or wishes to migrate data contained within an existing system into NEC Blue Badge CMS SaaS then service migration services can be provided. To provide these services, we will carry out a scoping study which will be charged in accordance with the NEC SFIA Rate Card. Any recommendations following the scoping study will be priced on a fixed price basis utilising the NEC SFIA Rate Card.

NEC

Appendix A

Blue Badge Bandings

Band A

Anglesey	Gwynedd	Portsmouth
Angus	Hackney	Reading
Argyll & Bute	Hammersmith & Fulham	Richmond
Barking & Dagenham	Hartlepool	Rutland
Bedford	Hounslow	Scottish Borders
Blaenau Gwent	Inverclyde	Shetland
Bracknell Forest	Isles of Scilly	Slough
Camden	Kensington & Chelsea	South Ayrshire
Ceredigion	Kingston upon Thames	Southend-on-Sea
City of London	Lambeth	Southwark
Clackmannanshire	Lewisham	Stirling
Darlington	Luton	Sutton
Dundee	Merthyr Tydfil	Tower Hamlets
East Ayrshire	Merton	Wandsworth
East Dunbartonshire	Middlesbrough	West Berkshire
East Lothian	Midlothian	West Dunbartonshire
East Renfrewshire	Monmouthshire	Westminster
Eilean Siar	Moray	Windsor & Maidenhead
Greenwich	Orkney	Wokingham

Band B

Aberdeen	Falkirk	Newport
Bath & NE Somerset	Flintshire	North Ayrshire
Bexley	Gateshead	North East Lincolnshire
Blackburn with Darwen	Halton	North Tyneside
Blackpool	Haringey	Nottingham
Bournemouth	Harrow	Oldham
Brent	Havering	Perth & Kinross
Bridgend	Herefordshire	Peterborough
Bromley	Isle of Wight	Poole
Calderdale	Islington	Redbridge
Conwy	Knowsley	Redcar & Cleveland
Denbighshire	Newcastle	Renfrewshire
Dumfries & Galloway	Newham	South Tyneside
Southampton	Torbay & South Devon NHS Foundation Trust	Wolverhampton
Swindon	Torfaen	Wrexham
Tameside	Vale of Glamorgan	York
Telford & Wrekin	Waltham Forest	
Thurrock	West Lothian	

Band C

Aberdeenshire	Hull	Salford
Barnsley	Leicester	Shropshire
Brighton & Hove	Medway	Solihull
Bury	Milton Keynes	South Gloucestershire
Central Bedfordshire	Neath Port Talbot	St Helens
Coventry	North Lincolnshire	Stockport
Croydon	North Somerset	Stockton
Ealing	Pembrokeshire	Stoke-on-Trent
Enfield	Plymouth	Trafford
Highland	Powys	Walsall
Hillingdon	Rochdale	Warrington

Band D
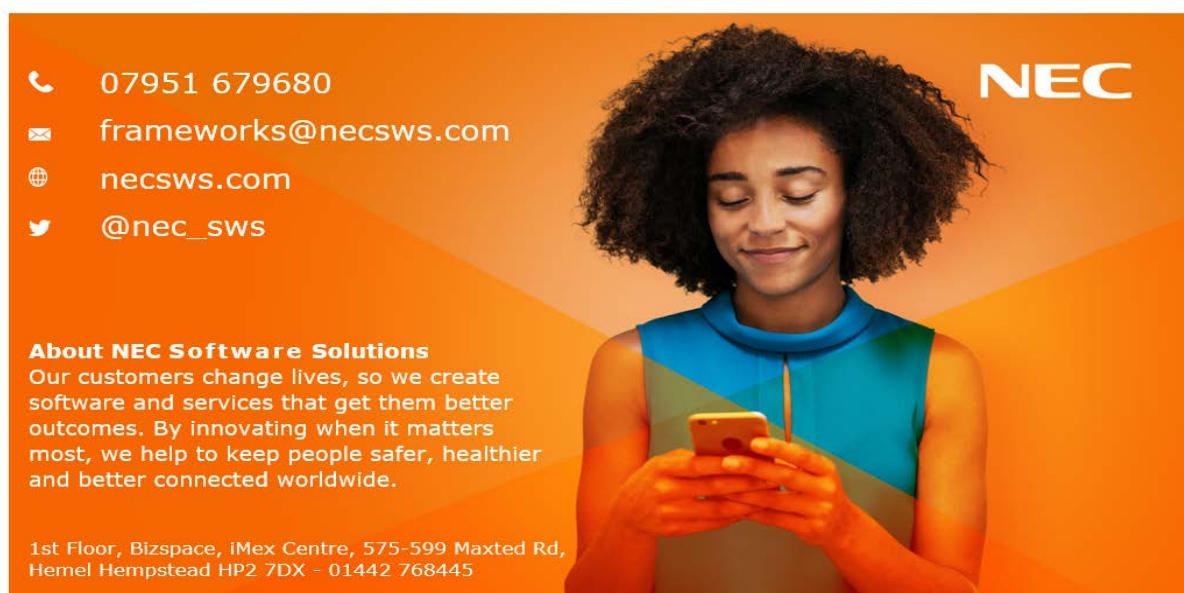
Barnet	Dudley	Rotherham
Bolton	East Riding of Yorkshire	Sandwell
Bradford	Edinburgh	Sefton
Bristol	Fife	South Lanarkshire
Caerphilly	Kirklees	Sunderland
Cardiff	Liverpool	Swansea
Carmarthenshire	Manchester	Wakefield
Cheshire East	North Lanarkshire	Wigan
Derby	Northumberland	Wirral
Doncaster	Rhondda	

Band E

Buckinghamshire	East Sussex	Oxfordshire
Cambridgeshire	Glasgow	Sheffield
Cornwall	Gloucestershire	Somerset
Cumbria	Leeds	Warwickshire
Dorset	North Yorkshire	Wiltshire
Durham	Northamptonshire	Worcestershire

Band F

Birmingham	Lancashire	Staffordshire
Derbyshire	Leicestershire	Suffolk
Devon	Lincolnshire	Surrey
Essex	Norfolk	West Sussex
Hampshire	Northern Ireland	
Kent	Nottinghamshire	

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About NEC Software Solutions
Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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