

# Victoria Forms Service Definition

## Bespoke and Pre-Designed Electronic Forms and Cloud-Based Processing System



### An overview of the G-Cloud Service:

Victoria Forms can design bespoke electronic forms, or provide pre-designed forms, that are then placed in our Cloud Based system, Enterprise Forms Server, which presents, processes and stores completed electronic forms.

With eighteen years' successful track record of providing high performance, easy-to-complete intelligent eForms, customers benefit from Victoria Forms' unique eForms technology adopted by Councils and government departments across the UK.

The company provides a bespoke design service and can also provide the Buyer with a range of over 325 online template eForms and Calculators, for Revenues and Benefits, Licensing, Environmental Health, HMO, Planning and other Authority departments. We also work with educational establishments, recruitment agencies and private sector organisations - providing intelligent application processes.

Our Housing Benefit and Council Tax Reduction Calculator and integrated online Electronic Application Form provide Local Authorities with a tailored solution that incorporates current DWP Welfare Reform changes and the Authorities' Local Council Tax Reduction / Support scheme.

Our Revenues solution includes a wealth of ready-made templates for Council Tax and Business Rates/National Non-Domestic Rates (NNDR).

Our Licensing solutions includes ready-made templates for all types of Licensing Activities: Alcohol, Charity & Entertainment; Gaming, Betting & Lottery; Street Trading; Hackney Carriage (Taxi) & Private Hire; Public Health Permits & Licences; and Animal Licensing. House in Multiple Occupation (HMO) New Application & Renewal is also available.

Our Planning solution complements the Planning Portal, by providing applications for Pre-Application Advice and Planning Complaints.

Initial Implementation includes Enterprise Forms Server (required), project management, training and SLA based support.

Buyers can add to their system at any time with additional products for defined Service Areas, as well as optional additional units, depending on requirements.

## Enterprise Forms Server:

Enterprise Forms Server is a powerful system which handles the presentation and processing of eForms.

Self-service users are able to complete eForms with a standard web browser and they don't require any additional add-ons. Registered users, where access permissions allow, will be able to view completed eForms, download PDFs of completed application eForms, and manage the workflow stages of submitted forms. Automated, staged communication is sent to your customers, e.g. confirmation of the application having been received, as determined by the Administrator.

Unregistered users (an Organisation's customers) can be presented with a dynamic web eForm, styled to match website and corporate branding. Depending on the previous questions answered, the web eForm will expand or contract in real time to expose / hide relevant questions or sections according to the previous responses. This simplifies the form for a customer, as the only questions they see are those that are relevant to their application – all non-relevant questions are hidden.

Where it is useful, eForms can be presented to professional staff users in the same 'fixed' layout as a printed form, but interactively highlighting only the fields that need to be completed. This may be the preferred eForm format for professional users, given their familiarity with this eForm layout - speeding up the completion process as questions will appear in the same position and on the same page each time. Keyboard shortcuts can be used to speed up processing time, e.g. 'tab' to jump to the next field, 'spacebar' to tick the selected field, etc.

An alternative text/accessible version of eForms can also be published, which enables the completion of eForms more easily on small-format mobile devices and to help users with Visual Impairments, e.g. those using screen reader software.

Features of our eForms technology include:

- The user is guided through relevant areas of the eForm only and will be prevented from mistakenly entering data in the wrong areas. Whole pages will be hidden where not relevant.
- Date fields, drop down lists, text areas, check boxes, and currency fields are used.
- Where helpful, guide messages can appear on the eForm that relate to what has been entered to prevent confusion e.g. "You must fill in question x before filling this section".
- Data Validation is used, where appropriate, to ensure that the eForm captures high quality data from applicants, which both reduces form returns for the council and speeds up the application process for applicants. The eForm will check for obvious mistakes and omitted data. When initiated, the validation component will sweep through the eForm, highlighting errors, and giving the applicant the opportunity to make corrections.

Further features are provided to help users during eForm filling:

- Once on screen, the eForm can be filled in off-line – no continual live connection is required. This patented feature enables eForms to be filled with confidence, not being dependent upon a live server connection.
- Partially completed forms can be saved on the server during form completion. A unique reference code is generated by Enterprise Forms Server which can be used to retrieve the form from any device.
- As well as saving a part-filled eForm on the server the user can also save the eForm data on their own PC. If they wish they can add a password to encrypt the saved data file. The save feature works even if a server connection is unavailable.

When the eForm is completed – data will be returned to the web-server after the user clicks on the "submit" button. A confirmation of the date and time of receipt and a reference code unique to the applicant's data

will then appear on the declaration ready for printing (if relevant), signing and returning. This unique data reference may be used to prove that the data later presented in any fraud investigation has not been altered since the applicant entered it.

Top-level management information and statistics is made available for registered staff users to access and determine the number of eForms submitted, saved, being processed, etc. Very detailed statistical analysis is available via an optional reporting module, which enables the analysis of distinct eForm data fields from a selected range of applications.

An additional option for the eForms is the ability to capture electronic signatures – a customer makes their signature with their mouse, a stylus, or via touchscreen, and the image of their signature will appear on the on-screen eForm. This overcomes the need to print a declaration page on home visits, e.g. if the optional Offline Module is selected.

## Service Area Options:

### ***Ready Made Forms & Forms Libraries:***

All generic forms are kept current, in accordance with legislative changes and best practice guidelines, ensuring that the Authority will always be supplied with appropriate content. Demonstration Libraries are available upon request.

All eForms are tailored to an Organisation's branding and provide in-form intelligence for error checking and validating responses, dramatically reducing application processing resources required by Organisations. Users are able to save part-completed eForm applications mid-way for later completion (on the server or on their local PC, where enabled by the Administrator) and also accurately print or save in PDF format a completed eForm. Council staff can also forward a part-completed eForm to a customer for further completion, using a unique 10 or 12-digit access code.

### ***Back Office Integration:***

Submitted forms can be exported as XML exports to allow data to be integrated with existing Back Office Systems. We have 11+ years of working examples across a large number of Local Authority Customers.

**Benefits:** New Claims and Change in Circumstances integration available with Northgate, Capita and Civica.

**Revenues:** Direct Debit, Single Person Discount (Application and Removal) and Change of Address integration available or under development, with Northgate, Civica and Capita.

**Licensing:** Taxi Licensing, Environmental Health Reporting and General Licensing integration options available with Idox Uniform. Some integration with Civica APP is also available.

**House in Multiple Occupation:** House in Multiple Occupation Application and Renewal integration is available with Idox Uniform.

**Environmental Health:** Environmental Health Reporting and Service Request integration options available with Idox Uniform.

**Planning:** Pre-Planning Advice and Planning Complaints integration options available with Idox Uniform.

**Other:** Victoria Forms are happy to work with different departments to develop integration (where possible, and subject to full analysis) for other Back Office systems if required.

### ***Council Tax Reduction (CTR) Services for Banded Schemes:***

#### ***Eligibility Calculator and Application Management System for CTR:***

Options are now available for Local Authorities who have changed or are looking to change the way they administer CTR – via a banded scheme for example. A bespoke CTR data capture form can be designed and built to specification, capturing relevant data for the Local Authority's individual scheme, and calculating income figures, and CTR Award in real time, to display the award at the point of form submission.

An Application Management System is also available, to store information, assist with forecasting and recalculate eligibility for easy reviews.

## **Optional Additional Units:**

### ***Advanced Document System Integration:***

As standard, Enterprise Forms Server generates a PDF or TIFF file that can be sent to a document system via email, or manual upload.

To automate this process, some document systems have facilities to import the form file, along with indexing instructions.

With some custom coding, our system can generate detailed indexing information for each form (e.g. a Unique Property Reference, A Benefit Claim No, a Council Tax account number, etc.), and send this along with the form, direct to the document system, in many cases allowing fully automated indexing. The indexing method depends on the document system and may require an Importer Module, to be supplied by your Document System provider.

### ***Attachments / Evidence Collection:***

Enhance Victoria Forms' Enterprise Forms Server with the Attachments / Evidence Collection Add-On Module, which effortlessly handles the processing of files and attachments.

Attachment of electronic files to an eForm is available as an option for any eForm supplied. This option enables the attachment of pre-determined electronic file formats and set limits to their size (a 'white list'), as determined by the Administrator, limiting any risk to IT systems at the Council.

Images can be stored alongside eForms in the eForms server, and can also be exported to a document system as one package.

### ***Statistics Module:***

Using Victoria Forms' powerful add-on module, statistics are easily generated from form data within Enterprise Forms Server. Records can be filtered by eForm type, eForm category, individual user, user group (including web self-service) and date of submission.

The built-in Report Designer allows you to define the eForm fields that you want to report on. Simply open any eForm template and click the question fields you want to assemble statistics about. Reports are generated on the server within a few seconds. If you wish, you can save the report template for re-use later, or make amendments to it and then re-run the report.

After creating a report, the exported data appears within the statistics module and can be opened in any popular spreadsheet application, including Microsoft Office Excel. Within the Excel spreadsheet, data may be analysed however you wish.

### ***Offline Forms:***

Authorised users can create offline versions of forms, and download blank and partially completed forms to their tablets, laptops and pcs for completion where internet connection is unavailable, once completed the forms are held in a pending area, and automatically submitted when internet connection is available.

Offline Forms can work in conjunction with the Attachments / Evidence Collection Add-On for fully offline data and evidence collection.

### ***Multiforms:***

Victoria Forms' Multiform technology is designed to be used in scenarios where your staff and customers fill in more than one form at a time. It is designed to make this task easy and productive. Different questionnaires can be provided to intelligently build form packages under any number of different scenarios (e.g. a local authority might handle a family bereavement, moving into a new home, providing help to someone who has become homeless). After the user exits one form, information entered on this form is automatically passed to any other form in the package that asks the same question.

On completion of a multiform package, the underlying software can take form data and use it to populate a set of documents. These might include declaration pages for signing, customer specific guidance, letters for one or more recipients, and blank forms for printing and handing to other parties.

On completion forms are submitted to Victoria Forms Enterprise Forms Server. The multiform package is then separated into separate forms. Each form will then follow its predefined rules for processing – each can be routed to a separate department or different back-office system, even different organisations. Each form will be treated as if it had been filled in separately by the user, and only relevant data will be sent to each administration team.

### ***Payment System integration:***

Where fees are applicable, forms can connect with your authority's chosen payment provider to incorporate a seamless transition between form data and payments. Selected information can prepopulate the payment system, such as customer name, and validated email address, which saves time for the customer and prevents errors for processing.

Payment systems we currently work with include: XPay, CivicaPay, CapitaPay, Barclaycard, and WorldPay. Victoria Forms developers can look into creating similar integrated functionality with other payment systems as required. Similarly, additional customisations to the advanced payment processing functionality can be developed according to Buyer specifications.

### ***CRM / Portal Integrator:***

For councils that wish to use our eForms in conjunction with their own CRM system and / or a Customer Portal, Victoria Forms supplies a ready-made module, which allows integration with minimal additional coding.

Key features include:

- Automatic authentication: members of staff who are logged into the CRM or Customer Portal can go directly into our system without having to log in. Our system then knows who they are and gives appropriate access and tracks their use of eForms accordingly.
- eForm pre-population: useful data can be passed from the CRM or Customer Portal system to pre-populate eForms in open XML format.
- Controlling eForm features: the XML data sent from the CRM and Portal systems to the form can include instructions to control the eForm, e.g. turning off forced error checking or turning on letter template pages.
- Data return: where useful, data can be returned to the CRM and Customer Portal systems in a suitable format. This can be data from the eForm, but also data about the eForm – this information can then be added to the CRM system alongside the appropriate customer's record (e.g. submission date).
- Customised Mail-Merge Letter: a customised letter can be designed to be automatically created as the applicant completes the form, for the purpose of printing and posting detailed information to the applicant with dynamic content, specific to the customer's application.

### **Forms Design Software – VF Creator:**

For councils that wish to design blank form templates in house, Victoria Forms can provide a Forms Design Software Package. VF Creator is an Add-In for Microsoft Word which allows users to design, create and maintain eForms *within* Word.

Microsoft Word is open software, which allows third party developers to add enhancements to Word, providing new functionality for users creating documents. Such products are called Word Add-Ins.

We have created a Word Add-In which allows users to create eForms within Word. Forms can then be published to Enterprise Forms server, which converts these into online forms that end users can fill in on any device; in any browser - end users don't need to have Microsoft Word installed.

Users can take advantage of all the features within Word, to create professional and stylish forms. Using our Add-in, form fields can be placed anywhere within the document. Properties can be set for individual fields, specifying how they are to behave when they are part of an online form.

When the design of the form is complete, our server uses this template to generate a smart, online form. When forms are opened in a browser, they are displayed with an eForm viewer with form controls.

Many advanced features are available to forms designers, including:

- Checkboxes, tick-boxes, date fields, email fields, droplists, combo-boxes, currency fields,
- Business Validation rules,
- Field by field help,
- Page hiding / displaying on multipage forms,
- Field and sections being enabled/disabled as users complete questions,
- In-field calculations and scripts,
- Handwritten Signature Capture,
- PDF Quality Display at any zoom level,
- Email Notifications and Receipts.

These features are available alongside all of the numerous features within Word for designing documents, including: tables, text boxes, shapes, images, styles, document styles, multiple languages, grammar and spell checking etc.

Depending on requirements, forms Designed using VF Creator can either be used within Enterprise Forms Server, or can be used with Enterprise Forms Server Core, a simplified version of Enterprise Forms Server which is fully cloud hosted.

Users can download our software, create forms in Word, and then publish them to an online account, where blank forms can be accessed over the internet, and administrators can log in and retrieve completed forms.

### **Campaigns (available for selected setups):**

The Campaigns Module allows users to create a form template that can be sent to a pre-defined list of contacts (contact database) and track the responses.

When a Campaign is created, the system allows the user to select the form template, provide some details about the sender, and a date the campaign should begin. A customised email can also be defined.

The contact database can then be imported into the system, including recipients and any data which the user wishes to populate automatically into the form.

Automatic reminders can be set within the system, to encourage a better response rate.

The responses to the form are tracked within the system, providing the detailed status of each recipient and allowing the user to accurately monitor progress.

***Processes (available for selected setups):***

With the Processes Add-On Module, you can add any number of 'Processes' to a Blank Form. When Processes is enabled, forms can be configured to automatically forward to a user or email address when submitted – for amending, providing additional information or approval. This can be configured to happen any number of times, depending on how many people are needed for approval, and each step can be conditional on form data. Email notifications or receipts can also be configured to be sent at any stage so staff are kept informed.

There are currently three 'Available Processes' which can be added to a form:

- Forward Form and Return Message to User,
- Send Receipt Email,
- Send Notification Email.

Additional types of process may be available in the future.

Processes can be used for more complex scenarios, which involve changing behaviour of the form itself based on stage of the processes the form has reached. Fields can be made 'read only' after each process stage, ensuring that data cannot be edited, for example.

***Advanced Electronic signatures (available for selected setups):***

Advanced Electronic signatures allow additional validation for online signatures – preventing a form from being altered after signing, allowing 'signature' without the need for a touchscreen device, and providing an additional level of authentication for the signee.

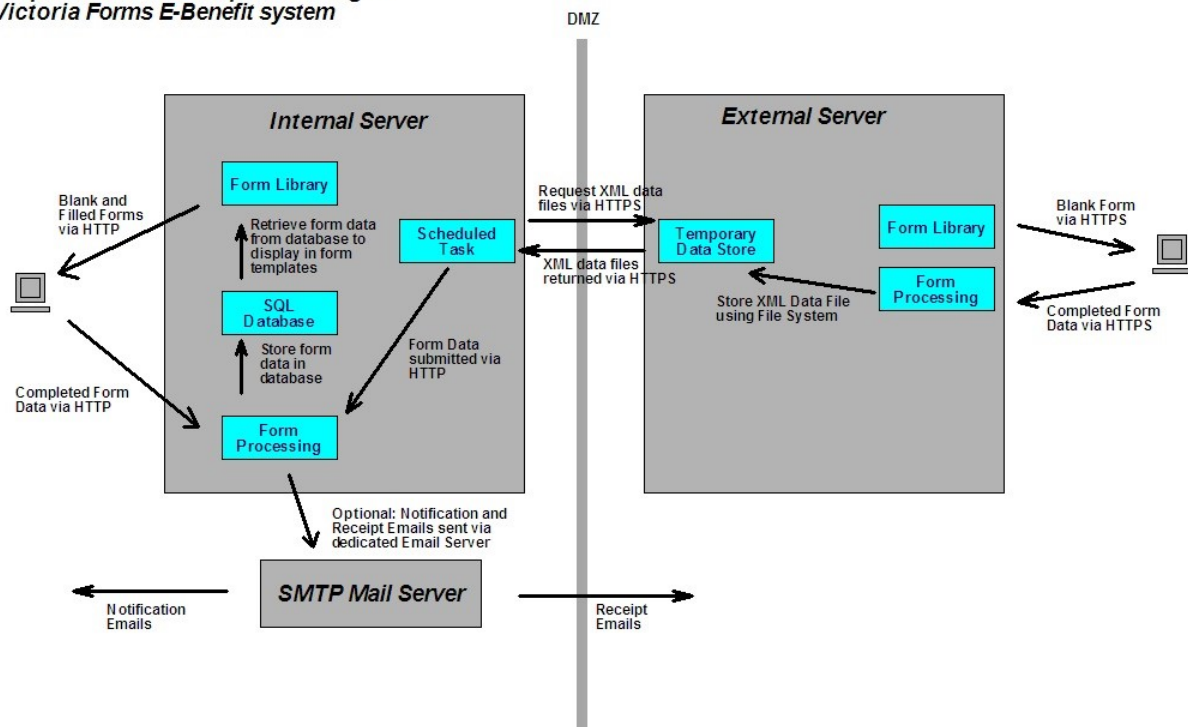
Form builders can specify additional options for the signature fields: Signature Type; authenticate user; Data integrity check, and a pre-populated Signature Date field.



## Information assurance:

The Victoria Forms system typically provides a two-server setup as a Cloud solution.

### *Proposed Server Setup for hosting of Victoria Forms E-Benefit system*



All data is held securely within an internal system, separate from the external system that presents eForms for completion. The eForms System is hosted on a secure servers, provided by the Buyer, or by Victoria Forms, from where converted eForms in PDF format, or XML data can be sent to the Council's secure server / back-office system via a SOAP request over HTTPS (where these additional options have been procured). All data held is encrypted securely.

Where Victoria Forms provide hosting, the eForms System is hosted with Microsoft Azure.

To help organizations comply with national, regional, and industry-specific requirements governing the collection and use of individuals' data, Microsoft offers the most comprehensive set of certifications and attestations of any cloud service provider. For further details, please view Microsoft's Compliance website located at:

<https://www.microsoft.com/en-us/trustcenter/Compliance>

### **Public Facing Cloud Server:**

The public facing server allows applicants and external partners to access blank and saved forms.

Data from part-filled forms is stored on the remote server as encrypted files, retrieved with a 10-character reference code. Alternatively, part-filled forms may be stored on user's PCs.

The system is accessed using any browser. All communication is made over HTTPS, using signed SSL certificates installed on the server. Members of the public or partners assisting them can complete online application forms.

Public-facing forms will work with or without JavaScript, and are fully accessible, including when used with screen reading software.

On completion, forms are stored for an average of 30 seconds before they are pulled across to the Private Cloud Server. All trace of form data from completed forms is then deleted from the public facing server.

#### **Private Cloud Server:**

The private server stores completed Application eForms and the constituent customer data. This data is only available for Council staff registered users only, whose user permissions also determine exactly what each user can view or action in regards to completed applications received.

This server DMZ is configured to respond only to the Council's own IP address. Requests received from any other IP addresses are ignored. The private server is effectively invisible to the internet.

All communication with the Council staff's own computers is done over HTTPS, using signed SSL certificates.

#### **Application Software:**

VF Creator is written in a combination of VB.NET and C#, (Frameworks 4.0 and 4.5.2) using *Visual Studio Tools for Office*.

The eForm System software application is written using a combination of ASP 3.0 and C# with ASP.NET (Frameworks 4.0 – 4.6.1).

The server application (running separately as a scheduled task) handles export to back-office systems as PDF, TIFF and XML (where relevant and purchased as an optional service). This application also handles export of attached images.

#### **Browsers:**

eForms work with all modern web-browsers, no additional extensions or add-ons are required.

Forms are Accessible, to WCAG 2.1 AA Standard.

#### **Installed and maintained Anti-Virus Software:**

Anti-virus software is installed and maintained on all Victoria Forms' servers with automatic updates.

#### **Capacity and scalability of system provision:**

Victoria Forms' eForms technology and the Cloud solution offered have been specially designed to cope with huge peaks in concurrent demand. The system enables the entire eForm to be loaded by the local user browser, including all the inbuilt intelligence. The data is only sent to the server when the form is submitted on completion or saved as a part-completed eForm. Processing of eForm data takes only a few seconds. Many concurrent users can complete eForms while the server remains unburdened.

#### **Open standards supported and documented, and use of open source software:**

Victoria Forms aims to support open standards and enable our solutions to integrate with other systems, where appropriate.

Open standards supported by Victoria Forms include:

- XML input / output,
- SOAP web services,
- CSV output of structured data files.

#### **Details of the level of backup/restore and disaster recovery that will be provided:**

Our servers are hosted by Microsoft Azure in the UK. In the unlikely event of the primary server failing, a new server will be instated, with all the backed-up data within 24 hours.

The system runs under a Windows Virtual Server environment. Server resources can be increased at any time, ensuring adequate server power is always available.

Data is stored in Microsoft Azure SQL Server.

Backups are taken daily and are executed as part of Microsoft Azure's Recovery Services.

### **On-boarding and Off-boarding processes/scope:**

The On-boarding requirements are determined with the client prior to service commencement to ensure an appropriate setup, branding and included services. Victoria Forms will provide a Project Manager for this implementation phase, supported by its Consultants, eForms Designers and Technical Support Team.

Timescales and project milestones will be discussed and set as mutually agreed. If additional optional modules are procured, e.g. integration with back-office systems, this may affect the timescales for full implementation.

The linking to eForm(s) branded and hosted for you is extremely easy. There is no need for web designers to embed the eForm into your website. All that is required is to provide a link from your website to the appropriate eForm (the appropriate link will be provided by Victoria Forms or when you publish the forms yourselves). When a user clicks on the link, the appropriate eForm will open up in a new browser window on the user's computer.

Victoria Forms will require confirmation of the client details in order to configure the system to its needs. Depending on any optional requirements for e.g. integration with back-office system(s) via XML, other details may be required in order to implement these additional requirements.

Where required by the client, Victoria Forms can provide a Test and Evaluation phase in the implementation of services, whereby the client will be able to test the service provision. The test system will be configured at no additional cost and the client will provide reasonable service acceptance in a timely manner. This will require the timely testing and feedback from the client to ensure this testing phase can be completed in the shortest possible time.

Off-boarding is straightforward; given the data being captured by the system in a submitted eForm is used or captured by the client for its own on-going processing and record keeping regularly. Therefore, any data held will be already captured by the client. Victoria Forms can provide an additional access period to the database, by prior arrangement if required, for the client to download any further eForms submitted in the last days of contract provision, to ensure it has sufficient time in which to download these and capture the included client data. When the client has confirmed it has downloaded all records from the system or the additional access time has finished, Victoria Forms will permanently delete all data held securely under contract, including any backups to ensure it satisfies GDPR requirements.

### **Service management details:**

Where Victoria Forms provide hosting, the eForms System will be hosted by Microsoft Azure. Microsoft's data centers are engineered to provide 99.999% availability to meet their customer's SLAs and service needs.

Victoria Forms Target Service Availability: 98+%

As a minimum, email and telephone technical support is provided during the hours of 9:00-17:00 Monday to Friday (or as agreed otherwise with the Council, including an out of office emergency contact number), excluding national and other public holidays in England, as a minimum. Response times for logged/received technical queries will be within 1 hour and resolution of issues in accordance with our Service Level Agreement timelines, as detailed below under "Service Levels."

## GDPR:

Victoria Forms systems have a built in data-cleanse facility, which can be set to permanently delete data from the system after a set period of days, as specified by the Buyer.

Customisable forms and configuration options ensure that bespoke Privacy Policy details can be included within every form.

## Service constraints:

The Core Software runs on Windows Operating Systems.

As previously detailed in the “Overview of the G-Cloud Service” and in the “On-boarding process” above, customisation of the Calculator(s) & eForm(s) is performed by Victoria Forms during implementation to reflect the Council’s branding. Further branding of the Viewer/Filler Interface can be provided as well, at additional cost, to reflect the Council’s own website branding.

All updates of the **standard** Calculator(s) & eForm(s) are provided free of charge and will be performed with prior notification given to the Authority in advance. Where **Customised** or **Bespoke** forms are required, these will be subject to an eForms Design charge. eForms Design Days can be purchased in advance if this helps with budgeting for your organisation.

## Service Levels

Description:	Service Level Target:	Comments:
Target Service Availability:	98+%.	98+% uptime guarantee does not include scheduled maintenance - normally conducted outside working hours and as previously notified.
Service Desk Support Hours:	Monday to Thursday: 09:00 to 17:30 GMT,  Friday: 09:00 to 17:00 GMT.	Excluding English bank and public Holidays and between Christmas and New Year. Out of hours technical support is available upon request and as mutually agreed.
Initial Response Time:	60 Minutes.	Target response time for the Service Desk to respond to any queries or requests for support or Service Requests. Initial Response Time taken from time of receipt of email / call requesting support that contains all required information.
Incident Management Response Times:	Priority 1: 60 Minutes, Priority 2: 180 Minutes, Priority 3: 24 Hours, Priority 4: None.	IM target response time starts from Initial Response Time. No Service Level defined for Priority 4 Incidents, as they are logged for information purposes only.
Unique Record created for all Service Requests?	Created for all Service Requests.	An Incident Record will be created for all Service Requests handled by the Service Desk.
Resolution of Priority One Problems Caused By Hardware Failure:	Within 24 Hours.	Will normally require implementation of an Urgent Change.
Client Data Backup:	Critical data – Daily, Other data – every 3 days.	Full back-up of all Client data.
Anti-Virus Software Installed:	On all the hosted servers.	Kept up to date with daily automatic updates from Anti-Virus software vendors. Does not guarantee virus-free files, each user must run their own anti-virus software to ensure that they do not download or propagate virus infected files.
Named Account Manager:	For Each Client.	Responsible for managerial and enquiries that do not fit in the remit of the day-to-day delivery of services by the Service Desk.
Response to bespoke enquiries:	One week.	All enquiries must be raised via the Service Desk.

## Training

Victoria Forms' success in the uptake of its eForms technology is in some part due to its ease of use and Administration.

Depending on what is appropriate for a client's needs, there are various means for the provision of training. Detailed manuals on how to use the system elements is included with the solution offered, in addition to the option of complimentary initial self-training resources. Where required, reasonable provision of webinar training can be provided. Where the onsite training is requested, a charge may be applicable and this will be detailed clearly in advance, if this option is raised as a possible option to be considered.

## Ordering and invoicing process

Buyers should follow the G-Cloud Guidelines for making orders through G-Cloud. Invoicing is annually in advance, payment due net 30 days of invoice date. Where any initial setup of additional/optional services has been selected, an initial setup fee may apply and will be added to the first invoice. Payment via BACS is preferred.

## Data restoration / service migration

Data is backed up daily. If there was any data loss by the system, e.g. due to a hardware failure, all data from the latest backup would be restored within 24 hours of its known loss with the most recent backup with stable and usable data.

Given the Authority will have ongoing access to the data and will be downloading this data regularly, there is no expected need for the supply of data for migration purposes, given this data will have been used to update the Authority's own database(s).

## Buyer responsibilities

The Buyer will need to provide Victoria Forms with the following:

- Branding information, including but not limited to its logo file, contact details for inclusion on eForm(s) and either a web link or mock-up for any customised viewer/filler commissioned.
- Primary, named contact at the Council for service Administration-related activities and queries.
- Inclusion within the Council's website page(s) the relevant URL link for the Calculator/eForm(s), as provided by Victoria Forms.
- Technical liaison and testing resource within the Council for Victoria Forms' integration with the Council's back-office systems, where this option has been procured.
- Confirmation of the IP address that will be used by registered Council users for accessing the Administration management interface for the system.

The Buyer will also be responsible for the setup of registered user profiles on the system for staff users to access the system, e.g. for downloading completed eForms, etc. This is very straightforward to do and does not require any specialist IT skills.

## Technical requirements

Access to any of the leading web browsers with an internet connection is all that is needed for both Council staff and its customers to access the eForms (and the Administration interface for appropriately registered staff). Given the system pre-loads an entire eForm into the user's browser from the start, no further connections with the server are required until submission of the completed or part-completed and saved eForm. Hence, slower or interrupted internet connections will not affect the usability or performance of an eForm whilst a user is completing it.

There are no other requirements, unless integration with back-office systems is required, in which a small application on one of the Council's servers will need to be installed, in order to receive secure data from the private cloud server, which holds submitted customer data. This can be installed on a shared in-house server.

## Support for Information Principles

The inherent capabilities and structure of the Victoria Forms solution enables the secure protection of information, whilst enabling the detailed querying of that data for re-use and further information by those with the necessary remit and authorisation to do so. The Enterprise Forms Server, which manages submitted information, is able to be integrated with other systems for the publication and/or further use of the data, where such requirements exist, are authorised and meet with all Data Protection legislation. These integrations are possible due to the solution's open standards support, enabling these integrations via web services/open APIs and XML (including support of the National Benefits XML Schema). Please note that the more advanced integration and/or communication with other systems and services would incur additional cost, given these are not included within the standard solution pricing (for the services as defined in this Service Definition).

## Support for ICT Strategy and Greening ICT Strategies

Victoria Forms' solutions have always been agents for channel shift, reduction of wastage, greater administrative efficiencies and reduction of environmental impacts in achieving the same end result, when compared to other existing processes and solutions. Using tried and tested technologies, Victoria Forms has developed an unique offering that improves system stability up-time and scalability for users. This is further supported by the solutions having the open software architecture as described previously, enabling these integrations via web services/open APIs and XML. Please note that the more advanced integration and/or communication with other systems and services would incur additional cost, given these are not included within the standard solution pricing (for the services as defined in this Service Definition).

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