verso.™

Service Definition (G-Cloud)

Taxi Licensing Platform

rocktime
SOFTWARE DEVELOPMENT

Contents

1. Introduction

1.1 Executive Summary

This document has been produced to provide a high-level technical overview of verso™ Taxi Licensing software developed by Rocktime™

Verso™ is designed for automation of public sector licensing application and workflow and enforcement process for new licenses and renewals of existing licenses. Verso™ can configure as a standalone cloud-based solution or be integrated with legacy CRM software such as Idox™ Uniform, Civica™ Flair or Northgate™ Assure.

Demonstrations of verso™ are available upon request.

1.2 Company Background

Rocktime is an award-winning specialist software development company which uses the latest Microsoft .NET technology. Using business intelligence and user behaviour analysis we deliver market leading applications to notable organisations and local government supporting their performance improvements and increasing overall efficiency. The company provides bespoke development services to support one-off projects as well as supporting and developing upon its market leading verso™ process automation and case management cloud software.

1.3 About verso™

Verso supports all types of public sector licensing. Enabling an end-to-end process from application, online payments, representations, document production, officer licence management, entity management, enforcement and inspections, and renewals. Verso™ provides rapid deployment solutions with the following licence types as an out of the box solution. Bespoke licensing solutions are available upon request.

1.4 Standard Licence & Workflow Processes

Licensing Act 2003

- New Premises Licence
- Transfer of Premises License / Transfer Consent
- Personal Licensing - New Application, Renewal and Change of Address
- TEN's
- Variations & Minor Variation
- Vary Designated Premises Supervisor (DPS)

Property Licensing

- HMO Mandatory Licensing
- Selective Licencing
- Additional Licensing
- Section 257 Licensing
- Voluntary Licensing
- Revocation / Variations

Gambling Act

- Licensed Premises Gaming Machine Permit

- Club Gaming Permits and Club Machine Permits
- Small Lotteries

General Licensing

- Scrap Metal Dealers - Grant/Renewal of Site Licence
- Massage and Special Treatment
- Sex Shops and Cinemas
- Street Entertainer
- Building, Scaffold, Hoarding, Temporary Crossover or Gantry Licence
- Building Materials
- Highway Projection
- Skips
- Animal
- Dog Breeding
- Zoo & Dangerous Animals
- Firearms and Shotguns
- Street & Market Traders
- Pavement
- Caravan site

Food & Environmental Health Licensing

- Food Establishment Registrations
- Environmental Health Licensing

Taxi Licensing

- Hackney & Private Driver Application
- Hackney & Private Driver Renewal
- Private Hire Operator License
- Hackney & Private Hire Vehicle
- Taxi Accident Form
- Taxi Complaints Form
- Fleet Management
- Voluntary Minibus Permit
- Refusals and Revocations

Permit Licensing

- Street Works Permitting and Licensing
- Blue Badge Permitting
- Concessionary Travel Permitting
- Tree Preservation (TPO's)

Other Case Management Service Types

- Empty Homes
- Pest Control
- My Council User Dashboard & Citizen Portal
- Inspection and Enforcement Process
- Inspection App
- Secure Cloud File Storage
- Waste Management
- InCab Solution & Route Planning Optimisation
- Booking Platform
- Parks, Sports and Volunteer Booking System
- Landlord Accreditation Scheme
- Garden Waste & Bulk Item Collection
- Complaints & Service Requests

1.5 Verso™ Additional Standard Features

- Public Register - fully managed
- Data and evidence validation
- Full document production
- Representation process automated
- Remote working supported
- Inspection & Enforcement processes
- Online payments & reconciliation
- Cloud Hosting through Microsoft Azure
- LLPG and Company's House Look up integration

2. Verso™ Benefits

Verso's comprehensive licence application software removes the need for paper-based forms and manual business process. With an easy-to-use online application structure and workflow automation system, verso will provide a scalable solution that will save time and allow frontline staff to focus on prevention and enforcement.

Key benefits include:

- No More Paper Forms
- Smarter Case Management
- Increased Officer Safety
- Complete / Validated Applications
- Mandatory Evidence Upload
- Simple Data Sharing To 3rd Parties
- Reduced FOI Workload
- Reduced Admin Workload
- Onus Back on The Applicant

3. Licence Management System

The verso™ platform will provide the account holder with the ability to self-service and manage all aspects of their application using their user dashboard this includes:

- Making a new application or renewal

- Requesting a variation or transfer of licence

- View pending and completed payments

- Manage application information fields to auto complete fields in applications including documents, companies, named individuals (premises manager, property manager, supervisor etc)

3.1 General Functionality

3.1.1 Device Access
The verso™ platform supports the use of the following web browsers on devices such as smartphones, tablets and laptops:

- Google Chrome

- Apple Safari

- Microsoft Edge

- Mozilla Firefox

3.1.2 Self Service Customer Portal (Dashboard)

The verso^{TM} platform includes a customer portal allowing for application/requests for service 24/7 (dual factor authentication). The portal account can be used by the applicant to track application progress, as well as to upload required documents in support of their application, view correspondence (email/SMS)/download documents or leaflets from the Licensing Team & communicate with Licensing (two-way).

The account holder can also maintain their profile contact details & advise of any change of circumstances. The account holder can fill in the common data fields such as mortgage companies, and named individuals and assign a reference to the record. This allows the applicant to select the saved data reference to auto populate the relevant fields with the application form, saving the applicant considerable time in completing the application form and reducing the margin for error.

The verso^{TM} platform will link via an API connection to the Councils payment engine (gateway) to allow applicants to make online payments in relation to their application or later, if required for additional services. The verso^{TM} platform will receive a real-time update on the status of the payment from the payment provider.

Account holders that are making multiple applications may wish to opt to pay later at the point of completing an application, the verso^{TM} provides the option for the applicant to bulk pay for all selected applications in one transaction rather than requiring them to pay individually for each application.

3.1.3 Taxi Licensing Forms

The versoTM platform will include the following online application processes:

- Taxi Driver (New/Renewal)

- Hackney Carriage/Private Hire Vehicle (New/Renewal)

- Omnibus Vehicle (New/Renewal)

- Private Hire Operator (New/Renewal)

- Complaints

3.1.4 Back Office Functionality

Each individual council user will be provided with their own unique login for the versoTM control panel (back-office system) that will have permissions set by the role of the individual. Administrators can set permissions by role and update permissions for an individual or group of users from the user management area of the versoTM control panel.

Administrators can apply a pre-set role to a New User, updates to permissions can be applied to an individual user or a group of users defined by their role. Permission types such as view only, update, delete will apply, as well as system administration.

The versoTM back-office system contains management tools that enable non-technical staff to easily manage the system such as carrying out reports, updating document and templates.

3.1.5 Application Data

The verso™ back-office user can view the application history for an applicant/licence holder, including application notes and correspondence together will all applications including those pending, incomplete, complete, rejected, and issued with a licence. The back-office user can interrogate the data, and filter application such as by status type.

The back-office user can set triggers against actions/checks/outcomes so that follow on events happen, such as queuing a completion letter etc.

Application transaction types/requests for service can be configured to have set procedures with timescales, with the ability to add ad-hoc actions as & when required.

These actions/pre-requisites can be set forcing the upload of documentary evidence, set as mandatory (first save or on final submission) where necessary.

3.1.6 Attachments

The verso™ Platform allows applicants and officers to upload attachments to an application form on the customer facing application and to the back-office record. versoTM supports common/industry standard file types, such as Word, Xcel, .pdf, .jpeg, video etc.

The verso™ platform will capture the expiry date for documents such as insurance certificate or licences and automatically notify the account holder in advance of that document expiring. The account holder can upload the new version of the document to their user account.

A journal of all correspondence, actions and documentation can be viewed within the application from the verso™ system.

3.1.7 Workload & Dashboard

The verso™ platform provides Officers with a dashboard, displaying top level items regarding their outstanding workload, such as application incomplete, application complete, in progress, coming up to a set target & overdue. It's possible to drill down from these different record sets.

Managers/Team Leaders can set Officers in groups and review staff top level workload, by Team or individually.

When an application/request for service is allocated to a set Officer or by a Case Officer, the verso™ system automatically emails the receiving Officer regarding the new workload. The same process occurs for actions added or re-allocated.

Officers can review their tasks (workload) such as all tasks overdue or due today. Targeted actions set a system prompt for the Officer in their workload.

Officers have a dashboard, displaying top level items regarding their outstanding workload, such as application incomplete, application complete, in progress, coming up to a set target & overdue. It's possible to drill down from these different record sets.

Managers/Team Leaders can set Officers in groups and review staff top level workload as a whole, by Team or individually.

3.1.8 Auditing

The verso™ platform provides permissioned users of the back office the ability to view an audit trail of activity by the individual, application, or 'element'. The user can review (permissioned) a view only audit

on the record allocated to them (the last 20 changes) so they monitor updates by another Officer. The hovering over a field confirms the updating Officer & date/time stamp.

3.1.9 Notifications & Reminders

Any updates to a record within verso™ by a non-allocated Officer result in an automatic notification to the allocated Officer that such an update they may wish to review has been made.

The system scheduler can be used to send renewal reminders using a standard template, stored against the relevant journal. This can also be used against an expiring check/pre-requisite; schedule applicant/licence holder/staff reminders, and sent as an SMS or email as well as to the customer portal. Reminders can continue until requirement satisfied.

The verso™ system will automatically email the receiving Officer with the new workflow for an application/request for service as it is allocated or re-allocated to an Officer or by a Case Officer.

3.1.10 Email Builder

The verso™ system supports correspondence by letter, email & SMS. Correspondence produced by the system is automatically stored against the relevant element record, e.g. application, licence, premises, vehicle etc. A read receipt can be setup to notify if the email has been read.

The Email Building allows for Standard Letter, Email & SMS templates to be set up and configured by Council staff. The email builder allows for attachments to be added to any system emails, and emails can be sent individually or to a filtered group of records. Rules can be setup to make changes to all or selected template emails in the case of an update.

3.1.11 Public Register

The Public Registers within the verso™ system are available via the public facing website/customer portal, including the ability to just see those applications open for public consultation.

The fields shown and search terms within the Public Registers are configurable, the verso™ platform will automatically populate the Public Register.

Users will be able to search the Public Register for wheelchair accessible operators.

Public & Third Party Statutory Consultation

The verso™ platform allows members of the public or nominated third parties/statutory consultees to register for an online account with appropriate permissions, with the ability to provide feedback in relation to representations they wish to make regarding applications that are eligible for public consultation. This feedback will directly update against the relevant application within the versoTM system.

The versoTM application form will automatically notify various relevant persons such as the designated Premises Supervisor and Mortgage provider and other relevant persons of the application and require them to sign the declaration using the link contained in the email notification. Third party consultee affected by the application such as Police and Fire service will be automatically notified and able to submit a response directly to the application, with the response visible within the application data within the versoTM system.

3.1.12 Reporting

The verso™ platform will provide the Council with 8 standard reports within the verso™ implementation that contain filtering and the ability to automatically email reports to an email address on regular basis (daily/weekly) using the scheduler features.

The verso™ Platform will generate a CSV report on taxi air quality on a scheduled basis to an inbox, enabling an officer to send this report on to DEFRA.

The verso™ platform can integrate with a third-party reporting solutions such as Microsoft Power BI via an available API integrator

3.1.13 Fees

The verso™ platform can automatically calculate the licence fee based on the responses within the licence application form and supplied data from the Council. The verso™ platform can automatically apply differing fees based on the time period an applicant applies within and discounts for applicants that apply/renew early, are on benefits or have a accreditation that offers them a discount.

3.1.14 Verso™

 verso™ is a market leading software solution that provides an online application process for local government licensing.

verso™ comprehensive licence application software removes the need for paper-based forms and manual business process. With an easy to use online application structure and workflow automation system, verso™ provides a scalable solution that will save time and allow frontline staff to focus on prevention and enforcement.

3.1.15 verso™ key features

- Complete/ validate applications

- Onus back on the applicant through an active dashboard and reminder system, backed by comprehensive reporting.

- Supports secure home working

- Streamlined and consistent application processing

- Staff focussed on accurately and consistently determining an application

- Reduced admin workload, by eliminating error prone manual steps

- Active licence management maintains validity of supporting evidence

- Simple Data Sharing to 3rd Parties

3.1.16 Key Application Features:

- Online, with admin problem resolution

- Comprehensive form design

- Form selectors

- Pre-submission checking

- Multiple sign off (electronic and paper) configurations,

- Payments, phased fees, online/offline multiple platform support

3.1.17 Key Processing Features:
- Out-the-Box workflow with automatic task assignment workflow blocking until tasks are complete

- Automatic admin assignment

- Admin form checking with custom automation, answer highlighting, return to client and re-submission

- Outbound tracked communication to client

- Automated Notification/Letter/Certificate generation and distribution through notify.gov.uk

- Representations/consultations/comments

- Automatic rules-based condition generation

3.1.18 Licence Management Features:
- Variations or Revocations, full workflow-based processing

- Renewal – reminders, rules based linked forms, data populated from last application, workflow-based processing, admin access to complete history

- Certification maintenance with reminders, uploads from client dashboard, compliance reporting

- Register of licences - including public information

3.1.19 Compliance Features:
- Conditions linked to client tasks with due dates, priority, reporting

3.1.20 Auditing Features:
- History of all actions and changes, with key event logging

4. Information Assurance

We take information security seriously and work continuously to ensure that we can provide our clients with the right solution for their data impact requirements. Verso™ is hosted on the UK on a highly secure environment delivering agility, high availability, reliability and efficient operations.

We have adopted a proactive approach to information security. To demonstrate this commitment Verso™ is supported by following accreditations; ISO27001, ISO9001, PCI DSS (SAQ-D) and Cyber Essentials.

THE BRITISH ASSESSMENT BUREAU ISO27001	**ISO 27001- Information Security Management:** ISO27001 is the accepted global standard for Information Security. The certification requires regular external audit inspection of both physical and logical data protection structures. The ISO27001 accreditation requires a proactive approach to Information Security through a process of continual monitoring, risk assessment and management review.
THE BRITISH ASSESSMENT BUREAU ISO9001	**ISO 9001- Quality Management:** ISO 9001 is a certified quality management system (QMS) which demonstrates Verso's ability to consistently provide products and services that meet the needs of their customers with an emphasis on quality, customer satisfaction and a commitment to continuous improvement.
PCI DSS COMPLIANT	**PCI Data Security Standard (DSS):** PCI-DSS SAQ D encompasses the full set of over 200 requirements and covers the entirety of the PCI DSS for service providers. Core to this level of compliance is quarterly internal and external scans and penetration tests on our network by an Approved Scanning Vendor (ASV).
CYBER ESSENTIALS	**Cyber Essentials:** Cyber Essentials certified complying with the requirements as set out in the Cyber Essentials Scheme.