



Service Definition

Applied Network Solutions Limited

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Refugee Information Processing
System (RIPS)

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G Cloud 13 - May 2022

Company Profile:

Applied Network Solutions Limited (ANS) wrote the original version of RIPS to manage asylum cases for the Legal Services Commission and the Refugee Legal Centres in 1995 and has a dedicated support desk for RIPS. RIPS was converted to a web application to provide case management services around the globe. By holding case records in the cloud, caseworkers in volatile areas of the world are safer from attacks on their laptops and PCs. ANS has been trading for 30 years. ANS is a software house focussing on providing a quality service in web, tablet and mobile technology. ANS solutions are tailored to your needs, which means that you get exactly what you want and within your budget. ANS provides a full support service including consultancy, migration, training, hotline, software maintenance and integration services.

RIPS:

RIPS is a case management system allowing you to register clients and record all the services you offer to the client with each action carefully logged. RIPS is used by advice centres, refugee centres, law firms, outreach workers, legal aid organisations, human right organisations, health centres and education centres across the globe. RIPS has been used to manage over 500,000 refugee and asylum cases to date from Ecuador and Mexico in the West through to Thailand and Malaysia in the East.

Features and benefits:

RIPS delivers an easy to use case management system which supports all types of cases. It is a very straightforward system which lets you configure web pages, report templates, services and actions to match the services you offer and to record information to the level of detail required for case management. RIPS protects information so that case records are only visible to those connected with the case and in keeping with your security policies. Services managed by RIPS may include legal records, health records, police records, education records and assessment records.

Service Features:

- Web browser solution which is easy to use
- Allows you to manage what information you hold about clients
- Caters for multidisciplinary services offered by different teams
- Can be tailored to your working practices
- Allows you to configure your own key actions and activities
- Allows managers and funders to view key performance indicators

Service Benefits:

- Keeps case records safe with access only to authorised users
- Follows workflow of your working practices naturally
- Detailed case records are organised to allow efficient case resolution
- Maintains all associated case documentation in one accessible place
- New caseworkers work productively with minimal training
- Staff can work productively remotely and while waiting at court
- Facilitates faster resolution of cases
- Reduces cost of case management

Produces management information and KPIs for performance reviews
Compliant with Legal Services Commission case management and payment rules

Information assurance – Impact Level (IL) at which the G-Cloud Service is accredited to hold and process information

IL0. Most users run the solution on their own IT platforms or shared services. Higher impact levels are supported through the our hosting partners.

Open Standards supported and documented?

We comply with accepted open standards in IT and privacy standards such as GDPR. These standards include XML, MARC 21, Z39.50, CSV, SQL, EDI and WSDL. These standards are fully supported by the ANS support team.

Open source software used and documented?

Widgets and open source libraries can be used with RIPS.

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

ANS has fully documented policies covering the backup and disaster recovery of information hosted by ANS. Because we use industry standard SQL database technology and standard web server technologies, RIPS can easily be implemented in any third party hosting centre.

RIPS is designed to run on any cloud configuration which uses Microsoft .Net technologies.

RIPS allows for the inclusion of firewalls, SSL, biometrics, encrypted databases, .Net security and special client side authentication.

ANS is the UK support centre for SQLBase Treasury Edition, which is used by the intelligence services and banks.

A summary of our own hosted services is provided below:

- We tailor the security to the requirements of our users.

- A farm of web servers are used to share the workload among separate servers to provide for optimal uptime. No data is held on web servers, which would compromise security.

- A farm of database servers provide duplication of stored data, so that if one data source fails, another data source will take over as the primary data source.

- Backups of information may be full or incremental with all backups taken offsite every day.

- Staff are fully trained and understand their responsibilities in the event of a disaster event.

- Our business continuity plan provides for the continuity of services in Coventry.

On-boarding and Off-boarding processes/scope

Information can be imported/exported in SQL, XML, MARC, MARC XML, CSV, Z39.50 and flat file formats. The information may be in Unicode, ASCII and foreign character sets with photos, book covers and images in jpg and gif formats. This allows us to rapidly import information from any other solution and conversely provide information for migration into other solutions rapidly and easily. For real time synchronisation with other databases, RIPS allows the use of SQL triggers with associated stored procedures. This provides for the introduction of new processes without requiring programming.

RIPS is based around web services technology, which means that new functionality can be added by reconfiguring/replacing one web service with another. This approach allows us to make optimal use of memory by eliminating unused functionality and therefore provide high performance.

The reporting suite allows for the extraction of selected columns of information from anywhere in the database using a combination of SQL and stored procedures, which are easy to configure without requiring programming expertise.

Migrations from other systems may be undertaken by your own staff using the utilities provided with the system or by ANS staff. RIPS complies with library and IT standards, which means that information may be imported using MARC files, Transact-SQL stored procedures, CSV import utilities and industry standard SQL.

Data location option can be defined by user?

Users can use the data centre of their choice.

Details of other thin client modes

RIPS supports web browsers as listed together with Android, iPad and mobile devices. 'Apps' are available for iPhones and Android phones.

Other client software that may be used with the service

Android and iPad devices

Pricing (including unit prices, volume discounts (if any), data extraction etc.) Annual rental fees:

- £ 4000 for hosting up to 100 users
- £ 7000 for hosting up to 200 users
- £ 9000 for hosting up to 300 users
- £ 11000 for hosting an unlimited number of users

Options:

ReportBuilder - £ 120 per report development kit

Migration and consultancy:

- £ 600 – installation charge
- £ 900 – project management per man day
- £ 700 – consultancy per man day
- £ 1000 – per trainer day
- Travel, subsistence and mileage costs will be charged at cost.

Discounts: 5% for orders over £ 30,000

Service management details

Included in our standard service is:

- Support desk responding to hotline and email queries
- Access to our client area where you can document issues and get written responses
- Upgrades and maintenance releases of RIPS
- Remote online support can be provided to third party hosting centres - £ 2000 per annum

Our standard service is offered between 09:00 am and 17:30 pm from Monday to Friday excluding public holidays.

Extended hours services can be provided:

£ 2000 per annum for extended hour support to 22:00 pm.

Additional service levels and tailored support services can be provided.

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

ANS impose no limitations on the degree of customisation, which you can undertake. When maintenance releases are available you will be informed and a preferred upgrade date will be agreed in partnership with you.

Service Levels (e.g. performance, availability, support hours, severity definitions etc.) ANS ensure that the solution has 98% availability.

ANS will endeavour to perform housekeeping tasks outside peak hours of usage where these can be made known.

Where issues have been made known to our hotline, ANS will respond within 4 hours with an answer to the query raised.

Support boundaries / interfaces documented

Our support service includes hotline support, email support, onsite support, website knowledge base for downloads, free 'how to' guides and documentation, free training guides

Performance attributes defined and documented

The solution is very robust and you will get at least 98% uptime. The speed of response is usually less than a second. But where you are accessing external sources, the speed may be limited by the connection speeds to those data sources.

Support service provided and documented

Our support service includes hotline support, email support, onsite support, website knowledge base for downloads, free 'how to' guides and documentation, free training guides.

Time for provisioning/de-provisioning documented We can provision the service in less than 24 hours.

Financial recompense model for not meeting service levels

A 1% discount on the following years rental fee will be given for any distinct service level, which is breached.

Training

ANS provide a standard introductory course for RIPS, which takes half a day.

Further training is provided dependent on the modules configured which can include:

- User management
- Cataloguing collections of surveys
- Reporting

Supervisor functions

Most of the above modules take half a day but can be tailored to your requirements.

Ordering and invoicing process

Customers should place orders to Network Solutions Limited using the Government Procurement Service proforma via email, post or fax. Our customer relationship management (CRM) system records and tracks all customer queries and requests.

Invoicing terms can be agreed dependant on the agreed provision of specific services:

IAAS - monthly in arrears depending on the amount of usage and /or users PaaS - monthly in arrears

SaaS - monthly in advance

Services - either monthly in arrears, or at milestones, or at the end of a work package.

Any setting up or other start up fees agreed in advance with customers would be payable with the first invoice. Similarly any termination fees agreed in advance with customers would be payable with the last invoice. Also see individual partner company standard terms and conditions.

Payment terms – 28 days or, if an organisation is signed up to the Government ‘prompt payment’ initiative, then it is 10 days.

Termination terms

3 months’ notice must be provided in writing for termination of the rental agreement by the consumer. ANS will provide 12 month’s notice of any potential removal of the service."

Data restoration / service migration

If all inputs to the solution are provided in XML, MARC or CSV format, ANS will import the information in less than 5 days.

ANS consultants are skilled in data migrations and can provide guidance as to how to minimise the migration time and cost to move to RIPS.

ANS can undertake the complete migration for you on request. Our charges depend on the duration of the migration tasks.

RIPS allows all information to be exported in SQL, XML, MARC, CSV and flat file format very quickly and easily using the reporting module of RIPS for migrating information to other systems.

Consumer responsibilities

The Consumer is responsible for ensuring the security of access to their users’ user names, passwords and PIN numbers.

The Consumer must make reasonable endeavours to ensure that they do not reverse engineer or copy any part of the RIPS solution.

Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

RIPS requires the Microsoft .Net framework to be loaded on the web servers.

Microsoft SQL Server Express Edition will be used as the default database. Additional fees are payable to Microsoft, if the database exceeds 10 Gigabytes in accordance with Microsoft's licencing policies.

ANS provides a fast uncontended 2Mb leased line. If you utilise more than 2Mb uncontended bandwidth, additional bandwidth may be purchased.

Details of any trial service available A trial service is available.

Exit Process for data extraction and removal

All the information and system parameters are stored within an SQL database. You can use any SQL extraction tool to extract information from the database into another system.

RIPS has a very powerful reporting tool, which allows the dynamic extraction of selected information into CSV, SQL, XML, flat files, MS-Word and Excel formats.

Pictures, photos and images will be exported in their original format e.g. jpg or gif.

The cataloguing module allows for the dynamic import and export of survey definitions into MARC 21 format.

On termination of the contract ANS will purge the system of all your information to agreed timescales and reformat the discs.

Information will be held in Unicode format within the database.

All data held within the database may be extracted; there is no part of the information database, which cannot be extracted very easily using the RIPS reporting tool.

If you would like our consultants to perform the extraction, the information can be extracted in under a day for common formats at standard consultancy rates.

ANS will purge and destroy consumer data from any computers, storage devices and storage media that are to be retained by ANS after the end of the subscription period and the subsequent extraction of consumer data on request.

Name of ISO 27001 compliant data centre used to host services

Applied Network Solutions Limited data centre
Microsoft Cloud
HP hosting centres
IBM hosting centres