



Service Definition

Applied Network Solutions Limited

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eSurvey - Electronic Polls and Surveys

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G Cloud 13 - April 2022

eSurvey (Electronic polls and surveys)

Delivery partner name – ANS

An overview of the G-Cloud Service (functional, non-functional)

eSurvey is an easy to use online survey and polling tool, which allows you to publish online, street and postal surveys, polls, assessments, and questionnaires to your selected audience. eSurvey supports gap analysis, scoring surveys and satisfaction surveys. Online users see their online submissions reflected immediately in attractive graphs.

eSurvey allows Councils, schools, colleges, clinics, departments and individuals to create surveys online. eSurvey manages the complete survey cycle from the creation of a survey through to sending invitations to take the survey to targeted responders and the storing of the survey away in a repository so that you can send out the survey again at a later date.

Administrators of surveys create their survey using a web browser by completing web pages, which guide you through the process of setting up a survey.

An administrator may select from a number of different types of surveys:

- Satisfaction Surveys – what does a group of users really think about a service
- Knowledge tests for accelerated learning – challenges users to identify gaps in their knowledge
- Assessments – online records to formally identify capability and special needs
- Priority surveys – to derive a score or ranking, so that projects may be ranked
- Profile surveys – allows you to survey a person to find out their interests, so that further targeted surveys and emails are relevant to their interests.

An administrator may decide if they are going to capture who is taking the survey or if they wish to offer the responder the opportunity to remain anonymous.

Administrators may embed their survey in a website so that the public can take the survey or they may choose to send the survey to a target audience of responders either in the post or online.

Administrators can chose to offer responders:

- Branching – so responders can skip questions which are not relevant
- Widgets – Smiley and grumpy faces are well understood as a means to denote satisfaction
- Comment – qualitative responses may be qualified by inviting responders to qualify why they gave a high or low score to help identify the reason for their choice
- Survey comment – responders may be invited to make a comment at the end of the survey.
- A scored response – answers to questions may be given scores e.g. in a knowledge test you may give 0 for a wrong answer and 1 for a correct answer, so that users can identify their score in an online assessment survey.
- Weightings – some questions may have more relevance than others and this can reflected in a weighting which is given to the question. The weighting is multiplied by the value associated with the answer to derive a total which is then added to the survey total to derive a total score. This technique is used in priority surveys, where the scores are used to vote on alternative projects.
- Bench marks – associated with surveys such as satisfaction surveys and assessments, you may have bench mark scores, which denote minimum acceptable scores or average scores.

Questions may be given an associated bench mark, so that attention can be focussed on underperforming metrics visible in the survey results Administrators of surveys come from many backgrounds and include:

The public – what does the public really think?

Quality managers – ISO9001:2015 demands that a service provider should poll their service users and get feedback to improve their services.

Librarians – what do users think of your library?

Carers – care assessments are required to assess their clients.

Clinics – what do users think of the health service provided?

Education assessors – what is a student's level of English and Maths?

Trainers – what did you think of the training course?

Teachers – what has my class learnt?

Inspectors – have the repairs been undertaken to your satisfaction?

Decision-takers – which project should we undertake?

OFSTED – what do you as a teacher think of the school management team?

Online responders can use whatever web browser device they have, which could be a PC, tablet or mobile phone and respond to the survey by providing both quantitative (multiple choice) and qualitative (textual) responses. eSurvey enables you to take your survey on any web browser device. Optionally users may enter an email address so they can have a copy of the responses they provided.

To make decisions easier responses to multiple choice questions may be provided by selecting intuitive widgets such as 'Smiley Faces' which makes the process of responding fun and applicable to audiences of any age.

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

ILO. 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 eSurvey.

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, eSurvey can easily be implemented in any third party hosting centre.

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

eSurvey 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, eSurvey allows the use of SQL triggers with associated stored procedures. This provides for the introduction of new processes without requiring programming.

eSurvey 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. eSurvey 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 eSurvey 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:

£ 3000 for hosting up to 100 surveys per annum and up to 50 administrators

£ 4000 for unlimited users and unlimited surveys per annum

£ 4000 for unlimited administrators

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 eSurvey

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 eSurvey, 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 eSurvey.

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

eSurvey allows all information to be exported in SQL, XML, MARC, CSV and flat file format very quickly and easily using the reporting module of eSurvey 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 eSurvey solution.

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

eSurvey 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 eSurvey 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