

Microlink's Digital Workplace Adjustment System - Modular Service Definition Document

What the service is:

Modular Workplace Adjustments Solutions for Disabilities

1. INTRODUCTION

The Microlink Modular Workplace Adjustment Service enables any public body or entity subject to the Public Contracts Rules to acquire any one or more parts of the award winning Microlink end-to-end Workplace Adjustments Service in an unbundled way to supplement its own current or in-house process for

- meeting its obligations under the Equality Act 2010,
- reducing sickness absence
- increasing productivity
- reducing barriers encountered by employees at work
- managing neuro-diversity in the workplace
- training or coaching staff and managers
- fulfilling its Diversity and Inclusion aims

2. UNBUNDLED SERVICES

The individual unbundled service components are:

- ☐Fast Track Recommendations for Assistive Technology Solutions
- ☐Pan-disability Assessment with Report
- ☐Assistive Technology (Software and Hardware) Purchase and Delivery
- ☐Assistive Technology (Software and Hardware) Installation
- ☐Assistive Technology (Software and Hardware) Training
- ☐Staff and/or Management Training – Group or Individual
- ☐Staff and/or Management Coaching and co-Coaching – Group or Individual
- ☐Assistive Technology – Technical Support (individual)
- ☐Assistive Technology – Technical Support (whole entity)
- ☐Assistive Technology – Technical Support (Specialist Scripting Services)

☐ Access-to-Work Case Management (Single Award) - with or without Assistive Technology (Software and Hardware), Training, and Coaching options above

☐ Access-to-Work Case Management (Individual Continuous Claims)

Additional services may be added or subtracted at any time, and Buyers may transition to the Full Service by selecting all of the above and also selecting -

☐ End-to-End Case Management with Management Information Reports

3. COMPONENT DETAIL

The description of these individual unbundled service components is set out below:

3.1 Fast Track

A referral through the Portal will generate a case on the digital case management workflow. A case manager will then make recommendations for simple or known adjustments without the need for a specialist assessment.

3.2 Pan Disability Assessment with Report

A referral through the Portal will generate a case on the digital case management workflow. The case will be assigned to the assessment team who will contact the colleague and organise the assessment time and date. The assessment will be conducted through video conferencing. The assessors are “pan-disability assessors” which means any disability or combination of disabilities can be assessed for in the same session. A full report with recommendations and justifications will be produced.

3.3 Assistive Technology (Software and Hardware) Purchase and Delivery

An extensive catalogue of assistive technologies (hardware and software) suitable for the security requirements an organisation may have in place. The assistive technologies available cover 99% of requirements, including vision and hearing loss, mobility challenges and Neurodiverse colleagues.

3.4 Assistive Technology (Software and Hardware) Installation

Microlink can provide installation of any assistive technologies or ergonomic products at the colleague's place of work.

3.5 Assistive Technology (Software and Hardware) Training

A portfolio of training services is available for the assistive technologies available. The training considers the individual's disability, job role and ways of working. Sessions can be provided in sessions of 1 hour or multiples..

3.6 Staff and/or Management Training – Group or Individual

A range of standard and bespoke training courses are available for colleagues and line managers. Intended to be disability-centric, the training can facilitate communication strategies and ways of working. The training can be specific to a particular need, for example, deaf confidence or cover basic disability awareness.

3.7 Staff and/or Management Coaching and co-Coaching

Coaching for Neuro-diverse staff and for a manager supporting a staff member with a Neurodiverse condition, co-coaching, are excellent ways to build communication and work strategies that work for the business and the individual with the disability.

3.8 Assistive Technology – Technical Support (individual)

Intended as user level technical support, our experienced technicians can aid in any issues with assistive software.

3.9 Assistive Technology – Technical Support (whole entity)

An organisation may well need support when deploying assistive technology within their estate, or troubleshooting issues that end users are experiencing. Our technicians have over 2 decades of experience in resolving issues implementing assistive technology applications.

3.10 Assistive Technology – Technical Support (Specialist Scripting Services)

Intended for JAWS or Dragon software, our scripting services are to enable this complex assistive software to work smoothly with any organisation's applications. A copy of the scripts will be provided to the organisation's IT department on completion.

3.11 Access-to-Work Case Management (Single Award) - with or without Assistive Technology (Software and Hardware), Training, and Coaching options above

Microlink case managers can assist in the management of Access to Work claims. Support is provided both for standalone assessments through access to work, and ongoing support. For standalone assessments, Microlink can provide the full range of recommendations on the report as a one stop shop, mitigating lengthy procurement processes.

3.12 Access-to-Work Case Management (Individual Continuous Claims)

We can assist those with ongoing support needs such as BSL interpreters or Support workers to claim back the monies from Access to Work on a monthly or quarterly basis. Microlink will assign a case manager who can reconcile the invoices from suppliers and claim back monies owed.

NB – For an overview of the full Service please also view the Service Description under “Microlink Digital Workplace Adjustments System”

- **Data backup, Restore and Disaster Recovery**

Microlink offers RPO's of 15 minutes and RTO's of 1 working day for the most extreme of situations.

Microlink utilise a disaster recovery plan that is accredited to ISO 27001 standard.

- **Onboarding and Offboarding Support**

Implementation is project-driven, starting with requirements gathering via web session or in-person, and then managed via project team between Microlink and the Buyer involving all relevant stakeholders. Onsite and online training is packaged as part of the project and tailored to specific requirements. Onboarding is delivered through a dedicated Onboarding Team. Training is delivered via webinars to build knowledge of how the system works and expand the Buyer's Disability Confidence in making use of the system.

- **Service Levels**

9:00 – 17:00 UK time Monday – Friday.

- **After Sales Support**

Not applicable.

- **Technical Requirements**

Microlink recommends its customers utilise a modern browser such as the latest supported versions of Chrome, Firefox, Safari and Edge.

If this is not possible the customer will need to be able to access e-mail or telephone.

- **Outage and Maintenance Management**

Microlink employs a combination of multiple servers and load balancing to ensure outages and maintenance can be performed without affecting service availability.

In the unlikely event the system needs to be taken offline, customers will be informed and an alternative route to service will be provided (e-mail / telephone).

- **Hosting Options and Locations**

Microlink deploy our systems within Microsoft Azure and in particular the UK South (London).

- **Access to Data (upon exit)**

Upon exit, data subjects can extract the information related to their cases themselves and are given a reasonable time to do so. After which data will be archived and deleted at appropriate intervals.

Under this system personal data is obtained directly from data subjects by direct informed and transparent consent at the very outset of each case. Microlink acts as a Data Controller in relation to that personal data. There is no Buyer Data on the system save for incidental Business Card contact data of stakeholders within the Buyer with whom Microlink deals in the course of delivering the services and implementing recommended adjustments. Data Subject rights to access or delete data operate under and in full compliance with Data Protection Legislation. Any residual Buyer Data can be returned to the Buyer at the end of the contract in such format as may be agreed (usually as a .csv file).

- **Security**

Microlink employee's role-based access controls to restrict access to data.

Data is encrypted in transit utilising HTTPS over TLS 1.2 at a minimum.

Data is encrypted at rest utilising a minimum of AES-256 bit encryption.

Exit Management Plan

1. Microlink Cloud-based service delivery is generically single use elements within a contractual ordering framework. There is no minimum purchase requirement. Individual services are ordered invoiced and paid for. Accordingly when the contract ceases there is no element of service continuity to deliver up to the Buyer, make available to a successor, or transition. Exit is a "clean break".
2. The specialist nature of the Cloud services provided means that in most circumstances Microlink will operate as a Data Controller in respect of personal data and special category data arising under the contract. Such Data will continue to be held by Microlink after the end of the contract and in line with UK-GDPR. It is the personal data of the individual data subjects and not of the Buyer.
3. However in such circumstances as the parties may agree where either of paragraphs 1 or 2 above do not apply, Microlink will within 20 (twenty) working days of the Start Date provide the Buyer with an exit plan which deals with the management of the discontinuance of Microlink's service and which Microlink will follow.
4. Microlink must ensure that the exit plan clearly sets out Microlink's methodology for achieving an orderly transition of the Services from Microlink to the Buyer or its Replacement Supplier and/or the orderly cessation of the Services at the expiry or if the contract ends before the scheduled expiry.
5. The exit plan should set out full details of timescales, activities and roles and responsibilities of the Parties for:

- a. the transfer to the Buyer of any technical information, instructions, manuals and code reasonably required by the Buyer to enable a smooth migration from Microlink
 - b. the strategy for export and migration of Buyer data from Microlink system to the Buyer or a Replacement Supplier, including conversion to open standards or other standards required by the Buyer
 - c. the transfer of project- specific IPR items and other Buyer customisations, configurations and databases to the Buyer or a replacement supplier
 - d. the testing and assurance strategy for exported Buyer data
 - e. if relevant, TUPE-related activity to comply with the TUPE regulations
 - f. any other activities and information which are reasonably required to ensure continuity of Service during the exit period and an orderly transition
6. If relevant, Microlink, and subject to payment of its reasonable costs Microlink may assist the Buyer to migrate the Services to a Replacement Supplier in line with the exit plan.