

G-Cloud 15 Service Definition



Refernet: a safe and secure online referral management system

Viccari Wheele Ltd



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1. Introduction

Company Overview

Refernet is a web based (SaaS) referral service conceived, created and supported by Viccari Wheele Ltd, a national innovation award winning company that has been creating and delivering web-based referral applications since 2002.

Refernet has been extremely successful across the UK in sending tens of thousands of referrals for people needing advice, from one agency to another where there are numerous advice agencies and organisations all using different systems. Refernet operates as a top-down system, focused entirely on managing the referral. Many national, well-known charities in the UK use Refernet.

Value Proposition

Refernet enables referrals to be made easily and securely between agencies and their partners and helps bring together service providers within their Refernet system and give the right help to the client, quickly and effectively.

Historically clients who were being referred from one place to another was known as signposting. They would often have had to repeat their story to advisers multiple times during their referral journey - which was both stressful and time wasting.

Refernet has helped to significantly reduce this stress by streamlining the process and saving on both clients and their advisers time. This brings internal efficiencies into the Advice organisations, helping reduce internal costs, with the added benefit of extra security.

The system creates a common and simple referral mechanism to connect Advice organisations. It provides the opportunity to assign outcomes to each referral and helps network admins to benchmark how well referrals in their network are being managed and by whom.

This in turn helps attract and justify funding with quantifiable results.

What the Service Provides

Refernet offers a safe, secure online referral system.

Using Refernet via a secure web interface, users find and select an Agency to refer to, fill in a referral form, and send the referral to the chosen Agency. Agencies are notified of activity via email and requested to login and respond.

Refernet communicates with your client via text message and/or email to keep them informed of next steps in the advice journey.

Social Value

Viccari Wheele understand that mental ill health and stress are associated with many of the leading causes of disease and disability in our society. We understand that factors in the workplace can influence the health and wellbeing of individual employees, particular departments or organisations as a whole. Promoting and protecting the mental wellbeing of our workforce is important for individuals' physical health, social wellbeing and productivity.

Many factors in the workplace influence the mental wellbeing of individual employees, particular departments or organisations as a whole. We have implemented a series of measures to raise awareness of, promote, and support the physical and mental health and wellbeing of the contract workforce, including those understanding and addressing the factors which affect people's mental wellbeing at work have a wide range of benefits, both for individuals and the organisation.

Mental wellbeing in the workplace is relevant to all employees and everyone can contribute to improved mental wellbeing at work. Addressing workplace mental wellbeing can help strengthen the positive, protective factors of employment, reduce risk factors for mental ill health and improve general health. It can also help promote the employment of people who have experienced/are experiencing mental health problems and support them once they are at work.

Viccari Wheele's Mental Wellbeing Policy covers the following aspects of mental health and wellbeing:

Mental wellbeing

Promoting the mental wellbeing of all staff through:

- Providing information and raising awareness about mental wellbeing
- Providing opportunities for employees to look after their mental wellbeing.
- Promoting policies and practices that promote wellbeing.

Management skills

Developing skills for managers and supervisors to:

- Promote the mental wellbeing of employees.
- Deal with issues around mental health and stress effectively.

Support

Providing support to employees through:

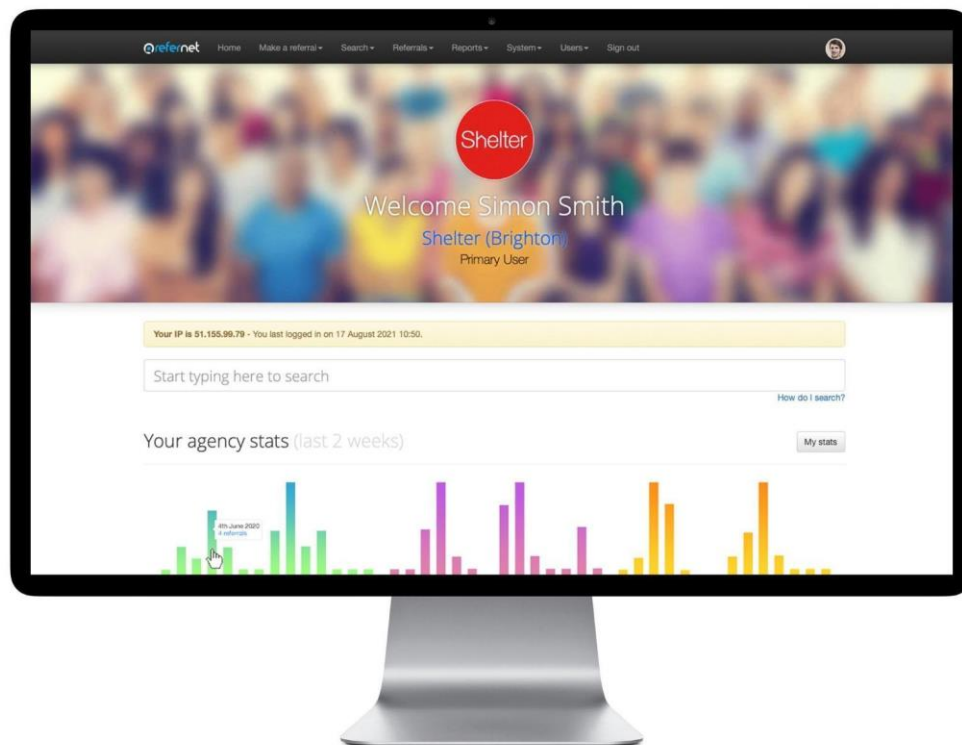
- Providing a work environment that promotes and supports mental wellbeing for all employees.

- Offering assistance, advice and support to people who experience a mental health problem while in employment.
- Support for staff returning to work after a period of absence due to mental health problems.

Employment

Helping people get back to work after a period of absence due to mental illness through:

- Recruitment practices
- Making reasonable adjustments
- Retaining staff who develop a mental health problem.

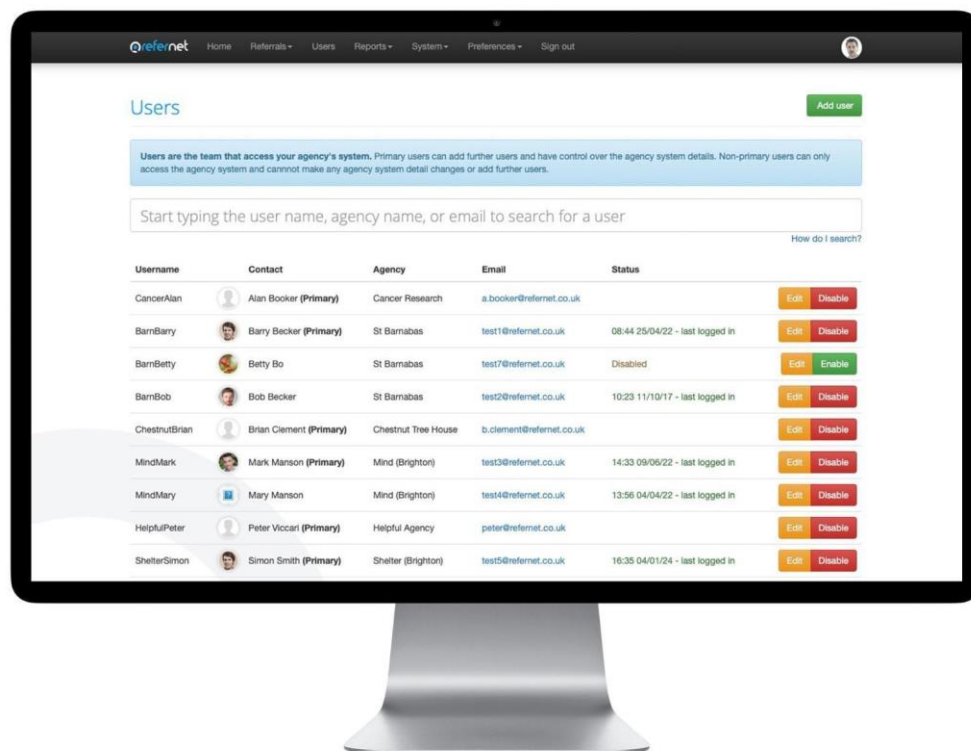


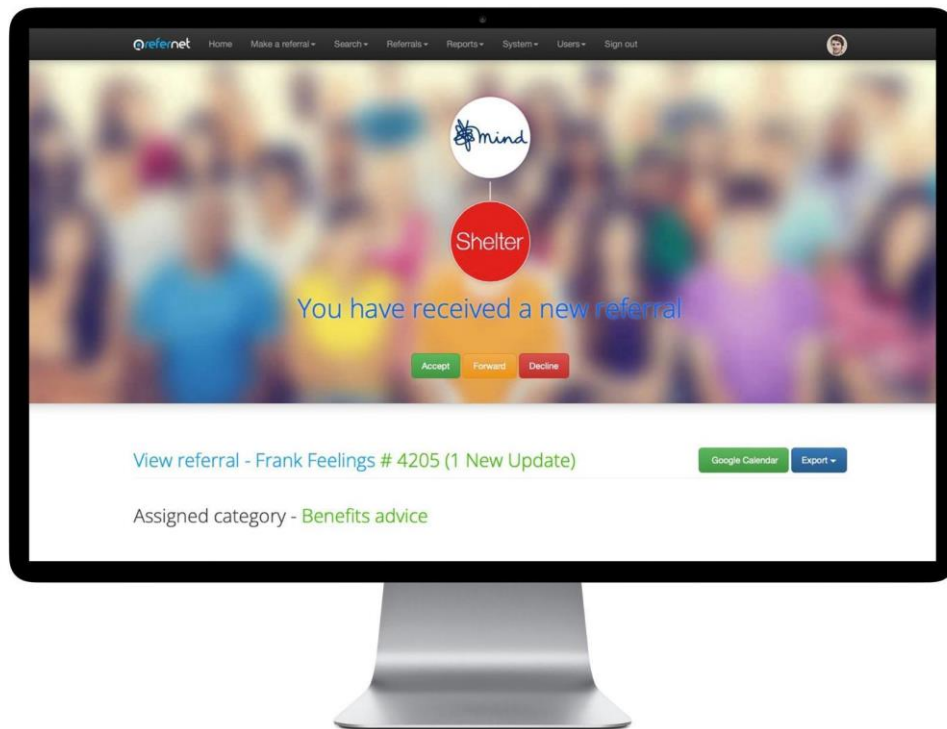
Overview of the G-Cloud Service

Refernet provides your network with:

Features for secure referral management:

- Accessing Refernet is via a modern web browser on a desktop pc, tablet, or mobile device.
- Full search facility and filtering by category, level of service, geographical locations & more - A customised detailed search facility that allows users to filter their search to a fine degree, ensuring that they find the right organisation for a client's particular needs. Search criteria may include levels of service, geographical locations, different service options, accessibility and many more.
- Create your Referral form with customisable fields.
- Control which agencies can see or refer to other agencies.
- Secure communication, data and document sharing within Refernet.
- The ability to generate reports.

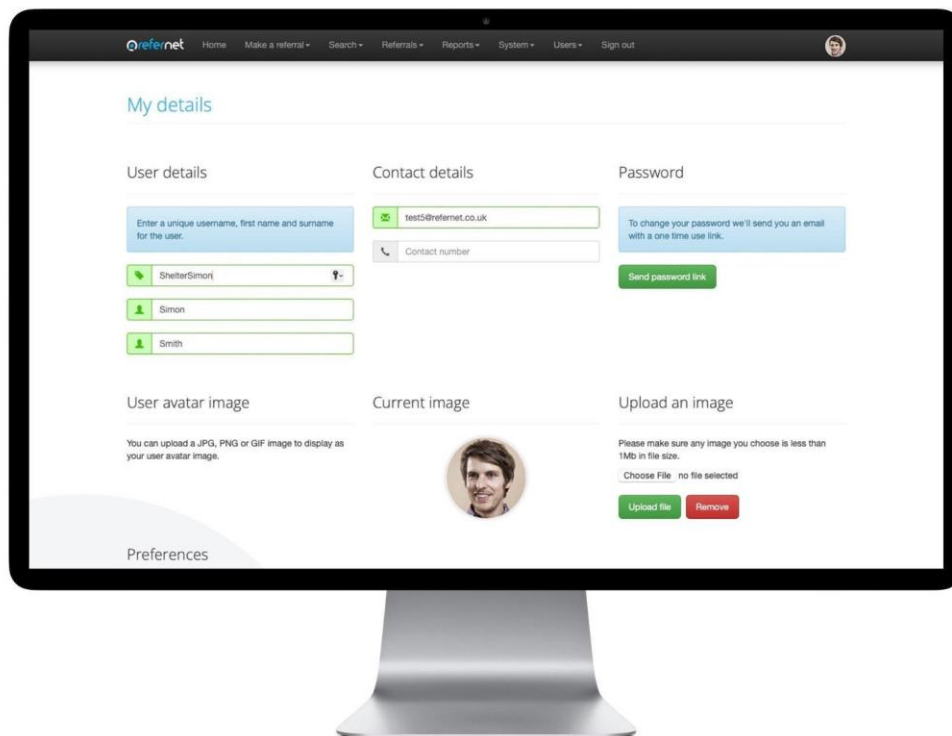




- Enhanced service profiles - detailed profiles of service agencies within the network, including the type of services offered, which client groups are served, opening hours, staff names and fee structures can all be accommodated.
- Refernet includes 2 Factor Authentication, strong password usage and will also make appropriate checks to files and uploads, for viruses, data integrity and potential malicious code.

Usability:

- An easy to use, secure and intuitive UI.
- Customisation of the UI for consistent branding and identity - We'll tailor your Refernet system to carry your existing brand or network identity, including your own colours and logos. In this way your Refernet system becomes your own.



User Access:

- Hierarchical user levels - System Administrator, Primary User and standard User levels - System Administrators can administer the system fully, (system preferences, Users, Agencies, self-referral, consents, plus much more).
- System Administrators and Primary Users can generate and view reports providing invaluable data on the number and percentage of referrals being made, accepted and declined, for individual organisations (System Administrators and Primary Users) and whole systems (System Administrators only).
- Standard Users cannot create new users or generate reports.
- Users can only access referral information that their Agency is directly involved with.

Associated Services

Services included in the subscription cost:

- Backups - Daily backups of your system.
- Feature updates - We add new features to enhance Refernet on a quarterly basis.
- Initial training - This is included in the licence cost. We'll get you up to speed on how to use Refernet with two 1-hour online training sessions.
- Technical support is provided by dedicated senior technical, training or commercial staff during business hours (9-5)
- Text messages are included for keeping client updated with unique referral number and which Agency is managing their referral.
- Text messages are bundled into each price band, within the system price.

Services excluded from the subscription cost:

- Support outside of Monday - Friday 9-5 is not available.
- Additional functionality/services.
- Refresher training is at extra cost (See pricing document).

2. Data Protection

Information Assurance

Refernet is Cyber Essentials certified.

PDFs of Refernet's ICT Security Policy and Incident Response Policy can be downloaded from www.refernet.co.uk.

Refernet regards information security as very important. Information is central to our core function, and it is our aim to ensure that the confidentiality, integrity and availability of this information is protected at all times.

Refernet will take appropriate action to identify and assess the threats to information security with which we are faced and will develop controls and systems that are aimed at controlling such threats to minimise the risk of information security breaches.

Refernet policies & operating procedures ensure that:

- Refernet is properly assessed for risks and threats to security.
- Appropriate levels of security are applied to maintain the confidentiality, integrity and availability of Information and ICT.
- Staff are aware of their roles, responsibilities, and accountability for information security.
- A means is established to communicate awareness of information security issues.
- Procedures to detect, investigate and resolve security breaches are in place and are dealt with consistently.
- Relevant legislation and regulatory requirements are complied with.
- Plans are in place to ensure business continuity for all business-critical systems.
- Monitoring arrangements exist to audit the ongoing effectiveness of the information security arrangements in Refernet.
- All data held on Refernet is accessed, transferred and stored in a secure manner.
- Manual access to this data is strictly on a disaster level or implicit instruction via a system owner only.
- Access to the Refernet server is via a secure VPN and locked to IP.
- Access logs to the server are kept for 12 months.
- Redundant Refernet systems are removed in a secure manner.

- High level CSP, HTTP and TLS ciphers are enforced across all of the Refernet system.
- Refernet has a dedicated Incident Report mechanism.

Incident Response Policy

The following details Refernet's method of regaining access and functionality to its IT infrastructure after events like a natural disaster, cyber-attack, or even business disruptions related to the COVID-19 pandemic.

- Minimise interruptions to normal operations.
- Limit the extent of disruption and damage.
- Minimise the impact of the interruption.
- Establish alternative means of operation in advance.
- Train personnel with emergency procedures.
- Provide for smooth and rapid restoration of service.

Communication

During an incident, it is important to maintain lines of communication open to main key staff members. Efficiency and communication are the keys to minimising the impact of a disaster.

- Sales - info@refernet.co.uk
- Commercial information - info@refernet.co.uk
- Technical support - support@refernet.co.uk

Assets

We have backups of Refernet and its associated data from which to restore if there is an outage.

- Historic site versions for Refernet (taken before any changes are deployed). Stored onsite at our alternative studio location. Access is via a secure VPN and locked to our dedicated IP.
- Current site version for Refernet (taken at point of upload for new amends). Stored onsite at our alternative studio location. Access is via a secure VPN and locked to our dedicated IP.
- Source code of current site version of Refernet. Stored onsite at our alternative studio location. Access is via a secure VPN and locked to our dedicated IP.

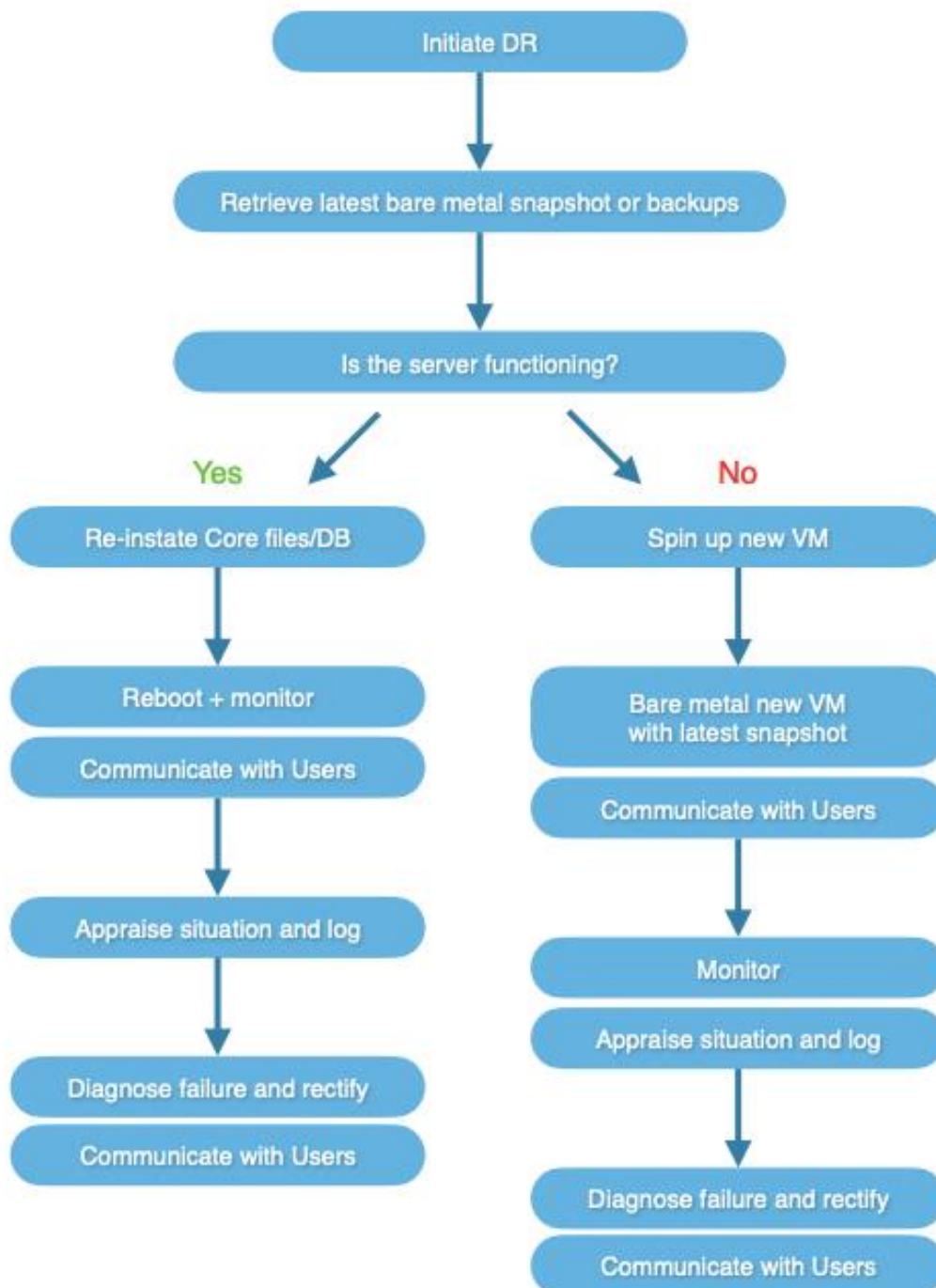
Security steps are taken to protect the assets/code.

- All data held within our alternative studio location is secured behind a monitored 24-7 security system.
- All data held at our alternative studio location is backed up regularly to an encrypted file storage service.

Details of the Refernet server

- Located in London EC1 datacentre.
- ISO27001 and PCI-DSS compliant.
- Fully managed by a team of IT professionals, with dedicated account handling and SecOps teams on a 365/24/7 basis.
- Full server snapshots daily.
- Incremental backups every 4 hours.
- Outage monitoring alerting the CTO, SecOps and Dev Team in the event of connection failure.

Process



Disaster recovery timescales

If an outage occurs within business hours, we would aim to restore Refernet within 4 hours. If an outage occurs outside of business hours, we would aim to restore Refernet within 4 hours of the start of our nearest business hours.

Data-breach timescales

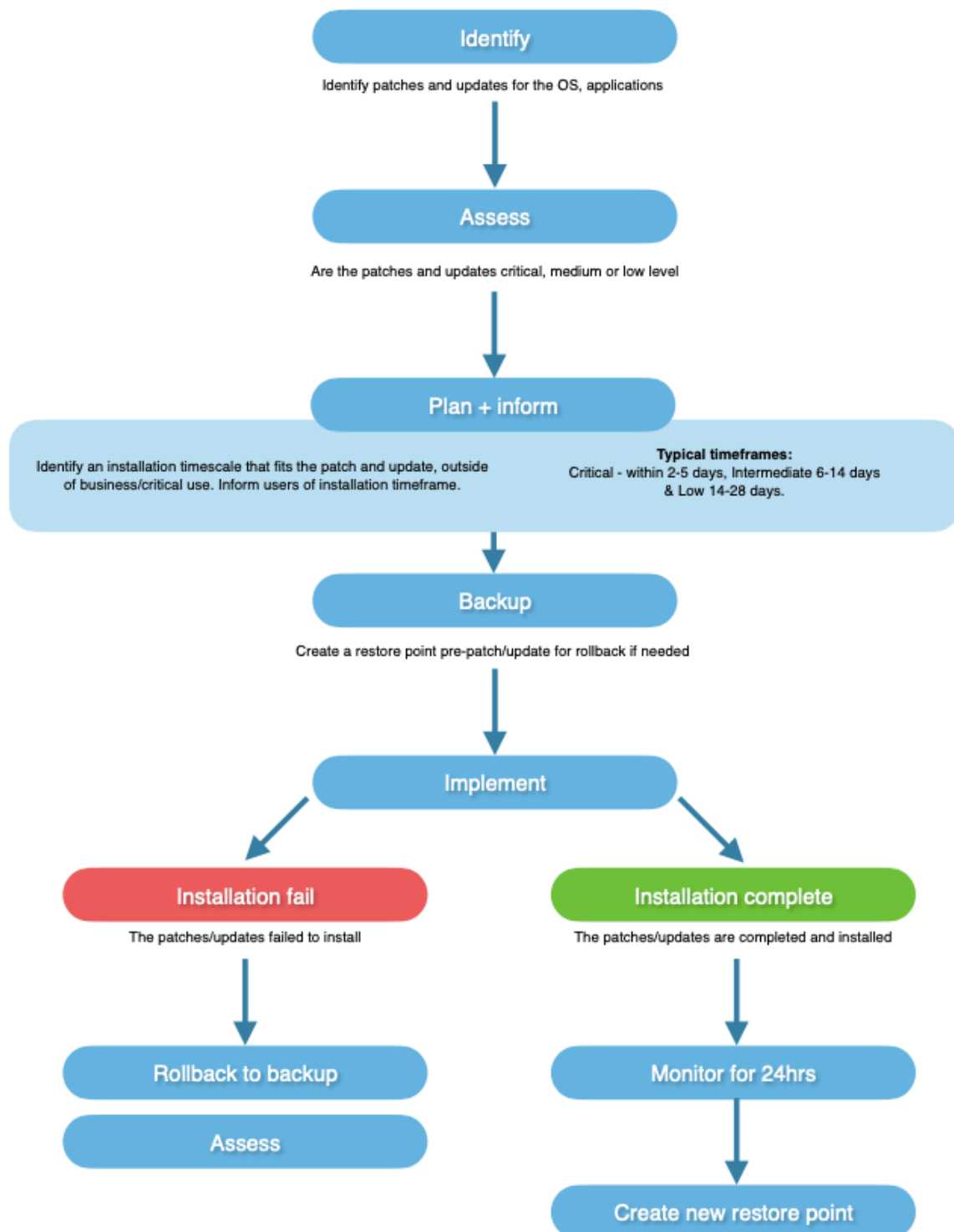
If a data breach occurs within business hours, we aim to notify the Data Controller as soon as possible and without undue delay, this will usually be within 4 hours of our detection. The Notification of a personal data breach to the Data Controller will adhere to GDPR, Article 33 guidelines.

If a data breach occurs outside of business hours, we aim to notify the Data Controller as soon as possible and without undue delay, this will usually be within 4 hours on the next business day of our detection. The Notification of a personal data breach to the Data Controller will adhere to GDPR, Article 33 guidelines.

Update Control Policy

Refernet applies regular updates and patching to the Refernet server as appropriate.

Our process



The Chief Information Officer (CIO) is responsible for implementation of the ICT Security Policy and procedures. However, all of Refernet's users have responsibilities for the security and safety of their own Refernet system and the information held within, as detailed within our T&Cs.

Business continuity statement/plan

Viccari Wheele's ICT Security Policy is designed to preserve:

- Confidentiality: data access is confined to those with specified authority to view the data.
- Integrity: all system assets are operating correctly according to specification and in the manner that the current user believes them to be operating.
- Availability: information is delivered to the right person as and when needed.

Privacy by Design

The data stored and processed within Refernet represents one of Refernet's most valuable assets. It is essential that all ICT systems within the organisation are protected to an adequate level from all likely events which may jeopardise core activities.

Refernet are committed to protecting and respecting your privacy.

This policy (together with our terms of use "TERMS OF USE" and any other documents referred to on it) explains our data processing practices and your options regarding the ways in which your personal data is used. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

By entering our site (as defined below), using or downloading information you consent to the collection, use and transfer of your information under the terms of this policy.

Information we may collect from you

We may collect and process the following data about you: Information that you provide by filling in forms on our site www.refernet.co.uk (our site). This includes information provided at the time of, subscribing to our services including receiving news, downloading brochures and information.

posted on our site or requesting further services. We may also ask you for information in connection with or participation in any promotions or competitions sponsored, promoted or offered by us and/or any third party and information you provide when giving us feedback or completing profile forms and when you report a problem with our site or information we learn from your use of our service and your visits to our site.

If you contact us, we may keep a record of that correspondence. Details of your visits to our site including, but not limited to, traffic data, location data, purchase information, weblogs and other

communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

IP addresses and cookies

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service.

They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences and purchases, and so allow us to customise our site according to your individual interests.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting, you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

3. Using the service

Ordering and Invoicing

Please email or phone us to initiate an order or ask for any clarifications on the information provided.

A licence agreement is drawn up for an initial period of a minimum 1 year and invoice for payment in advance of our starting to build, configure and brand the system.

Availability of Trial Service

Refernet does not offer free trials.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Refernet is a very bespoke service, where regardless of the amount of documentation, recommendations, and other available information, needs a very personal approach to starting a new referral network.

Onboarding/Implementation plan:

- You will need to appoint a System Administrator who will manage day-to-day running of the service and invite new Agencies.
- Appoint an Agency liaison. This is essential for engagement with Agencies to promote the service, train and possibly re-train them.
- Have your data sharing agreement(s) ready, to allow Agencies to work together online.
- Write and agree data protection and customer consent statements which will appear on your referral form.
- Consider re-charging your service to external partners, if you think this is possible / appropriate.
- Manage expectations about security and reliability. Refernet can provide general technical, commercial information. (For security reasons we don't publish specific technical details about how the service operates).
- Commissioning Refernet involves signing an order for the service, which will be for a minimum of 1 year. Payment is in advance. Once payment is made the system will normally be live within 10 working days, as per terms of contract.

- In that period, we will provide your system login details – by request we can offer to pre-fill basic system information, add your network brand to the top page, add first 2-3 Agencies of your choice, and their agency logos. (Note: the system is effectively an empty shell for you to populate as you see fit). You are the Data Controller (for GDPR purposes)
- Once we provide your login details, this is your Start Date and sets your yearly renewal cycle date, for the year to come. You are paying for each year from this date, unless notice is given within the contract period.
- We offer System Administrator training via Zoom, so that your team to be confident with regard to setting up the new network and inviting / managing new Agencies you bring onboard.
- Refernet provides an optional self-referral link for client and partner website webmasters, so that the general public can refer themselves.
- We can also offer additional training session/s with your initial Agencies, to get up-to-speed with how to refer.

In order for us to set up your new system, you will need to provide the following information:

1. Network of Agencies / Organisation details

Administrator name

Network of Agencies / Organisation email address

Network of Agencies / Organisation phone number

Network of Agencies / Organisation address inc. Post code

2. Network of Agencies Title - In the form:

'Your Network of Agencies title' Refernet System'

3. URL - Your preferred the system web address in the form: yournetworktitle.refernet.co.uk - Shorter is better.

4. Self-referral enabled?

(Visit: www.refernet.co.uk/self-referral for explanation)

Public Agency Name (internal Agency which receives public referrals)

5. Regional enabled?

(Visit: www.refernet.co.uk/regional for explanation)

6. Initial Agencies

Details of two of your initial Agencies, plus your own Advice Agency details. (For your own Agency, this is distinct from the Admin details above, in that these details are for the making of referrals, not as a system administrator / owner - if different). We will add these for you and then during training show you how to add more.

Your own referring Agency Name / Web address

Agency 1 Name / Web address

Agency 2 Name / Web address

Off-boarding:

- We can provide support with handover to a new supplier if applicable. Please see T&Cs
- System access can be maintained for up to 1 month for customers to export data within contract period.
- A data export function within the system includes the option to export all non-attributable data.
- System and all data are deleted 1 month after contract ends.

Training

- Initial 1-hour training is delivered via Zoom/Teams for the new Administration team. Training covers: Adding Agencies and users, adding advice categories and outcomes, preferences, client consent, branding, anonymisation, reports and more.
- Subsequent 1 hour training session with an initial set of up to 3 partner Agencies along with the Administration team, to train for system use.

System Administrators typically then train additional new Agency users. Additional training can be delivered (on site or remote) at extra cost, as per the pricing document.

Service Constraints

Support hours are 9am-5pm Monday to Friday excluding bank/public holidays.

Refernet is regularly updated with new features, enhancements, and security updates. When a feature update happens, we send out an email bulletin advising of the upcoming update and will perform the update outside of Mon-Fri 9-5 business hours.

Updates are usually scheduled to start at 11pm. This is to minimise any interruption of service for our clients who use Refernet in a business-critical manner. A full Change Process PDF is available to download from refernet.co.uk.

Outage

If an outage occurs within business hours, we would aim to restore Refernet within 4 hours. If an outage occurs outside of business hours, we would aim to restore Refernet within 4 hours of the start of our nearest business hours.

Service Levels

We aim to ensure that Refernet maintains availability at all times, aside from during the feature system updates. Refernet's availability is 24/7, with a 99% uptime.

Support hours are 9am-5pm Monday to Friday excluding public and bank holidays.

Financial Recompense Model for not Meeting Service Levels

Please refer to our T&Cs

4. Provision of the service

Customer responsibilities

These are contained within the T&Cs

Technical Requirements and Client-Side Requirements

Refernet is a web-based referral service. We host Refernet on the Refernet server and will build and deploy a system when a system is requested, and your order is placed.

There are no Client-Side requirements aside from: A modern (within the last 8 years) computer, laptop or mobile device, a modern web browser - such as Chrome, Edge, Safari, Firefox and Opera. A customer-appointed System Administrator is required to manage the network, and this user controls the partner Agencies, organisations or department access to the network.

Development life cycle of Refernet

Refernet uses a waterfall-based approach to its development lifecycle: conception, initiation, analysis, design, construction, testing, production/implementation, and maintenance.

After-sales Account Management

Periodically, a member of the Refernet team will make contact with the System Administrator(s) to keep in contact and discuss their Refernet experience and future requirement and refresher training.

Third party user group - by invitation.

Periodic email bulletins, news of updates and useful suggestions.

From time-to-time Refernet exhibits at trade events and contributes to discussion and ideas around the future of referral management.

Referral consultancy. See pricing document.

Termination Process

Termination requires 6 weeks' notice prior to end of licence period.

1 month after termination, the system is removed from our servers and all data is permanently deleted.

(See Offboarding section above for more details)

5. Our experience

Our users include: charities, advice teams, organisations, councils, legal and money advice services, health care and social prescribing services, and more across the UK.

Contact Details

Telephone: 01273 244099

Email: info@refernet.co.uk

Please see our website: www.refernet.co.uk

All our services are provided subject to our T&Cs and if there is any conflict between this document and our T&Cs, then our T&Cs will prevail.