

Impulse - Education Information Management System

Lot 2b: Software as a Service (SaaS)



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1. Description of Service

The Complete Education MIS – The Trusted Partner for Local Authority Education Services and Schools

WHY

- The relationship between Local Authorities, schools, professionals and parents requires seamless coordination and collaboration across complex processes to achieve the best outcomes for every child.
- We deliver a comprehensive, modular education solution backed by expert support, covering statutory requirements and beyond. Our UK hosted service drives cost efficiency, promotes a digital first approach to stakeholder collaboration, and keeps children and families at the heart of everything we do, ensuring continuous improvement in services and outcomes.
- With over 20 years of experience, our team understands the challenges and complexities faced daily by Local Authorities. We speak your language and share your mission, making a real difference in children's lives.
- Our approach provides accuracy, insight, and actionable intelligence, enabling better decisions and improved education journeys for every child.

1. Description of Service continued

WHAT?

- Impulse is a modular, web-based education management system built on a single, secure database with full mobile optimisation and direct access through secure portals.
- Through customised, role-specific portals, parents and carers, young people, Local Authority teams, schools, and other authorised professionals can access relevant parts of a pupil's record. They can collaborate in real time, communicate securely, manage casework plans, allocate placements, and coordinate support resources all in one place.
- Each user's homepage is fully configurable, providing quick access to key pupil data, intuitive dashboards, and drill-down reporting tailored to their role.
- Our innovative education record supports bilingual views and updates, enabling co-creation and inclusion. This rich data foundation drives actionable insights into individual needs and informs service development and continuous improvement.

1. Description of Service continued

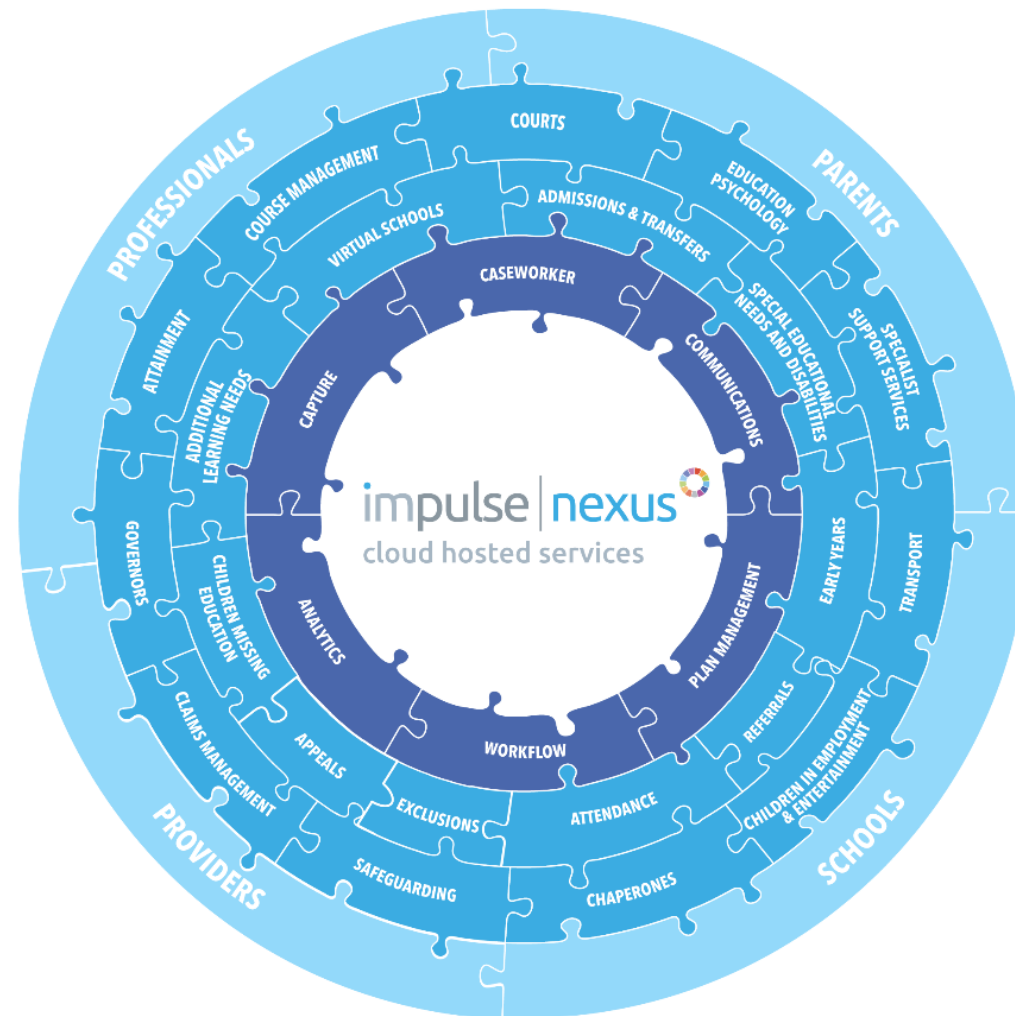
HOW?

- Impulse is much more than a statutorily compliant Education Management System. It provides proven education functions and full support for the entire journey of the child from 0 to 25, involving Local Authority services, schools, parents, multi-agency professionals, and the third sector.
- Our extensive experience in education information management enables us to continuously improve and deliver specialist features as standard. These include end-to-end automated admissions, a multi-lingual structured pupil record, secure stakeholder portals, and comprehensive facilities for LAC, SEND/ALN, and early help workflows such as PEP/EHCP casework. Additional capabilities include early years and social inclusion tools, identity screening, a unique life events timeline, extra education modules, and secure case record exchange.
- We also provide a flexible, multi-purpose Data Matching and Systems Exchange Hub, ensuring seamless integration and interoperability.
- Our specialist training and support team works in partnership with your service to create meaningful information that promotes learning and innovation. We focus on building a strong collaborative relationship to stimulate best practice and continuous improvement. Our aim is to generate a positive social impact by enabling high-quality, representative local data capture, building an evidence base, and delivering actionable insights. This supports efficient, effective, fair, and inclusive access to education for every child you are responsible for.
- We guarantee high service availability through our secure, PSN and HSCN-accredited UK hosting environment, backed by a seamless customer care and support service.

2. Key Features

KEY FEATURES

- Impulse is built on proven education data standards and can either extend your existing systems or replace them entirely. For example, our flexible web portal framework can integrate with your current system to deliver automated, end-to-end admissions or SEND/ALN EHCP/IDP casework and plan management.
- Alternatively, we can provide a complete solution that covers all your requirements, a core system combined with a tailored selection of education modules, creating a single, rich, highly structured and cleansed pupil record.
- The Impulse Hub is a powerful data matching and exchange engine that links systems and dynamically migrates or synchronises data with Impulse, ensuring seamless interoperability.



3. Onboarding and Offboarding

Seamless Transition with Our Proven Implementation Programme - we make moving to Impulse from any other Education MIS software simple, secure, and stress-free

ONBOARDING

- Our onboarding process is designed to be straightforward and supportive.
- We provide a tailored demonstration for your team and complete a process walkthrough, supported by our specialists. We answer all your questions, share detailed information, and provide an inclusive “invest to save” switching quotation. Once approved at management board level and in consultation with procurement, you can direct award and place a purchase order with ease.
- We recommend allowing approximately 4 to 12 months from contract signing to go-live, depending on the number of Modules required, ensuring a smooth and well-managed transition.

OFFBOARDING

- We take data security and compliance seriously when you leave our service.
- Your data is transferred in an agreed format to a secure, agreed location.
- All copies of your data held with us are destroyed and confirmed in line with ISO27001 standards.
- We use certified suppliers for data destruction. CACI dispose of the data through third-party shredding using CESG Approved Shredding.

4. Implementation Plan

Proven Implementation for a Smooth Transition

Our team has a strong track record of delivering successful, stress-free implementations for Education services across the UK. The Impulse implementation plan is straightforward and requires minimal input from your team, allowing you to focus on service delivery while we handle the technical details.

Data Migration: Data held in existing software applications will be securely copied, transformed and loaded into Impulse. No technical input is required.

Hosting configuration: We commission the Impulse hosting environment and set up user accounts with secure two-factor authentication, accessible from any common browser or device.

Orientation and Planning: We review your current business processes ("As Is") and future goals ("To Be") to create a clear roadmap for change management, system configuration, training and support.

Testing and Quality Assurance: We complete application acceptance testing, migration validation, and sign-off against all core tasks and specifications. Data quality issues from initial migration are resolved and final migration pass scheduled for completion.

Training: A tailored learning programme for all key staff covering data input and output, quality case management and service reporting and compliance.

Post-Go-Live Support: We provide on-going direct contact with staff and priority support for an agreed period following training.

Project Management: Our experienced project managers coordinate all resources and timelines, guaranteeing a smooth and successful transition.

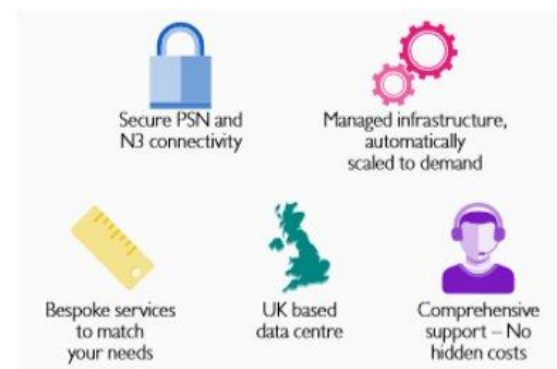
5. Technical Requirements

OUR IMPULSE SERVICE IS ACCESSED VIA THE INTERNET USING A COMMON BROWSER

UK HOSTED SERVICE

- Access to the service is via a typical secure internet HTTPS connection and URL from a common browser on any device i.e. desktop, laptop, tablet or smart mobile.
- No other software or technology is required.
- Each release of Impulse is fully tested against the latest supported common browser technology (e.g. Microsoft Edge and Chrome) and incorporating the latest security updates.
- We also undertake testing against other common browsers e.g.; Firefox, Safari etc.

WHAT DO WE OFFER?



HOW DO YOU BENEFIT?



OUR SECURITY CREDENTIALS

ISO 27001 and 9001 certification | PSN compliance and connectivity | Cyber Essentials certification | All staff certified to SECRET classification



6. Ordering and Invoicing

Simple, Transparent Ordering and Invoicing, we aim to make the process as straightforward and hassle-free as possible

ORDERING

- Our 'invest to save' quotation will typically be based on the size of the local Youth Justice service, specific additional options and configuration requirements.
- Once approved at management board level and in consultation with procurement, you can simply place an order.
- We also accept a direct award via G-Cloud, based on specialism and regional use of Impulse in your area.
- After ordering, we arrange a project kick-off meeting at your offices to agree on all details, responsibilities, and timelines for a smooth implementation.

INVOICING

- Implementation Services are billed monthly in arrears, aligned with agreed project milestones (e.g. User Acceptance Testing).
- Support & Maintenance is billed annually in advance from the commencement of the project and then on the contract renewal each year.

7. After Sales Support

We don't just deliver a solution—we build lasting partnerships. Our teams combine real-world practice experience with design expertise, ensuring Impulse continues to evolve with your needs

CUSTOMER ENGAGEMENT

- Users are encouraged to engage with us through multiple channels, including planned annual regional user groups, conference events and monthly 'lunch and learn' webinars. These close relationships allow customers to influence product and service development.
- Collaborative Design - requests for system changes can be raised via our online support system. Our experienced product team reviews and discusses these with customers to ensure Impulse meets real-world needs.

ACCOUNT MANAGEMENT

- Our customers receive regular structured account meetings (at least quarterly or as requested), to facilitate structured two-way feedback.
- Transparent Roadmap, customers actively shape future developments alongside inputs from a range of sources DfE, ESTYN, local, regional and collaborative projects.
- Our team actively participates in specialist networks and routinely reviews feedback to drive innovation and service enhancements.

8. Service Levels and Support Hours

OUR SKILLED INTEGRATED TEAM ARE EXTREMELY RESPONSIVE, AND CONSISTENTLY OVER-PERFORM AGAINST AGREED SLAS

AVAILABILITY

- Customer care and technical support is available Monday to Friday between 09:00 and 17:30.
- Support calls will be logged via the online CACI support system, which is available 365 days a year, meaning calls can be raised online outside of operating hours, if required, and our responses can be tracked by you.
- A priority is assigned by you, the customer, and we will consult with you throughout the process of resolution.
- CACI can evidence achieving an SLA compliance rate across all "Priority" calls of 99.8%.
- The customer can be assured of greater than 99% availability of the Impulse system via our UK based hosting.

OUR TEAM

- Our staff are highly skilled with extensive, specialist knowledge and expertise of education services, built over many years.
- All training and customer care staff have worked in the domain before joining the core team.
- We provide a unique service to customers drawing from domain, practice as well as enterprise level ICT experience.

9. Resilience

WE OFFER 99% HOSTED SERVICE AVAILABILITY, AND A SECURE PSN AND HSCN ACCREDITED ENVIRONMENT

- We provide customers with 99% hosted service availability on dedicated virtual servers within a segregated VLAN located at CACI's UK based Tier-3 data centre, providing very high redundancy.
- We operate an ISO9001 accredited quality management system and hold ISO/IEC 27001 and Cyber Essentials+ certification. We also provide PSN and HSCN connections and accreditations.
- We undertake regular (at least annual) application and API penetration and vulnerability testing on all surfaces in our hosting environment using third party assessors CSA Cyber (holding CHECK and CREST accreditation).
- Independent assurance drives and informs application and interfacing developments to ensure appropriately robust and secure database and systems integration functions.

10. Business Continuity and Disaster Recovery

Robust Business Continuity and Disaster Recovery

- CACI operates a comprehensive Business Continuity and Disaster Recovery Framework, ensuring a consistent approach across our enterprise. This framework enables us to respond quickly and recover effectively from any disruptive event.
- Security Incident Policy & Procedures, supported by detailed Crisis Management and Cyber Incident Response Plans. Daily Backups, all data is backed up daily and stored securely in an offsite location for maximum protection.
- We conduct annual reviews and rigorous testing of our continuity and recovery processes to identify and implement improvements. These include, bare-metal system restores to validate full recovery capability, crisis communication call-tree tests to ensure rapid response and desktop walkthrough exercises for scenario-based readiness.

11. Pricing Overview

THE IMPULSE SYSTEM INCLUDES MANY INCLUSIVE FEATURES AS STANDARD

Service	Price	Detail
IMPULSE Core	See G Cloud pricing document	CBDS compliant pupil database (including capture & communications)
Initial Licence and Hosting Configuration		Includes IMPULSE installation/configuration (all prices per annum are based on a minimum 100 concurrent users)
Admissions & Transfers		Supports end to end operations and statutory functions relating to school admissions (rankings, placements, distance calculations etc.)
Parent/Carer Portal		Multi-lingual secure web portal for parents/carers to apply for, request services and use configured modules to interact and communicate with the LA/Others.
Schools/Provider Portal		Secure web portal for school real time interaction and communication using configured modules, pupil, relationships and case information.
Professionals/3 rd Sector Portal		Secure web portal for multi-professionals to collaborate and share data regarding configured modules, pupil, relationships and case information.
SEND/ALN Suite		Referral, assessment and plan tracking, reporting on information relating to PEPs, EHCP/IDPs, Transport and the associated statutory requirements.
Social Inclusion, Early Help Suite		Referrals, LAC (e.g. attendance/exclusions) early help and prevention, pupil watch/connect, courts, chaperones etc.
Early Years Suite		Referrals for early years childminder, nursery and child minder functions, provider profiles/activities, headcounts, grants, 15/30hrs entitlement.
Other Modules		Benefits & Welfare (including FSM, Uniform, Travel Grants), Attendance, Attainments, Transport, Education Psychology, Governors, Reporting etc.
IMPULSE Hub (Data Matching & Systems Integration)		Option to implement IMPULSE Hub to enable integration with 3 rd Party Systems e.g. Social Care and Health.
Initial configuration		
Data Exchange Connectors		

11. Pricing Overview continued

OUR PRICING IS STRAIGHTFORWARD AND COMPETITIVE WITH MANY INCLUSIVE FEATURES AS STANDARD

Example SEND / ALN solution

- An example pricing for our flexible web portals linked to your existing system. This would deliver a tailored SEND / ALN EHCP / IDP casework solution.
- The solution would be hosted and fully supported by a complete managed service.
- The price depends on the number of modules configured, but will include a fully featured compliant core system, configurable dashboards, statutory and user reporting.
- Pricing includes application of all software updates including all applicable statutory changes as standard.

Example pricing

Service	Price	Detail
IMPULSE SEND / ALN	See G Cloud pricing document	Price per annum for a minimum of 100 concurrent users
Initial Configuration		



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Thank you
