

Abavus Ltd

Council Portal, Online Forms and Mobile App

(Service Definition Document)

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Overview of Council Portal, Online Forms and Mobile App

Our Council Portal, Online Forms and Mobile App provides a GDS-compliant digital platform for local authorities, supporting customer self-service and assisted digital delivery. Our solution provides configurable no-code online forms and workflows for reporting, booking, applications, and payments, delivered through web and native mobile interfaces that can integrate into other systems.

Service Features

- Full GUI and online form design platform
- Share forms with other platform users through Form Store
- Single point of form design supports web and native app
- Native apps on iOS and Android
- Fully no-code, configurable and customisable
- Fully branded to reflect your visual identity
- Comprehensive and easy to use back office
- Full API integration options with third party systems
- Includes My Account standard functions
- Adheres to Government Digital Standards (GDS) styling and guidelines

Service Benefits

- Reduce avoidable contact, saving time and resources
- Enable channel shift and transformation quickly
- Offer synchronised multi-channel self-service to customers
- Low cost of ownership through no-code configuration
- Rapid implementation, live within 6 to 8 weeks
- Fully automate workflow processes
- Reduce internal IT overheads

Client services, setup and onboarding

When UK public sector organisations adopt this module as part of a commercial subscription, Abavus will fully support clients through a documented and straightforward onboarding process. Elapsed time for onboarding is usually 6-8 weeks. These times can vary based on client-specific circumstances and requirements.

Hosted service maintenance windows and other constraints

Abavus warrants that (i) the Service will operate in all material respects at least in accordance with the applicable Feature Listing as of the Subscription Start Date, and (ii) the Service will be available to customers for normal use for at least 99.97% of the time each quarter, excluding any downtime during a Standard Maintenance Window. In the event of any breach of the warranties under the contract, Abavus' sole and exclusive responsibility shall be for Abavus to make all reasonable efforts to have any reported failure of the Service causing a breach of this warranty corrected as soon as practical. However, if within 10 business days, such defects are not corrected, then Customer's sole and exclusive remedy shall be to terminate this Agreement and to receive a refund of the prepaid fees. Please refer to our Hosted Services Agreement for further information.

Service level agreement for support

There is a comprehensive customer support service level associated with the delivery of My Council Services, providing support consisting of telephone help desk or online support to the Customer's two designated support contacts. Please refer to our Standard Support Protocol.

Delivery of service, and information assurance and security

The target Impact Level (IL) of My Council Services is IL3 to hold and process information. My Council Services does not currently hold IL accreditation. We hold ISO 27001 and Cyber Essentials Plus accreditations.

Training

Training can be provided and is charged separately. Details of pricing for training are provided in the Skills Framework rate card. Training can be delivered on the client's premises, and can be further supported by remote web-based refresher and support sessions. All training resources are UK-based and available to come onsite.

Ordering and invoicing process

Orders can be placed by means of the client organisation's official purchase authorisation number or procurement approval. Alternatively, completion of the Abavus "Purchase Authorisation Schedule" (the ordering documents representing the initial purchase of the Service as well as any renewals, or subsequent purchases agreed to between the parties in writing from time to time that are executed). Payment terms are net 30 days, accepted by BACS transfer (preferred) or cheque.

Minimum contract term, and termination terms

Minimum contract term is 12 months. A party may terminate this Agreement for cause: (i) upon thirty (30) days written notice of a material breach to the other party, provided such breach remains uncured at the expiration of the notice period; or (ii) if the other party becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors.

Technical requirements and integration

There are no specific local technical requirements regarding hardware, and there is zero client footprint in terms of normal service usage and access to standard and extended functionality. When integrating My Council Services with other third-party applications (e.g. CRM tools), or other back-office tools (e.g. open standards), Web Services are the preferred approach. For guidance, a standard integration using Web Services to a third-party application would enable a dynamic two-way data exchange between My Council Services to a third-party application. A standard integration and its delivery components offer:

- Access to our full set of Web Services, fully supported by Abavus.
- Development of a mutually agreed functional specification, defining how the integration will work between My Council Services and your chosen third-party.
- Any reasonable/required additions to our Web Services allowing the integration to meet requirements. We agree any required changes with the client in conjunction with our technical team as part of the functional specification.
- Remote technical project support from our technical team for your internal technical resources, to ensure integration is completed successfully.

Note: The standard Web Services integration does not include onsite technical consulting/development activity, or custom changes/additions to core functionality. These services can be provided, with pricing based on specific requirements.

Feature listing for Council Portal, Online Forms and Mobile App

Feature/Capability	Description	Standard	Extended
My Council Portal	Feature-rich customer portal, free to subscribe to and use	Y	
iOS App	iOS App Fully functional iPhone / iPad application. Free to download and use	Y	
Android App	Android App. Fully functional Android application. Free to download and use	Y	
Web Forms	Access for any user via the synchronized web forms. Fully synchronised with all channel submissions (Smartphone and Web). Options to manage and edit user profile.	Y	
Form Store	Access to all other shared form templates from other Councils using My Council Services		
Fully contextualised and located report creation and submission.	Report captures problem type, problem details, exact location on a detailed map, pictures, sound files, video	Y	
Automated report submission from Smartphone and Web portal	Intelligent and automated routing of reports to the correct council or Local Authority.	Y	
Automated email confirmation to customer	Customers are automatically informed by email that their report has been submitted to the correct Council or Local Authority	Y	
Automated report delivery to single Customer Service email address (Council, Local Authority)	All submitted reports the central Customer Services email address for your council or Local Authority	Y	
Access to My Council Services. Email control panel. Delivery to multiple email addresses (Council, Local Authority).	Ability to set up and manage multiple email delivery addresses dependent on the category of the report submitted E.g. reports sent to the appropriate service delivery team.	Y	
Access to My Council Services Account Set Up screens	Account configuration and management capability. Edit and update administrators, organisation details	Y	
Customised mobile application automatically available to your customers	Have a mobile application that has your Council or Local Authority's own logo, splash screen and background. App customisation is also possible	Y	
Access to My Council Services Reporting Dashboard	Real time view of headline data on all reports submitted to your Council or Local Authority.	Y	
Access to My Council Services Report Management capability	Utilise the CRM lite functionality made available through the MCS back office – Assign owner, search incidents add a note etc.	Y	

Access to My Council Services Dynamic Reporting screens	Ability to query and report on data by any attribute and display as a table, charts of on an interactive map / satellite image	Y	
Access to Push Notification setup and management	Utilise automated and pro-active push notifications to your customers. Letting them know about important events and service changes	Y	
Access to dynamic tab framework functionality	Utilise dynamic platform tab features to upload other council specific URL's for deployment within the app e.g. find my councillor	Y	
Multi Language Functionality	Ability to deploy application in multi-language	N	Y
Access to My Council Services secure, web services integration	Full integration options using Web Services, Data Feeds or API to ensure that the submitted reports are automatically loaded into your Council's CRM system or to the relevant Line of Business application**		
Access to My Council Services secure, mobile payment gateway integration	Options to allow create forms that allow customers to pay parking charges, community charge, fines and all manner of payments securely via their mobile phones & web**	Y	
Multi-factor authentication	For My Council Portal. Email, SMS, or call MFA available.	N	Y
Email & phone technical helpline Level Agreement	Allow Local Authority users to log problems/faults with platform for resolution within our Service Level Agreement	Y	
Minor Platform Upgrades	Access / migration to all minor platform upgrades	Y	
Major Platform Upgrades	Access / migration to all major platform upgrades	Y	
Customer Advisory Board	Membership of Customer Advisory Board	Y	
Access to other local Authority Teams	Access to other local Authority Teams through the MCS community	Y	
Platform training notes and bespoke training	Training guidance notes available to users and accessibility (payable) to on-site trainers	Y	
MCS Mobile Worker Module	Access to deploy the fully functional MCS Mobile worker Module – a device independent cloud workforce management platform. It allows a work force to accurately log any kind of work order or task information on a mobile phone, tablet or PC/ Mac, which is then fed into a back office system.	N	Y

** Access to these features is part of the paid subscription. One-off project charges for integration will be applicable. Details can be provided, and a full functional specification and price will be agreed prior to commencing any integration projects.