

# **PATCHWORK**

## ***Software as a Service Service definition***

# *Contents*

Overview

Information assurance

Data backup and restoration

Service migration

On-boarding and off-boarding processes

Data extraction and removal

Termination terms

Pricing

Service constraints

Service levels and service management

Training

Ordering and invoicing process

Consumer responsibilities

Technical requirements

Trial service

Service roadmap

Open source software

Non-technical support and consultancy services

Working with us

About FutureGov

# OVERVIEW

What is Patchwork?

Developed together with practitioners, Patchwork is a simple, secure web tool that connects professionals working with vulnerable people across many agencies.

It allows front-line practitioners from different organisations to quickly and simply access the contact details of others working with their clients. In doing so it helps professionals to uncover the hidden network of practitioners around their clients, supporting frontline staff to connect and provide more joined up services.

FutureGov have implemented Patchwork in a number of councils across the UK, as well as in multiple states in Australia. Patchwork has been used to support practitioners working with children, as well as those supporting vulnerable adults and families with complex needs.

The service includes Patchwork, the application, and a bespoke change programme delivered by FutureGov, which drives a more coordinated support for clients.

Functionally, the Patchwork software allows system users (practitioners) to register a profile for themselves and then connect to the profiles of clients they are involved with. Clients can be added into the system manually by users or imported directly by system administrators.

Users working with a given client can then invite existing or new users to record that they are also working with the same client. In this manner, a picture is built up of which practitioners are currently working with which clients. This picture, and the profile information it contains, allows practitioners to connect with each other and work together more effectively - either face to face or by any other communications channel, as appropriate.

Users can also build a picture of which clients are in each other's 'circles' (e.g. have a familial or other close relationship with) by linking them and showing them in the same circle, thereby providing a fuller contact list for themselves and other users working with the same client(s) of professionals working in the same circle.

Through Patchwork, users also have access to a comprehensive local phone directory containing contact details for all of the partner agencies and practitioners who have signed up to the system. Users can either search for practitioners and agencies by keywords or, alternatively, browse filtered A-Z lists.

Additional functionality includes the ability, through the software, to send notification emails (anonymised with respect to clients) to users and the ability for a user to flag that they are paying increased attention to any given client. This flag raises an alert to all practitioners working with that client.

Users can be vetted as part of the invitation process to ensure only appropriate people have access to the system. This and other supporting processes and procedures can be tailored and delivered through the 'non-functional' additional support and consultancy services offered as options alongside the software itself, and defined below.

A separate module for clients to view the practitioners connected to their profile, 'My Patchwork', is available as an option for customers to implement. This allows clients to

securely login to a distinct web tool and view basic details about the agencies and individual practitioners who have connected to their profile on Patchwork.

FutureGov's experience, gained in co-design and development with a number of Local Authority and other relevant partners and contributors, makes clear that implementation of this software is best undertaken as part of a fully mapped out change management programme. This is in order to realise the fullest benefits in facilitating collaboration and communication in a complex multi-agency environment aimed at delivering improved safeguarding and outcomes for clients and increased efficiency for involved organisations.

Our sub-contracted hosting provider, who is accredited to IL2, provides all hosting services for the software. Memset are our current partner. This Baseline service can be supplemented as detailed under Pricing below.

FutureGov, as Prime Contractor, will manage these services; incorporating the individual on-boarding processes associated with each Memset delivered sub-service into our overall on-boarding process. FutureGov will undertake the second-line service desk role; including managing all service calls necessarily handled by our sub-contractors. Our on-boarding process will define to what extent FutureGov and/or Customer's internal IT services undertake the role of first-line service desk and will seek to develop self-support capabilities across the end-user population in order to minimise the need to call on the Service Desk.

The Service Definitions of the sub-contracted Memset services will be valid, unless explicitly amended or contradicted in this Service Definition or our standard G-Cloud Terms and Conditions.

All other services are provided by FutureGov.

## **INFORMATION ASSURANCE**

This service will be delivered at IL2.

At IL2 the service will be delivered from a pre-accredited infrastructure and shall be connected to via an appropriate Government network or the Internet. For clarity, connectivity services are outside the scope of this service and are the responsibility of the Customer to provision and maintain.

It shall be the responsibility of the Client, FutureGov, our sub-contractors and the accreditator to ensure that code of connection compliance is adhered to.

FutureGov and Memset shall have the right to disable or remove services, or individual user access rights, where it can be proven that the given instance causes a security risk to the service or the community as a whole: whether through technical, administrative, operational or any other aspect.

Data associated with a disabled or removed service will be made available to the data owner as per the Termination term below.

## **DATA BACKUP AND RESTORATION**

The Baseline service includes back-up to disk for the first 100GB of persistent storage as delivered by Memset's Secure Backup and is identical in content and cost. Detailed

scope will be defined during the initiation of that service.

## **SERVICE MIGRATION**

Patchwork is a unique service, hence migration of the functionality it delivers is not possible.

Migration of the software to other hosting services is possible on an ad hoc basis, by negotiation with FutureGov. There will be no cost to leave the Patchwork SaaS service beyond minimum hosting service costs/periods set out elsewhere, value dependent on options taken up. There will almost certainly be some cost associated with initiating the receiving Patchwork hosting platform and secure transfer of data and user accounts and other administrative work; value and volume subject to individual customer circumstance.

## **ON-BOARDING AND OFF-BOARDING PROCESS**

### *Joining Patchwork:*

The Patchwork software supports and facilitates the wider Patchwork organisational change and development process. As such, this joining process is comprehensively supported by further discussion with clients.

From a technical perspective, there is minimal technical intervention required from the client side to start using the software. Typically, the only requirements are ensuring availability of a supported browser and work-place access to the appropriate URL.

The software is provided at a sub domain of [patchworkhq.com](https://patchworkhq.com) by default, and has a standard colour scheme and design.

A list of agents and any client side administrators can be imported into Patchwork by FutureGov as part of either the set up or on-going support processes. However, the emphasis of the system is on agents inviting each other into the system, registering themselves and others.

As Patchwork is currently unique in its field, it is not possible to import data directly from other systems. FutureGov will however consider carrying out data migration for clients on a bespoke basis if required.

FutureGov will manage the on-boarding and off-boarding processes associated with the Memset sub-services.

## **DATA EXTRACTION AND REMOVAL**

All contemporaneously held end-user entered data (bar passwords) can be exported to CSV format files and provided to clients via secure encrypted file transfer inclusive of technical description of the data structure. This can be done once at no additional cost, within a maximum of 20 working days (our aim is 5 working days) of notification of request (to [support@patchworkhq.com](mailto:support@patchworkhq.com)), or in sync with termination of contract, whichever is the later.

There will be an on-cost for appropriately secure (Courier) delivery of the loaded media to the customer's nominated premises.

Supplier held copies of the data, in all formats and storage media, will be purged and destroyed in accordance with prevailing standards for IL2 on receipt of written confirmation of safe receipt of extracted data.

Extracted data can be encrypted on request, to an agreed standard and method. Quotes for a more sophisticated extraction process will be supplied on request.

### *Leaving Patchwork*

A client can request to leave Patchwork at any point during their usage of the software, in line with the termination terms below, by notifying FutureGov in writing by email at [support@patchworkhq.com](mailto:support@patchworkhq.com).

See also Data Extraction and Removal.

## **TERMINATION TERMS**

### *By customers*

A Patchwork SaaS service shall commence on the agreed Effective Date and shall continue for the Contracted Term, but shall be subject to earlier termination as referenced within the Termination/Consequence of Termination section of our standard G-Cloud terms and conditions. Hosting Services may be terminated in line with the procedures, terms and conditions detailed with the relevant Memset services procured as sub-services to this service.

### *By the Supplier (removal of the G-Cloud Service)*

A Patchwork SaaS service shall commence on the agreed Effective Date and shall continue for the Contracted Term, but shall be subject to earlier termination if it can be proven that the given instance causes a security risk to the service or the community as a whole. This is whether through technical, administrative, operational or any other aspect and as referenced within the Termination/Consequence of Termination section of our standard G-Cloud term and conditions.

## **PRICING**

Per instance of Patchwork SaaS, p.a. (except where otherwise stated)

**1st year £40,000**

which includes:

- unlimited user access to the software
- the Baseline Hosting Service
- Pan Government Accreditation documentation and continued compliance
- use of the Patchwork Service Desk, including s/w maintenance and bug fixes
- 35 days Support and Consultancy services as set out in Non-technical Support and Consultancy Services
- training documentation and support media

- all software updates delivered within the Contracted Term with appropriately updated documentation.

## Subsequent years £20,000

which includes:

- unlimited user access to the software
- the Baseline Hosting Service
- continued Pan Government Accreditation compliance
- use of the Patchwork Service Desk, including s/w maintenance and bug fixes
- all software updates delivered within the Contracted Term with appropriately updated documentation.

### *Patchwork SaaS Baseline Hosting Service*

The Baseline hosting configuration for this service will be:

- One Virtual Machine in IL2 accredited environment
  - CPU - 2 x Dual Core 800MHz
  - RAM - 4GB
  - DISK – 100GB
- Back-up – 100GB
- Single Data Centre

### *Off-Boarding Charges*

See Leaving Patchwork, Termination Terms and Data Extraction and Removal.

## **SERVICE CONSTRAINTS**

While FutureGov is happy to consider requests for cosmetic customisation of Patchwork, there is no automatic provision of capability to customise the software beyond the following parameters.

- provision of client personalised sub-domain at patchworkhq.com for deployment of the software

There are no plans to depreciate any features of the Patchwork software at this stage.

## **SERVICE LEVELS AND SERVICE MANAGEMENT**

### *Patchwork Service Desk Service Levels*

FutureGov provides support and management for the Patchwork SaaS service 9:00am to 18.00pm, Monday to Friday, excluding holidays.

Technical Support is limited to issues within the Data Centre's connection to the Internet, or other connected and proffered network connection.

Support can be requested by emailing [support@patchworkhq.com](mailto:support@patchworkhq.com). Upon receipt, each

support ticket will be triaged and passed to a relevant member of the Patchwork team, or appropriate sub-contractor, for resolution.

Urgent support enquiries, those within FutureGov's control that prevent usage of the Patchwork system by a one or more members of a client's organisation, will be responded to within 24 hours and addressed immediately by a member of the Patchwork team.

Non-urgent support enquiries, those within FutureGov's control that do not prevent usage of the Patchwork software, will be responded to within 48 hours and, where appropriate, entered into the Patchwork support ticket system and scheduled for resolution on the next available support opportunity.

The service will be managed on a day-to-day basis by liaison between a named FutureGov Account Manager and a Customer appointed Service Owner. Escalation procedures are detailed in our G-Cloud Terms and Conditions.

### *Hosting Service Levels*

FutureGov will manage service calls to our hosting sub-contractor via the Patchwork Service Desk.

### *All other Service Levels*

To be agreed as informed by the outcomes of the first stage of Non-technical Support and Consultancy Services, see below.

### *Hosting Service Levels*

FutureGov will manage recompense from our hosting sub-contractor via our standard invoicing process

### *All other Service Levels*

To be agreed as informed by the outcomes of the first stage of Non-technical Support and Consultancy Services, see below.

## **TRAINING**

Included in the unit cost is a basic training package which will comprise training documentation, including a user manual and video walk-through of the tool. If there are major changes to existing features or the addition of new features then this documentation will be updated. Should there be any minor changes affecting end users, an addendum may be provided to the existing documentation

In addition, FutureGov will provide a one-off training-the-trainers session for those leading implementation on the client side.

See Additional Non-Technical Support and Consultancy Services, below, if additional training is required.

## **ORDERING AND INVOICE PROCESS**

To discuss Patchwork SaaS's suitability for your requirements, or to place an order if you're already convinced, please e-mail FutureGov's Patchwork Team by emailing

[dom@wearefuturegov.com](mailto:dom@wearefuturegov.com) in the first instance.

A formal order can be placed by Order Form and as detailed in FutureGov's terms and conditions.

We expect payment of 50% of the Patchwork SaaS first year unit price (total of £40,000+VAT) on initiation of the contract followed by the remaining 50% on go live.

In subsequent years we ask for full £20,000+VAT payment of the Patchwork SaaS unit price on renewal of the contract.

### *Additional Hosting Costs*

Where customers request hosting resources over and above those included in the Baseline Hosting Service, charges will be invoiced monthly in arrears.

Where customers engage additional support and consultancy: the order to be confirmed in writing, payment schedule to be agreed according to the type and volume of work contracted.

See also our standard G-Cloud Terms and Conditions and On-boarding and Off-boarding processes.

## **CUSTOMER RESPONSIBILITIES**

In addition to responsibilities detailed and referred to elsewhere in this document, FutureGov expects the following from clients using the Patchwork software:

- They only use Patchwork for the purpose for which it was intended within their organisation or in agreement with appropriate third-parties
- They ensure their computer environment is free of viruses at all times, and do not introduce malware into the system
- They follow all appropriate data security and data access requirements set out by their organisation when using Patchwork, including appropriate levels of password security
- Best efforts from Customers, their staff and agents, to provide, in a timely manner, reasonable information and resources as required to contribute to resolution of service calls, implement updates and complete necessary maintenance etc.

## **TECHNICAL REQUIREMENTS**

Other than any other Memset Service Definitions for component sub-services procured by the customer as part of this service, there is minimal technical intervention required from the client side to start using the software. Typically the only requirements are ensuring availability of a supported browser and work-place access to the appropriate URL.

Bandwidth usage, while dependent on end-user numbers and individual activity levels, is minimal per interaction with the hosted service.

Patchwork is supported on the following web browser/OS combinations:

- Firefox 13+ on Windows, Linux, and OSX - fully supported

- Chrome 20+ on Windows, Linux and OSX - fully supported
- Safari 5+ (OSX Leopard and above) - fully supported
- Internet Explorer 9 on Windows (Vista, Server 2008+, 7+) - fully supported
- Internet Explorer 8 on Windows (XP, Server 2008+, Vista, 7+) - fully supported
- Internet Explorer 7 on Windows (XP, Server 2008+, Vista) - functional support (not cosmetic) as of November 2014, support to be phased out Spring 2015

Other combinations may be supportable, possibly at some additional one off cost, please ask.

## **TRIAL SERVICE**

Due to the change management package that supports a successful implementation of the Patchwork software, it is not recommended to run a short-term software only project using Patchwork.

For this reason, a free short-term trial of the software is not available. In FutureGov's experience this approach also assists in reducing 'pilot fatigue' that is increasingly common around software projects in the public sector.

There is a free to use demonstration version of the software available at [www.demo.patchworkhq.com](http://www.demo.patchworkhq.com). Contact [demo@patchworkhq.com](mailto:demo@patchworkhq.com). For details of how to log in to the system.

## **SERVICE ROADMAP**

FutureGov maintains a comprehensive roadmap for the Patchwork at all times. This is a living document that is integrated into our agile software development process, and so is under continual review.

FutureGov will be happy to discuss the most up to date roadmap for Patchwork in more detail with interested parties by emailing [dom@wearefuturegov.com](mailto:dom@wearefuturegov.com).

### ***Depreciation schedule***

Currently, Patchwork is in version 1 of the software, and thus there are no plans to depreciate any of its features or functionality at this point.

As Patchwork is designed in collaboration with frontline practitioners, FutureGov would consult carefully with its client base before deprecating any features. FutureGov will always give one month's notice prior to deprecation of any major feature.

Software updates will be applied to all customer instances in a managed process including agreed period of notification of update.

## **OPEN SOURCE SOFTWARE**

Patchwork uses the following open source software packages in its codebase.

- Ruby on Rails
- Open Source Libraries (list available on request)

The Patchwork software is not itself released as open source code.

# NON- TECHNICAL SUPPORT AND CONSULTANCY SERVICES

We are experienced in managing change in complex environments and can work closely with you to implement Patchwork.

With a background in local government, we believe in delivering Patchwork in genuine partnership with councils and local organisations. Our approach is flexible and we adapt it to suit your organisation's needs. A Patchwork project usually consists of four elements:

## *Defining your needs*

Initially we will work with you to understand how Patchwork fits into your overall strategy and to plan implementation. Factors like which partner agencies to involve when; the numbers of practitioners and families; current ways of working; existing technology used; data sharing practices; information governance all affect how we implement Patchwork and vary between local authority area. We will work with you to identify these factors and create a solid plan for implementation.

## *Go Live of the Patchwork app*

Go Live of the app is at the heart of our offer and we will work to the plan defined in the first stage to switch on the app at the right time for the right groups of practitioners. Unlike other software, Patchwork relies on practitioners to spread the word and invite colleagues to cases so providing the appropriate policies and training have been undertaken we can get to Go-Live reasonably quickly – within 6 months from agreeing a proposal.

## *Bespoke change programme*

We use our change management expertise to support the implementation of Patchwork. Working with you, we offer engagement and communications support to increase practitioners' take-up of the tool.

Our experience so far has shown that organisations require some additional capacity at the beginning of the launch to really drive the adoption of Patchwork. Over and above the baseline product FutureGov can provide some additional consultancy to build momentum in the project and ensure a rapid adoption of the tool. This can include (but is not exhaustive):

- Communication and events to promote Patchwork
- Impact evaluation
- On going project management
- Total cost analysis
- Business Process Mapping / Redesign
- Culture Change Activities
- Knowledge Transfer
- Training Strategy / Plan and Delivery
- Expertise in Information Governance

### *Ongoing support*

We offer ongoing technical support, updates and fixes, user manuals and guides, as well as community management with practitioners. We regularly gather their feedback to inform the development of the tool, making sure Patchwork remains useful and delightful for practitioners to use.

## **WORKING WITH US**

If you're looking at how to better connect the network of professionals working with vulnerable residents, contact us for a chat about how and where Patchwork can help.

Patchwork can be used in any multi-agency context and we're keen to work with any authority that wants a different kind of relationship with their supplier and is willing to enter into a partnership in which there is openness and a shared sense of purpose. We look forward to designing the next phase of Patchwork with you and your practitioners.

## **ABOUT FUTUREGOV**

FutureGov makes public services better and cheaper through elegantly designed cloud based digital products and services.

Over the past 6 years, FutureGov has worked with over 60 clients in the UK, 2 state governments and over 20 councils in Australia and on multiple service design projects for the United Nations Development Programme around the world. We draw on our skills in design, technology and change to help identify challenges and work with users to define and deliver solutions. We have worked across the UK with Districts, Unitaries and Counties from Surrey to Staffordshire, Brighton to Camden.

Please get in touch at [hello@patchworkhq.com](mailto:hello@patchworkhq.com) or [@patchworkhq](https://twitter.com/patchworkhq) on Twitter.