

## Virtual Memory Box Challenge – FAQ

Please find the answers to questions which have been sent in through Expressions of Interest. We have categorised these into General and Technical questions.

### General Topics

- 1. Should we make allowances for plain text/notes to be stored, such as life events where there isn't a picture, video, or document for it?*

Plain text notes; yes
- 2. Should we make allowances for comments on photos, videos, and documents?*

Users should be able to add text / background info to anything they upload.
- 3. Should there be a messaging facility within the software?*

No. We don't anticipate the need for messaging facilities.
- 4. Do you have an SLA requirement for the type and level of support provided?*

24hr response Mon-Fri would be more than enough for this solution (there's flexibility to extend to 48hours), providing anything logged over the weekend can be given priority Monday. There is no real critical response needed as the information stored is not critical to service delivery.
- 5. For two factor authentication can we use a third-party service, or do we need to build our own?*

No issue with third party services, as long as you can prove they are secure. We are using Azure AD as our Identity Provider and would be fine to accept a similar approach. We would like to understand costs of different service if used.
- 6. Will all of the users including Looked After Children and Care Leavers have email addresses?*

Yes. For younger users, their carers will have primary control of what is added to their Virtual Memory Box, until they are old enough to use an email (case by case basis, no minimum or maximum age associated with email signup).
- 7. Who will be responsible for the day-to-day administration of the software - inviting users to signup, controlling who has access to what young person's account?*

Internal administrator will control day to day admin / access to the memory box.
- 8. Do you have a data protection officer who we can liaise with, with regards to your internal policies and requirements from a data protection and GDPR standpoint?*

Yes, the Council has an Information Governance Team.
- 9. Do you have a commissioning framework or anything similar which we need to comply with?*

No. However, we would need to develop some special terms to include in the contract and there will be info security questionnaire to complete/minimum levels of insurance will be required in line with the Council standard. And any other technical standards to be adhered to.

10. *With the UX design of the system, do you require a user testing phase? If so, do you have an audience database, or is one needed to be generated?*

An audience database is available, and if user testing forms part of your process we would like to know about it as part of the application.

11. *Should the solution we propose be both a website and an app or could it be just an app with no website?*

The solution should be accessible across a variety of platforms including desktop and mobile.

## Technical Topics

1. *With your internal website hosting, can you provide technical specifications/limitations?*

- *Can we use Ubuntu/Linux or does the software need to run on a Windows box?*

Linux would be fine. We are fully licensed for latest versions of Windows server.

- *Is there any limitations on the software we use on the server, or can we install whatever we need? e.g. Redis*

No limitations on software installed, however we would need to assess security of the software and how it would be maintained for vulnerabilities.

- *Is there any limitation on processing power or ram?*

Deployment is on virtual servers. If greater than 16-core we may need to review infrastructure. For RAM we have a lot of capacity.

- *Is there any limitation on database engine?*

We are fully licensed for SQL On-Premise and that has traditionally been preferred. We would be open to exploring other options as long as well maintained database engine for security bug fixes.

- *How much storage is available?*

On-Premise we have expandable Storage Area Network with a fair bit spare capacity. It's hard to say without knowing the growth but we could accommodate 10TB easily.

- *What is your backup and recovery procedure for files and databases?*

We use an enterprise backup solution which backs VM's up nightly giving a RPO of 24hrs. Data is retained for up to 6 weeks on backups.

- *If we are providing support will we be allowed secure SSH access to access the box remotely? Or would you require us to be on-site?*

Direct SSH wouldn't be permitted but we would facilitate through our Remote Access Solution.

- *Who will be managing things like DNS and SSL certificates?*  
The Council can manage both of these.
  
- 2. *With hosting the software on Microsoft Azure, will you be covering the hosting bill, or do you need for us to include it in our costs?*
  - *If you are covering the bill is there a budget you need us to keep to?*  
The Council would pick up the hosting bill as we do have an Azure tenant already. In terms of budget under £5-10k annually would be preferred although we haven't agreed ongoing hosting costs as yet.
  
- 3. *If our proposed language differs from the set identified as helpful for the internal team would this put us at a significant disadvantage or if we can explain the rationale/reasoning for our decisions and a clear path/solution for ongoing support would this be acceptable?*  
Yes that would be acceptable if rationale and ongoing support can be covered. We are thinking around how longer term we support in-house and our current development team is mostly .NET/C#/SQL skills and knowledge.