

PQQ_Appendix 1_IPS Online Uniform Ordering Portal

Overview

The platform provides a secure, user-friendly solution for managing uniform ordering and approvals. Users log in using their Active Directory credentials, with two-factor authentication for enhanced security, while passwords are never stored on the platform.

A personalised dashboard provides an overview of order activity, including order statuses, recent purchases, cart information, and visual reporting through interactive graphs.

Users only see products relevant to their role, with clear images, descriptions, sizing, certification details, and any applicable branding.

Configurable product allowances help manage entitlement by tracking orders over defined time periods and automatically triggering approvals when limits are exceeded.

The streamlined ordering process includes pre-populated user information, assigned cost codes, and delivery locations, reducing administration and simplifying checkout. Orders can be tracked through every stage, from approval to shipment, including part-shipped orders.

Flexible user roles ensure appropriate access, with Team Leaders able to approve orders and Superusers managing users, permissions, and placing orders on behalf of others through an impersonation feature.

Comprehensive reporting allows users, managers, and administrators to view and export order history, while an integrated online support and ticketing system provides live communication with support staff. Full user training and ongoing online support ensure a smooth and efficient user experience.

Required Features:

Login and Access

- Secure online access with users being authenticated via their Active Directory credentials.
- Secure password information is not held on the SecureX platform.
- There can be additional security for all users to set up two-factor authentication if required.

Home Page - Dashboard

- Home screen currently displays IPS uniform information and is updated to reflect holiday shipping information when required etc.
- The updated home screen will display more relevant data to customer, such as the number of orders placed, their status, how many are shipped, part-shipped, etc. This page can be filtered by date.
- Cart data is displayed, containing information about when it was last updated and how many items are inside.
- The recent orders card shows the 3 most recent orders placed by the user, with some quick at-a-glance information alongside.
- There are multiple graphs to help visualise the orders by status, and the amount of items each customer category has.

Products List

- Currently users see items that are applicable to their job role. There is the option to have access to auxiliary wardrobes if required by the user.
- This page is neatly laid out, showing you only the most important information.
- Images, names and colours of the products are visible at-a-glance.

Product Page

- A large image of the product is displayed to help you make sure you are viewing the correct product.
- The title, colour and variations/sizes are visible in large lettering, making it easy to select the exact version of the product you are looking for.
- Simply select the variation you're after, select the quantity and add to cart.
- A detailed description of the item is present when scrolling down on the page, along with a list of EN standards that the product may be certified for. If this product has been set up for a logo/embroidery, this will also be visible.
- Product allowances are available on products when requested. These can be assigned to track orders of an item by a single user from either the last order date, or a custom date. A period can be selected within which the allowance will be tracked, from 3 options; Yearly, Every 6 Months, Quarterly. Lastly, a limit will be determined, ensuring users will not be able to purchase more than a set amount of this item. The user may be allowed to create the order,

Allowances

- Currently there is an annual allowance per item per wardrobe. There are also shared allowances across styles of the same item (ie long and short sleeve shirt).
- This allows the user to order up to their maximum allowance of the item without the need for authorisation. Once they exceed the allowance for an item, the user will be notified that the order will require approval.
- Once the order is checked out, the approver will get an email to say that there's an order awaiting approval.

Cart

- On the cart page, you can view the details of the products you have added and change their quantities.
- All relevant user information has been uploaded so there is no requirement for the user to select a delivery address or cost code etc.
- Once you're ready to order, simply press the order button.

Orders

- In the order page, you can see what products you are ordering on the right, and all of the details of this order on the left.
- The order page will show you everything about the order, including its shipping status. You will be able to see when the order is awaiting approval, has been approved, is being processed by the system, is shipped, or even if it is part-shipped.

Cost Codes

- Currently user is assigned a specific Cost /Accounting codes when their account is set up so is automatically applied to their orders on the checkout screen.

Teams

- A user is set up so that they are assigned to one Team Leader for approval of orders (when over allowance). There will be the facility for there to be multiple options for

approval (if required) but to still have one default or primary approver. This is required when Team Leaders are on leave etc.

Locations and Deliveries

- Users are currently assigned to a delivery location on the portal, but there is a function where they can change this if their staff record has not been updated to reflect a change in location.

Impersonation Feature

- Users with Superuser access on the portal have the ability to view a nominated user's access as if they were the user. They can place orders on their behalf and view their allowances etc.

Users

- Users can have different and multiple roles. This determines their access level on the portal.
- The highest level of access is the Superuser, and there are a limited number of these on the portal.
- Superusers can create new users, assign roles to them, etc.
- In between the Superuser and the regular user will be the Team Leader. This role can approve orders/tickets/allowance overrides. They can also view the list of users in their team, but they cannot create new ones or edit them.
- There are multiple variations of the standard user available, to help determine the amount of permissions they have on the portal. As standard, they can simply place orders.
- Full training is available with full online support available.

Reporting

- Users can access their reporting history on the portal. Team leaders have access to order history for their team users only. Superusers have access to order history for all users on the portal. The report can be exported in excel format for further evaluation as it exports a full list of order information by line item.

Online Support

- The portal utilises a ticketing system for queries.
- This can be used by all users, but some specific user roles may need their tickets to be approved by an approver, such as a Team Leader or Superuser.
- There are multiple categories of ticket to choose from, to suit every need.
- Once a ticket has been created, there will be a live chat field available to use to communicate with one of our members of staff.

Stock Management Portal Features for IPS management

- Users will be able to login via email/password.
- 2FA is available.
- Passkeys available.
- Azure authentication can be implemented upon request.
- IPS management can view historical usage.
- IPS management can see live and real time stock levels and recent movements.
- Option to export data to Excel.

Stock Management Module for IPS uniform management

- Secure access via Azure AD with role-based permissions provides authorised users with controlled access to live and historical stock data, with records retained for up to five years. The module also delivers stock movement histories, ensuring full traceability, improved audit capability, and greater visibility of inventory activity across all locations.
- Interactive dashboards, charts, and configurable stock thresholds provide real-time visibility into inventory levels, stock trends, forecasting, and key performance metrics. Users can quickly drill down from high-level summaries into detailed records by product SKU, enabling faster analysis, informed decision-making, and proactive inventory management.
- Powerful search, filtering, sorting, and reporting capabilities enable users to quickly analyse stock by product, movement, user, date, location, and other configurable criteria, while maintaining excellent performance across large datasets. Comprehensive reports by product, date range, location, transaction type, and additional filters can all be

generated within this module to support both operational and management reporting requirements.

- Standard inventory reports and Microsoft Excel export functionality support routine operational reporting, data sharing, and offline analysis. Additional export formats can also be facilitated where required for integration with external systems or third-party applications. A responsive, intuitive user interface provides a consistent and user-friendly experience across desktop, tablet, and mobile devices, ensuring users can securely access information whenever and wherever required.

Cyber Security/GDPR

- The supplier must support Microsoft ADFS, and in the future Microsoft/Azure Entra ID.
- Cyber Security/GDPR Requirements (including, where applicable for this element, information that will be required during the demonstration of supplier's portals):
 - Once a Vendor is awarded the contract, IPS will require them to go through a Cloud Vendor Security Assessment before the process to onboard the Vendor would begin.
 - Single Sign-On (SSO) Integration: Detail SSO integration technology
 - Role-Based Access Control (RBAC): Detail least privilege access technology
 - Session Management: Detail the ability to enforce automatic logout for stale sessions
 - MFA: Detail two factor authentication with the ability to provide conditional access services.
 - PCI-DSS Compliance: Compliance with Payment card industry standards.
 - Secure Payment Gateways: Tokenized third-party payment processing services
 - API Security: Evidence of the use of encrypted API keys and token authentication to secure the sessions
 - Encryption at rest/transit: Data must be encrypted at rest and in transit as per best practice, detail of encryption must be supplied.
 - DPIA Assessment: Applicants must complete a data protection assessment under GDPR obligations when required.
 - Cloud Vendor Security Assessments: Vendor's hosting must conform to certified security baselines, IPS will need to conduct a cloud vendor risk assessment on this basis.
 - Evidence of SLA required for 99.9% availability with evidence of automated daily backups.
 - Evidence of firewall, VPN, network segmentation and intrusion prevention system in place
 - Evidence of security monitoring, incident response and escalation processes