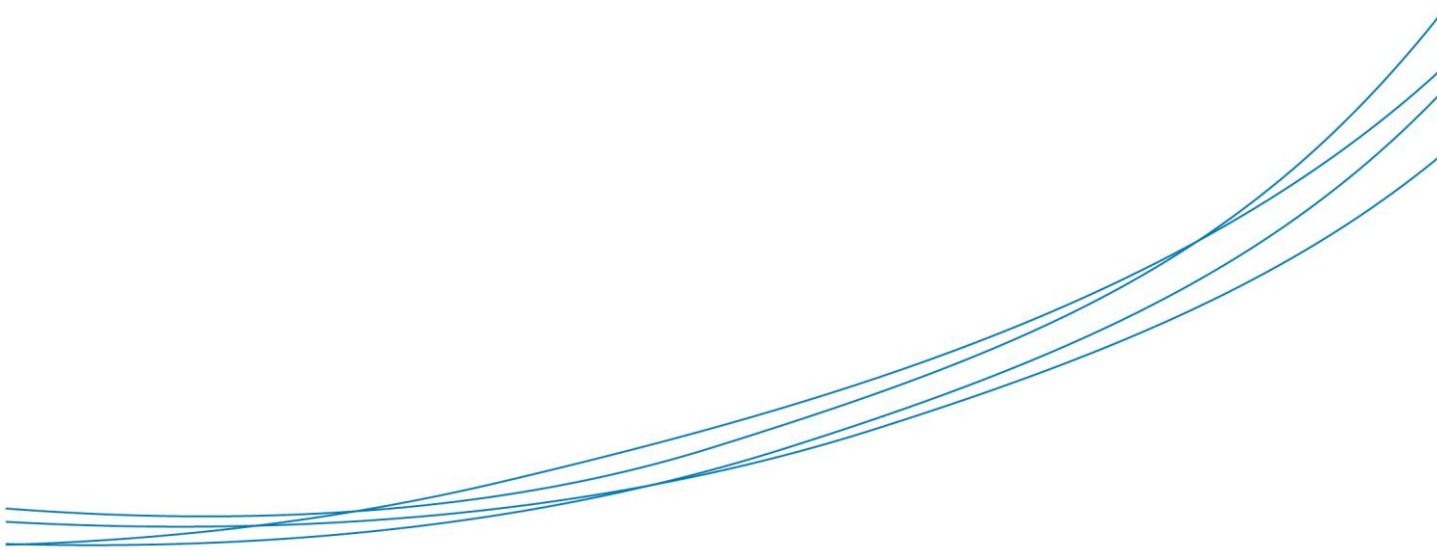# Software Requirements Specification for

# NDIS Quoting and Contract System

**Version 1.1**

# Table of Contents

# 1. Introduction

## 1.1 Purpose

This manual was developed by a grant from the NSW Organisation Transition Fund (OTF). The OTF provided grants directly to eligible service providers to assist in their preparation for the ongoing implementation of Stronger Together 2 (ST2) and their transition to the NDIS.

The purpose of the National Disability Insurance Scheme (NDIS) Quoting and Contract System is to provide a method to generate Quotes and Contracts for an organisation. It will be used to link the National Disability Insurance Agency (NDIA) Plan and Support items to corresponding elements that describe services provided by the organisation for use in developing a plan and fee schedule for a client.

The product will allow for creation and modification of the organisational elements and to update support items for each subsequent price guide change. The system must provide access levels for approval, management and security for the documents created. A method for Approving a client's quote or contract by a user with sufficient access level and tracking of changes to the fee schedule.

Our organisation has gone with building an internal system as we have found that there were no options on the market that were customisable enough to build and the existing CRM was due for a refresh. We integrated the solution with a new system internally known as Prism. We aligned our elements to existing services provided and built in features for further projects to be used with the data generated by the system. This also stored the history of the documents generated.

The size of our organisation is on the order of 1000-1500 clients with total number of clients to benefit from the system in order of 5000. A large number of clients may not require the services directly and may only need a simplified version of the documents generated. Other systems that can be linked to this product further down the line are systems that focus on the accounting of billable hours or items on the Plan in terms of the organisation. This interface can be in the form of a billing system or a calendar system, where the data generated can be translated back from organisation elements into support items for billing and goal tracking. This can be combined with other billing types such as Medicare and cash/credit payment to cover differences or non-NDIS related elements that are provided in tandem.

## 1.2 Document Conventions

- Use Arial font, size 12 point for standard print documents.
- Use Arial font, size 18 point for large print documents unless otherwise requested.
- Use "Straight Quotes" not "Smart Quotes".  "Smart Quotes" may not appear when converting to other formats (e.g., braille).
- Use bold font for emphasis. Do not use italics or underlining. Do not present text in BLOCK CAPITALS.
- Format text left aligned (only) and horizontal.
- Use Word Wrap to avoid splitting a word over two lines.
- Place space equivalent to a blank line between paragraphs.
- Use Styles to format elements like headings, headers, footers, tables and lists.
- Place page numbers at the top right hand corner of the page for efficient visual location.

## 1.3 Product Scope

The NDIS Quoting and Contract System is to provide a way for staff to provide a detailed fee schedule provided as a quote or contract that is aligned to organisational elements that are linked to NDIS support Items. It is to interact with existing CRM systems or to be a standalone product. There is to be future expansion to allow interaction with the data created by the system with future billing and/or tracking/appointment systems.

There will be four components to this system:

i)   The first is to create, edit, update and suspend organisational elements and maintain their relations to new and existing support items provided by the NDIS. The system must support the importation of new pricing data as it is released by the NDIA. Appropriate permissions need to be established for staff to allow the control of the importation process by approved and properly trained staff.

ii)  The second is to provide a graphical arrangement of the elements. This will include a description, time interval or units provided, number of sessions or units and a calculated field to show a cost total for each element. The cost of service is to be based on the NDIA guidelines, but should be able to be altered where necessary. The system is to provide the ability to load pre made templates or individual items.

iii) The third is to have a document creation facility that is based on an escalated approval system. The exportation of the documents must be tracked and a level of approval for making these documents is required. A plan's start and end date and the goals for the client are to be joined with the quote or contract. Past contracts can be available to be used as templates for future quotes, but pricing is to be aligned to the current fee schedule in use by the system.

iv)  The final section of the project is to provide a management structure for the system with the ability to grant access levels and approval levels.

## 1.4 References

- Accessibility guidelines

# 2. Overall Description

## 2.1 Product Perspective

The support items provided by NDIS are not prescriptive of what an organisation will provide to the client. The descriptions and the pricing of the items must be explained to the client using descriptive elements relating to what the organisation will provide. As clients each have a unique plan provided by the NDIA a way to generate a quote or contract must be tailored for each client. The organisation can also assist the client and NDIA in explaining and providing the correct information for the client to seek assistance from NDIA.

The system needs to be able accommodate changing price guides and allow for the quotes elements to be maintained and updated in existing quotes and contracts. With an organisational requirement for the Plan's to be tailored for the client by the organisational case manager they need to be able to create the documents necessary for a NDIA plan and the contractual agreement. The simplification and removal of the need to understand NDIS support items is required to allow for easy deployment and minimal training in the use of the system. Future development that is out of scope of this product, in relation to billing and tracking of the support provided, is needed and steps to incorporate this need to be identified and allowances made in the database design to store the data for future use.

## 2.2 Product Functions

• Client's plan goals and details
• NDIS Items and Organisational specific elements that are to be linked to the NDIS items
• A fee schedule
• An approval system
• An output system to produce Quote and Contract documents
• Ability to import and update NDIS schedule price changes.

## 2.3 User Classes and Characteristics

• Administrator : They will maintain price guide changes ,integrity of the system and keep track of changes to the NDIS Plan requirements
• Manager: In charge of managing the creation, modification, updating and suspending of elements and their relation to NDIS Support items.
• Approver : Elevated privilege to approve quotes and contracts
• User: Staff that will put together the fee schedule, but not have approval rights
• Client: The recipient of the quote and contract
• Carer: If the client requires a guardian to confirm the details.

- NDIA Planner: A member of NDIA that will approve and put together a NIDS Plan for the client.

## 2.4 Design and Implementation Constraints

Existing systems from the organisation that hold client information will limit and design of the new system as it will have to take in to account the importation of data from an existing system. Security for user access levels must be maintained and an organisational procedure needs to be developed to support this feature. The access levels that staff are granted will need to be able to constrain the exportation of the documents, generation of the elements and who is allowed to approve a fee schedule.

The size of an A4 piece of paper will constrain the design layouts of the quote and contract. A limit may have to be placed the amount of information that can be added to fields to ensure the proper formatting and page layouts of these documents.

Summary of constraints includes:

- Linking to a current database for client information
- Must have a shared backend or a backend that can be updated regularly from a central source
- If approval is needed a way for multiple security levels.
- Generating contracts needs a level of approval
- Updating item, structure change to support items

## 2.5 User Documentation

- User manual
- Training documents

# 3. External Interface Requirements

## 3.1 User Interfaces

- Keyboard shortcuts for accessibility
- Admin console
  - Adding templates
  - Adding Elements
  - Enabling and disabling support items
- Free schedule
- Past quotes(Contracts)

361 – 365 North Rocks Road, North Rocks NSW 2151
P: 02 9872 0291 F: 02 9872 7981 E: online@ridbc.org.au W: www.ridbc.org.au

## 3.2 Software Interfaces

- o SQL Database
- o Email system to send notifications for approvals
- o Microsoft Word (2010+) support for document creation and merging

# 4. System Features

## 4.1 Client Goals and Details

### 4.1.1 Description and Priority

One or more client goals and details (that may be negotiated by the NDIA planner or the organisational case manager) need to be provided. These are to be recorded and attached to each fee schedule before a quote or contract can be completed. The start and end date from the NDIS Plan and the client's NDIS number will be provided by NDIA and needs to be entered.

This component has a low priority as it is a transfer of data into the system. It is a simple component of storage of at least one goal to an average of three to four with the ability to add as many goals that are required. The start date and end date are per the NDIS plan, and the NDIS number is per client.

### 4.1.2 Stimulus/Response Sequences

The user will be prompted and required to enter the start and end date of the corresponding plan and the user's NDIS number in order to create a Contract. One or more Goals are also required to be entered to progress to the contract state.

### 4.1.3 Functional Requirements

4.1.3.1    Add one or more goals for a single quote for a single client

4.1.3.2    Add a NDIS number for a client

4.1.3.3    Add the Plan's start and end date for a single quote for a single client

## 4.2 Import NDIS Price Changes

### 4.2.1        Description and Priority

The NDIA provides a price guide that is updated annually to reflect price changes and the addition and exclusion of price items. An original import of support items is

required for the start of the system. Any previous price guides do not need to be imported. This is a low priority component as it is a yearly update to the guide. Care needs to be taken as the NDIS is still in a roll out phase and structure can change by year. Dependant on what State you are in or are across multiple States, a different price guide may need to be use concurrently.

### 4.2.2    Stimulus/Response Sequences

As the price guide changes the user must upload the csv provided by the NDIA into the system with start date of the change in Price

### 4.2.3    Functional Requirements

4.2.3.1    Uploading a new NDIS price guide

4.2.3.2    Flagging unsupported support Items

## 4.3    NDIS Support Items and Organisational specific elements

### 4.3.1    Description and Priority

The NDIS support Items are to be linked to the organisational specific elements. An element must be associated with an item for funding purposes. The element must have relation to the element for NDIA to accept it. They must be able to be created, modified updated and suspended.

This is a medium priority as a number of elements can be encoded first and the management of the elements can come later as the support items are updated infrequently.

### 4.3.2    Stimulus/Response Sequences

For creation of an element a user is to be provided with the option to enter an element name, description and default hours or units. The user will select a support item from a list and save the element. Modification would be changing these elements and storing a new version and suspending the old one. Updating the element would be modifying but applying the new support item.

### 4.3.3    Functional Requirements

4.3.3.1    Entering a name, description, default hours or units of an element

4.3.3.2    Linking an element to a support item

4.3.3.3    Modifying an element retaining the old item in history

4.3.3.4    Updating an element to a new support item retaining the old item in history

4.3.3.5    Suspending an element

## 4.4    A Fee Schedule

### 4.4.1    Description and Priority

The fee schedule requires the arrangement and editing of elements created by the organisation. The editing of the elements is limited to hours/units or a customisation of the description to further include limited client data. Elements can be grouped together as a template. Templates can only be created by users with a manager's level of access. Loading previous quotes should be made available so that it is easier to create a quote for a client who is renewing their contract. When this occurs the new quote must use the latest available pricing data, not the pricing data from the previous plan.

This is a high priority section, individual comments such as recording and loading templates and quotes can be a low priority as they are not a factor that will stop generation of a fee schedule.

### 4.4.2    Stimulus/Response Sequences

The user will be prompted with the ability to add an element or add a template at the start of a quote creation. A prompt to add further elements and remove them will be provided below existing elements. The description and hours/units area must be visible. This area must also be able to be edited. A running total based on the support items that the elements are linked to will be visible. This will enable the calculation of the value of cluster items to meet organisational or NDIS plan targets.

### 4.4.3    Functional Requirements

4.4.3.1     Button to add from a list of organisational elements

4.4.3.2     Button to remove added elements

4.4.3.3     Button to load groups of elements from template

4.4.3.4     Button to load from previous quotes from the client

4.4.3.5     Ability to reorder elements loaded through dragging or button presses

4.4.3.6     Editing the description and hours for elements

4.4.3.7     View totals for each elements and the sum of all elements

4.4.3.8     View a running total for each grouping of support items

## 4.5   Approval System

### 4.5.1   Description and Priority

For management purposes this system will require approval between stages of a quote and a contract. As the staff making the fee schedule may not know the intricacies of the NDIS Plan an elevated approver must be able to action a quote to allow the creation of a document for a client. The approval must be tracked and allow moment between each stage until the client has signed the contract. A notification system will be required to notify a user that an approver as allowed or denied a quote.

This is a medium priority as the approvers can be introduced to the system first which by passes the requirement for an approval system. As more users are added to the system the approval mechanism must be implemented.

### 4.5.2   Stimulus/Response Sequences

The user is provided a method of flagging the fee schedule for approval to an approver. This is then dated and the option to notify the approver via email is offered. Then the approver has the option to approve their own entries/edits. The fee schedule can be cancelled at any time. When the quote is finalised and the contract is signed there needs to be an ability to flag the fee schedule as confirmed.

### 4.5.3   Functional Requirements

4.5.3.1    Button to send for approval and a list of approvers

4.5.3.2    Button to cancel an approval at all stages except for confirmed

4.5.3.3    Button to approve visible only to approvers

4.5.3.4    Options to send emails at all stages for notification

## 4.6    Output Quote and Contract

### 4.6.1    Description and Priority

Two documents need exportation. Each document is to contain the fee schedule, client goals, NDIS number, client information and NDIS plan start and end date. The contact requires all of the above, while a quote only requires goals and a fee schedule formatted into a table. The documents will be merged into existing templates with a section for the organisation's custom text (e.g. contract terminology and details) and letterheads.

This is a high priority as is forms the basis of the whole system to provide the documentation that the client and NDIA require.
.

### 4.6.2    Stimulus/Response Sequences

The user is provided with two options to export.

### 4.6.3    Functional Requirements

4.6.3.1    Button to export quote

4.6.3.2    Button to export contract

# 5.    Other Non-functional Requirements

## 5.1    Performance Requirements -

5.1.1.1    Loading of any saved data and display on screen is not to exceed 5 seconds per screen.

5.1.1.2    Export and creation of documentation is not to exceed 30 seconds

## 5.2  Security Requirements

As the system produces legally binding contracts they need to be secured where only users of the system can access them. Multiple user levels are required and the information must be stored in a protected format.

## 5.3  Software Quality Attributes

- Adaptability
    - NDIS is still in rollout stage, the way support items are categories and interrelate might change
- Availability
    - The use of the software is dependent on server access.
- Correctness
    - Calculations of totals need to factor in the multiplication of time to a rate or a number of units to a rate and must correctly determine which method to use.
    - All totals and sub totals must be correctly calculated
- Flexibility
    - Allow for multiple forms of quotes
    - Allow for organisational components of output documents to be in a variety of languages
- Interoperability
    - Able to be run in a virtual machine and internal networks only. No web interactivity to be provided.
- Portability
    - Must call back for manager approval
- Robustness
    - Able to handle multiple users accessing the same component
- Usability
    - Follow organisational accessibility guidelines

## 5.4  Business Rules

The managers must know the NDIS support items and be able to correctly link them. Approvers must understand the structure of a NDIS plan and the fee schedule being generated is valid. When a contract is signed the user must indicate this and lock the current fee schedule. Any edits to a contract will require a new quote and contract to be created.

# Appendix A: Glossary

- NDIS – National Disability Insurance Scheme
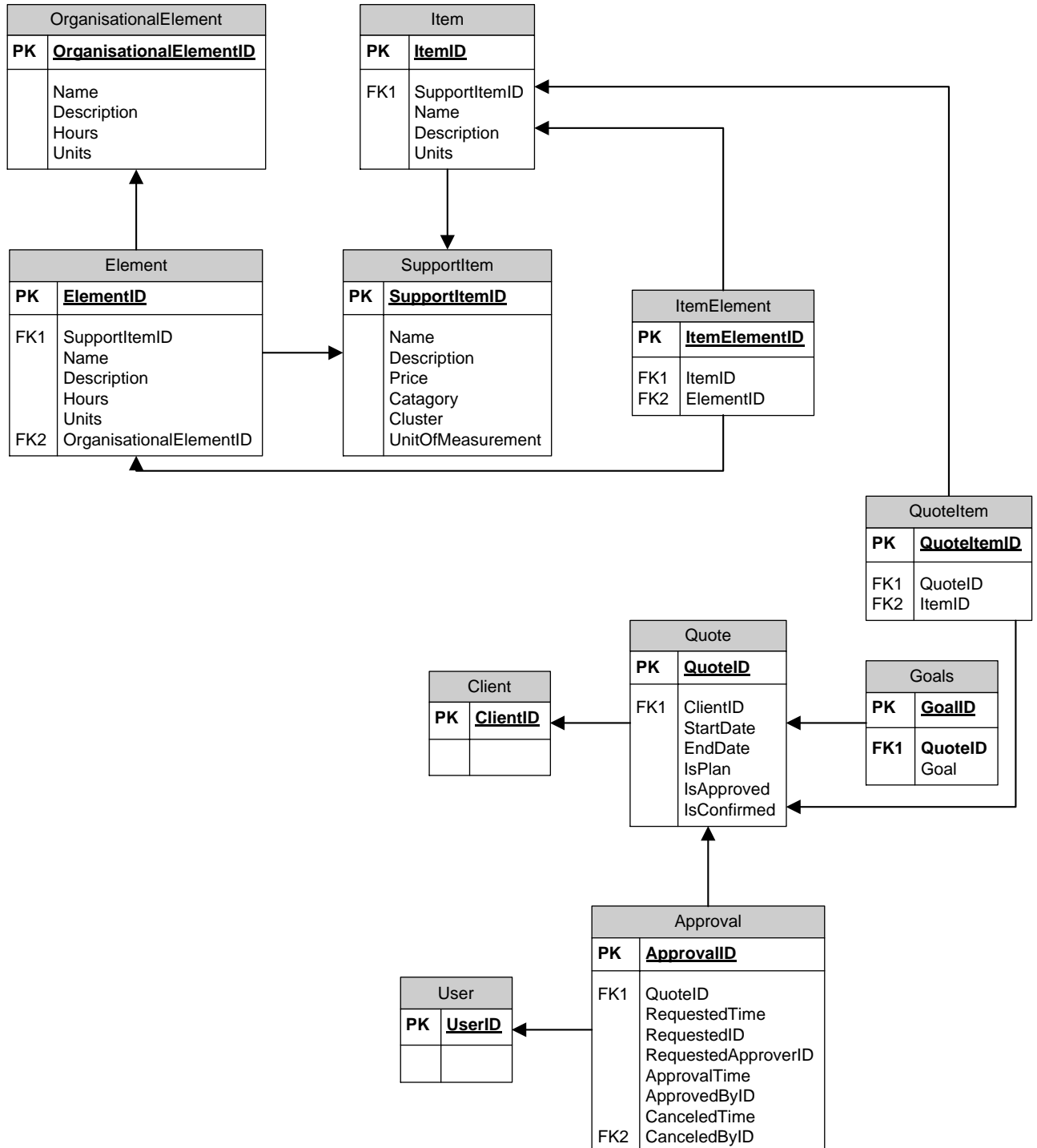- NDIA – National Disability Insurance Agency

- NDIS Plan – The document that outlines the funding for a client provided by NDIA
- Element – Organisation description of a service to be provided to a client.
- Fee schedule – An outline of the services and their relevant costings.
- Quote – A fee schedule that relates to a specific client
- Contract – The legally binding document that is to be signed by both parties and contains all of the specified details required by the organisation.

Source: http://www.frontiernet.net/~kwiegers/process_assets/srs_template.doc

# Appendix B: Analysis Models

## 5.4.1    Table Structures

**OrganisationalElement**

| PK | **OrganisationalElementID** |
|---|---|
| | Name |
| | Description |
| | Hours |
| | Units |

**Item**

| PK | **ItemID** |
|---|---|
| FK1 | SupportItemID |
| | Name |
| | Description |
| | Units |

**Element**

| PK | **ElementID** |
|---|---|
| FK1 | SupportItemID |
| | Name |
| | Description |
| | Hours |
| | Units |
| FK2 | OrganisationalElementID |

**SupportItem**

| PK | **SupportItemID** |
|---|---|
| | Name |
| | Description |
| | Price |
| | Catagory |
| | Cluster |
| | UnitOfMeasurement |

**ItemElement**

| PK | **ItemElementID** |
|---|---|
| FK1 | ItemID |
| FK2 | ElementID |

**QuoteItem**

| PK | **QuoteItemID** |
|---|---|
| FK1 | QuoteID |
| FK2 | ItemID |

**Quote**

| PK | **QuoteID** |
|---|---|
| FK1 | ClientID |
| | StartDate |
| | EndDate |
| | IsPlan |
| | IsApproved |
| | IsConfirmed |

**Client**

| PK | **ClientID** |
|---|---|
| | |

**Goals**

| PK | **GoalID** |
|---|---|
| FK1 | **QuoteID** |
| | Goal |

**Approval**

| PK | **ApprovalID** |
|---|---|
| FK1 | QuoteID |
| | RequestedTime |
| | RequestedID |
| | RequestedApproverID |
| | ApprovalTime |
| | ApprovedByID |
| | CanceledTime |
| FK2 | CanceledByID |

**User**

| PK | **UserID** |
|---|---|
| | |

### 5.4.2    Use Case Diagram

**5.4.3 Sample Help Documentation**

# Sample User Guide

## Contents

**Definitions used in this section**:

- **Element**: This is a service that the organisation provides and is related to an NDIS item.
- **Item**: This is a support item from NDIS.
- **Template**: A list of elements that are grouped together to provide the basis for a new a service quote.

# 1. Opening the Quote Tab

1. To open the quote system click on the 'NDIS/BS' Tab.
2. Now click on the Quote Tab
3. An empty quote screen should now be displayed.
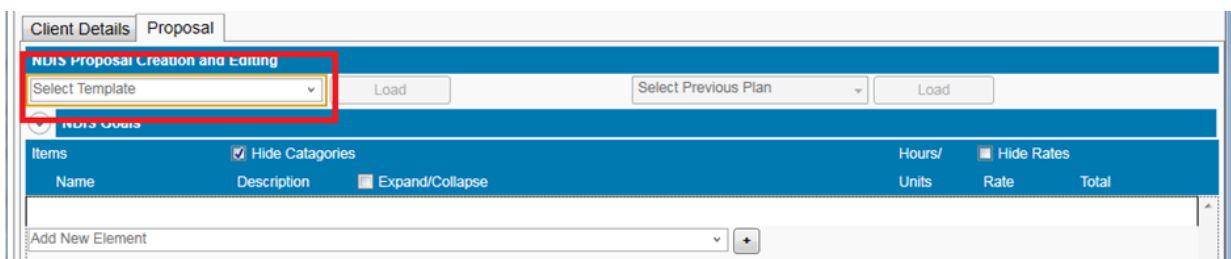
# 2. Creating a Quote

There are two methods to begin creating a quote:

1. Loading a quote from a template and making the necessary modifications,
2. Creating a quote from scratch by adding all elements.
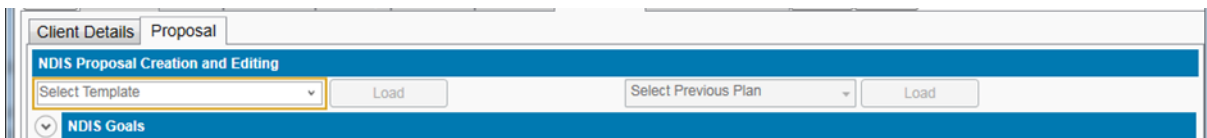


# 3. Loading and Using Templates

Select a template from the dropdown list as highlighted below.
Click the 'Load' button.



The template will be loaded with a list of NDIS items and the organisation elements.

In the example below the 'Initial Transdisciplinary Package' template has been loaded. It has the NDIS item of 'Transdisciplinary Early Childhood Intervention'. This has a yellow background.

Under this NDIS item is a series of elements. These elements belong to the NDIS Item and will have a line down the left hand side of the same colour as the parent NDIS Item. Each element will have an alternating white and grey background.

## 3.1   Totals

Totals of units/hours and of costs are listed in the bottom right.  Note the different totals in the screen shot above.  The overall total (simply shown as 'Total') lists the total values for the entire quote.  It will sum the values for each NDIS Item plus any standalone elements. It does not sum individual elements under an NDIS Item.  This is summed in the 'Item Total' section.  The Item Total will often be different to the value on the parent NDIS Item. To make them equivalent the NDIS Item values or individual element values can be changed.

# 4.   Modifying a Quote

The quote can now be edited to the client's needs as follows:
1. Add additional elements
2. Delete an element by clicking on the red X to the left of the element.
3. Change the number of hours and the rate for each element using the text boxes to the right of the item.
4. Edit the description for each item and element as required.

As you edit each element you will notice that the Total Hours and the Item Subtotal will update. The Category Subtotal shown in the bottom left of the quote with a check box will also update.  The checkbox allows hiding of all items and elements under that category.

## 4.1   Adding Additional Elements

Elements can be funded via a Transdisciplinary Package or as a standalone item.  These are added using two separate drop down lists.  The drop down for the Transdisciplinary Package will be at the bottom of the package item list.  The drop down for standalone items will be at the very bottom of the listed items.  (Note:  You may have to use the scroll bar on the right.  Scroll to the bottom.)

### 4.1.1     Adding an element under a Transdisciplinary Package

Use the 'Add New Element' dropdown list that is at the bottom of the item group that you are working on.
Select the element you want from the list that you want and click the + button to add it.

This will add the element to the existing client's Transdisciplinary Package.  The element will be highlighted with the same colour as the parent down the left hand side.   Note that adding an element will not alter the original template.

### 4.1.2     Adding an element as a standalone funded item

To add a new element that is not part of a package, but a separate entry then select the element from the 'Add New Element' dropdown list at the very bottom.  Once again, click the + button to add it.
Once you have added the new element you will see it displayed separately to the rest of the Transdisciplinary Package. Separately funded elements are divided from the Transdisciplinary Package by a black line.  They will not have a colour line on the left hand side.  This is considered to be an additional item that is funded separately from the Transdisciplinary Package from NDIS to provide this service.

## 4.2     Deleting an Element or NDIS Item

An Element can be deleted by simply clicking the red 'X' button to the left of the element. To delete an NDIS Item, all of the elements that belong to it will be deleted as well.  In this case a message will be raised that requires approval before completing the deletion.
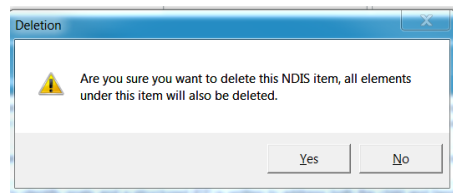


## 4.3     Modifying Element Details

The description of both the NDIS Items and elements can be altered to more accurately reflect the services the client will receive.

The units can also be altered.  Changing the units will automatically update the value to reflect the [Units] *x* [Rate].

The Rate is always alterable on an Item. The Rate on an item cannot be altered when the units are in 'hrs' (hours), however it may be alterable when the units are in 'ea' (each).

# 5.   Creating a Quote by Only Entering Elements

When starting a quote from scratch (not using a template), only one 'Add New Element' dropdown list will be on the screen.  Simply select the element you want and click the '+' button to add it.

# 6.   Adding Goals and Details to a Quote

Quote goals and details are entered in this section.   Details include Start and End Date of the quote, Client's NDIS Number, whether or not they self-manage their claims.  To enter data in this section click on the banner to expand the form.  Initially only one goal will appear.  Filling the information out will prompt another goal line to appear in the list.



# 7.   Modifying the view

The 'Expand/Collapse' checkbox in the header section allows you to collapse each element to one



line to fit more on the screen at one time.

Rates can be hidden with the 'Hide Rates' button top right.

The NDIS category, Item and Reference number is listed under the 'Categories' column. There may not be enough room for all the information. Hovering over the column will show any information not visible (see above). The column can be hidden by unchecking the 'Hide Categories' checkbox
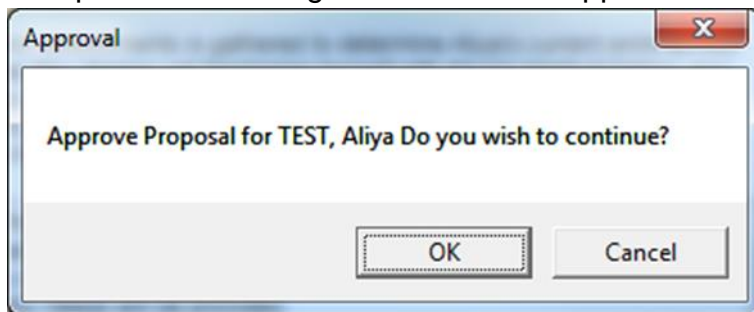
# 8. Approvals

To issue a quote for approval, first select the person who will approve the Quote from the rightmost drop down list. Then click the 'Send for Approval' button.

You will then be prompted by a Dialog box, select OK to issue the quote via email. This will send an email to the manager detailing the client's quote and highlighting that it requires approval.

To modify a quote after an approval is sent, first click the 'Cancel Approval Request' button that will now be displayed in place of the Approval button which will forward another email to the manager detailing the cancel. Then make modifications as required.
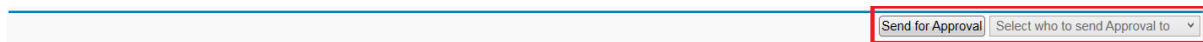
The Manager will access the system to the review the quote for approval. If the quote is acceptable the manager will select the Approve Quote button.

Click OK to continue

Once approval is granted two 'Export' buttons will be visible including details on the approval.

If approval is granted while the screen remains open you will need to do a refresh. Use the Reload tab on the tab bar to do this.

Select either 'Export Quote' or 'Export Contract' as required.   The quote is a draft document, the contract is a contractual document including legal clauses and locations to sign.  In both cases, exporting the quote will generate a word document which will then be opened on the screen.  The contract will automatically save a copy to a client file.

Both documents can be retrieved from client files by selecting them from the client file location.
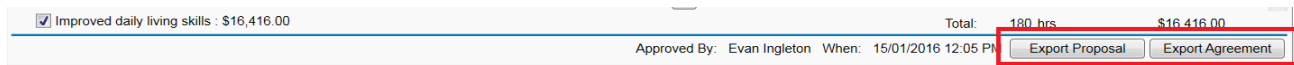


Once the contract is signed click the 'Confirm' button.
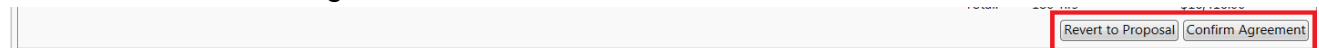


If the contract needs alterations before signing then click the 'Revert to quote' button, modify, and commence the approval process from the start.  The signed contract will need to be scanned and uploaded into the client file via the 'Add Attachment' button on the 'Client file' Tab.  (See the above picture)