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# PINS SERVICE DEFINITION

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# 1. Service Overview

Prisoner Intelligence Notification System (PINS) enables justice and law enforcement agencies to keep track of offenders when they are in prison and when they are released from prison. Since its introduction in 2003, PINS has been iteratively developed based on feedback from our law enforcement customers. Sending over one million prison release notifications each year, PINS acts as an essential early warning system, helping criminal justice agencies prevent re-offending.

PINS helps over 40 UK local and national law enforcement agencies prevent re-offending by proactively notifying local criminal justice officers of prison releases into their local area 4 weeks in advance. Over the years, PINS has developed into a critical intelligence tool, integrating prison data with prolific offender data, outstanding warrants, organised crime groups and electronic monitoring data.

PINS 5.1 is the latest version of PINS available.

PINS 4.4 is a legacy version of PINS which is still in use by organisations while they transition to the latest version PINS 5.1. Please note, PINS v4.4 will reach end of life from 31<sup>st</sup> December 2024 and will no longer be supported after this date.

Some of the key features of PINS are:

- Locate an inmate in any HMPS establishment
- Pro-active release notifications to local areas 4 weeks in advance of release
- Pro-active notifications when prolific offenders enter or leave custody
- Pro-active notifications when offenders of interest move cell locations in the same prison establishment
- Pro-active notifications when a new cell mate joins the cell of an offender of interest in the same prison establishment
- Identify an offender based on limited information
- Generate reports of released offenders
- Automatically check outstanding warrants against prison population
- Management of offenders subject to electronic monitoring

New features available in PINS 5.1:

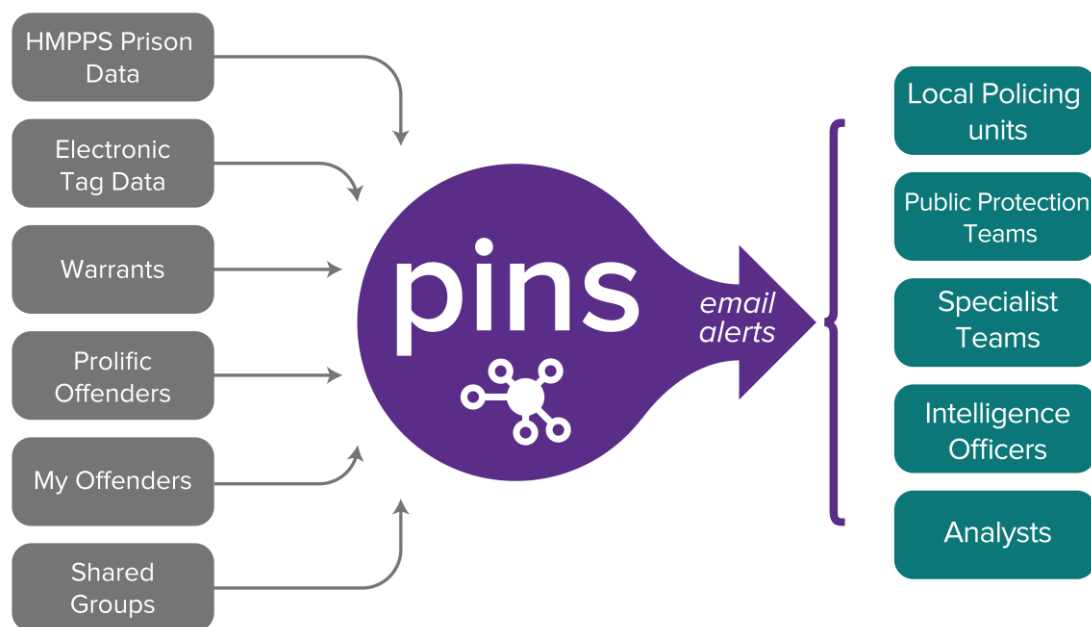
- Creation and management of specialist groups, such as, organised crime groups and facility to securely share groups with other users
- Improved visual representation and reporting of historic prison data with offender timelines
- Automated link analysis highlighting significant connections between individual and groups of offenders based on prison data

- Improved security enabling partitioning of PINS data sets and records based on role
- Concurrent Licence for PINS and PLocate included as standard across all usage bands

As well as adding new features to PINS, we are continuously working with our law enforcement customers to identify and deliver new services they need. We provide such services as additional licenced modules to the core PINS service.

## 2. PINS Functionality

The PINS software collects prison and police data from a variety of key sources and automatically cross-references and links historic and current prisoner records.



Daily monitoring of prison data allows PINS to send critical alerts and notifications to intelligence officers detailing key prisoner data changes as well as advance release notifications.

A complete audit of all activity is recorded, and PINS includes an audit tool for use by Professional Standards departments.

Fig 1. Dashboard showing mapped releases

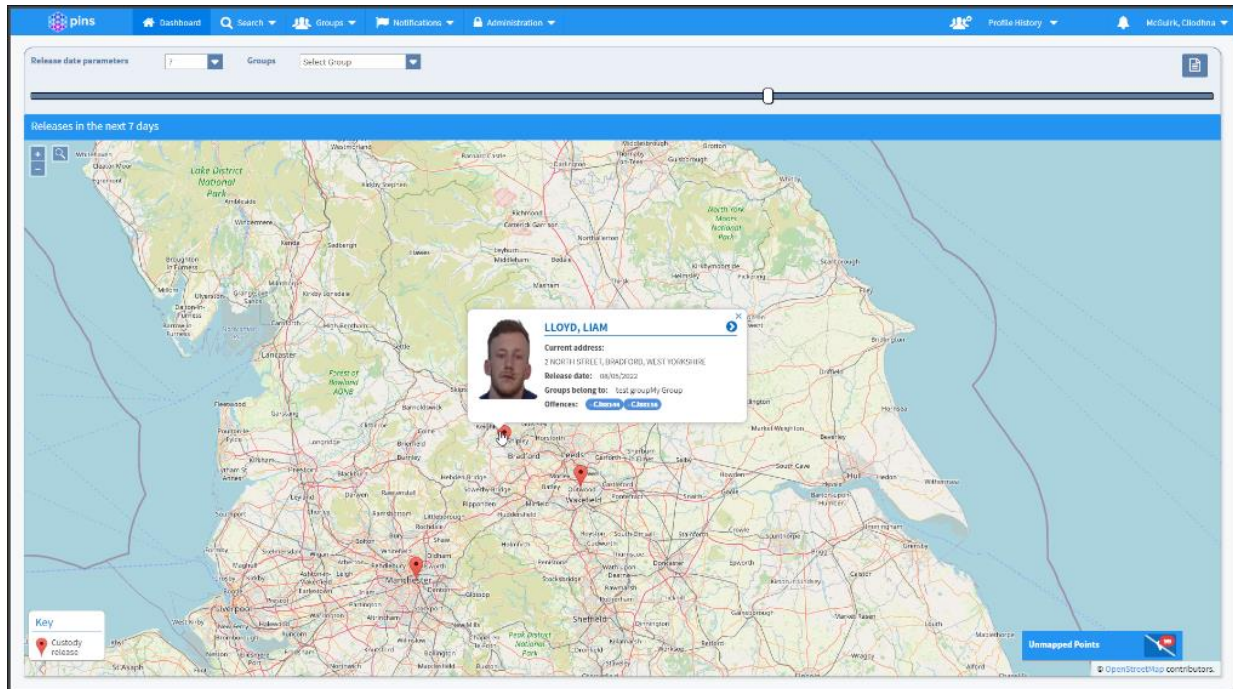


Fig 2. Dashboard Report showing in custody and number of prisoners due to be released from prison

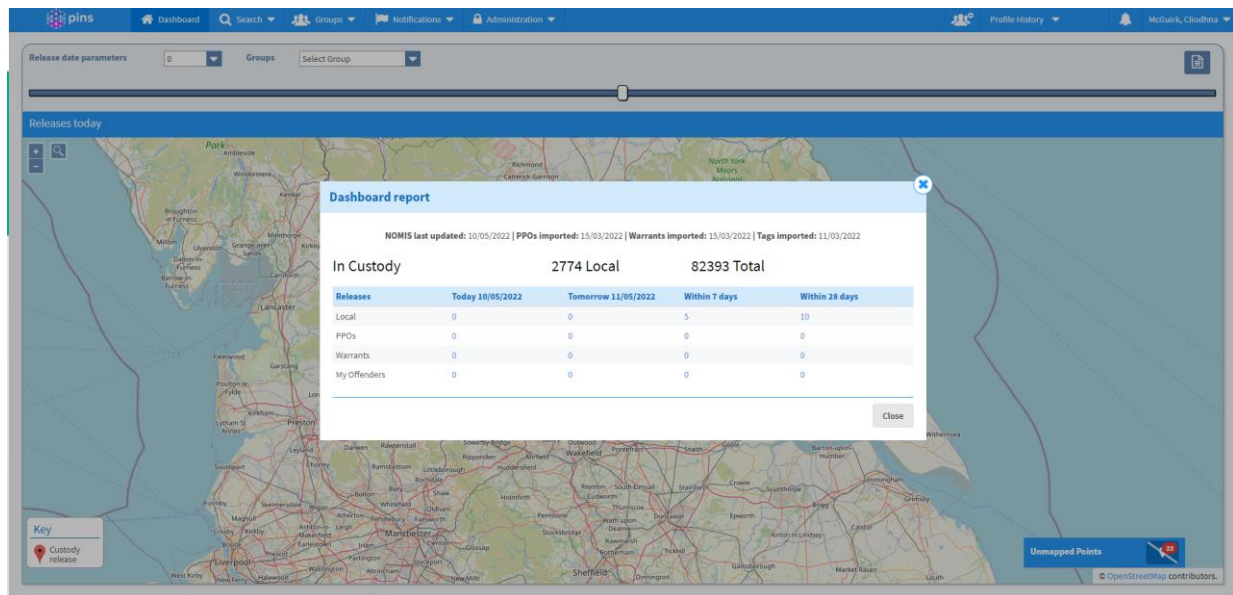


Fig 3. Shared Group imported from Excel

**Organized Group Members** Last Updated: 04/05/2022

Description: OGD Members  
 Offender Category:  
 Shared with: McGuirk, Clodhna  
 Reason: OGD Members  
 Owned by: Admin/Alex (admin)

**Group Members**

Cat	Surname	Forename	DoB	PNCID	Created	Establishment	Release date
✓	Rytha	Jake	04/10/2001	54/2345235X	04/05/2022		
✓	FISHER	LIAM	27/02/1994	06/5711225X	04/05/2022	BILMAISDI (HMP)	22/11/2026
✓	LLOYD	LIAM	05/08/1997	01/82705100X	04/05/2022	YOWLAND (HMP)	08/05/2022
✓	CHONG	MICHAEL	07/07/1981	70/04115041V	04/05/2022	FOREST BANK (HMP & YOI)	
✗	Nonnan	Mary	06/04/1970	62/23452342X	04/05/2022		
✓	PATLISON	PAUL	18/11/1997	64/6725576Z	04/05/2022	BRINDI CHD (HMP)	26/04/2022
✓	REECE WITTS	JASON	16/09/1990	54/04300730V	04/05/2022	BELMARSH (HMP)	18/09/2035
✗	Smith	John	02/03/1999	03/23423535C	04/05/2022		

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### 3. About Saadian

**“We love how the product is continually developed and are looking forward to getting the next version!”**

**DS Anthony Hanlon, Greater Manchester Police**

Saadian has been providing critical information management solutions to large public and private sector organisations for over 20 years.

We are specialists in intelligence software that supports law enforcement organisations include 41 UK police forces, National Crime Agency (NCA), Her Majesty's Prisons & Probation Service, HM Revenue and Customs. We also work with law enforcement customers outside the UK, for example, with Sheriff Counties in California (USA).

We have also worked with a number of local authorities and a number of UK probation trusts such as London and Wales. We provide housing solutions to a wide range of Councils and Housing Partners, including Thirteen, one of the largest Housing Groups in the UK with 1,500 staff providing services for more than 70,000 customers and managing 34,000 properties across Teesside, North Yorkshire, County Durham, and Tyne & Wear.

Outside the UK, our customers include many hospitals across Ireland, the Irish Central Bank, Shannon Airport, the Irish National Ambulance Service and Kerry Foods.

Some of the organisations we work with include:



We have a customer-centric approach to product delivery, so our experience has grown up around our key products. We have a focused portfolio of products and have concentrated on continually improving them every year to provide increased value for our customers. As a result, we have supported many of our customers for over 10 years.

You will see from the customer feedback that we have included that we are looking to build partnerships with our customers – not just sell them a product.

Working this way means that our customers have helped us to understand their business areas and we have also undertaken considerable research to understand how our products can be extended. Over the past 18 months we have been working to bring together functionality from our established products into an exciting, flexible business management platform. We believe that this Platform will enable organisations to easily put in place powerful solutions which are focused on solving business problems and significantly increase user satisfaction, efficiency and effectiveness.

We like to keep things simple and straightforward in terms of how we work with our customers. Users are at the heart of our design process and have driven the development of our products. You'll see from the feedback that we continue to engage with users after delivery so we can understand how our solutions work in an operational context and respond to issues as they develop. This in turn allows us to develop our products to make things even better. We know that things in your organisation will change – and so we have focused on putting in place a fair approach to dealing with changes and unexpected requirements. We will actively work with you to avoid large change costs and to facilitate improvements in the most effective and efficient manner. For example, we often put different clients who are considering similar functionality, in touch with each other to find a similar solution – so that both clients can benefit from reduced costs.

We are always transparent about our commercial terms so our customers always know where they stand. We have good relationships with all of our customers, many of whom we've worked with for over 10 years.

### ***Feedback from Users***

Here are some of the things our customers have said about us:



"Greater Manchester Police have been using PINS for over 15 years. We now consider it to be a critical tool for crime investigation and prevention.

We love how the product is continually developed and are looking forward to getting the next version!"

***DS Anthony Hanlon,  
Greater Manchester Police***





“The experience of working with Saadian has been amazing. We feel lucky to have a partner like this and are excited about what further improvements the partnership can deliver for customers.”

**David Ripley, Director of Business Development, Thirteen Group**

## 4. Service Benefits

### **FIT, FLEXIBLE AND FUTURE PROOFED**

By pro-actively notifying agencies upon release, PINS helps law enforcement agencies stay on top of known offenders as they re-enter the community. PINS 5 offers enhanced analytical capability, to enable users to visualise complex data. In this way, law enforcement agencies use PINS to support investigations, to prevent crime and to keep communities safe from harm.

As a result of deploying the PINS Service, you can expect the following benefits:

1. Immediate Location Enquiry on any individual in prison England or Wales
2. Ability to identify who an individual has shared a cell with during their incarceration
3. Detailed search capabilities on prison population by crime, nationality, prison, date of birth
4. Detailed reporting on upcoming releases by crime, nationality, date of birth, prison
5. Automatic email notification of upcoming releases sent directly to local units based on address matching of reception and discharge addresses
6. Automatic email notification of upcoming releases for specific crimes
7. Automatic email notification of upcoming releases of specific individuals
8. Tracking of prolific offenders and special prolific offender notifications to local liaison officers on upcoming prolific offender releases
9. Tracking of warrants and automatic notification of matches and movements
10. Tracking of any group of offenders of interest such as Organised Crime Groups and automatic notification of matches and movements

## 5. User Experience

### DESIGNED BY USERS FOR USERS

We are passionate about ensuring that users get software that meets their needs and helps them to do their job. Over the years we have engaged with many hundreds of our users and learnt about what they dislike about existing systems - and what kinds of things makes their life easier. We have incorporated these ideas into our interface design.

The PINS service has grown and been continually developed based upon regular feedback from end users. This has enabled us to provide a solution that is both easy to use for new or occasional users whilst also providing deep functionality for those that desire it.

The development of PINS 5.1 is in direct response to requests from our customers for improved analytics and reporting based on the historic prison data in PINS. We continue to work closely with a group of experienced PINS users from a range of specialist functions to test our ideas and plans for future versions of PINS 5, ensuring that the latest version of PINS will meet the needs of all our users.

## 6. Service Configuration

There are a number of configuration options within the service, primarily around whether PINS will be used by a local or national agency. In the case of a local agency, PINS is configured with local geographical information so it can easily filter and highlight offenders of local interest. In addition:

- Various data sources (warrants, PPO, electronic tagging information) can be configured.
- User access roles can be configured, granting a range of admin rights to users.

## 7. Service Deployment

### YOU CHOSE, WE DEPLOY

We understand every organisation has different needs and preferences when it comes to deployment. We can provide a fully managed service appropriate to security classification of your data or you may have an existing infrastructure provider that you would like to host our solution with. Whatever you decide, we will work with you to design an infrastructure solution that meets your security and business needs.

#### **Our OFFICIAL Managed Service**

Our OFFICIAL managed services (formerly Pan Government Accredited to IL2) are based on deploying the solution within AWS Cloud

#### **Our OFFICIAL SENSITIVE Managed Service**

Our OFFICIAL SENSITIVE managed services (formerly Pan Government Accredited to IL3) are based on deploying the solution within UK Cloud's Elevated cloud platform or on AWS Cloud.

We are happy to offer the platform on a Software as a Service basis on infrastructure provided by you. We can work with your infrastructure provider to design an appropriate solution that meets your recovery and security needs.

#### **Private Cloud**

We are happy to work with your chosen infrastructure provider to understand their service management proposition, designing an integrated service proposition so that service delivery is continuous and Service Level Agreements are completely aligned.

AWS and UK Cloud's datacentres are highly resilient Tier3 and UK sovereign. With infrastructure located in secure UK data centres, UK Cloud's services are assessed against recognised international standards ISO9001, ISO20000 and ISO27001, and are subject to regular audits, assessments and inspections by certification bodies, regulators and accreditors.

## 8. Service Management

### ITIL BASED APPROACH TO SERVICE MANAGEMENT

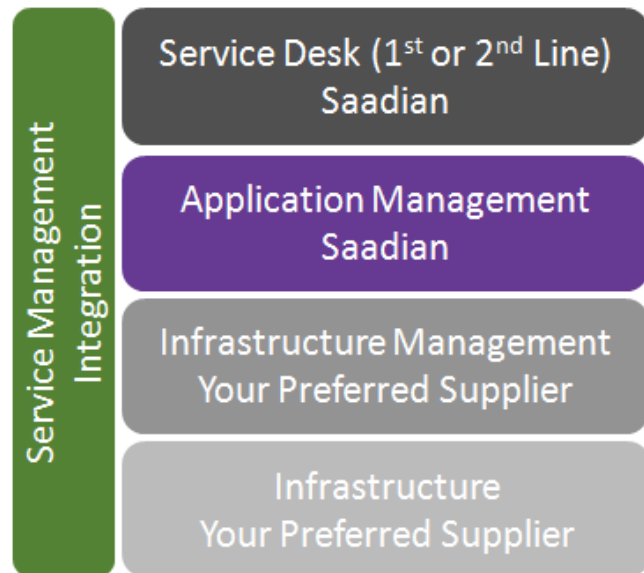
Service Management is at the core of all solutions and systems supplied by Saadian and an important part of our ability to build enduring relationships with our customers. We have 15 years of experience providing services to a variety of customers from different sectors and have built up a number of processes and assets to support service management.

Saadian service approach is underpinned by our ITILv3 based **IT Service Management system** which provides a standard set of processes and functions that are used to build a solution that's appropriate for each customer. The ITSMS allows us to capture and be supplied with the necessary business intelligence upon which we can make informed decisions to improve your system.

At the heart of our service management approach is our service desk. It can provide 1<sup>st</sup> or 2<sup>nd</sup> level support to your users or your primary service desk. Our service desk is backed up by a technical management team which provides the technical skills and knowledge to support the services.

We will assign one of our Service Delivery Managers to manage service provision for you and ensure adherence to Service Level Agreements (SLAs). Our service desk is manned by a team of service desk analysts who report to your allocated service delivery manager.

We propose to engage with you to define the specifics of the service including issue response, resolution targets and agree Service Level Agreements appropriate to your final solution.



## 9. Service Levels

### ***ALIGNED TO YOUR OPERATIONAL NEEDS***

We can offer a range of service levels which can be aligned to your operational needs.

For PINS OFFICIAL or OFFICIAL SENSITIVE SaaS services, Saadian offer a 99.95% availability SLA based on the availability of both the portal and the cloud platform itself.

The service desk can be available at different times depending on your need. Our standard offering is to provide the helpdesk during business hours (Monday-Friday 9am-17:00 excluding bank holidays).

When an issue or incident is raised with the Saadian support desk, a priority level (based on the urgency and impact of the issue) will be agreed between the reporter and us. Our response will be driven by this mutually agreed severity as follows:

<b>1. High</b>	Our highest Service Level response is reserved for complete Service Outage. It is expected that the reporter will communicate directly via Email or Telephone for this type of outage. Our service desk will respond within 1 hour and provide subsequent updates every 1 hour (if required). The escalation level is immediate and the target fix is as soon as possible.
<b>2. Medium</b>	Our second highest Service Level response is reserved for partial outages or interruptions. It is expected that reporter will communicate directly via Email or Telephone for this type of outage. Our service desk will respond within 4 hours and provide subsequent updates every 4 hours (if required). The escalation level is after the initial target fix time and the target fix is as soon as possible.
<b>3. Low</b>	Our third Service Level response covers enquiries, minor issues and change requests. It is expected that the reporter will communicate directly via Email for this type of issue. Our service desk will respond within 5 days (if required) the target fix date will be the next schedule release for agreed upon change requests).

We understand that you may have different needs across these criteria and our pricing model provides flexibility, enabling us to design service levels that fit with your needs.

## 10. Service Constraints

### PLANNED APPROACH TO MAINTENANCE

Where we are providing managed services to you, we will adhere to the following in terms of maintenance windows. For private cloud deployments, the customer or the customer's hosting provider is responsible for service availability.

<b>Maintenance Type</b>	Planned Maintenance
<b>Definition</b>	Planned Maintenance means any pre-planned maintenance of any infrastructure relating to the Services
<b>Notice</b>	We will provide you with at least twenty-four (24) hours' advance notice of any such planned maintenance
<b>Schedule</b>	Planned maintenance of Saadian's infrastructure relating to the Services shall happen between the hours of 18:00 and 01:00 (UK local time) weekly on a Wednesday
<b>Service Credits and Reporting</b>	Planned Maintenance shall be excluded from any availability calculation in regard to Service Credits but shall be included in monthly service reporting;

<b>Maintenance Type</b>	Emergency Maintenance
<b>Definition</b>	Emergency Maintenance relates to the unplanned maintenance of any of the infrastructure to prevent or resolve failure or interruption of the service.
<b>Notice</b>	Whenever possible, we will provide you with at least six (6) hours' advance notice
<b>Schedule</b>	Whenever possible Emergency Maintenance of Saadian's infrastructure will happen between the hours of 18:00 and 01:00 (UK local time) Monday to Sunday and/or between the hours of 08:00 and 12:00 (UK local time) on Saturday and/or Sunday unless there is an identified and demonstrable immediate risk to a Client's environment
<b>Service Credits and Reporting</b>	Emergency Maintenance shall be excluded from any availability calculation but shall be included in monthly service reporting.

## 11. Training

### FITTING WITH YOUR TRAINING STRATEGY

We can work with you in a flexible way depending on your training needs. The solution can be configured to provide help in a number of different ways such as a dedicated help section and contextual help.

We also provide either Saadian instructor led training or train-the-trainer training under Cloud Support Service PINS Consultancy Services.

## 12. Ordering and Invoicing

Ordering can be carried out using the G Cloud Framework Agreement Schedule / Order Form.

A valid purchase order is required for ordering.

Invoicing is based on delivery of PINS on the customer's preferred hosting environment. Payment via BACS or other electronic mechanism.

## 13. Information Assurance

### **WORKING WITH YOUR INFORMATION ASSURANCE PROCESS**

Under the Government Security Classifications Policy (GSCP) launched in April 2014 public sector organisations are more empowered to assess how risks to their information are managed, and to satisfy themselves that their cloud supplier and solution have the appropriate security controls in place. Saadian in collaboration with our cloud platform partners, AWS Cloud and UK Cloud, fully adhere to these principles.

The OFFICIAL and OFFICIAL SENSITIVE managed services that we offer are deployed on assured cloud platforms. The Cloud platform is designed and optimised to meet the unique information assurance needs of UK public sector organisations through:

- UK Sovereign cloud platform delivered from two secure UK data centres by a UK company with SC cleared UK staff
- Suitable for all data classified at OFFICIAL, including OFFICIAL-SENSITIVE data under the Government Security Classification Policy (GSCP)
- Suitable for legacy IL2, IL3 and IL4 (by aggregation) systems under the Government Protective Marking Scheme (GPMS)
- Extensive independent validation of alignment with the Government Cloud Security Principles
- CESG Pan Government Accredited at both IL2 and IL3
- Accredited PSN Service enabling secure, compliant access via both PSN Assured & PSN Protected networks
- Independently certified against ISO27001, ISO9000, ISO20000, Cyber Essentials Plus and members of the Cloud Security Alliance
- Advanced Cross Domain Security Zone – designed to facilitate controlled connectivity between higher security domains (e.g. PSN Protected) and lower security domains (e.g. OFFICIAL).
- Protective Monitoring (aligned with GPG13) across all UK Cloud platforms

Additionally, Saadian offers the following additional assurances for our OFFICIAL and OFFICIAL SENSITIVE managed service:

- Saadian has achieved Cyber Essentials Certification
- Our Services are administered and supported by Saadian's UK based staff who are police security vetted to the accepted National Non-Police Personnel Standard (NPPV) including SC clearance.

We are familiar with the processes around having our solutions accredited having previously been accredited by the Ministry of Justice. PINS has been extensively tested and successfully passed CHECK IT Health Check testing. We can work collaboratively with you to implement an information assurance process that meets your needs.

## 14. Details of Data Backup & Disaster Recovery

For our OFFICIAL and OFFICIAL SENSITIVE managed services, all data is backed up by us on a nightly basis to an offsite location. Backups are retained for 14 days. Depending on your disaster recovery requirements, Saadian can optionally offer dual data centre resilience.

Where Saadian are deploying this service on infrastructure provided by you, data backup and disaster recovery will be your responsibility.

## 15. Data Extraction

The management of the data in PINS is covered by an Information Sharing Agreement between the customer and HMPPS.

## 16. On-boarding and Off-boarding Process

Typically, the on-boarding process and use of the service is as follows:

- Review Technical requirements document provided by Saadian
- Agree information sharing agreement with HMPPS (PINS requires the HMPPS data)
- Agree preferred deployment approach
- Saadian activate PINS
- User acceptance testing with business sponsor
- Onsite user training delivered by Saadian

When customers are off-boarding with us, the handling of the data in PINS is governed by the information sharing agreement between the customer and HMPPS. If Saadian are managing the service for you, we will decommission the service and securely delete all data held by us as required by the information sharing agreement.

## 17. Trial Details

We would be happy to offer a demonstration to show how the solution works and to discuss how other customers are using the Platform. We would be happy to consider a trial of the solution to allow you to better understand the value you could derive from use of the Platform. Many of our existing customers are happy to host a site visit.



## 18. Customer Responsibilities

Your responsibilities will be to

1. Ensure you have completed the necessary steps to agree to an information sharing agreement with HMPPS in order to access OFFLOC data
2. Provide access to technical resources appropriate to the deployment option you have chosen.
3. Ensuring that only appropriate data is stored and processed by this service and that you comply with your organisation's information assurance requirements and your information sharing agreement with HMPPS.
4. Provide us with detailed information in relation to any business requirements and technical aspects of the solution design (such as sizing expectations) in a timely manner.
5. Manage User access to the Service.
6. Provide first level technical and user support
7. For Private Cloud you will be responsible for managing the hosting of the service and the download of OFFLOC data. Where Saadian is providing hosting for you, in Official or Official Sensitive Cloud services, we will be responsible for managing the hosting of the service and the download of OFFLOC data.

## 19. Service Lead Time

There is typically a 4-6 weeks lead time for activating PINS after subscribing for this service. This period is required for the customer to sign an information sharing agreement with HMPPS.

## 20. Termination Terms

The minimum contract term is 12 months. Termination before this time is not possible. There are no termination fees. See Section 18 above for off-boarding arrangements.

## 21. Technical Requirements

The Technical Requirements for PINS v4 are outlined below. Any additional or different requirements for PINS v5.1 will be agreed upfront with customers.

The PINS service is accessed via a web browser. JavaScript must be enabled. The following browsers are supported:

- Firefox version 62+
- Chrome version 55+
- Edge version 80+

Note: Internet Explorer is no longer supported.

For customers wishing to deploy PINS in a private cloud based on IaaS, the recommended minimum server specification is:

#### PINS 4

Hardware	Software
8GB RAM 250GB Disk Space Dual Core Processor  Note: This specification assumes that the virtual server is dedicated for PINS. Should other applications or databases be running on the server then the specification may need to be adjusted.	Operating System: Windows Server 2012 or higher  DBMS: MS SQL Server 2012 or higher Oracle 10g or higher

#### PINS 5

Server	Cores	Memory	Comments
1 Tier – Database and Application on same server	Recommended - 8vCPU	Recommended – 32GB	Temporarily for the migration, 500GB of disk space will be required for the database migration. This is for the storing of backups and transaction logs whilst processing the data.
2 Tier – Database and Application on separate servers	Application Server: Recommended - 4vCPU  Database Server: Recommended - 4vCPU	Application Server: Recommended – 32GB  Database Server: Recommended - 16GB	Application server specifications are dependent on amount of users in the system.  Temporarily for the migration, 500GB of disk space will be required for the database migration. This is for the storing of backups and transaction logs whilst processing the data.

The specification may be met by a single virtual server or by separate servers for application and database.

It is expected that the initial installation of PINS, including the download of the first data file will use between 3 and 4GB of disk space between the application and the database. Database growth is expected at a rate of approx. 2 GB per year; however, this is highly dependent upon user activity. Backups and logs are cleaned automatically by the PINS services.

## Network Requirements:

The PINS service includes a Download service that can collect the prison data from HMPPS on a nightly basis. Alternatively, PINS can use a customer staging area if another mechanism is in place to collect the prison data.

PINS will also need access to a mail server to generate local email notifications.

## 22. Use of Open Source Software

The PINS service uses the following Open Source software:

- Java, Apache Velocity, JQuery, JavaScript & CSS, Quartz Scheduler, Hibernate, Lucene (Soundex support), Jersey libraries (RESTful services), ESAPI, Log4J, ElasticSearch and MySQL

## 23. Application Programming Interface

A web services interface to PINS v4 is available. Details of the API are available in the technical documentation supplied on service ordering.