



Crown Commercial Service G Cloud 13

**Cloud Software  
Service Description  
HCL OPTIK Police Mobility Solution**

May 18, 2022

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## Foreword

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## Validity

This proposal and all information contained within are valid for a period of 2 years from May 18, 2022.

## HCL Contact

<b>Name</b>	Paul Montgomery
<b>Address</b>	Axon Centre Church Road Egham Surrey TW20 9QB
<b>Email</b>	eas-hclsalesup@hcl.com
<b>Tel</b>	+44 (0) 1784 480800

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## Service Description

### About HCL

HCL Technologies is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Our technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of invention and risk-taking, and a relentless focus on customer relationships.

With a worldwide network of Research and Development (R&D), innovation labs and delivery centres, and 208,000+ 'Ideapreneurs' working in 52 countries, HCL serves leading enterprises across key industries, including 250 of the Fortune 500 and 650 of the Global 2000. HCL generated consolidated revenues of USD 11.48 billion for 12 Months ended 31st March 2022.

We offer an integrated portfolio of products, solutions, services and Intellectual Property (IP) through our Mode 1-2-3 strategy built around Digital, Internet of Things (IoT), Cloud, Automation, Cybersecurity, Analytics, Infrastructure Management and Engineering Services, amongst others, to help enterprises reimagine their businesses for the digital age.

### Service Description

The HCL OPTIK (Operational Policing Tool and Information Kit) Solution from HCL is the next generation in Mobility Solutions for Policing and other first responders. The service - launched some ten years ago - has continued to evolve and has delivered mobilisation to over 20,000 frontline Police Officers. The OPTIK Solution today has been significantly enhanced using 'One Code' to be truly platform and device agnostic. The service enables officers to be more productive and safe, by providing role based mobile access to critical information from in-force backend systems and national police applications.

The service addresses the challenges around police mobile data and the struggle of many forces to achieve real and tangible benefits from the technology. The service is designed to enable police forces to achieve and demonstrate real benefits from a mobile data investment. The service integrates with existing force national and local backend applications and provides remote access to these from the streets.

HCL has developed a structured pathway for users that makes back office integration and service roll out both transparent and manageable. HCL teams will support the adoption of change by planning and documenting the areas of responsibility, to ensure an effective partnership approach.

### Solution Overview

The solution is available across the full range of platforms Android, Microsoft, iOS and RIM and associated mobile devices.

Almost all standard systems (Crime – NICHE, UNIFY, Control Works [CW], Police Works [PW], Athena, COMPACT and Command and control - STORM - etc.) are already integrated with the HCL solution. HCL's service implementation covers development of up to two new adaptors as part of standard package.

The HCL OPTIK Solution provides:

- Police forces with the capability to securely capture, record and have role-based access to secure data on the move

- Mobile access to both local and national applications from a single interface
- Federated search for persons, vehicles and address across a range of data sources
- Data reuse, i.e. data is entered once and then fed into multiple applications, following or enforcing a defined business process
- Integration with the peripheral devices, such as satellite navigation tools, printers, etc.
- Detailed audit trail for all the transactions
- Draft and offline support.
- Integrated user manual for each operational business process
- Mobility guard functionality to safeguard the appropriate use of the Mobility application
- Shared centralised model which can enable police officers to collaborate and share data held on local systems, as well as accessing information held nationally
- A range of service offerings, including a fully managed service where HCL can provide a turn-key solution with the mobility application and integration with back-office applications.

Police processes that are supported are listed below.

- FDS (Force Data Search)
- Police National Computer (PNC)
- Driver Images via P@RS (Photo at roadside) Integration
- Incident Management - Search, Update and Create
- Crime Management – Search, Update and Create
- Intelligence Management - Search, Update and Create
- Domestic Abuse - Search, Update and Create Stop and Search - Create and Search
- Image Management (Capture and Search)
- Tasking (Crime and Incident) – View and Update
- DASH
- Electronic Witness Statement (MG11)
- Missing Person
- Fixed Penalty Notices (FPN)/55/8
- Bail Logs
- Electronic Notebook
- Messaging – Sharing messages to specific officer/ group of officers
- Geo-fencing - Measures Officer time out of the station and tracks location of resources
- Administration of mobile platforms – Comprehensive set of management dashboards to give complete visibility of all the activities done using the mobile platform.

Forces can either choose to go for the entire package or the individual processes, as per their individual preferences.

### **Customer Testimonials:**

HCL has developed and rolled out this mobile solution to over 20,000 Police Officers in the UK. The solution integrates with secure police networks and has been deployed on multiple device platforms (e.g. Android, Apple, Windows and Blackberry) for different police forces (references are available on request).

The user experience has been carefully designed to minimise disruption to the police officer and to be suitable for use in front of citizens, sometimes in difficult situations such as stop and search functionality. The user interface has also been revisited after the initial deployment to incorporate user feedback.

HCL's solution provides a single consolidated interface to police officers, providing them with a consistent user experience, to work through all the policing processes irrespective of device

issued. The key elements of the solution that contributed to the enhanced user experience are given below:

1. Business processes were redesigned and the number of steps required in completing a particular activity were reduced at multiple instances.
2. A common and uniform layer above all discrete business processes was provided, along with consistent controls that made the application self-intuitive or self-guiding and helped take away the need of detailed training on different business areas.
3. Draft & Offline working enhanced the user experience further, as it prevented any data loss/ rework in case the officer goes offline (out of network) in the middle of the process.
4. Auto Data Populate - The application has been designed in a way that it minimises data input requirement and allows officers to search for the data from different data sources, as well as to populate/ use it in various business processes.
5. Integration – All the business processes are integrated with each other or embedded in other business processes, which allows easy and cross usage of information.
6. External Systems/ Applications Integration – HCL's OPTIK solution is fully integrated with 3rd Party applications like Satellite Navigation applications (Google Map, CoPilot, etc.), providing direct turn by turn navigation to the officers just on a click of a button and without the need to input any destination address. The application automatically picks any destination, then co-ordinates and passes those details to the Satellite Navigation tool.
7. A multi-threading approach was used, so that users do not need to wait for one transaction to finish and they can start another transaction in parallel. For example, there is a process called Image Management where the user can take multiple images and upload them to the server. The upload process can take time depending on network and number of images taken. Upload happens as a separate thread in the background and the user/ officer can continue use the application for other tasks.

In order to garner the best results from the solution and ensure it is ready for acceptance, HCL also participated with the force user groups and Subject Matter Experts (SMEs) in the business process re-engineering exercise. The solution provided is independent of the handheld device and network service provider. This provides the force with the flexibility to choose the equipment best suited to their requirements.

The solution uses Service Oriented Architecture (SOA) using enterprise service bus-based integration with back-office systems. This loosely coupled design ensured that the police force would have the flexibility to get any back-office system or process changed, removed or added in a seamless manner with minimum turnaround time.

HCL was the winner of the 'IT Europa European IT Excellence Awards 2013', Mobility and Communication Solution of the Year category. The European IT & Software Excellence Awards are the only pan-European awards which recognise the crucial role that Independent Software Vendor, Solution Providers and Systems Integrators play in the delivery of real-world solutions.

HCL had two major successes at the 2019 ISG Paragon Awards™ EMEA event in London.

1. HCL are Winners of the 2019 imagination award with **ASDA to Build a Real-Time Retail Pricing & Analytics Platform**
2. HCL named as 2019 Finalists for the impact award with **Greater Manchester Police to Mobilise Officers with HCL's OPTIK Mobile Solution**

ISG's Paragon Awards recognise the year's most innovative and impactful sourcing approaches and client engagements. HCL succeeded in the competition which involved 43 separate nominations submitted by 11 different service providers. The winners were selected by an independent panel of industry experts and Chief Executive Officers.

## **G-Cloud 13 - Lot 2 – Cloud Software**

*Service Description - HCL OPTIK Police Mobility Solution*



HCL has won the Silver Award for “Innovation” at the Public Sector Transformation Awards 2020 by IESE, for the transformative work HCL has done with the Greater Manchester Police. IESE is the public sector transformation partner, that has worked for the last 12 years with all the local councils across the UK to transform public services and retain experience within the sector. The judges were impressed with the Innovative Transformation HCL has brought in at Greater Manchester Police.

## Features

- Single Sign On (SSO)
- Offline support
- Future proof - scalable and robust
- In depth auditing
- Security compliance
- Multi-tenanted and SOA (Service Oriented Architecture) based architecture
- Device and platform agnostic
- Comprehensive management dashboards
- Support for open source technologies
- Geo-fencing

## Benefits

- Increased Police visibility out of station, by 15% to 20%
- Reduced load on back office staff (ECC and FCC)
- Increased manhours available on the street attending more jobs
- Reduced physical IT infrastructure requirement
- Integration: GPS, Camera, Peripherals, e.g. SATNAVs, Biometrics Scanners, etc.
- Reduced training requirements with uniform experience across all business areas
- Reduced process lead times, e.g. crime report creation, intelligence submissions, etc.
- Improved data quality: reduced double keying and auto data-population
- Making processes more efficient by removing redundancies
- Increased Officer safety: real time access to critical information.

## Technical Specifications

The Police Mobility service provides single sign-on access for all of the organisation's systems from a single window.

The service supports a range of platforms including Android, Apple, Microsoft and RIM devices where appropriate and supports the use of Smart Mobile Phones, Personal Digital Assistants (PDAs), Blackberry, handheld devices, Personal Computers (PCs) and laptops and also complies with statutory security and data guidelines/ standards.

Security is provided through 256 bit Advanced Encryption Standard (AES) encryption with strong authentication and role-based authorisation.

The HCL Solution uses Adobe Cordova and J Query Mobile for Mobile Application.

## Service Deployment Model

The service deployment model proposed as part of this service is an in-house installation, i.e. Private Cloud. Private cloud is the phrase used to describe a cloud computing platform that is implemented within the corporate firewall, under the control of the IT department.

A private cloud is designed to offer the same features and benefits of public cloud systems, but removes a number of objections to the cloud computing model, including control over enterprise and customer data, worries about security, along with issues connected to regulatory compliance.

The HCL OPTIK solution can be deployed in the forces' own infrastructure or in a Software as a Service deployment. HCL will specify and supply the force with the infrastructure requirements for the service.



As part of this service, HCL offers the in-house installation. This solution has been designed in a way that it supports both in-house and central hosting. Therefore, if the force chooses to go for centralised hosting in a secure data centre, the same can be offered as per mutual agreement. Equally this solution has a multi-tenanted architecture. Should a number of forces - such as in a regional collaboration initiative - wish to share infrastructure costs, this can also be served with this solution. Multiple forces can have their own individual instance of the mobile data solution alongside another on the multi-tenanted architecture.

## **Network Connections**

Network connections are not offered as part of this services. However, the HCL service can connect via the individual force's Police National Network (PNN) connection.

## **Application Programming Interfaces**

A business process may involve interfacing with one or more external services. This requires handling the semantics of communicating with each service. Specifically, it requires using the correct communication Application Programming Interface (API) to call the service and perform any necessary translation between the data formats used by the service and those used by the business process. If the service contract consists of a long-running conversation, it will also need to keep intermediate state while waiting for a response. The Service Adapters are used in such requirements that implement the logic necessary to encapsulate these tasks and to initiate and manage a messaging-based conversation for each service the business processes need to consume.

The HCL OPTIK solution integration services will typically interface with external systems using Web Services exposed by the external systems. However, in cases where any external systems do not support Web Service interfaces, it may be possible to leverage the host API or other non-standard interfaces supported by the external system to create a Web Service wrapper for the purpose of integration with the HCL OPTIK Application.

For local Force applications, it is the Force's responsibility to expose a web-service interface for each application that requires mobile access. In such cases, the force will be responsible for any costs and logistics associated with the integration and operation of the web service, including development or acquisition of any web service software, installation, hosting the web service within the force, development, licenses, documentation and support.

## Open Standards

Open standards are used in the HCL OPTIK Solution. We do this using W3C standards, which are extensively followed for web development and service implementation. W3C relevant standards include Hyper Text Mark-up Language (HTML), Extensible Mark-up Language (XML), Cascading Style Sheets (CSS), etc. We also comply with Communications-Electronics Security Group (CESG) guidelines.

## Open Source

HCL OPTIK Solution uses Adobe Cordova and J Query Mobile.

## Information Principles

The Information Principles for the UK Public Sector are supported in the solution. We do this by three different ways. Firstly, by providing direct access to Police officers with all the relevant information they need and when they need it. Using the HCL solution, frontline police officers get direct access to all the relevant national and local backend systems. There is now no need to go through contact centre staff or radio communication to get any information.

Secondly, the HCL solution enables real time updates of critical intelligence and other information into back end systems. This makes that information instantly available to other officers/ departments.

Finally, the HCL solution enables better information quality by reducing double keying and use of auto population of information (using lookups).

## Government ICT Strategies

The Government ICT Strategy and Greening Government ICT Strategy are supported by the HCL OPTIK Solution. We do this by supporting and enabling paperless working. The HCL solution enables all the frontline officers' business areas on the electronic form on the handheld devices thereby taking away the need to fill in paper based forms. The HCL solution also significantly reduces road travel, hence fuel consumption by avoiding frequent trips to and from Police Stations. This is achieved by providing all the relevant information to the frontline police officers out of the office.

## Implementation

### On-boarding Process

The on-boarding process includes the following steps:

1. Initial consultation by HCL consultants to understand the high-level requirement
2. Based on the above understanding, HCL will submit the proposal/ Statement of Work (SOW) for force sign-off
3. Forces to give formal approval to go-ahead and issue Purchase Order
4. Implementation process will kick off, followed by User Acceptance Testing (UAT)
5. On successful sign-off, services will go-live.

Every implementation is slightly different depending on the client's IT setup. We work closely with you, to work out the best way to implement your solution, working with the organisation to fully automate data integration with back office systems.

During the implementation process, we would hold on-site project meetings, as well as regular telephone/ webinar sessions to understand client requirements.

Typically, the implementation cycle runs for 3 months. However, it may vary slightly depending on the force's customisation requirements.

HCL will - through consultation with your assigned representative(s) - agree the design and configuration options for your Police Mobility service and the connection to it.

Our solutions consulting team will work with you to capture your requirements and agree a high level and detailed level design for your solution. This may incorporate other HCL services.

Once the design has been agreed, implementation will be completed, followed by User Acceptance Testing (UAT).

If additional network connectivity and/ or hosting is required then the HCL teams will work with you on the specification, as well as ordering and provision of such services.

Note: Mobile Network and Centralised Hosting are not included in this service offering but can be arranged separately based on the individual forces' request.

## Off-boarding Process

The customer is required to provide 90 days' notice should they wish to cancel the service and HCL would simply remotely remove their access to the system. Forces can simply go back to their original ways of working.

## Support Arrangements

### Support boundaries / interfaces

HCL proposes to provide Level 2 and Level 3 Support as part of this Service. This will be provided via a shared support team using the remote connectivity from HCL offices located in Egham, United Kingdom. Should the force want to go for dedicated onsite support (based in force offices), this can be provided based on a rate card basis.

Officers will raise the Mobile Data issues with their internal Helpdesk in a similar way as they do for other issues. The issue will be routed to the HCL Support team for resolution.

The OPTIK Service is underpinned by a comprehensive Information Technology Infrastructure Library (ITIL) based service model. The HCL Support Desk will provide the co-ordination of service management activities including:

- Incident management
- Problem management
- Configuration management
- Service level management
- Escalations
- Complaints.

The HCL Support Desk operates business hours and on call support for Severity 1 issues.

### Service roadmap

HCL regularly publishes a roadmap of expected future features to the OPTIK solution user community and marketplace, along with those that will be removed over time.

## Performance attributes

The HCL OPTIK Solution service performance is dependent on the network connectivity and on the external police system's performance. However, on a normal day with decent network we expect our transactions to complete within 5 – 6 seconds.

## Support Service

Officers will raise the OPTIK solution related issues with their internal Helpdesk in a similar way as they do for other issues. The issues will be routed to the HCL Support team for resolution.

### HCL Service / Support Contacts are as below

Email: Mobility-Support@hcl.com

### Service Levels

The baseline service will come with a monthly service availability SLA of 99.9%.

### Maintenance and planned works

Planned works are any activities undertaken by HCL as part of routine maintenance and preventative actions to support the continued running of the service.

HCL will ensure that we give at least 10 Working Days' notice of any planned works affecting you.

Customers may not refuse planned works that are required by us to ensure the integrity, supportability, security, performance or availability of any service for you or our other customers.

### Customisation

All agreed customisations will be included within the relevant Statement of Works (SoW) and/or Solution Design Document (SDD) documentation.

### Training

Training can be provided to train the trainers and provide insight on system administration.

## Business Continuity/ Disaster Recovery

### Disaster Recovery

As part of this service, HCL proposes the in-house installation within force infrastructure. No infrastructure services are being offered as part of this service.

We can provide guidance and support but disaster recovery will remain as the force's responsibility and will be managed by the force internal IT team.

## Data Backup/ Restore

### Data Extraction / Removal

Not applicable. Data migration/ extraction are not offered as part of this service.

However, if forces have any specific requirements the same can be discussed and offered on a day rate basis.

## Data processing and storage location(s)

Data will be stored and processed in the United Kingdom (UK) the ISO 3166-1 alpha-3 notation for UK is GBR.

## Data location option

As part of this service, HCL proposes the in-house installation. Therefore, data will reside within the force's infrastructure.

Note: If forces want to go for centralised hosting then the location will be decided at that time in discussion with the force.

## Data centres - EU Code of Conduct

HCL is not offering Data Centres as part of this service. Services will be hosted in force's infrastructure.

## Data centre tier

HCL is not offering Data Centres as part of this service. Services will be hosted in force's infrastructure.

## Backup

As part of this service, HCL proposes the in-house installation within force infrastructure. No infrastructure services are being offered as part of this service.

We can provide guidance and support but backup will remain the responsibility and will be managed by the force internal IT team.

## Security

The service supports a range of platforms, including Android, Apple, Microsoft and RIM devices where appropriate and supports the use of Smart Mobile Phones, Personal Digital Assistants (PDAs), Blackberry, handheld devices, Personal Computers (PCs) and laptops and also complies with statutory security and data guidelines/ standards.

Security is provided through 256 bit Advanced Encryption Standard (AES) encryption with strong authentication and role-based authorisation.

The HCL Solution uses Adobe Cordova and J Query Mobile for the Mobile Application.

## SaaS – Generic

### Government Open Standards Principles

The HCL OPTIK solution complies with Government Open Standards Principles.

Open standards are used in the HCL OPTIK Solution. We do this using W3C standards, which are extensively followed for web development and service implementation. W3C relevant standards include HTML, XML, CSS, etc. Along with that, we use internal police domain standards, such as CorDM. We also comply with CESG guidelines.

### Web Content Accessibility Guidelines

None. This is a Police Mobility application which sits on the mobile devices, hence these standards are not applicable for this service.

## SaaS - Generic – Clients

### Web browser interface

The preferred web browser interface for the HCL OPTIK Solution is Primary.

### Supported web browsers

The solution supports the following web browsers, Internet Explorer, Chrome, Mozilla Firefox and Safari.

### Thin client modes

Not applicable.

### Other client software

Microsoft Office, IIS, .NET Framework, Adobe reader.

### Smartphone / Tablet Access

The HCL OPTIK Solution is available across a variety of devices and platforms as listed below:

- Smart Phone – Android smart phone (Android OS 8 and above), iOS (iPhone 10 and above), Windows 8, 8.1
- Tablet – Android tablet (Android OS 8 and above), iOS (iPAD10 and above), Windows 8, 8.1.

### Off-line working & synching

The HCL OPTIK Solution supports offline working when the device goes offline (out of network). We do this by temporarily storing the information in the sandbox during the data capture process. This path is not navigable from outside and is only accessible by the application. Also, this data gets synchronised automatically with the backend systems as soon as the device is back on the network.

## SaaS - Generic - General Features

### Attachment support

The service supports the upload of images. This is done as part of one of the business processes (Image Management) delivered by the HCL OPTIK Solution.

### Anti-virus protection

Virus scanning capabilities are not provided as part of this service.

### International Language Support

The solution does not support multiple languages. Communication is in English.

### Workflow facilities

The HCL OPTIK Solution supports a full Tasking process which had inbuilt workflows.

### **Importable taxonomy**

Users cannot import a taxonomy into the service.

### **Folksonomy support**

The service does not support folksonomy.

### **Taxonomy facilities**

The service does not support taxonomy.

### **Plug-in / extension ready**

HCL OPTIK Solution supports 3rd party plug-ins like Fingerprint scanners, Satnavs, printers, etc.

### **Plug -in / extension marketplace**

There is no marketplace of 3rd party plug-ins or extensions in our service.

### **Syndication**

The service supports syndication feeds.

### **Native search**

A service support search facility is available as part of couple of business processes, e.g. FDS, Crime Search, etc.

### **Bulk input / export of data**

The service supports bulk input/ export of data in standard formats.

### **Link Management**

The service does not manage links, e.g. having a link bank/ link validation, etc.

## **SaaS - Generic - Authorisation, Authentication and Personalisation**

### **Integration with Identity Systems**

The service integrates with external identity systems, e.g. force active directory, SSO, etc.

### **User profile page**

The service does not support a page, where each user creates some form of individual profile, generally one that can be seen by other users of the system.

### **Comment on item**

The service does not have items that users can comment upon.

## **Exclusions**

The services listed below are out of scope of the contract terms.

1. Infrastructure and associated infra support
2. Remote connectivity to enable shared support
3. Load balancer configuration
4. 3rd party software licences
5. External system connectivity
6. Firewall settings for associated ports of external systems for all the environments, e.g. test, training and live, etc.
7. Webservice schema for external systems to retrieve details for different business processes.

## **Account Management**

- A dedicated Account Manager and Service Delivery Manager will be appointed to discuss and manage issues, changes and enhancements to the service.
- The location and extent of their involvement will depend upon the level of the engagement.



## Contact details:

If you would like to find out more, please contact:

<b>Name</b>	Paul Montgomery
<b>Address</b>	Axon Centre Church Road Egham Surrey TW20 9QB
<b>Email</b>	eas-hclsalesup@hcl.com
<b>Tel</b>	+44 (0) 1784 480800