Pro:Public

Business Change and Transformation Specialists.

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Crown
Commercial
Service

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1. **Introduction**

   Company Overview
   Pro:Public Cloud Service provides business and IT consultancy to public sector clients including police, security sectors, local and central government, and the wider blue light services. We enable IT and digital transformation projects including digital design and delivery, IT solution review, procurement and implementation across complex business areas including police, national policing programmes and critical complex national security programmes.

   We provide the expertise to review, procure, implement, and develop safe and user-friendly solutions – covering both technical and business change elements and bridging the gap between practice and IT.

   Correct data configuration is essential for a mixed network of cloud and legacy systems to interoperate and communicate efficiently and securely. We provide critical resources to enable the implementation of the latest cloud technology and innovation - supporting public sector clients with digital transformation projects. We recognise that people are the most important part of any transformation, and we always ensure that people are at the heart of change to ensure a successful implementation and smooth user adoption.

   What the service provides
   Pro:Public provides highly skilled and specialised SMEs. Our SMEs specialise in digital transformation, IT modernisation, big data and analytics, business improvement, business change and user adoption. Our network of specialists can support forces, security services, and central and local government with their technical and business change programmes.

   We carry out system reviews, options appraisals, business case development, IT procurement, workflow management, project planning and management, data migration, data transformation and reporting, solution and architecture design, implementation, risk assessment, configuration, testing, transition to BAU and post go live ongoing emergency life support. We also support the business transformation and adoption pillar which works together with any technology lead transformation.

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We can run an entire project as a manged service or specific work streams, depending on the client's requirement. Core areas of expertise include:

- Digital Transformation
- ICT Infrastructure
- DDaT
- Cyber Security & Digital Threats
- Cloud Computing (Azure, AWS, eCloud and Hybrid, Multi and Public Cloud)
- Big Data, Analytics and Business Intelligence
- AI (Artificial Intelligence), Data Warehouses, Lakes and Data Science
- Architecture (Enterprise, Solutions, Technical, Data, Security, Service, Cloud)
- TOM Design

- Estate Data Centre Migration
- Unified Telephony Communications & Network
- Siam & Multi Tower
- DevOps Design and Integration
- Business Change and Adoption
- Customer Journey and Service Redesign
- Agile Processes & Modern Ways of Working
- Operational Criminal Intelligence & Investigations
- Forensics (Digital & Traditional)
- UX/UI Creative Design

Overview of the G-Cloud Service

Our service includes a range of cloud-based services to support public sector organisations to migrate from legacy systems to new cloud-based technologies. We support organisations to set up and maintain services, including new databases, operating systems, applications, servers, and software.

System Review, Options Appraisal, Business Case Development, and Procurement

Pro:Public deploy specialist consultants with a detailed knowledge of Police, the security service, and local and central government including operational and statutory requirements. We understand how to navigate complex procurement routes and frameworks. We ensure our clients are equipped with all the information they need to make informed decisions at the evaluation stage.

Implementation of Systems

Pro:Public are able to provide Consultants with a working knowledge and experience of legacy and the latest technologies. We enable our clients to benefit from an instant impact due to our operational knowledge and deep industry understanding. We are alive to emerging technologies and work to ensure our teams are upskilled to adapt to project and programme challenges. With the ability to provide single market-leading specialists or whole team solutions, to deliver the whole implementation of the Programme Pro:Public can deliver all levels and sizes of the Project or Programme.

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Replacement of Legacy Systems

Policing, security services, and local and central government are on the journey to replace legacy-based systems with modern Cloud-based solutions, Pro:Public have a proven track record across the Public Sector of delivering bespoke Programmes on time and within budget. Pro:Public can tailor the SMEs provided (at all levels) to include relevant experience and the ability to work with in-house teams, utilise local knowledge and allow us to efficiently extract all relevant data.

Programme, Project, and Change Management

We work with the client to effectively scope, plan and deliver system replacement programmes, using proven delivery methodologies. Business analysis, solution design, development, and configuration. We help you capture your business requirements, improve processes and ways of working, and develop your chosen system to meet your needs. All configuration is fully tested and signed off by the client.

Data Migration, Design and Development

We work with clients to develop, agree and implement safe and effective data migration strategies using proven methodologies. Our consultants bring detailed knowledge of migrating from all listed legacy systems to new technologies, drastically reducing migration errors and improving data quality.

Testing

All migrations involve rigorous user acceptance testing, we ensure through our experience that user adoption and business change are part of our testing regime. This is for both data and system testing. This is done in partnership with Pro:Public and the client.

Performance Reporting

To benefit from new systems there must be effective performance reporting in place. We work with clients to identify reporting requirements, specify reports, and carry out the development using a range of reporting tools. We provide training, knowledge transfer and support to ensure the client can maintain effective reporting on project closure.

Knowledge Transfer

We understand that learning throughout the journey is an important part of delivering a successful programme/project. Providing valuable lessons learnt from our previous programmes/projects are imperative in supporting a successful delivery. The benefits of system migration and business transformation will never be realised if the client's staff are not equipped to take ownership of the change. We ensure staff are able to build knowledge and capability alongside implementation teams.

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Pro:Public provide a comprehensive training programme for all users, IT staff and other stakeholders according to their level of need. This may be in the form of classroom training, e-learning, one-on-one support, remote support and floor walking. We suggest this support is used beyond go live to allow bedding in of the system giving users and other staff time to adapt and learn how to use and support the system safely.

All project documentation and user guides are stored and shared with the client. This includes documentation for all phases including planning, set-up and migration, configuration, testing, training and onboarding and ongoing support.

2. Data Protection

Information Assurance
Pro:Public provides a high standard of security for all personal data operating to the equivalent of ISO27001 IT security standards whether it is stored electronically or in an alternative filing system.

The level of security applied to sensitive personal data is reviewed and monitored by auditors.

We carry out internal audits of all our systems and processes. Our Compliance team verify input data files against output data files to assess the integrity of the data and check for inconsistencies.

The implementation of a single, integrated Management Information System supporting every aspect of contract delivery ensures consistent and controlled access to information. Our ISO27001 approach to management information and personal data will ensure that limits of authority and data transparency are managed effectively under this Framework.

For contracts which involve the processing of personal data, we set out, in each contract with suppliers, details of the nature, scope and duration of the data we're processing, the requirement to create and maintain records of processing activities and its compliance with GDPR.

We provide training and signposting to resources to ensure staff are aware of the changes brought on by the GDPR data privacy law and we remain compliant.

We ensure sensitive data transmitted over a public network (including the Internet, mobile networks or un-protected enterprise network) or to a mobile device is encrypted when transmitted.

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We are Cyber Security Essentials certified which validates our existing systems. Our cyber security essentials certification scope covers the whole of the Network. The registration number is b5194285-d5ec-4189-a5a4-184b037b1e2b.

Data Back-Up, Data Restoration and Disaster Recovery

Pro:Public has a Business Continuity Plan to prepare the business to cope with the effects of an emergency. The objectives of the plan are to define and prioritise the critical functions of the business, analyse the emergency risks to the business and describe the systems and procedures in place to respond to issues and emergencies to maintain business as usual.

There may be instances where problems occur with our systems and if they are not attended to and resolved, there may be errors or systems may fail to work adequately.

We aim to restore normal operations as soon as possible following an incident. The key activities of incident management that we follow are:

- Incident detection and recording
- Classification and initial support
- Investigation and diagnosis
- Resolution and recovery
- Incident closure

A backup database also exists to ensure all staff can continue to manage their personalised caseload should an IT issue prevail and affect the main CRM, HR/Payroll and MIS reporting systems. Databases are backed-up and available offline; accessible by all colleagues to minimise disruption to business as usual.

All data is backed up by an automatic IT backup system and the Management team ensures all data management policies with regard to security and confidentiality are followed and reviewed annually as a minimum. Our backup technology is Altaro, which takes a full image backup of all servers that are encrypted and saved offsite.

To help minimise the threat of viruses, we have resident anti-virus software installed (Sophos and Solarwinds). File scans on servers are performed regularly. Our systems have finite resources, such as network bandwidth, disk space and memory.

Our demand for these grows over time, and, unchecked, may result in them not being able to operate effectively (i.e. they're too slow and keep crashing) and we may not be able to meet any future needs we have for them. We maintain a regular programme of capacity planning to ensure we always have available resources and can maintain full-service continuity. We ensure specific client requirements regarding backup, restore and/ or

recovery is considered and discussed as part of pre-contracting arrangements. We review our documentation for all aspects of IT, including:

- Key procedures
- Training
- Storage and the availability of information on sensitive systems/data (available to applicable staff only)
- Configuration of systems

Privacy by Design

Pro:Public has implemented measures and procedures to adequately protect the privacy of individuals and ensure data protection is integral to all processing activities. This includes measures such as:

- Data minimisation
- Pseudonymisation
- Anonymization
- Cyber security

Pro:Public processes personal data in relation to its own staff, contractors and client contracts. As such, we are a data controller for the purposes of the Data Protection Laws.

We recognise and adhere to the new data protection legislation which came into force in 2018 under the General Data Protection Regulation (GDPR), the Data Protection Act (DPA) 2018 and the Law Enforcement Directive.

Our Information Security Policy details processes and procedures for keeping data secure. All staff receive Data Protection training and are required to adhere to unified standards, evaluated through checks as part of our staff review and performance management process.

We have never had a data security breach and pride ourselves on our track record of maintaining an exemplary record of data security.

In the unlikely event of a breach of security relating to data including unauthorised or unlawful processing; accidental loss, destruction or damage; theft; sale; or unlawful transfer of Personal Data, Pro:Public will notify the customer in writing as soon as we are aware of any incident. We will investigate the incident and, where reasonably practicable and lawful, in cooperation with the customer, take appropriate and reasonable steps to manage the direct impact of the incident and minimise the likelihood of such an incident happening again. This will include complying with reasonable requests to implement

appropriate technical and organisational security measures.

Privacy Notices

Where Pro:Public collects personal data from the individual, Pro Public will give the individual a privacy notice at the time when it first obtains the personal data. Where Pro:Public collects personal data other than from the individual directly, it will give the individual a privacy notice within a reasonable period after obtaining the personal data, but at the latest within one month. If Pro Public intends to disclose the personal data to a third party then the privacy notice will be issued when the personal data are first disclosed (if not issued sooner). Where Pro:Public intends to further process the personal data for a purpose other than that for which the data was initially collected, Pro Public will give the individual information on that other purpose and any relevant further information before it does the further processing.

Subject Access Requests

The individual is entitled to access their personal data on request from the data controller.

Rectification

The individual or another data controller at the individual's request has the right to ask Pro Public to rectify any inaccurate or incomplete personal data concerning an individual.

If Pro Public has given the personal data to any third parties it will tell those third parties that it has received a request to rectify the personal data unless this proves impossible or involves disproportionate effort. Those third parties should also rectify the personal data they hold - however Pro Public will not be in a position to audit those third parties to ensure that the rectification has occurred.

Staff inductions include a comprehensive introduction and overview of Information Security.

Staff are given access to related policies and undergo training (online or face-to-face) that includes EU General Data Protection Regulation (GDPR) laws and responsibilities (Inc. why the GDPR was developed; why all staff have a role to play within GDPR;

How GDPR classifies personal data; What type of organisations GDPR applies to; What is considered a data breach and penalties for non-compliance).

Staff participate in training to understand the following:

- What is covered by data protection rules
- Understand the additional measures required for sensitive data use
- Recognise when, and for what purposes, staff/customer data may be used

- Identify appropriate steps to help keep personal information secure.
- Deal with external requests for information, and understand the safeguards to apply
- Understand the rights of individuals and third parties
- Recognise and deal with a subject access request
- Know what to do in the event of a data protection breach

This enables staff to be able to understand the organisation's policy and aims on personal data use, understand their individual responsibilities and know and apply the principles for data use.

3. **Using the Service**

Ordering and Invoicing

Pro:Public has a simple and flexible ordering process that typically follows:

1) Initial request for quotation/information to Head of Business Development Clive Darvill *Info@propublic.co.uk.* This should outline the project requirements including desired timescales, technologies involved, deliverables expected and estimated budget. We will respond within 24 hours.

2) Follow-up call/ meeting to refine client requirements, budget, and timescale. This will be with a nominated Pro Public Account Manager, who will discuss the project requirements and refine the project brief.

3) Proposal from Pro:Public to the client detailing our offer and costs. This will include our recommended approach to delivering the service and detailed costings for delivery.

4) Follow up meeting(s) with Pro Public representatives to confirm offers. This may be in person, on the phone or via email to gain approval to proceed with the project.

5) Submission of final Work Order / call-off contract to the client for approval. This will be the contractual agreement to deliver the service.

6) Client raises a purchase order and emails it to accounts@propublic.co.uk.

7) Project to commence.

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8) Pro:Public invoice client via email at agreed intervals following authorisation that works have been delivered to the agreed standard, in the form of client-approved project highlight report. Typically, this is monthly or in line with agreed milestone payments as per the Work Order. Standard Payment terms are a maximum of 30 days net of receipt of invoice.

9) If using third-party contractors, Pro Public processes payments to contractors simultaneously on receipt of client-approved project highlight reports and contract invoices.

All invoices are checked by the Finance and Compliance teams before processing. The team undertake a complete audit check of every invoice prior to payment ensuring expenditure is;

- Eligible and compliant
- Apportioned correctly
- Supported by 'auditable' evidence and processed within agreed response times

Submissions are verified, payment statements issued, and payments made by BACS against certified invoices. Evidence of all expenditure including invoices and bank statements or equivalent to show payments are made is retained and stored appropriately per our Document retention policy and those of our funders.

Robust procedures are in place which clearly articulate how documents must be maintained, with specific coding and reference for each contract so that documents are maintained within customer files and can be easily and promptly processed and also retrieved for audit purposes.

We aim to treat all customers and suppliers fairly and make payments in a reasonable amount of time. In order to validate and promote good practice across the recruitment industry, we are signatories of The Prompt Payment Code (PPC). We have maintained this status since 2018.

Availability of the Trial Service
Pro:Public offers a 1-day free consultation advice session. This may be a meeting with key stakeholders to discuss plans, review project documentation or provide a system diagnostic.

To provide this service we simply need a high-level overview of the client's aims, after which we will nominate a consultant best suited to the project requirement and arrange a call/meeting with the relevant client stakeholders.

Following this meeting, we can on request provide a proposal on how we can add further value and associated costs.

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On-boarding, Off-boarding, Service Migration, Scope, etc.

Each new project will have its own Work Order, as an example, preparatory work may include:

- Detailed client briefings with the senior management team and other key stakeholders/partners
- Client meetings to agree on key performance indicators and other metrics to measure and monitor the performance of the contract, risk exposure and mitigation, realised and net benefits and lessons learned

We will work in partnership to ensure the Work Order fully meets operational requirements and will provide an Account Manager and/or a project lead to work with the client throughout the project.

We are experienced at managing the transition between systems, reducing any downtime and managing any anxiety of staff. We manage this successfully using a four-part strategy, involving communications, training and knowledge transfer to staff, data quality improvement and cutover planning.

Regular reviews, as agreed and scheduled from the outset will be the mechanism to monitor project progress and performance. This may be underpinned by the appropriate use of project management tools and reporting software suitable to the size, scale and complexity of the contract.

Resource requirements will be scoped in the original planning documents so there will be a clear timetable of support delivered. Once the new solution is live and operational and services have been provided, we will hold a project closure meeting to agree next steps, if any, or close the project.

Depending on the nature of the project we would often recommend follow-up 'light touch' services for an agreed period to ensure services are being maintained. The cost of this depends on the level of support required. Please see our rate card for further information.

Where possible, we engage with programme/project, and other stakeholders as appropriate, post-implementation and system integration. This may take the shape of advice, guidance and/or training and coaching support to guarantee full and optimum integration of the system.

Please see our rate card for full pricing details. Volume discounts can be discussed on a case-by-case basis.

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Training

Pro:Public can provide a comprehensive training offer to ensure clients are equipped and confident to use their new case management solutions.

Where a training need is identified, Pro:Public will actively encourage and support this, making the appropriate adjustments to facilitate this and minimise disruption to business operations.

A variety of teaching and active learning methods will be explored to ensure the appropriate match and fit including self-directed learning, coaching, peer support, 1-1 training, floor walking support and user groups and allow for greater flexibility and ownership of the process.

Training may be online, or face to face, and flexible to operational constraints. We may also package together a bespoke training package to the client, incorporating a tailored programme of activity relevant to the stakeholder groups.

Training documentation e.g. manuals and guides can also be made available for self-directed learning.

Service Management

We discuss and agree set Service Level Agreements and Key Performance Indicators as part of each Work Order / Call-off contract.

As an example, in delivering similar programmes of size and scale we have implemented performance indicators relating to people, performance and process aspects including:

- Performance to profile (cost, quality, time, scope, impact, outcomes)
- Added Value
- Satisfaction

Service Level agreements and other measures may also be put in place to ensure timely and effective delivery of the project against core areas including:

- Risk exposure and mitigation
- Realised and net benefits and lessons learned
- Social value

Based on regular analysis of performance against SLAs and KPIs, the Account Manager may facilitate adjustments to help reduce risks, accommodate scope changes, or compensate for activities that have not occurred on schedule.

Financial Recompense Model for Not Meeting Service Levels

We will agree and document any Financial Recompense Model as part of the Work Order / call-off contract.

4. Provision of Service

Customer Responsibilities

We will discuss and agree on customer responsibilities as part of the Work Order / call-off contract. Typically, the client would need to ensure access to all relevant stakeholders and provide the agreed technical environment for migration. They also have a responsibility to approve submitted project reports in a timely manner to allow for invoicing and contractor payments.

Technical Requirements and Client-Side Requirements

We will discuss and agree on any technical/client-side requirements as part of the Work Order / call-off contract. Typically, the client would need to provide security access to all required systems and ensure an appropriate technical environment is established to allow services to commence without delay.

Termination Process

The termination process is covered within clauses 8 and 9 of Pro:Public standard terms and conditions.

Term and Termination

8.1. The Agreement shall come into force on the agreed Commencement Date and shall continue for a defined Term from that date, subject to the provisions of Clause 8 of the Agreement.

8.2. Either Party shall have the right, subject to the agreement and consent of the other Party and exercisable by giving written notice to the other at any time before the expiry of the Term specified in sub-Clause 9.1 of the Agreement(or any further period for which the Agreement is extended) to extend the Agreement for a further period of one to twelve months.

8.3. Either Party may terminate the Agreement by giving to the other not less than one month's written notice, to expire on or at any time after the minimum term of the Agreement (which shall be defined in the Agreement).

8.4. Either Party may immediately terminate the Agreement by giving written notice to the other Party if:

8.4.1. Any sum owing to that Party by the other Party under any of the provisions of the Agreement is not paid within 30 Business Days of the due date for payment;

8.4.2. The other Party commits any other breach of any of the provisions of the Agreement and, if the breach is capable of remedy, fails to remedy it within 60 Business Days after being given written notice giving full particulars of the breach and requiring it to be remedied;

8.4.3. An encumbrancer takes possession, or where the other Party is a company, a receiver is appointed, of any of the property or assets of that other Party;

8.4.4. The other Party makes any voluntary arrangement with its creditors or, being a company, becomes subject to an administration order (within the meaning of the Insolvency Act 1986);

8.4.5. The other Party, being an individual or firm, has a bankruptcy order made against it or, being a company, goes into liquidation (except for the purposes of bona fide amalgamation or reconstruction and in such a manner that the company resulting therefrom effectively agrees to be bound by or assume the obligations imposed on that other Party under the Agreement);

8.4.6. Anything analogous to any of the foregoing under the law of any jurisdiction occurs in relation to the other Party;

8.4.7. The other Party ceases or threatens to cease, to carry on business; or

8.4.8. Control of the other Party is acquired by any person or connected persons not having control of that other Party on the date of the Agreement. For the purposes of

Clause 9, "control" and "connected persons" shall have the meanings ascribed thereto by Sections 1124 and 1122 respectively of the Corporation Tax Act 2010.

8.5. For the purposes of sub-Clause 8.4.2, a breach shall be considered capable of remedy if the Party in breach can comply with the provision in question in all respects.

8.6. The rights to terminate the Agreement shall not prejudice any other right or remedy of either Party in respect of the breach concerned (if any) or any other breach.

Effects of Termination

Upon the termination of the Agreement for any reason:

9.1. Any sum owing by either Party to the other under any of the provisions of the Agreement shall become immediately due and payable;

9.2. All Clauses which, either expressly or by their nature, relate to the period after the expiry or termination of the Agreement shall remain in full force and effect;

9.3. Terminations shall not affect or prejudice any right to damages or other remedy which the terminating Party may have in respect of the event giving rise to the termination or any other right to damages or other remedy which any Party may have in respect of any breach of the Agreement which existed at or before the date of termination;

9.4. Subject as provided in Clause 10 of the Agreement and except in respect of any accrued rights neither Party shall be under any further obligation to the other; and

9.5. Each Party shall (except to the extent referred to in Clause 6 of the Agreement) immediately cease to use, either directly or indirectly, any Confidential Information, and shall immediately return to the other Party any documents in its possession or control which contain or record any Confidential Information.

5. Our Experience

Project Title: Transformation Partnership
Securely bringing police technology into the modern age.

The Background:
Pro Public was engaged by a technology supplier to support its implementation at a large police force.

Our Approach:
Pro Public tailored an approach to meet the key needs of the force which focused on three main themes: access to specialist policing and wider public sector skilled resources, vetting resources and experts who were able to meet budget constraints alongside possessing best-in-class skills and knowledge.

From inception, we worked closely with the Transformation Delivery Lead, and internal teams to understand the transformation journey. This allowed us to supply and bring in specialist resources with the right skill sets and clearances at the right time.

Our team bring a wealth of tried and tested processes, and tools alongside technical and industry experience to projects. This means that tasks are delivered efficiently and to a high standard.

Pro Public has experience in managing successful programmes involving the transition between systems, reducing any downtime and managing staff anxiety.

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Clear reporting, communication and governance arrangements allow for early identification of potential risks and blockers. This enables efficient and informative triage and control measures and by mapping the full transformation journey and creating a forecast, we are able to limit delays, reduce cost and ensure all deliverables are achieved on time.

Vetting presents a major challenge when bringing in resources within tight timeframes. To combat this, Pro Public is able to tap into its niche resourcing model which focuses on having a leading, best-in-class pool of vetted independent SMEs alongside our permanent staff to support police forces locally, regionally and nationally.

We have relationships with a number of niche policing consultancies that specialise in the policing transformation pillars. Our focus on building strong, long-term relationships with clients and partners alike allows Pro Public to retain connections and maintain this working model. Our access to the national premium vetting service means we can have our candidates vetted to the NPPV3 Level within five to ten working days. All these components allow Pro:Public to cut down the time of an individual getting on the ground.

Social Value
We are committed to creating a sustainable inclusive society actively managing our operations in ways which optimise our value to the communities in which we work.

We understand the contribution we can make to increasing social value through our own direct impact as an employer and have a social value policy which outlines our approach and actions. We regularly partner with our clients to deliver social value initiatives. For example, we have identified the key aspects where we have a negative impact on the environment, namely: heating and cooling, travel, IT and paper; and we have systems in place to manage and reduce these impacts.

We monitor and appraise waste minimisation through recycling and reusing, and helping to reduce the total carbon footprint by cutting down on resource use.

We are paper-free, as far as possible and have targets in place to handle and store more documents electronically where appropriate and in line with regulatory compliance.

Other actions include promoting the use of public transport in the management/and delivery of our services and working collaboratively with our public sector partners to support the delivery of their social value priorities.

The Technology Code of Practice
We encourage our stakeholders, including suppliers, customers and partners to use the Technology Code of Practice for all technology projects or programmes.

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We support the Code and work with our partners to:

- Make things accessible and inclusive. Making sure technology, infrastructure and systems are accessible and inclusive for all users.
- Consider using public cloud solutions first as stated in the Cloud First policy.
- Make things secure. Keeping all systems and data safe with the appropriate level of security
- Make privacy integral. Making sure user rights are protected by integrating privacy as an essential part of systems.
- Share, reuse and collaborate. Avoid duplicating effort and unnecessary costs by collaborating across government and sharing and reusing technology, data, and services.
- Make better use of data. Ensuring data is used more effectively by improving technology, infrastructure and processes.

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