

CIVICA



G-Cloud 14 Service Definition Document

Mobile Platform Service

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1. Mobile Platform

1.1. Introduction

This is the Service Definition Document for Civica UK Ltd (Civica) Mobile Platform service under the G-Cloud Framework.

1.2. Service Overview

Civica offers the following service to help Buyers to plan and implement their cloud-based strategy.

Service	Service Description
Mobile Platform	The Civica Mobile Platform is an application development environment for the creation of multi-platform mobile app solutions. The platform includes common on-device functionality such as login, authentication, screen routing and features such as mapping, workflow, e-Forms, GPS integration and biometric support. Full application lifecycle management is also supported.

1.3. Use of Subcontractors and Partners

The above services are delivered by Civica UK Ltd. Depending on the Buyer requirement, we may operate with other Civica group companies including Civica NI Limited. Civica NI Limited is registered in Northern Ireland at 10 Weavers Court, Belfast, BT12 5GH.

2. Detailed Description

Service Features and Benefits

Features	Benefits
• Login/Authentication to different systems • Authorisation to access features via configuration • Menu system - routing between screens and mobile forms • Display of mapping, GPS, direction of travel • Photographs/gallery integration/GPS from photographs • Signature capture • Multi-lingual support • Theming of colours/icons/logos • Data capture and validation • Deployment to iOS, Android, and Windows 10/11	• Makes it easier to create mobile Apps using prebuilt components. • Native app support for device features e.g. biometric login • Enables Buyers to choose options to suit their business needs. • Capable of supporting multiple languages • Allows organisations to focus on the important features. • Deploy to Android, Apple iOS, Windows 10/11 • Multi-platform development from a single code base • Secure online and off-line capability • Can be deployed via public or private app stores. • Event tracking i.e. app user analysis of navigation and usage

Scope



The Civica Mobile Platform helps Buyers to accelerate the development of mobile applications as well as maintaining and eventually retiring them.

Contemporary mobile applications contain common functionality such as login, authentication, and screen routing, as well as on-device features such as camera, mapping, and signature capture. Apps can also be integrated with third-party services and back-office functions to deliver real-world benefit to users.

The Mobile Platform provides an on-device runtime (Mobile Framework) plus supporting mobile application development and maintenance tools to shorten mobile application development timescales and simplify in-life maintenance. By offering an ever-growing range of off-the-shelf features means that individual mobile apps catering for a vast range of application requirements can be quickly and cost-effectively designed, built, and deployed for Buyers and their customers.

The Mobile Platform is based upon Microsoft .Net MAUI technology which enables solutions to be coded once to produce native apps for Apple iOS, Android, and Windows UWP without platform specific overhead.

The Mobile Platform consists of two major components: on-device runtime libraries (Mobile Framework) and a number of coding and maintenance tools to aid development, deployment, renewal, and eventual retirement of mobile applications.

Features available today include:

- Online/offline app capability.
- 256bit data encryption.
- Full Buyer branding and application themes.

- 100+ layouts/advanced controls e.g. signature capture, GPS location mapping.
- Device-based licensing.
- Crash analytics.
- Event tracking i.e. app user analysis of navigation and usage.
- User authentication.
- Multi-lingual support.
- Native app support for fingerprint or FaceID login.
- Deployable to iOS, Android, and Windows 10/11 laptops, tablets, and phones.

Apps can be branded according to Buyer requirements. Once developed, apps can be deployed from an Enterprise Mobile Cloud or through the three main public app stores; Apple AppStore, Google Play Store and Microsoft Store. Buyers are free to deploy it on any combination of iOS devices, Android devices or Windows10/11 laptops.

On-Device Support

As a native mobile app, it can make use of all the rich functionality smart devices offer as follows:

- Accessing the camera from within the app but not showing the photos taken in the device camera roll or gallery.
- Determining the device location via the device GPS.
- App sign-in using the device's biometric sensors such as fingerprint readers or FaceID.
- Utilise the familiar conventions to any given device for functions like date controls, camera controls and in-app navigation.
- NFC reader.

Project Approach

The Buyer engagement process is illustrated below:

Phase	Description
Initial workshop	• Civica team will meet with the Buyer to map out the precise nature of their requirements. This includes: • Mapping the overall customer journey. • Capturing the on-device interactions. • Determining the information to be collected and the nature of any interaction with third party systems. • The initial workshop output will be a proposal for next steps.
Walkthrough 'demo' application	• Following the workshop, the team will develop a demo of the mobile application. This demo will be themed, contain a number of screens and utilise on-device features, e.g. take a picture, display a gallery of images. The demo can be deployed to a controlled number of Buyer devices upon request. • A second meeting to review the demo application, refine the requirements.
Commercials	• A final set of features and a price will be documented and provided to the Buyer along with a delivery plan.

Application development and deployment	- Application development will utilise an agile development methodology and will involve regular show-and-tell sessions with the Buyer. - Deployment can be controlled to Buyer's devices prior to any launch activity, e.g. to support UAT testing.
In-life maintenance	- Funnel analysis allows the Buyer to analyse and determine both the most-often and least-often used screens and features within an application across all users. This can be used to guide future development priorities. - Crash analytics/stack traces to support bug resolution and push out new fixes. - Support for A/B testing of new features within an existing application version. - Buyer control over deployment requirements to dictate allowable app versions or standardise all users upon a single version. - License management and application retirement.

Expected Buyer Outcomes



These will include:

- The development of one application which can be deployed onto Android, Apple iOS, and Windows UWP.
- Only one codebase to maintain and support.
- Built faster using a tried and tested set of reusable features.
- Native app access to all rich device features e.g. camera, GPS, and fingerprint recognition.
- Secure online and offline capability.
- Full app lifecycle management.
- Continually expanding features to match diverse Buyer needs.
- Development of mobile applications integrating rich on-device functionality with enterprise platforms and line of business applications.

3. About Civica

3.1. Overview

Civica, a global GovTech champion, makes software to help deliver critical services for citizens all around the world. Over 5,000 public bodies globally use our software to help provide critical services to over 100m citizens in the UK and internationally, covering central and local government, health & care, and education.

We help organisations to deliver essential everyday services to rapidly transform customer experience and improve operational efficiency. Offering a complete digital solution, from strategy consulting and solution design to software development and ongoing managed services, our in-depth business and technology know-how is founded on the creation of secure business-critical systems. A user-centred approach means we continuously focus with customer needs, putting insights, data, and strategic thinking in the driving seat.

3.2. Core Propositions

Civica's Central Government Division's core propositions are:



3.3. Civica Innovations

Civica identifies and develops technology innovations to complement its mission of transforming the way its clients work, enabling them to move to new and more flexible ways of working, e.g.:

- Machine-based identity verification to improve the user experience in public sector pension management.
- Using advanced technologies to address voting decline by improving citizen engagement.
- Our partnership with Belfast City Airport applied innovative image processing AI technology to optimise passenger flow and improve passenger experience and safety, earning a shortlisting in the 'Most Innovative Cloud Product or Service - Edge Computing' category at the Cloud Excellence Awards.
- Our NorthStar innovation lab has continued its key role as an innovation leader for public services through the acceleration and application of new ideas and technologies. Civica NorthStar* has helped promote and decode advanced technologies such as artificial intelligence, machine learning and augmented and virtual reality. Peer-group sessions with Buyers have similarly helped fuel the innovation focus, to mutual benefit.

3.4. Civica Awards

The Civica "Perspectives" series secured the award for 'Best Use of Content in a Campaign' at the 2023 Global Marketing Awards and won the award for 'Best Omni-Channel/Multi-Channel Campaign', which recognises the impact of an omni-channel approach linking multiple channels to drive awareness, connect customer experience and build loyalty.

3.5. Full List of G-Cloud Services

This is the full list of GCloud services provided by Civica's Central Government Business Unit:

- Managed Hosting Services for Azure, Amazon and Civica cloud platforms
- Cloud software including Chatbots and Mobile Framework
- Cloud professional services covering:
 - Application Transformation
 - Digital Services
 - Change Management
 - Data Management, Architecture, Analytics and Engineering
 - Microsoft (M365, Power Platform and D365)
 - Collision Reporting & Sharing System (CRaSH)

3.6. Other Framework Agreements

Civica's Central Government Business Unit operates through the following frameworks.

Framework	Notes
Big Data & Analytics (RM6195)	Lot 1: Design, Build & Run Services; Lot 2: Commercial Off-The-Shelf (COTS) Software
Digital Specialists & Programmes (RM6263)	Lot 1 - Capability-based or delivery of multiple projects covered under an overarching strategic service objectives using PPM frameworks.
Software Design & Implementation (RM6193)	Lot 1.
Digital Outcomes 6 (RM1043.8)	Lots 1 to 3
GCloud 13 (RM1557.13)	Lots 1, 2, 3 and 4
Technology Services 3 (RM6100)	Lot 1 Technology Strategy & Services Design, Lot 2 Transition & Transformation, Lot 3 Operational Services, Lot 4 Programmes & Large Projects.
Skills Development Scotland - Information Mngt Framework	Lot 1 - Quality Assurance of wider IMS delivery; Lot 2 - Supporting Delivery of IMS
Scottish Government (Digital Technology & Cyber Services)	Lot 1 - Digital and technology projects; Lot 2 - Digital Technology Resources.

3.7. Social Value

Our CEO and Board of Directors set our corporate CSR policies and procedures, which are then governed by a set of compliance and improvement teams. These teams cover Civica's entire CSR agenda and cascade its operational policies and procedures into each Business unit, where a Managing Director oversees their use.

Civica operates a range of social value initiatives which are aligned to the Government's PPN 06/20 social value guidance model, a summary of which is listed below.

Theme	Evidence
Fighting climate change	As a company, we have made an ambitious commitment to achieve Net Zero Carbon emissions by 2040 (or sooner) by supporting our customers net zero ambitions, creating software with inbuilt sustainability and reducing our own impact. We are accredited to the ISO14001 Standard. Our Carbon Reduction Plan demonstrates our ambition to become industry leaders in reducing our environmental impact in support of the UK's Net Zero Target. Underlining this ambition, we are focusing not only on our direct emissions sources but also actively engaging with our wider supply chain to understand, measure and develop meaningful emissions reductions targets in line with our Net Zero Target.
Tackling economic inequality	We are committed to building an inclusive and diverse culture that tackles inequality in employment, skills and pay. We promote equal opportunity through all our activities and ensure rights for all employees are always protected. We are 'Gold' Investors in People company. We have increased our focus and commitment to ensure we proactively implement equal and non-discriminatory treatment to all our workers. We have implemented a Diversity & Inclusion Strategy and have a Diversity and Inclusion Lead to drive the implementation of this strategy. This aims to tackle inequality in recruitment practices, team development, skills and pay.
Equal opportunity	We are committed to providing equal opportunities and building an inclusive and diverse culture: • All vacancies are advertised on multiple Diversity & Inclusion platforms. • We run attraction campaigns targeting females and BAME applicants. We use a process of anonymised applications, competency-based questions and scoring to remove bias. • We advertise vacancies on https://disabilityjob.co.uk/ and share diversity statements on all job adverts. • We aim to ensure increased diversity of new starters in technology/sales/leadership roles by 10% per annum over the next 3 years. • We aim to ensure that at least 50% of shortlisted people are being considered from a diverse background for roles above £35k.
Wellbeing	We actively promote a mentally healthy workplace and workforce integrating mental health and general wellbeing in all that we do from recruitment, appraisals to strategic management. Through our Health and Wellbeing Policy and 40+ Mental Health Champion we encourage a flexible and realistic work/life balance. These provide a foundation to support both the mental and physical health of our staff via: • Employee Assistance Programme/online Wellbeing Hub, offering 24/7 access to websites, e-mail, phone, and face-to-face counselling on personal issues. • Aviva DigiCare+ Workplace App for external mental health consultancy. • Mental Health Champions who support staff wellbeing in the workplace. • RedArc Personal nurse service.

3.8. How to Obtain Further Information

For further information please see our website at www.civica.co.uk or contact us on 0333 321 4914.