



G-Cloud 14 (Lot 3)

Service Definition:

Biometrics - Planning, design, migration and testing of Cloud biometric solutions

www.identityE2E.com

Telephone: 020 3642 0195

Email: sales@identityE2E.com

IdentityE2E Ltd

Company Registered Address: Polhill Business
Centre, London Road, Halstead, Sevenoaks, Kent
TN14 7AA

Contents

1) General Information	3
Introduction to IdentityE2E	3
<i>G-Cloud</i> Cloud Support Services provided by IdentityE2E	4
Scope of this Service Definition document	5
2) Service Definition: Biometrics - Planning, design, migration and testing of Cloud biometric solutions	6
3) Other information	9
On-boarding arrangements	9
Pricing	9
Subcontractor details	9
4) Contact details	9

1) General Information

Introduction to IdentityE2E

IdentityE2E is a specialist SME delivery partner supporting public sector organisations. The company is grouped into divisions covering key areas of our service: Biometric Solutions, Business Transformation (analysis, investment approval and project delivery), Specialist mobile telecoms coverage, Cloud Engineering and QA. IdentityE2E has a wide range of high-profile clients and is an experienced CCS / Digital Marketplace SME supplier.

IdentityE2E is passionate about the Cloud and has extensive experience in implementing enterprise-scale cloud platforms and Continuous Delivery lean methodologies within the Public Sector. We are an AWS partner (Advanced Tier) and have worked in partnership to deliver several enterprise-scale platforms, including the award-winning Home Office EBSA platform, which is one of the biggest public sector cloud platforms in the world.

IdentityE2E has recognised experts in the field of identity management and biometrics, with extensive practical experience spanning more than three decades of large-scale biometric system specification, procurement, design, assurance, test and delivery. A particular service we provide is consultancy support in the transition of biometric systems through the design, procurement, build, test and implementation stages to new Cloud-based platforms and solutions.

“IdentityE2E is proud to be working in partnership with the public sector, to identify and deliver real efficiencies and operational savings and benefits for frontline services transitioning to cloud solutions”

We are biometric solutions vendor independent/agnostic, provide our clients with independent advice on biometric solution selection and deliver integration services to assure biometric solutions procured by the Customer.

The IdentityE2E team has a proven track record of delivery, is currently involved in developing and migrating legacy identity management/biometric solutions to Cloud-based solutions and holds a unique position having been directly involved in all large-scale UK biometric implementations over the past three decades, including:

- Home Office Biometrics (HOB) Programme
- IABS (Immigration and Asylum Biometric System, the replacement for IAFS)
- IDENT1 (UK National Police Fingerprint Database, the replacement for NAFIS)
- HMPO FMS (HM Passports Face Matching Service, the replacement of FRS1)
- eGates (biometric border control solution used by UK Border Force)
- Games Family Members (GFM) biometric solution for London Olympic Games 2012

- Police and Immigration mobile ID solutions (handheld and portable)
- Eurodac (the European-wide immigration fingerprint system)
- FRS1 (the first facial recognition system used by HM Passport Office)
- NAFIS (the first UK National Police Fingerprint Identification System)
- IAFS (Immigration and Asylum Fingerprint System)

In addition, IdentityE2E has a wider set of services delivered to key Public sector organisations

A summary of current and historic clients:



For further details on our company and clients please see our website: www.identityE2E.com

G-Cloud Cloud Support Services provided by IdentityE2E

IdentityE2E provide a unique “end to end” service which covers all aspects of identity management, biometric initiatives and the integration of these systems and solutions. We have specialists with expertise spanning initial business case development, requirements definition and business analysis, disaggregation and Cloud rationalisation analysis and options, through specification, architecture, integration, design, development, assurance, testing and into live operations. IdentityE2E can also provide specialist mentoring, training and support.

IdentityE2E is already engaged in providing consultancy support services via G-Cloud or other Crown Commercial Service frameworks, including working on transition of current biometric systems to new Hosting and software Cloud-based solutions.

We provide detailed, domain specific and delivery focussed identity management / biometric support capabilities through our G-Cloud Cloud Support services consultancy support services, delivered by a team with an enviable reputation and many years delivery experience in this niche field. This scope is quite different to the “strategic, broad-based advice” type of general consultancy services that may be procured through CCS Frameworks offered by some other suppliers.

For G-Cloud 14, our capabilities are organised into distinct services areas. The full range of services provided can be accessed on the Digital Marketplace.

Scope of this Service Definition document

The Service Definition on the following pages provide details of a specific Cloud related consultancy service that IdentityE2E is providing for G-Cloud 14 Cloud Support. Other Service Definition documentation is available via Digital Marketplace to describe alternative IdentityE2E Cloud Support services.

2) Service Definition: Biometrics - Planning, design, migration and testing of Cloud biometric solutions

This G-Cloud service from IdentityE2E offers identity management / biometric applications and systems design and architecture consultancy support, related to Cloud-based platforms and solutions. As a key element of this service, we can provide specialist consultancy support for Cloud rationalisation projects – taking Identity management / biometric systems that have been previously been designed, procured and implemented for specific bespoke environments and disaggregating and rationalising them into new Cloud-based solutions.

IdentityE2E is in a unique position to deliver this service to public sector Customers as our team of experts have been directly involved in all large-scale UK biometric implementations in the past three decades. IdentityE2E is also an accredited AWS partner. This provides us with the ability to provide deep domain technical advice, support and delivery expertise covering all aspects of Identity Management / Biometrics systems and solutions design based on real-world experience. In particular, the IdentityE2E team is already actively engaged in providing, via the Digital MarketPlace, consultancy support services on transition of existing biometric systems to new Hosting and software Cloud-based solutions. Although these systems focus on fingerprints and facial recognition, we are able to provide guidance on a wider range of biometric technologies where these are relevant.

Biometric / identity management solutions and applications consultancy support areas that can be covered within this service include:

- Cloud-based system(s) designs consultancy support inclusive of iterative design, development and ongoing maintenance of existing Cloud services.
- Supporting Customers that have identified potential efficiencies in moving legacy identity management / biometric IT solutions or infrastructure to the Cloud but require support in the design and implementation of the solutions themselves. We will use our skills and experience to support the Customer in identifying which parts of a legacy biometric system or infrastructure can be migrated to the Cloud.
- Developing system identity management / biometric system “Road Maps” ahead of the transition to Cloud services, detailing how the transition can happen.
- Design service providing guidance on the specification of what an identity management / biometric solution could/should look like, whether it might be bought off the shelf via other Lots or designed by teams and development sourced from other Frameworks.
- Guidance on integration of biometric systems / applications / solutions, moving from legacy architecture to Cloud-based services.
- Input to strategy and delivery in migration from legacy biometric interface infrastructure to new Cloud-based enterprise service bus platforms, especially related to specialist input on biometric interfaces/transactions.

- Guidance on development of strategic biometric ‘front end’ capture solutions (including mobile) and potential for Cloud-related delivery.
- Assuring use of biometric best practice and viability of potential technical solutions available as a Cloud-based service.
- Evaluation of biometric products and suppliers that might be procured for use in Cloud-based biometric services.
- Provision of guidance on compliance with international biometric standards (for example relating to capture and transmission), such as NIST, ICAO/ISO, FBI EBTS when being used in Cloud-based biometric services.
- Provision of tools and techniques to manage transformation between different international biometric standards.
- Production of interface control documentation (ICDs) based on international biometric standards for data exchange.
- Biometric conformance testing strategies and testing services, to ensure alignment/conformance of biometric solutions to defined biometric standards.
- Guidance on biometric solution vulnerability.
- Provision of Presentation Attack Detection (PAD) assurance testing.
- Preparation and/or review of biometric accuracy performance test strategies / documentation for use in Cloud-based biometric services.
- Provision of and/or assurance of test activities related to Cloud-based identity management / biometric applications / solutions.
- Provision of Technical Design Authority (TDA) functions.
- Production of technical documentation for Cloud-based identity management / biometric services.
- Advice in development and maintenance of biometric-related strategies for Cloud based solutions.
- Integration of Cloud-based identity management / biometric technical solutions in complex business environments.
- Interface design and deployment for Cloud-based identity management / biometric solutions.
- Biometric matching performance optimisation in Cloud-based biometric solutions.
- Workflow and rules design for Cloud-based identity management / biometric solutions.
- Technical and Solution Architecture support for Cloud-based biometric technical solutions.
- Independent biometric technical advice, support and assurance for Cloud-based identity management / biometric technical solutions.

- Delivery and ongoing support as required for biometric accuracy testing platforms, including integration with Customer's preferred biometric software supplier(s).
- Biometric project/solution quality assurance (QA) and performance testing services.
- Provision of security architecture / cyber security services related to biometric solutions.
- Provision of education on specific biometric related issues, including production of training materials where required for Cloud- based identity management / biometric solutions.

3) Other information

On-boarding arrangements

Ahead of finalising a call off order through G-Cloud for our services, we will engage with the Customer to discuss on-boarding arrangements, including:

- Measurable deliverables and milestones
- Defined outcomes
- Ownership, risks and consequences related to delivery
- Quality criteria
- Security clearance
- IdentityE2E governance, and management of our delivery team including escalation

Pricing

The pricing for this consultancy service is set out in our Pricing Document and SFIA rate card, as an attachment to our G-Cloud 14 service listing. Please note that the day rate will vary according to the SFIA level of the service provided. As such the agreed rate may vary from the example SFIA level rate shown as the price on the Digital MarketPlace website page for our service listing.

Subcontractor details

IdentityE2E has a number of strategic partnerships with trusted associates that we work with on a regular basis in order to provide us with increased flexibility and further strengthen the service we can offer to customers. In some cases, we may subcontract some aspects of our delivery to one of these partners, who will be working as part of an IdentityE2E service delivery team. However, for the avoidance of doubt, IdentityE2E will at all times remain the prime contractor, manage the work and relationship with the customer, and remain responsible for the delivery of the service.

4) Contact details

Contact: Peter Wales, Chief Commercial Officer

Email: sales@identityE2E.com

Telephone: 020 3642 0195

Registered Office: Polhill Business Centre, London Road, Sevenoaks, Kent TN14 7AA