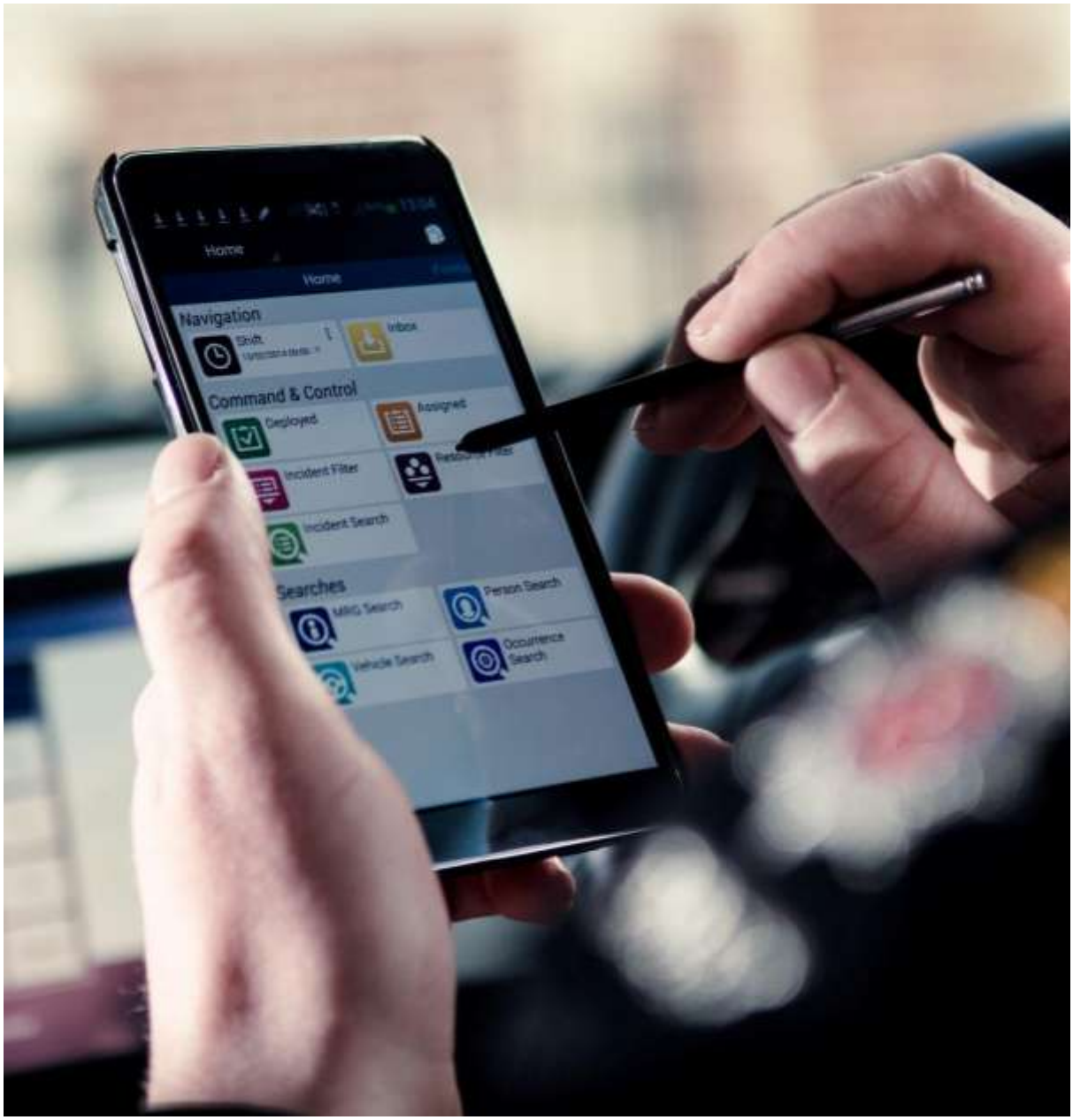
MOTOROLA SOLUTIONS

PRONTO

SERVICE DEFINITION



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1. FOREWORD

This Service Definition document has been prepared by Motorola Solutions Limited ("Supplier" or "Motorola") and submitted to the Crown Commercial Service for the G-Cloud 15 procurement and for publication on the Digital Marketplace. The information contained herein is proprietary and must only be used for the purpose of assessment and selection of Software as a Service for organisations eligible to procure cloud services through G-Cloud 15 Framework Agreement and Call-Off Contract. Use of any of the information for any other purpose must at first be authorised in writing by Motorola.

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2. About Motorola Solutions

Motorola Solutions creates innovative, mission-critical communication solutions and services that help Customers build safer cities and thriving communities by connecting people through technology. Customers around the world turn to Motorola Solutions for our innovative solutions when they want highly connected teams that have the information they need throughout their workdays and in the moments that matter most to them.

Our Customers rely on us for the expertise, services and solutions we provide, trusting our years of invention and innovation experience. By partnering with Customers and observing how our products can help in their specific industries, we are able to enhance our Customers' experience every day.

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3. ITIL

The Supplier has developed managed services and service management processes in line with the best practice ITIL Service Management Model. This systematic approach to service delivery and improvement provides us with the ability to deliver high quality, mature and robust services that are consistent with the expectations of our Customers.

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4. PRONTO

4.1 PRONTO OVERVIEW

Pronto has benefitted from over twenty years of insight and development in partnership with Police Forces across the United Kingdom to provide the most advanced and capable mobile Policing solution available today. It is an enabler for Police business process transformation, through the development and deployment of a robust and flexible platform and intuitive integrated mobile applications to front-line officers.

A modular proposition, Pronto ensures that value is delivered quickly, allowing project teams to phase the deployment to deliver high value business processes early. This also means that the training burden and impact of change is manageable, end user confidence is increased and forces can start to realise benefits during the initial phases of deployment.

Operational officers can search and retrieve information from local/national databases, and capture accurate multimedia information and submit instantly to disparate back-end systems. Optimised information management at the operational front-end enables optimisation of the back-office function and removal of unnecessary re-keying and error checking.

Pronto allows Police forces to:

- Optimise Police resource utilisation – remove burden of paper-based processes
- Improve visibility and public perception of Police availability
- Maximise benefit of RMS investment with effective mobile working
- Remove inefficiency and error associated with initial data capture
- Optimise back-office workflows removing duplication and re-keying of information
- Reduce time to process incidents, cases and intelligence
- Deliver critical information instantly to Officers when they need it
- Empower supervisors to drive compliance and performance with management reporting
- Leverage experience and best practice from the wider Pronto Community
- Minimise solution management burden with hosting and service support options

Pronto Business Processes, which build upon the Pronto Core capability, are policing business processes and forms and can be integrated to police Records Management Systems (RMS). This is to allow easy alignment with the phased deployment of RMS capability, and therefore logical selection

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of Pronto Business Processes to best support an aligned RMS/Pronto phased deployment. The modular approach also supports efforts to standardise key processes in Policing, reducing the cost of software maintenance and future development. Working collaboratively in the Pronto community will deliver future capability for less, in a standardised and compliant way. Disruptive changes to operating procedures and legislation become less challenging with collaboration across the Pronto user community.

The Supplier also recognises that there is often a case for customisation, bespoke development and localisation, which is all possible through selection of additional processes and professional services from the catalogue. Pronto is delivered as Software as a Service. Customers can select from a range of hosting and support services.

4.2 PRONTO CORE

The Pronto Core software delivers the Pronto platform. It comprises the software components for the deployment of mobile functionality, including the capability to deliver electronic forms, searching of third party systems, updating of third party systems and workflow management.

While the Pronto Core software provides the framework for providing forms and third party integrations, the specific business processes provided is based on the Pronto 'Business Process Modules' which are purchased.

4.2.1 Components of Pronto Core Software

The Pronto Core software consists of the following high level components.

4.2.1.1 Pronto Hub Core

The Pronto Hub Core is a Java application server (running in a Java Enterprise Jetty Container) that manages requests from the Pronto client application running on mobile devices.

All communication between Pronto Client and the Pronto Hub Core is over HTTP using a binary message format that compresses and encrypts communication data.

The latest version of OpenJDK 17 will be used. This is set to receive security and maintenance updates. Regular updates of Java, including moving to a new major version with long term support, will be performed to ensure security of the Pronto platform.

The Pronto Hub Core is capable of being run in an active-active load balanced cluster to provide greater performance and resilience. There is no shared session state and traffic can be load balanced across servers.

The Pronto Hub Core server will do the following:

Authenticate Users

All Pronto Clients will authenticate with the Pronto Hub Core. Pronto can authenticate against its own user database, integrate with Microsoft Entra IS (via OIDC) or integrate with local Active Directory

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using Kerberos. Pronto Hub Core will then authorise the User to access particular services based on User roles managed within the Pronto Hub.

Once an authentication request has succeeded, the Pronto Hub Core will establish a secure encrypted communication session with the Pronto Client using a generated session identifier and AES session key.

Manage Search Requests

The Pronto Hub Core will accept search requests from Pronto Clients. These requests will then be passed off to back-end systems within the Force such as the Police National Computer (PNC), Command and Control (C&C) and Records Management System (RMS).

Manage Data Submission

The Pronto Hub Core will receive documents (submitted form data) and images sent from the Pronto client and store them in the Pronto Microsoft SQL Server database.

The Pronto Hub Core logs all requests and responses that pass through it. This allows for detailed auditing of the use of external data resources (e.g. access to PNC). The Pronto Hub OTA Server stores all of its logs in the Pronto Microsoft SQL Server database.

4.2.1.2 Pronto Hub Web

The Pronto Hub Web server is a Java application server (running in a Java Enterprise Jetty Container).

The Pronto Hub Web server is a server side application that provides HTTP / HTTPS web access to manage and view Pronto data.

The latest version of OpenJDK 17 will be used. This is set to receive security and maintenance updates. Regular updates of Java, including moving to a new major version with long term support, will be performed to ensure security of the Pronto platform.

The Pronto Hub Web Server is capable of being run in an active-active load balanced cluster. The Pronto Hub Web Server maintains session state. As a result, any User session needs to be processed by one server. The Pronto Hub Web Server will therefore be used with load balancing technology with ‘sticky sessions’ to push all transactions from one browser to the same server.

To login to Pronto Hub Web, a User must have a valid Pronto account. There are two methods of authentication available, described below. Following successful authentication, Pronto Hub Web Server will then authorise the User to access particular functionality based on user roles (managed by Pronto administrators).

As with the Hub Core, Pronto can authenticate against its own database of users, Microsoft Entra ID via OIDC or local AD using Kerberos.

The Pronto Hub Web server provides an administration web UI to admin Users to allow them to manage user accounts, create and view mobile device assets, view logs, edit site confirmation, manage picklists and run administrative reports.

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The Pronto Hub Web server provides a data management UI to allow web Users to view and manage data created on the Pronto Client. Web Users can create, view, edit, and print documents created on mobile devices. Web Users can manage a process through a workflow of states, both 'forwards' and 'backwards', according to the data-flow rules pertaining to a business process. Steps in the workflow can involve different groups of authorised users and can involve data review and further data entry. An audit log is maintained for each process of all steps in the workflow. All actions are logged, providing a complete audit trail of all actions in all Pronto applications.

The Pronto Hub Web Server uses HTML and Javascript and requires Microsoft Edge (Chromium) or Google Chrome. Internet Explorer is not supported.

4.2.1.3 Pronto Database

The Pronto database is a Microsoft SQL Server database and is used for storing all Pronto data.

The Pronto Hub Core and Pronto Hub Web servers communicate with the Pronto database to store and read information.

4.2.1.4 Pronto Client

Pronto Mobile Client is available for multiple operating systems (OS) and therefore capable of deployment on different types of device with different form factors, depending upon the intended use. As at the date of writing, if the Buyer wishes to make use of the Pronto Client one of the following operating systems are required:

- Android 12 and above
- Windows 10 Pro and above

Mobile Client operating system support is subject to review on an annual basis. Advance notice will be provided to the Buyer should the list of supported operating systems change.

4.2.1.5 Pronto BSG Middleware

The Pronto BSG Middleware is a server side application that is responsible for communication with the Home Office BSG server.

The Pronto BSG middleware server will:

- Accept a request from Pronto Hub server
- Send request to BSG search service, and receive a synchronous response
- Accept an asynchronous response from BSG search service with data (via a SOAP HTTPS web service API)
- The Pronto BSG middleware server will store data in a Microsoft SQL server database. This will only be used to store logs and temporary request data and only requires a small amount of storage (less than 1GB).

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- Communication with the BSG is secured using a combination of HTTPS with client certificates and XML message signing.
- The Pronto BSG middleware server exposes a web service API to the BSG by presenting an HTTPS URL to BSG over the Police National network.
- The Pronto BSG middleware server should have a load balancer in front to:
- Load balance requests across both servers passed from Pronto Hub
- Load balance asynchronous responses from BSG to Pronto BSG middleware server

4.2.2 Functionality of Pronto Core Software

4.2.2.1 Shift Folder

The Pronto product is built around the notion of a User's shift within a pocket notebook.

On commencing duty a User creates a new 'shift', which creates a new 'shift folder' on the device. The default shift length is configurable by the user. All information captured during the User's operational duties is held inside this shift folder. The captured information is automatically stamped with the date, time and location of capture.

Data held in the User's shift folder is sent to the Pronto database (via the Pronto Hub Core) when the device synchronises. It is then accessible via the Pronto Web Manager.

Shifts are also retained on the device for a period of 30 days to allow the User to easily refer back to their recent work.

Should a user require to produce information for examination at subsequent legal proceedings, for example in court, where the evidence of notes made at the time may be crucial, such information can be downloaded back to the mobile device for a period appropriate to its use within the proceedings.

4.2.2.2 Pocket Notebook

Pronto is a digital replacement for the traditional police paper pocket notebook.

The Pronto Core software contains the following forms for capturing notes within the context of the User's shift:

- Text Entry - A form for recording a free text note including support for a signature, photographs and a sketch)
- Person – A form for recording a structured note about a person
- Vehicle– A form for recording a structured note about a vehicle
- Location – A form for recording a structured note about a location
- Organisation – A form for recording a structured note about an organisation
- Property – A form for recording a structured note about a piece of property

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As with all Pronto documents, notes are automatically stamped with the date, time and location of capture.

4.2.2.3 Form Capture

The Pronto platform supports the completion of mobile forms. Pronto forms are purchasable via the Pronto 'Business Process' modules and are then tailorable/customisable through Professional Services (if required) to meet the Buyer's specific requirements.

A form contains a number of sections, each section containing a number of fields. Each field has a label and a field type - determining the type of value that can be captured in the field. The following field types are supported:

- Freetext
- Single line; or
- Multiple line
- Picklist
- (Optional) Multi-select - where Pronto permits the User to select multiple values in the list
- (Optional) Open picklist - where Pronto permits the User to enter a custom value not specified in the list
- (Optional) Learn terms picklist - where Pronto remembers custom values entered into an Open picklist
- Date
- Time
- Date/Time
- Boolean (Radio buttons)
- True / False
- Yes / No
- Location
    - Containing an Eastings and Northings
- Integer – numerical integer value
- Real – numerical real value
- Signature – capturing signatures
- Photograph – the ability to take and store photographs
- Sketch
- Biometric Fingerprint Capture (with a compatible peripheral device)
- Scan - barcodes or vehicle VRM using text recognition

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Fields are colour coded to identify mandatory and optional fields, and whether they have been completed in accordance with the requirements of the process:

- Yellow in the entry field indicates that mandatory information has not been completed additionally an asterisk (*) highlights to the user that completion of the field is mandatory.
- White indicates no mandatory information.
- Fields which are invalid (i.e. containing an invalid value) will be highlighted in red

Additionally, fields in a form can be grouped into sections. A section is configured to adhere to a force's data-capture rules relating to the business process which the form supports. Form Sections are also colour coded:

- Yellow indicates that mandatory information has not been completed.
- grey indicates that mandatory information has been/is not required to be completed.

4.2.2.4 Federated Search

The Pronto Client provides a 'federated search' capability which allows search and retrieval of information from multiple databases.

This federated search feature enables a user to enter search terms, select the systems to be searched and then perform simultaneous searches against all selected systems. Search results can then be used to populate relevant fields in Pronto forms.

Help files can be built into the search results to assist the user when interpreting the information returned.

All transactions with the data sources are recorded, searchable and can be retrieved for management information and reporting purposes, and are audit compliant.

The specific set of data sources available within the federated search is defined based on the requirements of the Buyer.

4.2.2.5 Command and Control

The Pronto Hub can integrate to the Buyer's Command and Control (C&C) System to provide features such as:

- View Deployed incident
- View Assigned incident(s)
- Incident Search
- Incident Filters
- View Incident Details (including Incident Log)
- Add a Remark to the Incident Log

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- Copy information from incident to populate Pronto form
- Update officer status
- Push of incident/status updates to Android devices

The exact set of functionality available via Pronto varies depending on the brand of C&C System used by the Buyer.

The features that can be made available are limited to those features which are accessible via the web service interface of the C&C System.

4.2.2.6 Tasking and Briefing

Pronto provides the capability for tasks to be created via the Pronto web manager. Pronto tasks are forms which can contain a number of fields (including file attachments such as PDFs or photographs). Once the task has been created, it can be assigned to a specific User or a specific group of users, for example, assigned to officer "1234" or assigned to all officers in "division A". Tasks can also be assigned a geofence so all users who move through a particular location are notified, regardless of their division or role.

The Pronto Client will download the tasks appropriate to the User and will hold these in the Pronto "Tasks" folder. The officer can then capture form data associated with these tasks - such as creating a Stop and Search or an Intelligence Report. All forms related to the task are then grouped together for relevant back office staff to monitor.

Tasks can be manually closed or can be set to have an expiry time when the task will automatically be closed.

4.2.2.7 Offline Working

Pronto does not need a persistent cellular connection to conduct mobile operations.

The Pronto Client is a native application with its own local secure database enabling the user to capture form data when outside of mobile connectivity.

The User can then synchronise any documents when connectivity has been restored.

Some features, such as access to the Command and Control system or searching of third party systems are only available when mobile connectivity is available.

4.2.2.8 Timeouts

The Pronto Mobile Client has configurable timeouts to mitigate the risk of unauthorised access to data;

Session timeout – A timeout that limits the maximum length an individual Pronto session can be maintained

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Inactivity timeout – A timeout that automatically logs the User out if they have been logged in but inactive for a specified period of time

4.2.2.9 Multi-Officer Working

Pronto can be used to record data at incidents where multiple officers are required to attend and collate information. This functionality is designed to support efficient collaborative working - minimising re-keying and data quality issues.

Multi-officer forms are known as 'Events' in Pronto. A Pronto event requires one officer to act as the 'primary officer', with all other officers acting as 'secondary officers'. The primary officer is responsible for the main body of the form, but secondary officers have the capability to contribute entities to the primary officer's form (such as persons, vehicles, property, location and organisations).

An example of this would be a Road Traffic Collision (RTC). Several officers working from a single incident may attend an RTC scene with multiple vehicles, drivers, witnesses or casualties. The primary officer would complete the main incident details (such as date, location, details of collision) while the secondary officers could, if required, capture details of vehicles, persons or property - to contribute to the primary officer's form.

In addition to this, any form within Pronto can be handed over from the user who created it, to another user for it to be update and/or finalised. The full audit trail of which Pronto users have had control of the document is stored against each document. This is useful for forms which traditionally move through several persons before completion e.g. a scene log.

4.2.2.10 Image Capture

As stated in the "Form Capture" section above, Pronto forms can be configured to have a field of type "Photograph" wherever required. This enables the officer to capture photographs as part of a Pronto form or pocket notebook entry.

A Pronto photograph field will launch the device's native Camera application for the purpose of capturing the photograph and then inserting it into the Pronto form. All captured images are date and time stamped and must be captioned by the officer. The solution offers a full audit trail of the photographs which have been captured by officers.

The captured images are stored on the device until the next synchronisation when they are copied to the Pronto database and can then be viewed via the Pronto Web Manager.

4.2.2.11 Synchronisation

Data captured on the Pronto Client is copied to the Pronto database by synchronisation which occurs 'over the air' via a cellular or wifi connection.

Pronto client synchronisation can be initiated in multiple ways:

- Any changes to documents on the client are added to an upload queue and uploaded after a period of inactivity, default is 30 seconds.

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- Download synchronisation is done every 30 minutes by default.
- User can press the sync button at any time to trigger a download synchronisation.
- If push is configured then certain actions will trigger a push to a device which invokes a download synchronisation. For example, if another user has added information to an event.

4.2.2.12 Electronic Witness Statement (EWS) Proforma

Allows Buyers to choose statements which officers can then use as proformas in their Witness Statement.

This includes usage of Pronto's remote witness statement portal which allows users to perform witness statements over the telephone and have the witness approve the statement online.

4.2.2.13 Real-Time Validation

Guidance is offered to the officer as they type into fields. If there are unacceptable values this is highlighted immediately.

4.2.2.14 End Shift Reminder

When an officer ends their shift they are notified if there are unfinished documents which require their attention.

4.2.2.15 Self-Assign / Self-Deploy to Incident

Allow officers to assign themselves or deploy themselves to incidents.

4.2.2.16 Pronto Mapping

It is possible for an officer to view their assigned incidents on a map. It is possible for an officer to edit a location on a form using a map.

4.2.2.17 DVLA Images

Driver images can now be returned as part of a PNC DL search.

4.2.2.18 Notifications Area

Pronto clients have a notifications area where the following notifications are stored for the user:

- Document handover activity
- Updates from secondary officers
- Geofence alert notifications
- Approval and rejection of remote witness statements

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4.2.2.19 Bodyworn Camera Integration

Pronto integrates with the Motorola Solutions VB-400 bodyworn camera to offer users the capability to review captured footage without returning to the station. Footage can also be tagged using the integration capabilities of Pronto to apply RMS and/or C&C references.

Live preview and battery/recording status features are also available via Pronto

4.2.2.20 Pronto Android Dispatch Tab

Pronto on Android offers a new "Dispatch" tab which gives them a map first view of the information available to Pronto including Command and Control, RMS, tasks, briefings, geofenced alerts and force defined Points of Interest. This allows the user to benefit from the increased situational awareness that comes with a view that combines all mission critical systems in one easy place.

4.2.2.21 Android Auto In Vehicle

Pronto's Android Auto functionality extends Pronto functionality into cars to allow forces to offer officers an in-car experience without expensive vehicle fittings or phone mountings being placed in cars. Current functionality includes viewing and navigating to deployed and assigned Command and Control incidents, change status and update incident log (with on-device speech-to-text capability).

4.2.2.22 Data Retention and MOPI Toolkit

Pronto's data retention solution is designed to enable forces to manage data in Pronto in compliance with MoPI.

The data retention feature works in the following manner

- Set retention periods for groups of documents stored in Pronto.
- Automatically delete documents held longer than the specified retention period.
- Deleted documents can be manually restored within a specified recovery period.
- Once the recovery period is passed, documents are purged and can no longer be recovered.
- Documents can be marked as "Held" to exempt them from automatic or manual deletion.
- Manually purge documents held for less than the retention period to facilitate individuals' GDPR rights to have their data erased. This is also known as the "right to be forgotten".
- Full audit trail of all automatic or manual actions, including purging, deleting or changing the automated rulesets.

4.2.2.23 Remote Witness Statement Portal

Pronto remote statements functionality allows users to record MG11 witness statements on a Pronto device and have a witness read over and confirm the contents via a secure web portal. This allows statements to be taken by users over the phone, saving on travel time. The portal currently handles over 19,000 statements per month for existing Pronto customers.

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4.2.2.24 Document Handover

Pronto allows documents created by one user to be handed over to a second user, with full auditing to show what data was entered when. This allows long running forms, which may take longer thana single officer's shift, to be created and managed within Pronto. Examples of these forms include Section 136 Mental Health and Scene Log.

4.3 PRONTO INTEGRATION MODULES

The following integration modules are already available:

- PNC (Police National Computer) / LEDS (via SRG)
  - Person
  - Vehicle (including Insurance)
  - Driving Licence
- BSG (Biometrics Services Gateway)
  - IDENT1 (criminal fingerprints)
  - IABS (immigration fingerprints)
- Interpol
  - Person
  - Missing document search
- C&C (Command and Control systems)
  - Motorola Solutions Guardian CAD
  - Sopra Steria STORM C&C system
  - Capita NSPIS
  - Intergraph I/CAD
- Gazetteer Systems
  - Northgate Compass
  - Experian QuickAddress (QAS)
  - Aligned Assets Singlepoint
  - ESRI
- Records Management Systems
  - NEC Connect (Athena)
  - Niche
  - Capita UNIFI
- Other Records Systems
  - National CRASH system
  - National PENTIP ticketing system
  - WPC COMPACT missing persons system
  - NEC Socrates CSI system

The Supplier has the capability to develop further integration modules as required by the Buyer via Professional Services.

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4.4 Pronto Business Process Modules

Pronto Business Processes support optimisation of policing workflows. The functionality of the Pronto Core module is used in conjunction with digital forms and back office workflow efficiencies to deliver real value to operational officers. The available Pronto Business Process modules focus on high value and high volume policing functions.

Purchase of Pronto Business Process modules includes integration with the Customer's relevant RMS (subject to available APIs, and professional services if integrating with an unsupported system). For instance, a Customer of the 'Niche' RMS can choose to have the Pronto 'Crime & Intelligence' Business Process Module submit data to Niche RMS and to carry out relevant required Niche RMS searches.

4.4.1 Pronto 'Crime and Intelligence' Business Process Module

- Crime
- Intelligence
- Stop & Search
- Witness Statement / Officer Statement (MG11)
    - Including remote witness statement
- Interview (MG15)

4.4.2 Pronto 'Vulnerable Persons' Business Process Module

- Domestic e.g. DASH, DARA, ViST, SCARF or equivalent
- Vulnerable Person e.g. 'Person at Risk' form or equivalent
- Mental Health
- Missing Person / Found Person

4.4.3 Pronto 'Public Protection' Business Process Module

- Cannabis Warning
- Dispersal Order
- Penalty Notice for Disorder (PND)
- Sudden Death
- Use of Force

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4.4.4 Pronto 'Road Policing' Business Process Module

- Vehicle Tickets
  - TOR
  - Endorsable / Non-endorsable FPN
  - Vehicle Defect Rectification Scheme (VDRS)
  - HORT1
  - Vehicle Seizure (Section 59 / Section 165)
  - CLE26/27/28
- Road Traffic Collision

4.4.5 Other Business Processes

Further business processes not explicitly listed above can also be agreed with the Supplier. Whilst not included in the standard business process modules listed above, the Supplier has provided the following processes to at least one other customer:

- Arrest
- Caution and Charge
- Detention / Custody
- Restorative Justice / Community Resolution
- Licensed Premise Visit / Incident
- Youth Disorder
- Anti-Social Behaviour
- School Visit
- Social Work Report
- Firearms

4.5 Localisation and Customisation

Pronto is provided as a service intended for UK policing. Pronto is provided in English. Certain printouts/outputs can be provided in other languages (with Customer support and purchase of the requisite Professional services).

Further customisation of the Pronto solution is supported through the provision of a range of Pronto professional services. These are described further in the next section of this document and the Pronto Pricing and SFIA Rate Card documents.

A catalogue of professional services is provided to support the implementation of the Pronto Service and the ongoing deployment of new or revised business processes and additional functionality.

The roles defined below are aligned to the published Motorola Solutions SFIA Rate Card for G-Cloud 15. The Supplier's professional services can also be procured through the Digital Outcomes and

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Specialists Framework. Work packages are all charged according to the published day rates and scoped during the initial Customer engagement.

Some work packages are essential to the implementation of Pronto for new Customers. Please refer to Table for an overview of professional services work packages, typical deliverables and the activities undertaken

4.5.1.1 Scoping, Specification and Design*

Description	Structured and comprehensive scoping of the project, including business analysis, requirements elicitation and documentation in order to clearly define deliverables and mutually de-risk the delivery phase Includes: • Pronto processes: scope and requirements • Pronto Core Hub requirements • Hosting and connectivity requirements • Alignment and incorporation of System Integration design
Typical Activities	• Series of workshops with business process owners to review, document and align on selection of Pronto Business Processes and discuss any implications for Pronto implementation • Regular executive steering group reviews to validate and sign-off proposed processes
Typical Deliverables	• Scope of delivery agreed • Documented and agreed requirements capable of acceptance • Functional Design Specification • Service Support Specification and Manual • Prioritised plan for delivery

4.5.1.2 Pronto System Integration*

Description	Integration design and implementation of back end integration of the Pronto solution into the Customer environment, as defined during initial scoping and upon agreement of detailed architecture requirements
Typical Activities	• Systems integration planning • Scoping and planning of all integration activities • Delivery of Systems integration:

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	• Establishing connectivity of systems to the Pronto Hub • Configuration of Pronto • Integration of C&C system, PNC gateway and RMS(as defined in integration design) • Installation and site acceptance testing on Customer site • Integration Testing • Early operational support
Typical Deliverables	• Integration Requirements Specification • Integration High Level Design • Pronto System fully integrated • Integration Test Report • Customer acceptance certificate

4.5.1.3 Enhanced Support

Description	Enhanced level of support over a specified period to respond to specific operational situations: • Special events • Additional Pronto early-life support
Typical Activities	• Activities and deliverables directly related to refreshing mobile data applications • These will be clearly defined and agreed prior to delivery of the enhanced support
Typical Deliverables	• Activities and deliverables directly related to mobile data applications

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	• These will be clearly defined and agreed prior to delivery of the enhanced support

4.5.1.4 Workflow Design and Re-engineering

Description	• Workflow review to improve efficiency and effectiveness of the processes • Optimise Pronto knowledge across England, Wales and Scotland • Advise on best practices, success factors and challenges
Typical Activities	• As-Is workflow mapping and analysis • To-Be form and workflow design workshops • To-Be form and workflow testing • Business and technical requirements • Implementation planning
Typical Deliverables	• Documented As-Is process analysis • Validated To-Be operational forms and workflows: • Detailed workflow steps • Roles and authorities definition • Workflow metrics • Validated technical requirements • Agreed implementation plan

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4.5.1.5 Custom Application Development

Description	• Bespoke development of forms and workflows for Pronto solution
Typical Activities	• Technical software requirement review and validation • Software design, development, testing and integration • Early-life support
Typical Deliverables	• Software package to support digital workflows for Pronto mobile devices

4.5.1.6 Custom Infrastructure Development

Description	• Design, develop, test and integrate Customer specific infrastructure in support of the Pronto mobile solution
Typical Activities	• Technical infrastructure requirement review and validation • Technical infrastructure design, integration, development, testing, implementation • Early-life support
Typical Deliverables	• Infrastructure in place to support Customer's Pronto solution

4.5.1.7 Project Management

Description	• Project management resources and capabilities to de-risk Pronto delivery • Prince 2 trained and certified Project Managers
Typical Activities	• Project planning and monitoring • Management reporting

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	• Governance and stakeholder management • Issue troubleshooting and escalation • Proactive risk management
Typical Deliverables	• Project plan • Project steering committees • Risk management log • Regular project status reports • Project closure report

4.5.1.8 Training

Description	• Additional Pronto mobile data application training
Typical Activities	• Pronto training sessions delivered on-site or remotely as agreed with Force. • The Supplier provides training on a Train the trainer basis, so the Customer can then provide end user training.
Typical Deliverables	• Delivery of training sessions • Pronto user documentation

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5. PRONTO ARCHITECTURE & HOSTING

5.1 PRONTO HOSTING OVERVIEW

Pronto is hosted in a secure Supplier-owned data centre. The data centre and Pronto solution is accredited by a Home Office accreditor, and is subjected to regular independent Penetration Testing to assure compliance.

The Pronto hosting solution is built on a high performance blade architecture running a VMware environment. Key Customer dedicated services are hosted on dedicated VMs with firewall segregation to ensure that Customer services are only accessible by the Customer. All components are run in a high availability mode with multiple VMs on multiple physical servers with high performance load balancers and with high performance resilient storage.

Connectivity to a Customer site is provided over a secure route. Currently this secure connectivity is provided using an Internet IPSEC VPN (or a dedicated Vodafone EWL private circuit in specific circumstances). Should the Supplier deem alternative methods of routing and connectivity to be more appropriate, the alternative options will be discussed and the approach agreed with the Customer.

Internet IPSEC VPN is the preferred method of connecting to the Pronto hosted services, which can be created to utilise up to 4 meshed IPSEC VPNS allowing for enhanced connected resiliency by providing Primary site to Primary site VPN, Primary site to Customer Secondary site VPN, Secondary site to Secondary site and Secondary site to Customer Primary site VPN allowing for BGP controlled Primary to Quaternary automated failover of all 4 routes to maximise customer connectivity protection. Where IPSEC VPN is not appropriate, a Vodafone EWL circuit may be provided between the Supplier site and Customer site to allow connectivity. Typically, this will be a resilient dual connection with a primary connection from the Supplier's primary data centre to Customer primary data centre and a second connection from the Supplier's secondary site to Customer's secondary data centre. Typically, BGP routing will be used to allow automatic failover across this connection. The EWL solution will use Checkpoint firewalls both in the Supplier's site and provided to the Customer to allow an IPSEC tunnel across the circuit thereby assuring the security of the links.

A Pronto environment will typically consist of:

- Provision of 2 Windows Server VMs (virtual machines) running Pronto Hub OTA server (supported by a load balancer)
- Provision of 2 Windows Server VMs (virtual machines) running Pronto Hub Web server (supported by a load balancer)
- Provision of a resilient dedicated database server for Customer (currently implemented using Microsoft SQL server with Always On Availability Groups).

In addition, for a hosted solution the Supplier will provide access to a multi-tenancy Civica gateway to provide Force specific access to the PNC (Police National Computer) access. Connection to PNC is via LECN.

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The Supplier will also provide access to an Experian Quick Address Search server to carry out address and person searches.

5.2 DISASTER RECOVERY

The Supplier's Hosted Pronto is hosted on a resilient, VMware environment in the Supplier's resilient data centre.

Connectivity resilience is provided by either providing up to 4 meshed IPSEC VPNS allowing for enhanced connected resiliency by providing Primary site to Primary site VPN, Primary site to Customer Secondary site VPN, Secondary site to Secondary site and Secondary site to Customer Primary site VPN allowing for BGP controlled Primary to Quaternary automated failover of all 4 routes to maximise customer connectivity protection or alternatively providing a resilient Vodafone EWL connection through the Supplier's primary and secondary data centres.

All key Pronto systems are hosted in the Supplier's primary data centre. Customer data (along with all VMs) are backed up using VEEAM backup technology and data is backed up to the Supplier's secondary data centre.

In the event of a complete failure to the Supplier's primary data centre, service could be restored by setting up new infrastructure (using the full VM and data backups) in the Supplier's secondary data centre.

The option described above (rebuilding the infrastructure in the Supplier's secondary data centre in the event of failure) is provided to all hosted customers on a best endeavours basis. If a customer requires a more resilient disaster recovery solution, the Supplier can also offer full dual-site hosting solutions with automatic failover in the event of failure to a single data centre.

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5.3 Service Dependencies (including Technical Requirements)

The Pronto Service is dependent on availability of appropriately configured Customer mobile devices. The Customer must provide:

- Mobile devices (e.g. Android smartphones running Android 12 or later; OR desktops/laptops running Windows 10 or later)
- Mobile connectivity (e.g. 2G/3G/4G), SIM cards and Airtime
- Optional WiFi connectivity
- Secure access from Customer mobile devices to Customer data centre via an appropriate VPN or equivalently secure route
- Onward routing through the Customer's network to the Supplier's data centre (over Internet IPSEC VPN or Vodafone EWL circuit)
- Suitable Mobile Device Management (MDM) to manage and secure devices appropriately for use with Police data applications
- Access to the Supplier to test/dev versions of Customer systems and third party web services as is necessary to implement Pronto integration:
    - Access to Customer back end systems (e.g. Niche or Command & Control system). These systems must be appropriately configured and licensed to allow access from the Pronto application server to appropriate back end system APIs.
    - Customer Access to appropriate, documented web services.
    - Access to back-end test systems is also necessary to allow development and testing to take place (where custom development is required for back-office integration)
- The Supplier will also need to work in collaboration with the Customer's project team to facilitate the successful and timely implementation of the Pronto solution, and ongoing support of Users:
    - Customer is to provide IT administration support to manage users within the Pronto system
    - Customer is to provide first line support to their end users.
    - Customer is to provide a project team to support initial delivery and an in-life service team to continue to support end-users and the solution post Go-Live. This team needs to test and sign off future Customer releases and assist with fault diagnosis, error reporting and Customer change requests.

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6. Implementation Model

The Supplier operates using an Agile delivery methodology to deliver Pronto to the Buyer.

Agile is a highly structured, industry standard approach for delivering software.

Pronto supports two tenancy styles:

- Single-Tenant
- Multi-Tenant (where multiple agencies share a single instance of Pronto)

For the purpose of this chapter, the definition of "Tenants" is as follows:

- Under a single-tenant solution, "The Tenants" is The Buyer.
- Under a multi-tenant solution, "The Tenants" are The Buyer and partner forces who are sharing the instance of Pronto

6.1 Single-Tenant Delivery Model

In the case of a single-tenant solution, the Buyer will work together collaboratively with the Supplier to agree and prioritise the items on a Product Backlog.

6.2 Multi-Tenant Delivery Model

In the case of a multi-tenant solution, the Pronto solution provided will be a multi-tenant solution used by The Tenants. The Buyer will be onboarded onto a shared Pronto solution used by The Tenants.

Initial onboarding work will be completed through the Professional Services (described in this document) to customise an instance of Pronto to make it suitable for use by The Tenants.

Following initial go-live, The Tenants will work together collaboratively with the Supplier to agree and prioritise the items on a shared Product Backlog. While individual customisation can be supported on a 'per force' basis where required, The Tenants will agree on standardisation for any new work on the shared Product Backlog.

In the event of circumstances where The Tenants are unable to agree on a standardised approach for the Product Backlog items, The Tenants shall be liable for the additional Professional Services Required in order to implement separate functionality for each force.

6.3 Product Backlog

Under this approach, the Supplier will work with The Tenants to define a "Product Backlog" of clearly defined requirements - each with appropriate documentation and a set of acceptance test criteria. This backlog will be managed on the Supplier's internet-facing Azure DevOps instance. The Supplier will ask The Tenants to prioritise the items in this Product Backlog from "most important" to

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"least important". The Supplier will work to refine items on the backlog as appropriate and then estimate the scale of each requirement - allocating each requirement a 'size' or number of 'points'.

The Tenants can add new items to the Product Backlog at any stage of the project. Each time a new requirement is added to the Product Backlog, The Tenants must rank the new requirement's priority in relation to the existing requirements on the Product Backlog.

For example, the backlog may include an item to deliver customisation to the Crime form. That backlog item should be properly documented on the Supplier's Azure DevOps system with a list of the detailed Crime form requirements, such as:

- The list of sections and fields that the electronic Crime form should contain (including field labels, field types and any special validation or show/hide rules)
- Details of any workflow behaviour related to the Crime form. For example, if, upon completion of the electronic Crime form, Pronto should send data into a third party system then full requirements of the integration should be provided.
- A set of acceptance tests should be documented e.g. a set of sample scenarios and input data - with the associated expected behaviour for each scenario.

In a similar manner, the backlog should be populated with all other requirements of The Tenants, including any other electronic form customisations/tailoring or integrations that are required. The Tenants should then order the backlog items in order of priority.

6.4 SPRINTS

The Supplier will have a delivery team dedicated to the Professional Services which will operate in an iterative manner, known as 'sprints'. Each Sprint will typically be 2 weeks, or another duration mutually agreed between the Supplier and The Tenants. At the beginning of each Sprint, the Supplier's delivery team will complete a ceremony known as "Sprint Planning".

6.5 SPRINT PLANNING

During Sprint Planning, the Supplier's delivery team will examine the Product Backlog and will begin selecting requirements from the top of the Product Backlog (i.e. the highest priority items) and moving these requirements into the "Sprint Backlog".

The "Sprint Backlog" is the set of work which the team will aim to complete in the next sprint (i.e. the next 2 weeks).

The Supplier's delivery team will continue to move items from the Product Backlog into the Sprint Backlog until the capacity for the sprint is reached. For example, the delivery team may be capable of 20 'points' of work in a sprint. Each requirement will have been estimated and assigned a number of points relative to the requirement's complexity. The Supplier will then move 20 points worth of requirements into the Sprint Backlog.

Once the Sprint Backlog is set, it is fixed and the Supplier will carry out the Deliverables in pursuit of delivering the functionality contained within the Sprint Backlog.

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6.6 Sprint Development

3.10.1 Once Sprint Planning is complete, the Supplier's delivery team will begin configuring against the requirements as defined in the Sprint Backlog. The team will typically track this work on a 'Kanban'-style board in the Supplier's office.

6.7 Sprint Review

At the end of the development phase of the sprint, the Supplier's project team will release working software to The Tenants.

This software should normally contain all of the requirements which were planned into the Sprint, however if there are any unexpected delays or issues with the configuration phase, such as certain functionality proving more complex than anticipated at the planning stage, then the software release may not contain all planned requirements.

The Supplier will usually demonstrate the implementation of each feature to The Tenants.

After this, it is expected that The Tenants will be performing testing of the new software version in the PreProduction (UAT) environment. If The Tenants are satisfied, they can instruct the Supplier they wish to proceed to the Production environment.

6.8 Minimum Viable Product And Delivery Of All Requirements

Following the commencement of the Contract, the Supplier will provide The Tenants with access to an initial off-the-shelf Pronto software build containing the Pronto Core Module and any Pronto Business Process Modules which have been purchased.

The Supplier will work with The Tenants to review the off-the-shelf Pronto software and any change requests will be recorded in the Product Backlog with an associated priority.

During this phase, the Supplier will also work with The Tenants to agree the set of requirements representing a Minimum Viable Product ("MVP") i.e. the initial set of change requests to the off-the-shelf Pronto software which must be met prior to deployment of Pronto to the first User in the Production environment.

If the scope of the MVP is too large to be achieved in the Customisation Phase timescales then the Supplier will work with The Tenants to either reduce the scope or increase the length of the Customisation Phase.

Once the MVP has been agreed the Supplier will then provide a 'Scope' document. This document will detail the set of change requests from the Product Backlog which will be delivered in the Customisation Phase.

The Supplier will then enter the Customisation Phase and using the Agile approach detailed in the previous section, will typically deliver a new software version to the Buyer every 2-4 weeks. Each software version will contain The Tenants' highest priority requirements from the backlog.

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The Tenants will decide which software releases should be deployed to the Production (live) environment. The Supplier will then continue to complete sprints until the MVP is met and the first User goes live.

For the avoidance of doubt, the achievement of any set level of functionality in the Software or achievement of MVP, or the outcome of any acceptance testing/UAT shall have no effect on The Tenants' obligations to pay the Charges.

Following Go-Live, the Supplier will work with The Tenants to scope any further requirements and add those requirements to the Product Backlog. The Supplier will then continue to operate in Sprints and will continue to deliver a new Software version to The Tenants each Sprint. The Tenants will perform testing on each new Software version and then decide whether to apply the new version as a 'patch' to the Production (live) environment. Using this method, the Pronto Users should benefit from seeing incremental enhancements to the Software functionality.

This sprint-based approach will continue until the Professional Services Budget is exhausted.

6.9 PROFESSIONAL SERVICE BUDGET

The Buyer will typically purchase a set of Professional Services as part of the Charges. This Professional Services Budget represents an allocated monetary value of Professional Services which can be used to complete customisation/tailoring/integration/onboarding activity including:

- Requirements scoping
- Project planning
- Software design / customisation
- Software testing

The amount of Professional Services purchased by the Buyer will be based on an estimate based on the high level requirements of The Tenants and based on the Supplier's experience of delivering Pronto to many other UK police forces.

The members of the Supplier's delivery team accurately record their working time in the Supplier's time tracking system, such that the Supplier has an accurate record of the number of hours completed by each member of staff on each project.

As the Supplier's delivery team works on Sprints, each team member's time will be logged and this will be deducted from the remaining Professional Services Budget. The Supplier's project team will provide the Buyer with a report at the end of each Sprint showing:

- The amount of Professional Services 'used' in the Sprint
- The amount of Professional Services Budget remaining

It is expected that the Professional Services Budget which will be included in the Charges will be sufficient to deliver all of The Tenants' requirements, but this figure will be provided based only on the high-level requirements outlined by the Customer. If detailed requirements capture reveals that some of the requirements are significantly more complicated than expected, or the provision of functionality takes longer than expected or the Supplier expends more of the Professional Services

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Budget than originally forecast, The Tenants may be required to purchase additional Professional Services, or The Tenants may be required to reduce the requested functionality of the Software. Additionally, where the Professional Services Budget is not exhausted/fully used by the point at which the term of this contract expires, then no element of the Professional Services Budget will be refunded to The Tenants.

6.10 ACCEPTANCE TESTING

As stated above the Supplier and The Tenants will work together to produce a Product Backlog. This Product Backlog will be recorded on the Supplier's internet-facing Azure DevOps instance. Each requirement will be ranked in order of importance and each requirement will have a set of acceptance criteria which has been agreed by both the Supplier and The Tenants ahead of Professional Services work commencing.

As noted above, the achievement of any set level of functionality in the software or MVP, or the outcome of any acceptance testing/UAT shall have no effect on The Tenants' obligations to pay the Charges.

6.11 SUPPLIER TESTING

The Supplier will test the relevant software release ahead of releasing any new software version to The Tenants. The Supplier will perform testing to ensure that all agreed functionality to be included in a Sprint meets the acceptance criteria agreed in advance with The Tenants.

As the Supplier completes testing on each requirement, the Supplier will update the "state" of each requirement on the Supplier's Azure DevOps system to indicate that the requirement has passed the Supplier testing.

Upon completion of the Supplier Testing, the Supplier will contact The Tenants to inform The Tenants that the Supplier Testing has completed and to arrange installation of the released software to the PreProduction environment.

6.12 USER ACCEPTANCE TESTING

After the Supplier testing has completed, the released software should be installed to the PreProduction (test) environment.

The Tenants will then perform testing using the PreProduction environment to verify that all agreed requirements have been delivered in accordance with the pre-agreed acceptance criteria.

As The Tenants complete testing of each requirement, The Tenants will update the "state" of each requirement on the Supplier's Azure DevOps system to indicate whether the requirement has passed or failed testing.

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6.13 CUSTOMER RECORD KEEPING

Throughout the Testing period, The Tenants shall maintain full and accurate records of any tests performed. These records will include:

- Test steps performed
- Environments used for performing tests
- Results of the tests
- Observation records

6.14 AFTER USER ACCEPTANCE TESTING IS COMPLETE

Upon completion of User Acceptance Testing, The Tenants will contact the Supplier to inform the Supplier that Use Acceptance Testing has completed.

The Tenants and the Supplier will review the "state" of each requirement delivered in the software release to identify how many requirements have "passed" testing and how many requirements have "failed" testing.

If all requirements have passed testing The Tenants will contact the Supplier to inform the Supplier that User Acceptance Testing has completed and to arrange installation of the released software to the Production environment.

If some tests have failed or some defects have been found:

- The Tenants will report the failures or defects on the Supplier's Azure DevOps system and prioritise these against other requirements and defects on the Product Backlog - to be considered for inclusion in a future development Sprint
- There are two options available to The Tenants:
    - Accept the software version for installation to the Production Environment. Under this option:
        - The Tenants accept that the known issues or defects do not prevent the deployment of the software version
        - The Tenants should consult with the Supplier to confirm that the Supplier does not advise against proceeding with the software version
        - The Supplier will contact The Tenants to arrange installation of the released software to the Production environment.
    - Reject the software version for installation to the Production Environment. Under this option:
        - The software version will not be deployed to the Production Environment.
        - The Tenants will await the next scheduled software release

Development time spent on the rectification of Defects is not a chargeable item against the Professional Services Budget.

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Please note that the activity of the Supplier delivery team will be directed by the priorities of The Tenants as specified on the Product Backlog on the Supplier's Azure DevOps system. For example, if The Tenants instruct the Supplier to prioritise working on the delivery of a new feature from the Product Backlog instead of rectifying Defects then the Supplier will carry out these activities in the order of priority advised, based on the set number of personnel available to carry out the Deliverables.

6.15 OFFBOARDING

When a Customer chooses to terminate the Service or comes to the end of their contract, the Supplier will undertake the following actions:

- Provide the Customer with a copy of the Pronto Database which contains all Pronto data pertaining to that Customer
- Disable and then delete all Pronto services from the Supplier's secure infrastructure

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7. SUPPORT SERVICES

As part of the hosted Pronto solution, the Buyer and the Supplier have the following responsibilities for the support of the Services.

7.1 BUYER SUPPORT AND MAINTENANCE RESPONSIBILITIES

- User triage, diagnostics for all device issues, including hardware, software and connectivity
- User triage and diagnostics to verify that Pronto is operating as expected on Buyer IT Systems
- Support for all issues relating to the Buyer-hosted systems and infrastructure, including:
  - The Buyer's VPN
  - The Buyer's MDM
  - Any third party systems or software located within the Buyer's IT Systems
- Support for all issues relating to the administration of the Pronto Solution including:
  - Creation and maintenance of Pronto User accounts
  - Password resets of Pronto User accounts
  - Unlocking of Pronto User accounts
  - Creation and maintenance of Pronto device assets
- Support for all issues relating to the Buyer-hosted Active Directory system, including:
  - Creation and maintenance of Active Directory accounts
  - Password resets of Active Directory accounts
  - Unlocking of Active Directory accounts
- Ensuring that the Buyer's components are patched at hardware, operating system and application level in accordance with The Supplier's recommendations and to the required level. Patching levels and standards will be communicated by The Supplier's Technical Project Manager to the Buyer as required. If there is any doubt surrounding patching levels and schedules, the Buyer should contact The Supplier's Technical Project Manager for assistance and guidance.
- Deploying new versions of the Pronto Software to the mobile devices.
- Ensuring that only supported and current versions of the Pronto Software are deployed to devices/used by Users on other hardware.

6.3 BUYER REPORTING OF ISSUES, DEFECTS, OR OPERATIONAL CHANGES

The Buyer will make operational change requests or report defects using The Supplier's internet-facing Azure DevOps system.

Operational change requests may include:

- A change to the format of a Pronto form, such a label, field type, or field order
- A change to the integration of Pronto to a third party system
- A change to the format of a Pronto form printout

The Buyer should include clear 'steps to reproduce' when reporting Defects.

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The Supplier will work with the Buyer to refine and prioritise any change requests and Defects that are reported.

The Supplier will complete development Sprints in agreement with the Buyer to release new software versions as per the "Implementation Model" section of this document. These development Sprints will be charged as Professional Services, unless they directly relate to the rectification of Defects.

7.2 The Supplier Support and Maintenance Responsibilities

There are two main types of support included within the Support Services (included as part of the Software Licence Subscription):

- Pronto software support - provided as part of the Software Licence Subscription
- Pronto hosting support

7.2.1 Pronto Software Support

The Supplier's Technical Project Manager, typically based at the Supplier's Glasgow office, will be the Buyer's single point of contact for all enquiries relating to the Software, including:

- Software Defects
- Software change requests
- Requirements capture and agreement
- Software release planning

The Buyer will be provided with the following mechanisms for contacting the Supplier's Technical Project Manager:

- Direct dial mobile number
- Direct e-mail account

The Supplier's Technical Project Manager will offer support on a Monday to Friday, 9am-5pm (UK working days) basis.

7.2.2 Pronto Hosting Support

For service affecting issues affecting the Pronto hosted Production environment within The Supplier data centres, The Supplier operates a 24/7/365 service desk.

The service desk can be contacted via either:

- Telephone (0800 1214416 Option 1 (Incidents))
- SMT (Service Management Terminal)
- E-Mail (ukms.servicedesk@motorolasolutions.com)

The Service Level Targets (SLTs) for the Pronto Solution shall be as follows:

The performance of these service targets and the response time monthly mean averages will be recorded in the National Quality of Service report.

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- 90% of calls are answered within 15 seconds (following conclusion of the Interactive Voice Recording); and
- 99% of calls are answered within 30 seconds (following conclusion of the Interactive Voice Recording)
- For Incidents raised via the SMT to be picked up and acknowledged within 15 minutes of being raised.
- For Incidents raised via email the reference number is provided to the Buyer within an hour of receipt.

All issues raised will be categorised using the following criteria:

Service	Incident Type	Target Resolution Time	24/7 or M-F 9-5
Pronto Hub OTA Server	Loss of Service – P1	4 hours	24/7
	Partial Loss of Service – P2	8 hours	24/7
	Individual user issues – P3	2 working days	M-F 9-5
PNC Civica Gateway	Loss of Service – P1	4 hours	24/7
	Partial Loss of Service – P2	8 hours	24/7
	Individual user issues – P3	2 working days	M-F 9-5
BSG Middleware (Biometrics Searches)	Loss of Service – P1	4 hours	24/7
	Partial Loss of Service – P2	8 hours	24/7
	Individual user issues – P3	2 working days	M-F 9-5
Pronto Hub Web Server	Loss of Service – P1	4 hours	24/7
	Partial Loss of Service – P2	8 hours	24/7
	Individual user issues – P3	2 working days	M-F 9-5

Due to the nature of the Pronto Solution and the fact that some key Pronto Solution components are hosted within the Buyer's domain, not all elements of the Pronto Solution or faults arising from these elements are able to be managed or resolved by The Supplier or its contractors. For example, The Supplier or its contractors cannot be held contractually accountable for (not exhaustive list):

- The leased line from The Supplier data centres to the Buyer data centres.

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    - DNSP links or Vodafone EWL links have separate support contracts with the supplier of these circuits. These are not covered under the Pronto Service Level Target.
- The Supplier's connection to the Internet, over which the IPSec VPN connectivity is provided.
- The Buyer's connection to the Internet, over which the IPSec VPN connectivity is provided.
- Connectivity over PSN-P to BSG or PNC
- Availability of National systems provided by Home Office (PNC and BSG)
- Infrastructure hosted within the Buyer domain including:
    - Buyer domain security
    - Buyer domain virus protection
    - Buyer hosted systems
    - Buyer intranet services
    - Disaster recovery in relation to Buyer systems

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8. INFORMATION ASSURANCE

8.1 ISO27001 CERTIFICATE FOR THE G-CLOUD SERVICE

The Supplier is certified to ISO27001 for the provision of secure telephone communications and services to the public safety community in England, Scotland and Wales.

Accreditation is through LRQA, approval certificate 10661650, issued on 1st December 2024, and expires 30th November 2027.

A copy of the certificate is available on request.

8.2 GOVERNMENT SECURITY CLASSIFICATION (GSC) SCHEME

The service provided is accredited to legacy RESTRICTED by the Home Office. Accreditation of the Service is reviewed by the Home Office accreditor with an annually updated statement of accreditation. A copy of the accreditation certificate is available on request.

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9. BUSINESS CONTINUITY & DISASTER RECOVERY (BCDR)

Pronto is covered by the Supplier's Corporate Business Continuity Management Plan, which is accredited to ISO22301:2012.

Because of the Supplier's role as the network operator of the Emergency Services Communications Network, our Business Continuity Plans are continuously developed and are well established. They have been put in place to deal with risks such as information systems failure, terrorist attack, natural and man-made disasters, and pandemics. In addition, the threat to core business can come from more prosaic problems such as, poor weather, electrical failure or flooding.

Business Continuity Management is the process of dealing with disasters or major incidents that affect the Supplier's supplied services and functions. It ensures that these services are maintained to allow the business to continue to operate. There are links and dependencies with both the Service Continuity process and the information management process. With these processes in place and accredited it enables our Customers to have confidence that the strategy and plans in place are fit for purpose and meet with their operational requirements.

During onboarding, and part of the Supplier's Contract Service schedules, Customers will receive a copy of the Supplier's Strategic Business Continuity Plan, along with a specific Business Continuity Plan for their Pronto Service.

A short description of BCDR mechanisms in place for Pronto can be found in Section 4.

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10. SCHEDULE FOR DEPRECATION OF FUNCTIONALITY / FEATURES

There is no published schedule for the deprecation of functionality and features of Pronto SaaS. However, on occasion the Supplier may seek to make improvements to the service or cease support of legacy operating systems or browsers that the Customer uses to access the Service. This will be only be executed following a consultation with the Customer and giving a reasonable notice period. The Supplier will, where necessary, facilitate a clear path to migrating to the supported operating systems or browser.

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11. FINANCIAL RECOMPENSE

The Supplier shall use reasonable endeavours to respond to all reported incidents, in accordance with the 'Pronto Support' section of this document.

However, there is no recourse to financial recompense or Supplier liability in the event of failure to meet such targets.

The Supplier will work with the Customer to ensure that remedial actions and service improvements are undertaken to rectify any situation in the unlikely event that Service level targets are not achieved.

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12. ORDER AND INVOICING PROCESS

To place an order the Customer should contact the Supplier, either through the Supplier's Service Centre, their Supplier Client Director, Business Relationship Manager or in the case of existing Pronto Customers, their Pronto Technical Project Manager.

A consultation will take place, a quote generated by the Supplier's systems and an Order Form as recommended in Part A of the G-Cloud 15 Call-Off Contract will be completed. The Order will be entered onto the Supplier's systems and once accepted, the onboarding process will commence, as detailed in the 'Implementation Model' section of this document.

The Customer will be invoiced in accordance with the payment profile agreed within the Order Form, and will pay the Supplier in accordance with Call-Off Contract.

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13. TERMINATING THE CALL-OFF CONTRACT

As defined in the G-Cloud 15 Call-Off Contract, the contract will terminate on the End Date specified in the Order Form, unless terminated earlier in accordance with Clause 18 of the Call-Off Contract.

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14. TRIAL SERVICE

No trial service is available for Pronto.

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15. GLOSSARY OF TERMS AND ACRONYMS

Term or Acronym	Description
ASB	Anti-Social Behaviour
BGP	Border Gateway Protocol
C&C	Command and Control
CRASH	Department for Transport Collision Reporting and Sharing database
CSV	Comma Separated Value
CTO	Central Ticket Office
DASH	Domestic Abuse Stalking Harassment and Honour Based Crime
EWL	Ethernet Wireline
GPS	Global Positioning System
HTML	Hypertext Mark-up Language
IPSEC	Internet Protocol Security - protocols used for VPN
ISO	International Organisation for Standardisation
ITIL	Information Technology Infrastructure Library
LRQA	Lloyds Register Quality Assurance
MDM	Mobile Device Management
NDI Gateway	PNC Gateway provided by NDI Technologies
NPPV	Non-Police Personnel Vetting
NSPIS	National Strategy for Police Information Systems
ODS	Operational Data Store
OHSAS	Occupational Health and Safety Advisory Services
OTA	Over The Air
PDF	Portable Document Format
PentiP	Northgate Public Services national system for FPN ticketing
PNC	Police National Computer
POLE	Person Object Location Event
PSN	Public Services Network
QAS	Quick Address Search

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RFC	Request for Change
RMS	Records Management System
SaaS	Software as a Service
SC	Security Clearance
SFIA	Skills for the Information Age
SOCRATES	Northgate Public Services crime scene support solution
SQL	Structured Query Language
VDRS	Vehicle Defect Rectification Scheme
VEEAM	Registered trademark for resilience and backup software
VM	Virtual Machine
VPN	Virtual Private Network

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