



G-Cloud 15 Framework

Service Definition 2026



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1 G-Cloud 15 Service Description

tuServ is Black Marble's mobile law enforcement platform, which brings police officers together and crime scenes to life in previously unthought of ways. It is built to provide officers with access to data assets – including witness statements, decision logs and crime scene footage – from their Windows and Android devices, removing dependency on paper-based systems and location-based briefings. tuServ is a cross-platform application available on multiple device types, providing forces with device flexibility to meet their operational needs. tuServ works seamlessly, in real-time, across both Windows and Android. Creating a cross-platform application has aided adoption and is encouraging collaborative working between officers and forces. tuServ has allowed officers to dedicate their time to policing – not paperwork. tuServ is already helping UK police forces tackle crime more effectively.

Visit our website at www.tuServ.com.

Black Marble, the company behind tuServ, has been on the G-Cloud framework for several years and has a wealth of experience delivering solutions for the Public Sector. Our customers range from the emergency services and health authorities to Government organisations. Black Marble have a security cleared workforce and have a track record in delivering solutions across the Microsoft platform. Black Marble is a Microsoft Partner and have received many Worldwide Microsoft Partner of the Year Awards and nominations since 2016. Visit www.blackmarble.com for more information.

2 Foundation of tuServ

The foundation of tuServ is built upon six key pillars. Digitisation, efficiency, mobilisation, connectivity, collaboration and integrity.



Digitisation

tuServ creates a paper free organisation by digitising processes and evidence to enable mobile policing. tuServ enables officers to remain on the streets, not in the station. Officers can fill in processes such as Stop Search and submit them on the go.



Efficiency

tuServ deals with data accuracy and correctness. Officers can re-use available data rather than rekeying, reducing errors and data duplication. This allows officers to focus on the job in hand rather than the admin.



Mobilisation

Mobilise your officers and your data. Search multiple systems simultaneously, retrieving results in an instant, whether you are in the station, or out on patrol. Mobilising your data allows officers to access valuable information, enabling quicker and more effective decision making when it matters the most.



Connectivity

In a remote location? Work anywhere using tuServ's intelligent offline caching. Officers can work offline and sync their data once a reconnection is established. No data loss. No need to resort to pen and paper.



Collaboration

Collaboration is the key to success. Using tuServ's Event Dashboard, multiple forces in multiple locations can collaborate in real-time across any device, enabling smart golden hour decisions through instant collaboration of statements and evidence.



Integrity

Keep your data safe, secure and evidentiary correct. Officers can only access data they have the rights to access. Data gathered using tuServ stands up in court with a full audit trail, reducing the pressure victim face to provide evidence in court.

3 Why choose tuServ?

tuServ is a truly mobile and scalable solution saving officers time, and forces money without impacting front line policing, with its instant access to information, and intuitive user experience. We are also committed to working with forces to meet their needs and aim to continuously develop tuServ ensuring it is always current and never outdated.

tuServ has the unique capabilities of being able to read, write and search your existing systems. You won't need to leave your current systems that you are invested in, we will integrate with any current and new systems you require. We have already successfully integrated with:

- Athena
- Compass Gazetteer
- DVLA Pictures at Roadside (PARS)
- Home Office Biometrics (HOBs)
- International Law Enforcement Alerts Platform (I-Leap)
- Niche
- PentiP
- PNC
- Storm (Sopra Steria)
- WPC Coroners (Case Management)

tuServ writes directly back into your systems. We don't export the data into a PDF for back-end staff to manually update their systems, our integrated approach ensures all data is fully written back into the original system automatically and instantaneously.

4 Features and Functions

4.1 Processes

Processes can be created directly from the tuServ Event Dashboard. Such processes include:

- Investigation report
- Intelligence report
- Stop and Stop Search
- Crime report
- Victim/Witness Contact Management
- Statement (MG11) – Including digital signature.
- Public Protection Notification (PPN)
- Traffic Offence Report (TOR)
- Vulnerability Risk Assessment
- Hate Crime
- Use of Force
- Sudden Death
- COVID-19

tuServ is built to deliver huge time savings and increase officer efficiency. This is achieved by optimising the re-use of existing data, meaning an officer no longer needs to re-key or duplicate any existing information. tuServ's unique approach focuses on data integrity and quicker form completion. tuServ's intuitive user experience guides an officer through the process, mandatory fields enforce data integrity across tuServ, whilst pick lists and auto-populated fields reduce the chance of human error and enables an officer to complete a form in a more effective manner.

4.2 Custom Processes

Custom Processes give policing organisations the ability to design, configure and manage their own digital workflows directly without needing developer support.

Forces can build their own question sets, define what data must be captured, apply basic validation, and control the outputs such as emails and Word/PDF documents. Because these processes can be changed and republished quickly, forces can adapt to new legislation or operational needs with minimal delay.

Custom Processes also include versioning, access controls, and import/export options, making it easier for forces to maintain consistency or share processes across multi-force alliances. Recent enhancements such as configurable overview fields, supervisor review workflows and retention-settings prompts allow forces to tailor how processes behave while maintaining governance and auditability.

Key capabilities include:

- Fully configurable question sets (including mandatory fields, logic and validation)
- Support for POLE entities and data reuse from Event Dashboard
- Subprocesses for repeating or looping question sections
- Customisable document and email templates
- Version control, access control and import/export options
- JSON output support and integration-ready design
- Optional supervisor review, configurable overview tabs and retention-settings prompts

Overall, Custom Processes put operational flexibility directly in the hands of policing users. They reduce time-to-delivery for new or updated workflows, ensure consistent data capture, and allow organisations to respond quickly to emerging requirements—all within the secure, governed environment of tuServ's Management Portal.



Notebook

4.3 Notebook

tuServ Notebook empowers officers with the replacement of the pocket notebook. Information recorded in the tuServ Notebook is immediately available to other officers, enabling officers to make better and safer decisions based on accurate, timely information.

tuServ Notebook is a huge leap forward from an officer's traditional paper-based notebook, with all the added benefits available from leveraging the multi-media capabilities of a tablet, laptop or phone. It provides not only text capture, but also the capability to capture video, audio, photographs, drawings, and signatures that couldn't be done with a paper notebook.

4.3.1 Improving productivity through digitisation

tuServ Notebook puts officer productivity at the forefront. All officers in the force will be able to search against their own Notebook, and that of their colleagues, without having to return to the station! Instant access to Notebooks ensures evidence can be quickly surfaced when officers need it the most.

Previously, officers would capture images and videos on a portable video camera, then download them to their PC in order to view them. Statements would be hand written then typed onto the PC once the officer had returned to the station. Statements and evidence would need collating into a single case file which can be laborious and time consuming. Now, with tuServ Notebook, all evidence is digital and automatically collated. Officers no longer need to return to the station to sort evidence, saving on resource time and ensuring officers are out on patrol, in the public eye.

4.3.2 How does tuServ Notebook work?

tuServ Notebook allows officers to create multiple Notebooks, either a log of their activities for that day, or a Notebook for each incident attended. Within each Notebook, digital evidence entries are created. Officers can capture a variety of digital evidence:

- Text
- Audio - using the device microphone
- Video - using the device camera
- Drawings - supports touch, mouse and pen
- Images - using the device camera

Once digital evidence is gathered, officers may add a description to each item. Additional evidence can be linked to the initial entry; useful if there are multiple images of the same item. Officers can also sign each item. Multiple signatures can be added to each item, this is particularly useful if both the officer and a member of the public is required to sign an item.

A Notebook can be created, and entries added whilst offline. Once a connection is established, the digital evidence captured will sync automatically. tuServ has a simple, fluid and consistent user experience, allowing officers to focus on the task at hand, rather than focusing on how to use tuServ. Officers can understand entries within each Notebook without having to view the individual Notebook itself. Visual indicators on each Notebook tile represent the digital evidence within each Notebook, whether the Notebook has synced or not, and whether the Notebook is public or private.

If an initial incident becomes a large investigation, the officer can select items from the Notebook and copy everything directly to a new or existing Event Dashboard for a collaborative investigation.

4.3.3 Secure and Evidentiary correct

Any information captured as part of an officer's Notebook follows a strict process to ensure that the information cannot be tampered with externally. In the event of external tampering with data stored on the local device, access to the user is denied until the issue has been investigated.

Notebook search allows multiple officers to access their own, and other officers Notebook entries and items. For security purposes, officers can view other officers Notebook entries but can't alter them. Officers can mark their personal Notebook entries as either public or private. A private entry will not be included in any search results unless you have the authority to view this.

tuServ is also designed to be evidentiary correct. All entries have an export function. Notebooks and entries can be exported as a PDF for briefing and the Crown Prosecution Service. An officer can:

- Export a single notebook entry
- Export all notebook entries for a specified day
- Export all Notebook entries of a named officer for a specific day

4.3.4 Key Features

All Notebook's key features make it a strong evidence gathering tool:

- Add text, audio, video, drawings and images
- Evidentially correct with tamper protection
- Search your own and other officers' entries
- Enables digital signing by officers and members of the public
- Enables rapid sharing of content, allowing a collaborative approach to policing duties



Around Me

4.4 Around Me

tuServ Around Me provides dynamic situational awareness for officers, through an easy-to-use map interface. Around Me offers proximity-based visibility of officers and incidents in your area on a map interface.

Around me displays incidents and officers in your area as pins plotted on a map. All the information displayed is driven by your Command and Control system (e.g. STORM). As an officer, you can set the radius of where you are, the map will display any incidents that are active within a set radius (1 mile through to 30 miles), in real-time. Incidents shown are based on proximity, numbered from closest to you, up to farthest away. The radius can also take into account if the officer is on foot or in a vehicle. Officers can also drill down into the record of an incident to view all known information.

Around Me has been developed to satisfy every aspect of policing. Not only is Around Me available to operational officers on the ground, it is also available to Command and Control. The user interface is command focused and designed for a large screen, allowing Command and Control to rapidly consume the map information and make quick and efficient decisions based around incident priorities and officer availability.

4.4.1 Dynamic Situational Awareness

Using Around Me, officers can benefit from awareness of real-time incidents and the nature of those incidents quickly and easily – all in one location, without needing to radio control, switch device or application. Officers also have better visibility of colleagues in their area, helping to improve officer safety if an officer required immediate assistance.

4.4.2 How does tuServ Around Me work?

tuServ Around Me allows officers to view officers, incidents, stop search processes and event dashboards in their area using a map interface, all of which are displayed as pins on the map. Each type: officers, incidents, stop searches and event dashboards are colour coded with a relevant icon, so each type can be easily identified. Officers can determine the visibility of each type, allowing them to focus on just one type if required.

Selecting a pin centrally focuses that particular location and highlights the corresponding information tile. Each incident tile displays the:

- Status
- Grade
- Type
- Record identifier
- Recorded date and time of the incident
- Person name and address

An officer can then choose to access the full incident record directly from the tile within Around Me. The same also applies for officers, stop searches and event dashboards, with the tile information tailored to each type.

Officers can view all incidents, and incidents allocated to them within a set radius of their location. Officers can adjust this radius from 1 to 30 miles. By default, the officers GPS location is automatically set as the location. However, a custom location can be set if the officer wishes to view incidents in a different location. Simply set a custom location by dragging the pin to a different area of the map. All pins on the map will be re-populated within the set radius of the new location.

Officers can customise the map interface itself. Integration with the platform map allows officers to display the map in either aerial or road mode, show traffic conditions and through the device's native application display turn-by-turn directions from the set location to the chosen pin. Not only does tuServ display pins in real-time, it also allows officers to display historical map markers. Officers can specify a from and to date in order to display a snap shot of incidents and events on a specific date; ideal if officers need to create a timeline of incidents and events in a set area over a set period.

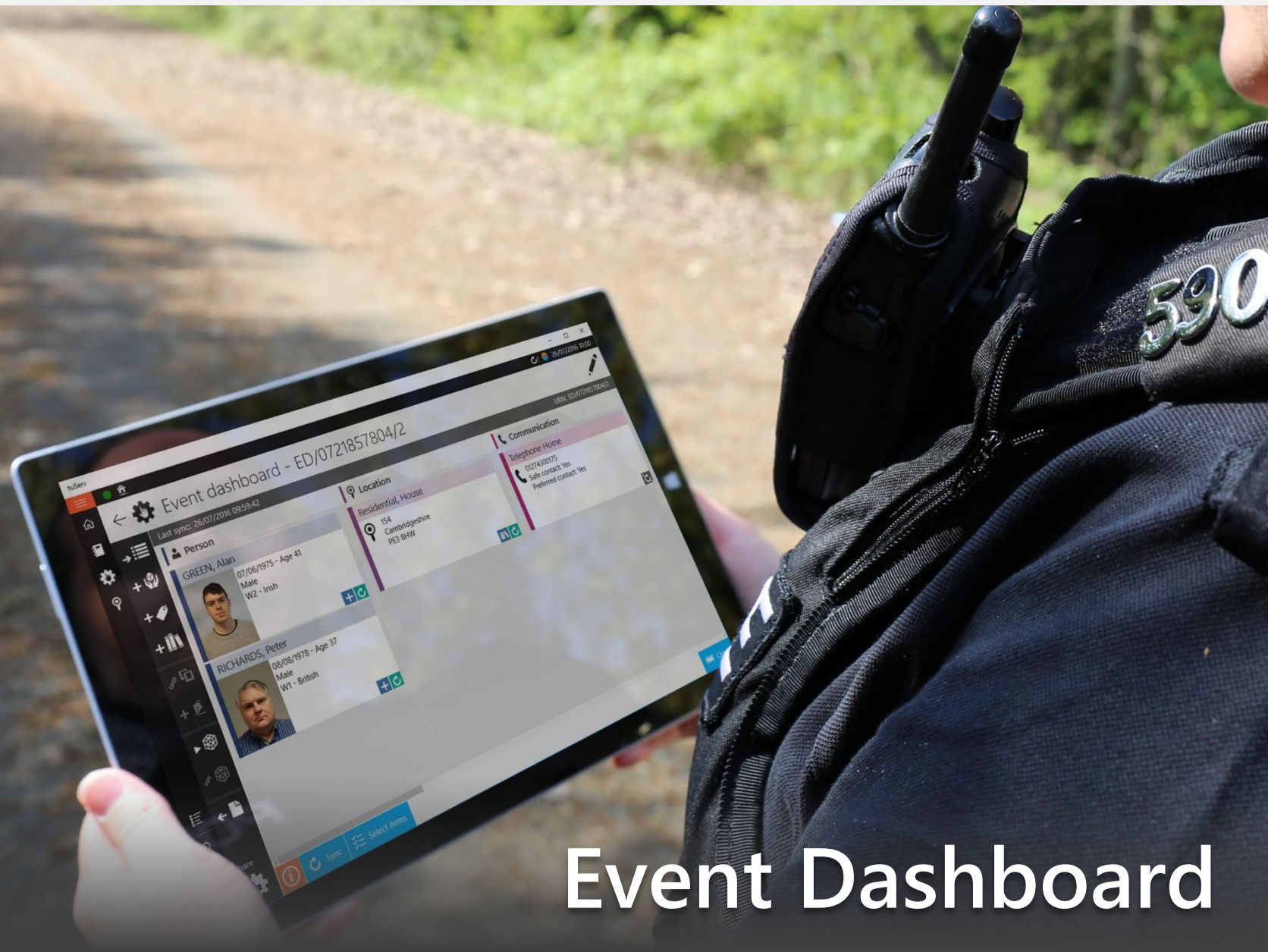
Incidents can be filtered by grade, status and type, making the results more relevant to an officer's job role. These filter preferences can be saved, eliminating the need for officers to set each filter every time they use Around Me.

4.4.3 Benefits

- Improve visibility of incidents and events
- Improve visibility of officers, leading to improved safety of officers
- Improved situational awareness of officers and incidents in a set area
- Improve officer efficiency and productivity with quick access to incidents, incident records and address directions
- Mapping integration with any policing system required

4.4.4 Key Features

- Dynamic situational awareness of officers and incidents in your area
- Officers can quickly filter information to display what is relevant to them
- Provides real-time information access
- Offline capabilities. The map will display cached incident information. Once a connection is re-established the map will automatically sync to display the latest information



Event Dashboard

4.5 Event Dashboard

tuServ Event Dashboard is a real-time multi-officer collaborative workspace where all the information relating to an incident or event is collated in one place. Event Dashboard provides a single version of the truth; a holistic view of an event including locations, vehicles, people, evidence and processes. It is fully connected with a user experience that enables rapid consumption of information.

Officers can add additional officers to their Event Dashboard. Officers can view all the collated information on the Event Dashboard and collaborate with other officers in real-time. When an officer searches for an individual in the Event Dashboard, tuServ will search multiple systems simultaneously, retrieving the best representative data on that person, including any warning markers. The aim of using data from existing systems, or data added to the dashboard by other officers, is to save time, reduce the chance of introducing errors into the system and to provide the officer with the best possible data in the field. In addition, all data can be exported as a PDF for the Crown Prosecution Service without the need to send a mass email to all officers involved, search through duty logs or visit individual officer's stations.

4.5.1 Real-time incident collaboration

The tuServ Event Dashboard is changing policing. Using our mobile application officers can work collaboratively on an Event Dashboard in real-time. A case study provided by Cambridgeshire Constabulary based on a real murder investigation explains the real impact tuServ had on the investigation. The investigation consisted of an attending supervisor, eight officers, multiple members of the public and two scenes. Officers were conducting mobile, fast-track enquiries, managing the scenes and gathering information and evidence using the tuServ Event Dashboard as the single collaborative area.

"After many years in this organisation I can say that this was the easiest briefing to Major Crime I have conducted. Being able to display all relevant information and evidence collated in the course of the initial investigation enabled me to focus on the tasks in hand rather than explain what the evidence was. Not only did this reduce the briefing time it ensured that Major Crime saw the information and evidence immediately rather than having to imagine it until it could be accessed. Taking into consideration the end to end business process, the savings in time and the benefit of direct access to information the overall value to the organisation is remarkable." - Detective Inspector Warrant, Cambridgeshire Constabulary

To view the full case study, please visit www.tuserv.com/case-studies-and-media/murder-investigation-case-study.

4.5.2 How does tuServ Event Dashboard work?

tuServ Event Dashboard allows officers to create multiple Event Dashboards for each incident attended. It is the single collaboration space where officers collate all information relating to an incident. Items added to an Event Dashboard whilst offline will be cached and the data will automatically sync to the service when a connection is re-established.

Upon initial creation of an Event Dashboard, the officer creating the dashboard will be automatically added to it, along with the officer's current location which is validated against Compass Gazetteers.

POLE data, digital evidence, records and processes can be added to an Event Dashboard. A POLE item refers to:

- People
- Officers
- Locations
- Communications
- Property
- Organisations
- Vehicles

4.5.3 Instant access to local and national databases

Search for a person or vehicle using federated search. tuServ has integrated with several systems including **Athena**, **PNC** and **Niche**. tuServ will automatically search across multiple systems, matching results will be displayed. Officers can add any POLE item (except for property) via a federated search. Person search results will display person images, warning markers and other POLEs associated with the person. Warning markers will tell an officer if the person has a dangerous past, such as being known to conceal weapons. Officers can then proceed with greater caution; putting their safety, and the safety of the public foremost.

Any person manually added to an Event Dashboard can be enriched. By enriching the person, the known details are automatically searched across multiple systems. If a matching result is found, the more detailed information is imported into the person fields.

Once a search result is chosen, data is automatically added to the POLE form. Officers may be required to add additional data to mandatory fields as tuServ requires a minimum data set for a POLE object. This greatly improves data integrity and provides officers with richer content. tuServ also allows officers to define relationships between POLE items (e.g. person lives at address) to ensure information integrity. Any POLE data, digital evidence and records can also be quickly imported from other Event Dashboards eliminating the need to re-key and duplicate data.

4.5.4 Improving productivity through digitisation

Digital evidence can be added to an Event Dashboard. Officers can capture:

- Text
- Audio - using the device microphone
- Video - using the device camera
- Drawings - supports touch, mouse and pen
- Images - using the device camera
- Import files from the device or an accessible network drive

Once digital evidence is gathered, officers may add a description and exhibit number to each item. Additional evidence can be linked to the initial entry. Officers can also sign each item. Multiple signatures can be added to each item, this is particularly useful if both the officer and a member of the public is required to sign an item. Each piece of digital evidence may also be marked as sensitive. This will automatically hide the thumbnail images displayed on digital evidence tiles. A visual indicator will also be shown on the tile to show that the item is sensitive. System records from external systems can also be added and viewed within an Event Dashboard. Officers can access the original record using tuServ's easy to use and consistent user interface which reduces initial staff training.

4.5.5 Transforming data integrity and officer productivity

Processes can be created directly from the tuServ Event Dashboard. Such processes include:

- Investigation report
- Intelligence report
- Stop and Stop Search
- Crime report
- Victim/Witness Contact Management
- Statement (MG11) – Including digital signature
- Public Protection Notification (PPN)

tuServ is built to deliver huge time savings and increase officer efficiency. This is achieved by optimising the re-use of existing data, meaning an officer no longer needs to re-key or duplicate any existing information. tuServ's unique approach focuses on data integrity and quicker form completion. tuServ's intuitive user experience guides an officer through the process, mandatory fields enforce data integrity across tuServ, whilst pick lists and auto-populated fields reduce the chance of human error and enables an officer to complete a form in a more effective manner.

For example, if a process asks for a location. The officer can tap the location hash button then a list of all the locations on the currently added to the event dashboard will be displayed. The chosen location is automatically added to the process without the need to re-key or duplicate information.

All processes are automatically saved, officers can save and exit a process whilst in progress. Any officer added to the process has read-only access to the process information whilst it is still in progress. Once a process is submitted, a read-only record is created. tuServ processes are purpose built and tailored to each force and each process required.

All POLEs, digital evidence, processes and records added to an Event Dashboard, are displayed as tiles on the Event Dashboard home view, each POLE type is displayed in its own section, defined by colour and iconography. Tiles contain visual indicators showing where the information has come from; a record, a search result or manually added. It shows if the information is synced, sensitive or has linked POLE items. A process tile will also show the status of the submission and alert the user if a submission has failed.

4.5.6 Secure and evidentiary correct

Any information captured on an Event Dashboard follows a strict process to ensure that the information cannot be tampered with externally. In the event of external tampering with data stored on the local device, access to the user is denied until the issue has been investigated. As standard, all activity within tuServ is logged, officers can view the full audit log of the Event Dashboard at any time. An Event Dashboard along with its audit log can also be locked as a permanent record of activity for evidentiary and review purposes.

Event Dashboard search allows multiple officers to access their own, and other officers Event Dashboards. Officers can view other officers' dashboards that are marked as shared. Officers can self-add to the dashboard and contribute to the investigation. This ability can be restricted if required. Officers already added to the dashboard can also invite other officers to join the dashboard. The officer will receive a notification inviting them to contribute to the dashboard. For security purposes, officers can view another officers Event Dashboard but can't alter them unless they have been added to the dashboard. Officers can restrict or share their dashboard. A restricted dashboard will not be included in any search results unless you have the authority to view it.

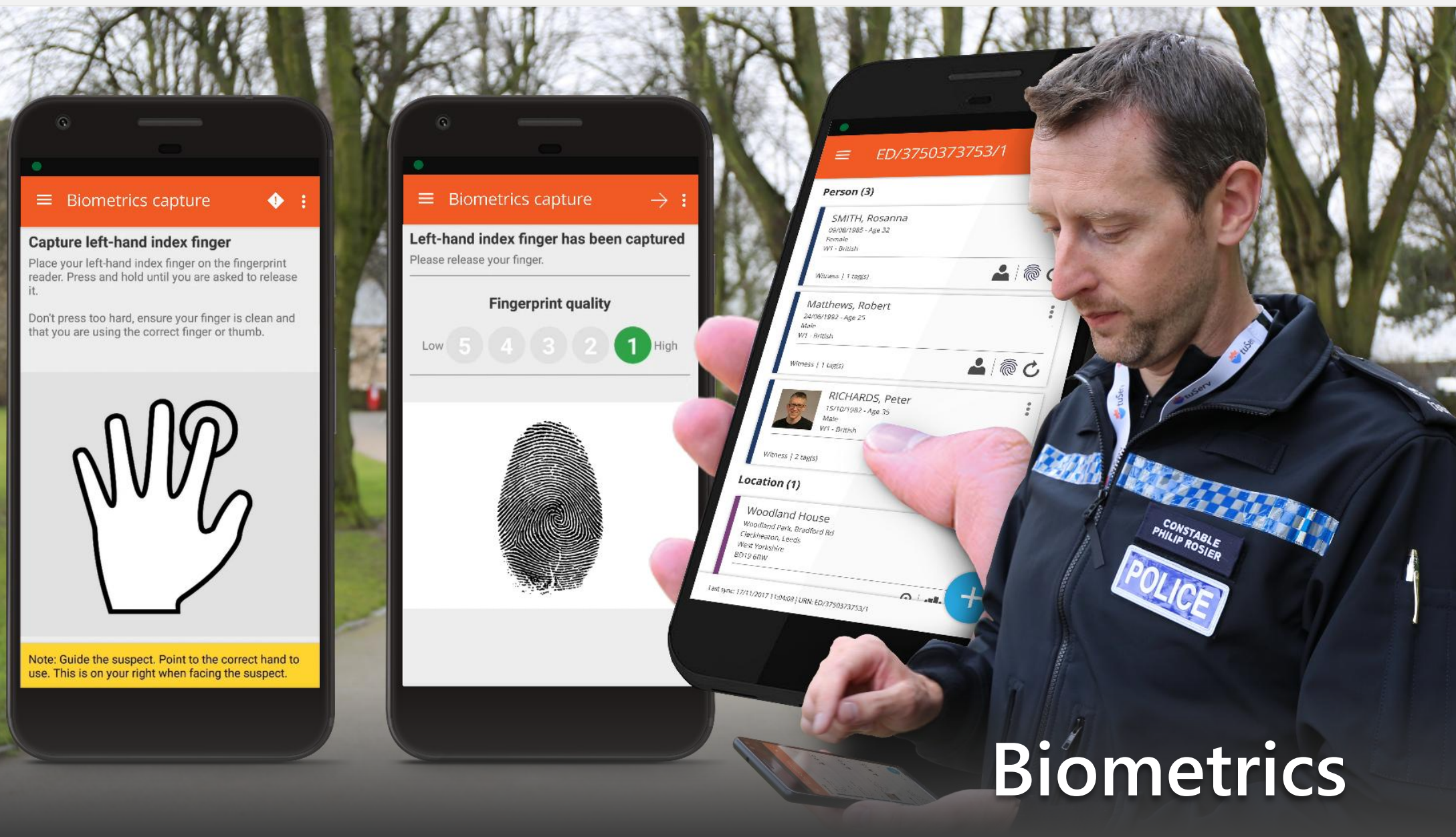
tuServ is also designed to be evidentiary correct. Any Event Dashboard can be exported as a PDF for briefing and the Crown Prosecution Service. An officer can export the full Event Dashboard or select individual items to be exported.

4.5.7 Benefits

- Improve officer efficiency and productivity
- Save money due to less paperwork, and reduced travel
- Improve data integrity by enforcing minimum data sets and data re-use
- More efficient processes and evidence capture allows officers to spend more time on patrol in the public eye rather than spending hours completing paperwork
- Digitising processes and digital evidence mean officers do not need to return to the station
- Full access to real-time information across multiple systems enables rapid consumption of information, leading to better and safer decision making
- Multi-officer collaboration helps deliver a more professional, efficient and sound foundation for a more thorough and detailed investigation

4.5.8 Key Features

- Dynamically add an officer(s) to your Event Dashboard
- Officers can search content on your Event Dashboard and request to be added
- Multi-officer real-time incident collaboration, including remote officers
- Provides real-time information access
- Search all back-office systems available to the officer, including PNC, Athena and Niche
- Easily collate information for submission to the Criminal Justice system
- Complete Audit Log for the Dashboard
- Easily re-use information from Event Dashboard without the need to re-key
- Enables unique and time-saving activities such as collecting witness signatures



Biometrics

4.6 Biometrics

tuServ has been developed to satisfy and mobilise every aspect of operational policing. tuServ biometrics enables officers to rapidly check fingerprints in real-time whilst on patrol, in the public eye. No longer do officers need to return to the station to identify an individual via fingerprint identification.

tuServ Biometrics offers direct access to the Biometric Services Gateway, and was developed with the Home Office and Bedfordshire, Cambridgeshire and Hertfordshire Constabularies. It provides a complete end-to-end mobile solution available to any Force, and extends the functionality of the tuServ solution. tuServ Biometrics searches fingerprints against multiple systems simultaneously, including Police IDENT1 and the immigration service IABS, returning any matching results on a user interface that is second to none.

4.6.1 More time on patrol

tuServ Biometrics and the full tuServ solution puts officer safety and productivity at the forefront. Providing officers with the ability to quickly identify individuals whilst on patrol saves not only money and resource time, but also improves the safety of officers. Officers suspecting that a person has provided a false identity can use tuServ biometrics to correctly identify that person. Previously, officers would need to arrest the suspect, take them into custody and only then could fingerprints be captured. This process now takes minutes, not hours.

tuServ will also highlight results that contain warning markers against an individual, allowing officers to take extra precautions when dealing with a potentially dangerous suspect.

4.6.2 How does tuServ Biometrics work?

tuServ Biometrics meets all Home Office Biometrics standards for capturing and searching biometrics. To submit biometrics, officers must capture 2 fingerprints to search, preferably the left and the right index finger. The seamless user interface will update in real-time, indicating that a scan is in progress, the fingerprint quality and a timeout. Once a fingerprint quality of three or greater has been captured the timeout will automatically end and the second print can be captured. A fingerprint quality is rated 1 to 5, 1 being the best.

If the fingerprint captured has a quality rating of three or less the capture will fail:

- Officers have one more attempt to capture a quality fingerprint
- If the capture fails again, different fingerprints, including a middle finger or thumb can be captured
- Officers can mark a fingerprint as an exception if a print is missing, damaged or smooth

Once 2 prints are captured, tuServ searches multiple systems simultaneously. Results are quickly returned allowing officers to identify individuals whilst on patrol, avoiding incorrect detentions and saving officer resources.

Any person data returned will be displayed within the officers Event Dashboard that they are currently working on. All information can automatically be re-used in subsequent processes without the need to rekey or duplicate any existing information.

4.6.3 Key Features

- Meets all Home Office Biometrics standards
- Capture prints in 2 simple steps
- No longer rely on individuals providing accurate details
- Offers a quality rating before submitting scanned print
- Searches multiple systems simultaneously for matching prints
- Details returned are displayed within the current officer's dashboard



Integration

4.7 Integration

tuServ has been developed to satisfy and mobilise every aspect of operational policing. Developed with operational officers, tuServ consolidates information from all backend systems into a single, easy to use application and provides forces with a secure evidentiary correct data store with full accountability and audit trail.

tuServ is designed to put the emphasis on crafting process and technology around operational needs, through improved accuracy, leading to more efficient use of resources. The tuServ platform is a fully convergent and integrated solution capable of satisfying organisational requirements. With a solid infrastructure, tuServ will automate many procedures and link business processes to further reduce the need for duplication.

tuServ has the unique capabilities of being able to read, write and search your existing systems. You won't need to leave your current systems that you are invested in, we will integrate with any current and new systems you require. We have already successfully integrated with: Athena, Compass Gazetteer, DVLA Pictures at Roadside (PARS), Home Office Biometrics (HOBs), International Law Enforcement Alerts Platform (I-Leap), Niche, PentiP, PNC, Storm (Sopra Steria) and WPC Coroners (Case Management).

Our integrated approach ensures all data is fully written back into the original system automatically and instantaneously.

As integration specialists, we will integrate with any system(s) you require, whether new or legacy, on-premises or in the cloud - if it has an API, we can integrate with it. We are committed to system progression and adaptable to system changes. With our integrated solutions, you will always have access to your systems in one easy to use place no matter how they evolve over time.

4.7.1 Transforming data integrity and officer productivity

Any required processes may be integrated with tuServ. Processes can be created directly from the tuServ Event Dashboard. Such processes include:

- Investigation report
- Intelligence report
- Stop and Stop Search
- Crime report
- Victim/Witness Contact Management
- Statement (MG11) – Including digital signature.
- Public Protection Notification (PPN)
- Traffic Offence Report (TOR)
- Vulnerability Risk Assessment
- Hate Crime
- Use of Force
- Sudden Death
- COVID-19

tuServ is built to deliver huge time savings and increase officer efficiency. This is achieved by optimising the re-use of existing data, meaning an officer no longer needs to re-key or duplicate any existing information. tuServ's unique approach focuses on data integrity and quicker form completion. tuServ's intuitive user experience guides an officer through the process, mandatory fields enforce data integrity across tuServ, whilst pick lists and auto-populated fields reduce the chance of human error and enables an officer to complete a form in a more effective manner.

For example, if a process asks for a location. The officer can tap the location hash button then a list of all the locations on the currently added to the event dashboard will be displayed. The chosen location is automatically added to the process without the need to re-key or duplicate information.

All processes are automatically saved, officers can save and exit a process whilst in progress. Any officer added to the process has read-only access to the process information whilst it is still in progress. Once a process is submitted, a read-only record is created. tuServ processes are purpose built and tailored to each force and each process required.

All POLEs, digital evidence, processes and records added to an Event Dashboard, are displayed as tiles on the Event Dashboard home view, each POLE type is displayed in its own section, defined by colour and iconography. Tiles contain visual indicators showing where the information has come from; a record, a search result or manually added. It shows if the information is synced, sensitive or has linked POLE items. A process tile will also show the status of the submission and alert the user if a submission has failed.

4.7.2 Instant access to local and national databases

Search for a person or vehicle using federated search. tuServ has integrated with several systems including **Athena**, **PNC** and **Niche**. tuServ will automatically search across multiple systems, matching results will be displayed. Officers can add any POLE item (except for property) via a federated search. Person search results will display person images, warning markers and other POLEs associated with the person. Warning markers will tell an officer if the person has a dangerous past, such as being known to conceal weapons. Officers can then proceed with greater caution; putting their safety, and the safety of the public foremost.

Any person manually added to an Event Dashboard can be enriched. By enriching the person, the known details are automatically searched across multiple systems. If a matching result is found, the more detailed information is imported into the person fields.

Once a search result is chosen, data is automatically added to the POLE form. Officers may be required to add additional data to mandatory fields as tuServ requires a minimum data set for a POLE object. This greatly improves data integrity and provides officers with richer content. tuServ also allows officers to define relationships between POLE items (e.g. person lives at address) to ensure information integrity. Any POLE data, digital evidence and records can also be quickly imported from other Event Dashboards eliminating the need to re-key and duplicate data.

4.7.3 Benefits

- Improve officer efficiency and productivity
- Save money due to less paperwork, and reduced travel
- Improve data integrity by enforcing minimum data sets and data re-use
- More efficient processes allow officers to spend more time on patrol in the public eye rather than spending hours completing paperwork
- Digitising processes mean officers do not need to return to the station
- Full access to real-time information across multiple systems enables rapid consumption of information, leading to better and safer decision making
- Multi-officer collaboration helps deliver a more professional, efficient and sound foundation for a more thorough and detailed investigation

4.7.4 Key Features

- Multi-officer real-time incident collaboration, including remote officers
- Provides real-time information access
- Search all back-office systems available to the officer, including PNC, Athena and Niche
- Easily collate information for submission to the Criminal Justice system
- Complete Audit Log for the Dashboard
- Easily re-use information from Event Dashboard within a Process without the need to re-key
- Enables unique and time-saving activities such as collecting witness signatures
- Current processes include; Incident report, Intelligence report, Investigation report, Statement (MG11) Stop, Stop/Search, Crime report, Victim/witness contact management, Traffic Offence Report, Vulnerability Risk Assessment, Hate Crime, Use of Force, Sudden Death and COVID-19.

4.8 Offline, Caching & Connectivity

tuServ understands the type and speed of data connections, and is able to work offline, across multiple users. It can use a mobile Wi-Fi hot spot to allow coordination. Once the connection has been resumed, one version of shared data is synchronised.

4.8.1 Key Features

- Has intelligent caching
- All data uploaded/downloaded based on connection speed
- Override available for exceptional circumstances
- No need to resort to pen and paper

4.9 Service Request Process

Please contact Black Marble to arrange a face to face meeting and demonstration of our solution. During the meetings we will work together to establish the integration points, and determine high-level customer requirements. This would be followed-up with more detailed requirements capture and a project plan for implementation, although as we typically follow Agile development processes the requirements and deliverables are likely to change during the course of the development process to accommodate external changes and priorities.

Currently, tuServ is deployed on each force's existing infrastructure and managed by the force's own IT team, although some modules may be hosted in the cloud. The actual pricing and SLAs for these services can be complex due to the terms of any existing Enterprise Agreements that the force may have in place with Microsoft, so these would need to be reviewed as part of the planning exercise.

4.10 Metrics, Statistics and Use Cases

Currently, tuServ forms an integral part of Bedfordshire, Cambridgeshire, and Hertfordshire (BCH) Constabularies programmes to mobilise police data through a combination of infrastructure, hardware (such as laptops and Smartphones) and Software (such as tuServ).

The benefits of tuServ will depend on, and magnified by, it's appropriate integration with working practices, hardware, and infrastructure. Using this integrated approach, a number of Benefits have been identified through hardware roll out.

Time savings of 1 hour per officers per day, in BCH.

- There is evidence of reduced time spent in station; across all three forces.
- There is evidence of reduced unnecessary travel time to and from station; across all three forces.
- There is evidence of increased officer visibility to the public, in the community; across all three forces.
- There is anecdotal evidence of streamlined working processes; across all three forces.
- Anecdotal evidence of quicker decision making and service to victims; across all three forces.

Given that the development of tuServ has been guided by meeting the operational needs of BCH, we are confident that these improvements will be magnified as the roll out of tuServ accelerates.

We are planning for these to be added to by specific benefits, related to tuServ. These include but are not limited to:

1. Improved quality of officer time spent with victims.
2. Improved quality of data collected from the victim (by officer attending).
3. Reduced time taken to capture and access to digital evidence
4. Improved management of incidents (through, for example, faster access to crime, intelligence, and incident data).
5. Improved management of officers (through, for example, better sharing of team information and location).
6. Increased the quality of risk assessment.
7. Reduced double keying.

These benefits will be gained by frontline policing and measured in time savings (non-cashable efficiency savings) as well as improvements to public service (both quantitative and qualitative).

These benefits will enable further 'downstream' benefits in the support functions that support frontline policing. Modelling undertaken at programme inception allow us to predict that substantial cashable savings can be made from support functions as a result of mobilisation and tuServ.

4.11 Example Use Cases

4.11.1 Trafficking

The benefits of tuServ were felt with it proving to be an invaluable aid in a recent multi0agency operation in Cambridgeshire to combat modern slavery; a growing issue of national importance. Operation launch was part of an investigation into victims of domestic servitude in Peterborough.

Officers documented all occupants at the addresses on tuServ including taking photos. This was then accessible to officers including foreign forces to conduct in-depth checks. One occupant who had not been arrested was successfully identified by a Detective Sergeant as matching the description of a man wanted for rape and was promptly arrested by officers.

The application received significant praise from all officers involved in the operations. Officers were quick to highlight not only the ease in which evidence was captured but emphasised the speed in which it was accessible to their colleagues. To quote the senior ranking officer;

“it [tuServ] was worth its weight in gold as a contemporaneous, and at times live, time line as the operation developed from 4am this morning. Many of the images were shared/viewed live time by our partners in Social Services/Salvation Army/Red Cross etc. A good job by all concerned, much enhanced by tuServ.’

4.11.2 Election Day

In response to General Election Day on May 7th, Police visited numerous polling stations across the force. Historically, these visits have taken place and the visits have been recorded on paper forms and collated at the end of a shift. It’s taken a few days for those forms to reach a central location and for the force to get a full picture of the number of visits that have taken place and any problems encountered. This information is often received too late to make any meaningful decisions other than inform future year’s events.

With the use of tuServ, visits were conducted, and information was entered on tuServ. This allowed real-time sharing of information with the Silver Commander who was able to keep track of visits as they were taking place to conduct meaningful reviews.

Within a couple of hours, Cambridge identified that there were problems arising due to a higher than anticipated electorate turn out early in the morning. This allowed re-allocation of resources to ensure emerging issues were dealt with prior to them impacting on daily business.

4.11.3 Other Use Cases

Further use cases are available, and can be discussed and demonstrated as part of a face to face meeting.

5 Support

5.1 Authorisation requirements for obtaining service

The force's ICT would provide the first line of support and work with Black Marble's support channels to resolve. Black Marble's support process is not designed to be used by end-users.

5.2 Process

Black Marble will provide the customer with the ability to log new calls via email to a support address, telephone to a dedicated support number or through Black Marble's work tracking system, Zendesk. Support calls will be categorised according to their criticality and impact and will be dealt with in accordance with the agreed response levels.

Prior to logging a call, the customer will first ensure their own systems are all functioning correctly which includes other systems that interface with their applications, the servers on which their applications run and any networking infrastructure which their applications relies on.

A call will be classed as 'responded' when Black Marble contacts the customer to inform them of the estimated cause of the fault and time to fix. The maximum time allowed for a call to reach a status of responded, is defined by the agreed response levels.

Black Marble will deliver any fix to the customer for the acceptance testing prior to deployment. At the point where the customer signs off the fix as having passed acceptance testing, the call will be closed. Deployment of any fixes would be the responsibility of the customer.

If the root cause of the issue turns out to be the responsibility of the customer Black Marble will reserve the right to charge the customer for the time taken to investigate and if necessary effect a fix.

5.3 Response Levels

The standard support arrangement has clearly defined timescales within which Black Marble agreed to respond to a call logged by the customer. This does not imply a guarantee of a fix within this time.

Level	Error	Timescale
1	The Software is entirely non-functional.	1 working hour from Acknowledgement.
2	The Software is functioning but an error exists which is preventing the use of a material component of the Software.	4 working hours from Acknowledgement.
3	The Software is functioning but an error exists which is not preventing the use of a material component of the Software.	7 working hours from Acknowledgement.

These response times reflect our standard SLA. Increased cover or response times may be available by separate negotiation.

5.4 Escalation Procedure

To ensure correct delivery of the support service Black Marble will provide a written escalation procedure with named individuals and is to be used in the event that response commitments are not met.

Equally, Black Marble will require the customer to supply a similar escalation procedure, with named individuals. This is intended as a means to expiate situations where response times from operatives of the customer are causing delays in Black Marble's progress with a fault.

5.5 Coverage

Black Marble will provide support between the hours of 09:00 and 17:00, Monday to Friday, excluding statutory holidays. 24 hour cover is available by separate negotiation.

6 Service Delivery

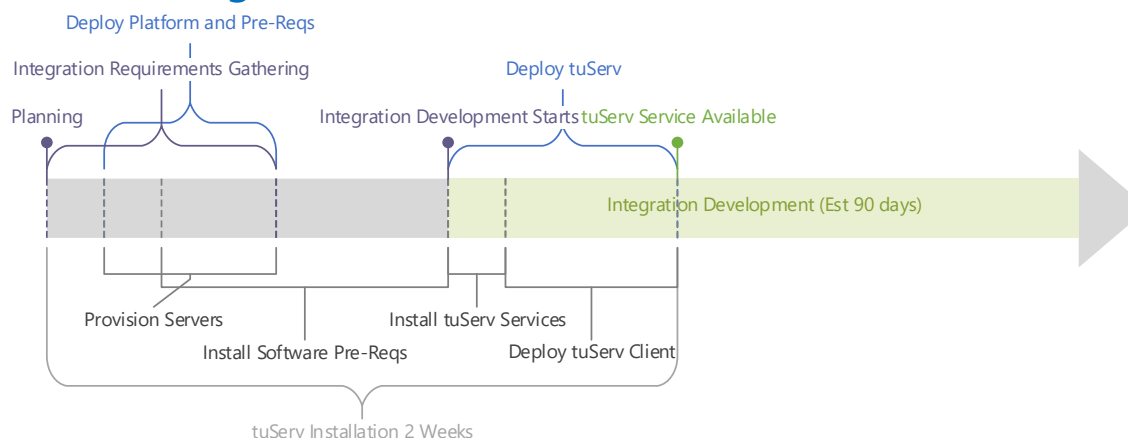
6.1 Technical Specifications

tuServ is designed comply with the Police Force's existing infrastructure specifications and implementations for exposing information to officers out in the field. Defining this specification and infrastructure requirements such as DMZ, Wi-Fi Integration, APN requirements are not in scope.

6.2 Hardware and Software Requirements

For high availability and resilience, it is recommended that 2 servers are provisioned for each server role. tuServ can be hosted on physical or virtual hardware and is not tied to a specific virtualisation provider.

6.3 Technical Service On-boarding



The table below lists the tasks involved in the deployment of tuServ. Some of these tasks are amendable depending on exact implementation.

Task	Duration
Planning	
Environment Planning	
Plan servers	0.25 days
Plan service accounts	0.25 days
Plan service Names	0.25 days
Plan firewall Rules	0.25 days
Plan Certificates	0.25 days
Plan Storage	0.25 days
Plan AD attribute mapping	0.25 days
Deploy Platform and Pre-reqs	
Provision Servers	
Provision ADFS servers	1 day
Provision tuServ API servers	1 day
Provision tuServ APP servers	1 day
Provision Service Bus servers	1 day
Provision SQL servers	2 days
Provision BizTalk servers (if needed)	1 day

Install Software pre-reqs

Ensure AD attributes	1 day
Acquire SSL Certificates	1 day
Create AD Service Accounts	1 day
Install ADFS Service	0.5 days
Install SQL Cluster	2 days
Install Service Bus	1 day
Install BizTalk (if needed)	2 days
Configure Firewall Rules	1 day

Deploy tuServ

Install tuServ Services	
Configure ADFS	0.5 days
Install tuServ APP	0.5 days
Install Redis Cache	0.25 days
Install tuServ API	0.5 days

Deploy tuServ Client

Create Client Configuration	1 day
Create Deployment Package	2 days

Deploy tuServ Package

1 day

To be determined dependant on which back office systems needs to be integrated.

Integration with Back Office Systems

Each force will have access to any existing integration modules, and subsequently any new features on the roadmap when they become available. If an integration to a new back office system is required, or a bespoke customisation this would be negotiated using the standard Black Marble rates table.

6.4 Security

Security and transparency are of course vital when serving the public and both are at the very heart of the tuServ solution. All content, including media content, is locked for editing which is a huge plus for auditing and ensuring limited loss of information over time. The use of DirectAccess and Bitlocker to ensure the security of both data and connectivity is an important aspect of tuServ, and the devices it is designed to run on. tuServ keeps extensive audit logs, giving full visibility to users regarding who has accessed their notes, or submitted evidence for a case. In terms of data security, Bitlocker used alongside Microsoft devices offers two-tier authentication – with a user's level of access determining which content they can and cannot access. This high level of security is key, as information is readily shared across all constabularies and feeds into the key central policing systems and the national database which in turn unifies the front-end systems.

6.5 Ongoing Service Management

Black Marble are committed to encouraging the exchange of knowledge and practices between all forces that adopt the tuServ solution. As such, the company intends to create a User Group which will be actively involved in maintaining the product roadmap. It is hoped that by facilitating co-operation and collaboration between forces tuServ will become a powerful solution and provide a development platform that forces themselves will be able to innovate upon.

All changes and updates made to tuServ will be available to all tuServ forces unmodified under the terms of the current license fee.

6.5.1 User Group Management and Frequency

The User Group will run as a face to face meeting every 6 months to tie in with the development cycle of tuServ. The meeting will be chaired by an independent host, chosen to bring balance and strategic vision to the meeting and ensure that any solution-wide changes suggested are fair and equitable. The development cycle consists of quarterly updates, two of these will be new feature releases, and two minor maintenance updates.

The User Group will have:

- Website
- Portal
- Forum (Managed)

- Bi-annual event

We would expect a maximum of 3 people to attend per force and suggested attendance would be:

- Senior Technical representative
- Business representative
- Senior Operational representative

Representatives from Black Marble would be:

- Product Owner
- Business Development Manager
- Technical Lead

6.6 Order and Invoice Process

Purchase orders can be sent via email or post to the contact named below:

Linda Hogg

linda@blackmarble.co.uk

Black Marble Ltd, Woodland House, Woodland Park, Bradford Road, Chain Bar, Cleckheaton, BD19 6BW

Charges payable by the customer can be made by BACS or cheque and will be invoiced electronically (unless otherwise stated) on the first working day of each month on receipt of a valid purchase order. Payments should be made in accordance with Black Marble's invoicing process which is net 30 days from invoice date, unless otherwise stated.

7 Further enquiries and information

Linda Hogg

Chief Sales Officer



linda@blackmarble.co.uk



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