

Service Definition – G-Cloud 15 Lot 2b (SaaS)

This document defines the Syscon National Offender Management Information System (NOMIS)

service offered under the G-Cloud 15 framework, Lot 2b: Software as a Service.

Executive Summary

Syscon provides NOMIS as a secure, UK-hosted Software as a Service supporting His Majesty's

Prison and Probation Service. The service enables safe, efficient and compliant management of

offenders in custody, supporting public order and safety at national scale.

Service Overview

NOMIS is a mature, mission-critical offender management application supporting the full offender

lifecycle, operational safety, case management, and statutory reporting within a single platform.

Service Scope and Functionality

The service includes admissions and release, sentence administration, movements, incidents,

security threat group management, case management, activities, incentives, trust accounting,

payroll, workflows, reporting, and administrative configuration.

Service Delivery Model

The service is delivered as a supplier-managed SaaS solution hosted in secure UK datacentres.

Syscon provides application support, maintenance, enhancements, and integrations in line with

HMPPS Digital governance and change management processes.

Support and Availability

The service is designed for high availability and resilience, targeting at least 99.99% uptime

excluding planned maintenance. Third- and fourth-line support is provided with on-call support for

critical incidents.

Security, Compliance and Data Protection

The service aligns with ISO/IEC 27001 security governance, EN 301 549 accessibility

considerations, UK data residency requirements, and staff security clearance obligations. Data is

encrypted in transit and at rest.

Integration and Data Management

An API framework enables secure integration with other MoJ and HMPPS digital services. Buyer

data remains the property of the Buyer and can be securely exported at contract end.

Onboarding and Documentation

Users are supported through structured onboarding, configuration, documentation, and remote

knowledge transfer. Documentation is maintained throughout the service lifecycle.

Conclusion

Syscon's NOMIS SaaS provides a secure, resilient and scalable offender management service

supporting critical public sector operations and public safety outcomes.