

Service Definition

SIM Community Safety Manager

Supplier: Bounce Agency Ltd | **Company Number:** 07375930

Service Type: Lot 2b - Software as a Service (SaaS)

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1. Service Overview

SIM Community Safety Manager is a cloud-based incident alerting and protocol management system for multi-agency emergency response. The service enables secure coordination via SMS, WhatsApp, voice, email, MS Teams, and Slack, supporting real-time communication and evidence-based decision-making during critical incidents.

Primary Users: Local authorities, emergency services, NHS trusts, universities, schools, venues, business continuity teams

Service Components:

Platform (Included with all subscriptions):

- Multi-channel emergency alerts (SMS, WhatsApp, voice, email, MS Teams, Slack)
- Escalation chains and broadcast groups
- Response tracking and time-stamped logs
- Reporting and compliance documentation
- Protect Duty (Martyn's Law) compliance support

Protocol Management (Optional add-on):

- Response protocols and version control
- Role-based actions and automated tracking
- Briefing note builder
- Multi-agency coordination and secure document sharing
- Post-incident reviews and performance tracking

2. Core Features

2.1 Multi-Channel Alerting (Both Options)

- SMS, WhatsApp, voice calls, email, MS Teams, Slack
- Configurable alert templates by incident type
- Escalation chains with automatic failover
- Broadcast to predefined stakeholder groups
- Response tracking and confirmation

2.2 Protocol Management

- Response protocols by incident category
- Version-controlled protocol libraries
- Role-based action assignment
- Automated task tracking with reminders
- Briefing note generation and distribution

2.3 Multi-Agency Coordination

- Secure information sharing between agencies
- Role-based access control
- External partner invitation management
- Centralised audit trail across agencies
- Document vault for shared resources

2.4 Reporting & Compliance

- Time-stamped incident logs
- Exportable reports (PDF, Excel, CSV)
- Post-incident review templates
- Trend analysis and performance metrics
- Protect Duty compliance documentation

3. Technical Specifications

3.1 Cloud Infrastructure

- **Hosting:** AWS UK (London) eu-west-2
- **Data Residency:** All data stored in UK
- **Backup:** Daily automated backups, 30-day retention
- **Scalability:** Auto-scaling for peak loads
- **Availability:** 99.9% uptime SLA

3.2 Access & Integration

- **Web Interface:** Mobile-responsive, WCAG 2.2 AA compliant
- **Browsers:** Chrome, Firefox, Safari, Edge (latest 2 versions)
- **API:** RESTful API with OAuth 2.0, rate limited to 2,000 requests/hour
- **Data Export:** CSV, JSON, PDF/A, Excel formats
- **Integrations:** MS Teams, Slack, email systems
- **SSO:** SAML 2.0 and Azure AD support

4. Security & Compliance

4.1 Data Security

- Encryption at rest (AES-256)
- Encryption in transit (TLS 1.2 and 1.3)
- Role-based access control (RBAC)

- Multi-factor authentication (MFA)
- Comprehensive audit logging

4.2 Compliance Standards

- UK GDPR compliant
- Cyber Essentials Plus certified
- ISO 27001 aligned security practices
- Data Protection Act 2018 compliant
- Protect Duty requirements supported

4.3 Penetration Testing

Annual CREST-certified penetration testing with remediation of all critical and high-risk findings within 30 days.

5. Support & Service Levels

5.1 Standard Support (Included)

- **Hours:** Monday-Friday 09:00-17:00 UK time
- **Channels:** Email, phone, web portal
- **Critical Issues:** 4-hour response
- **Non-Critical:** Next business day response

5.2 Enhanced Support (Optional)

- **Silver (£2,500/year):** 1-hour critical response
- **Gold (£5,000/year):** 30-minute response, 24/7 coverage

5.3 Service Level Agreement

- **Uptime Guarantee:** 99.9% monthly availability
- **Maintenance Windows:** Notified 7 days in advance
- **Service Credits:** 5-50% based on availability achievement

6. Onboarding & Training

6.1 Implementation (Included)

- Initial configuration workshop (2 hours)
- Contact import and data migration
- Alert template setup
- User account provisioning
- System testing and go-live support

6.2 Training (Included)

- Remote training session (2 hours)

- Administrator guide and user documentation
- Video tutorials and knowledge base
- Ongoing support for new users

6.3 Typical Timeline

- **Week 1:** Configuration workshop and setup
- **Week 2:** Data migration and testing
- **Week 3:** Training and go-live

7. Service Constraints

- **Internet Connection:** Service requires stable internet connectivity
- **SMS Delivery:** Dependent on mobile network coverage
- **Message Credits:** SMS and voice calls require message credits (charged separately)
- **Data Volume:** Unlimited storage within reasonable use policy
- **Third-Party Services:** MS Teams and Slack integration requires valid accounts

8. Protect Duty Compliance

SIM Community Safety Manager directly supports compliance with the Terrorism (Protection of Premises) Bill (Protect Duty) requirements for Enhanced and Standard tier venues.

8.1 Enhanced Tier Support (200-799 capacity)

- Emergency alert system for staff and security
- Incident logging and documentation
- Pre-configured alert templates
- Compliance reporting

8.2 Standard Tier Support (800+ capacity)

- All Enhanced Tier features PLUS:
- Response protocols and procedures management
- Multi-agency coordination capability
- Training records and exercise logging
- Comprehensive audit trail

8.3 Free Protect Duty Package

Available until 31 December 2025 (£1,750 value):

- Protect Duty assessment workshop
- Table-top exercise facilitation
- Template procedures and checklists
- 15% discount on Year 1 subscription

9. Pricing Summary

Platform Fee: £3,000 per annum

Includes all core alerting features, unlimited users for alerting, standard support (Mon-Fri 09:00-17:00, 4-hour response), and 99.9% uptime SLA.

9.1 Emergency Alert Contacts

Annual fee per alert contact (staff, students, stakeholders who receive emergency alerts):

- 1-500 contacts: £10.00 per contact
- 501-1,000 contacts: £8.00 per contact
- 1,001-2,500 contacts: £7.00 per contact
- 2,501-5,000 contacts: £6.00 per contact
- 5,001-10,000 contacts: £5.00 per contact
- 10,000+ contacts: Contact us for volume pricing

9.2 Protocol Management (Optional)

Per Active User: £50 per month (£600 per annum)

Active users are staff with login credentials who can create incidents, manage protocols, assign actions, and coordinate responses. Alert recipients (contacts) are unlimited and included in the platform fee.

9.3 Message Credits

Required for SMS and voice call alerts. Email, MS Teams, and Slack alerts are included free.

- SMS: £50 per 1,000 credits (1 credit = 160-character SMS)
- Voice calls: £100 per 1,000 credits (1 credit = 60 seconds)
- Credits never expire and roll over

9.4 Additional Costs

- **Setup Fee:** 10% of Year 1 subscription (one-off)
- **Enhanced Support:** Silver £2,500/year (1-hour critical), Gold £5,000/year (30-min, 24/7)
- **Professional Services:** £950/day for custom development, API integration, consulting

Note: Full pricing details available in separate Pricing Document

10. Contract Terms

- **Minimum Term:** 12 months
- **Notice Period:** 90 days for termination
- **Auto-Renewal:** Annual unless notice given
- **Data Export:** Available upon termination (CSV, Excel, PDF)

- **Data Deletion:** 30 days post-termination

11. Free Trial & Discounts

11.1 Free Trial

We offer a 14-day free trial of the full service. Core features included: incident alerting, stakeholder management, response protocols, dashboards, and reporting. Trial access is manually configured to ensure proper setup. Onboarding support provided. Trials may be extended on request.

11.2 Education Discount

20% discount available for educational institutions including schools, colleges, and universities.

12. How to Order

This service is available through the G-Cloud 15 framework:

- **1.** Search for 'SIM Community Safety Manager' on Digital Marketplace
- **2.** Contact us for a demonstration and quote
- **3.** Place order through your G-Cloud procurement process
- **4.** Implementation begins within 5 working days

13. Contact Information

Bounce Agency Ltd

162-168 Regent Street, Linen Hall, 5th Floor, London, W1B 5TF
Company Number: 07375930

Andrew Downie

Email: andrew.downie@bounce-agency.com
Phone: 020 7491 7401

G-Cloud 15: www.digitalmarketplace.service.gov.uk

Service Website: www.sim-manager.com