

Mission Critical Technology & Cloud Services

Purpose:

To help you understand how to implement new Mission Critical Technology into your Public Safety organisation.

Overview:

Actica has significant experience in supporting Police, Fire and Ambulance services in the UK and abroad with technology related business change, particularly relating to Bluelight and Public Safety. We have developed an in-depth understanding of the pressures and constraints on Public Safety organisations and have an excellent understanding of the major strategic initiatives affecting them.

Our work covers all aspects of ICT-enabled business change programmes. This includes IT and telecoms strategy development, business change management, project and programme management, procurement and acquisition support, information and technical architecture development, security, information and knowledge management and customer relationship management. Our consultants have extensive experience of supporting the development and deployment of public safety technology having supported a variety of clients across the UK, Europe, the Middle East, India and Asia Pacific.

Planning:

- Audit existing systems, make recommendations on new technology provision
- Develop project and programme plans
- Advise on Mission Critical Back Office ICT systems and architecture
- Integration and procurement advice for C2, CCS and Mission Critical Applications
- Experts in Airwave, TETRA, Radio, MCX, MCPTT, 4G, 5G, ESN, ESMCP, GIS, ICCS, VoIP and Call Handling applications
- Supporting requirements development and design of Mobile Data solutions
- Case, Custody, Crime and Intelligence systems design
- Command & Control Systems design and advice
- CCTV, ANPR and Body Worn Video design
- Cloud-based digital evidence applications and remote streaming and hosting
- Considers security, performance and quality of service (QoS)

Set-up and Migration:

- Develop and implement roadmaps and transition plans
- Audit existing systems
- Support transition of technology into operational offices, vehicles, helicopters, control rooms
- Fleet mapping and logistics advice for mass staff deployment

Quality Assurance and Performance Testing:

- Perform quality assurance and performance testing
- Conduct benchmarking to identify potential areas for improvement

Security Testing:

- Perform security testing for all aspects of services

Ongoing Support:

- Flexible resourcing to accommodate peaks and troughs in workload
- Maximise the realisation of benefits from your business change programme
- Partnership working and skills transfer to enhance your capability

Information Assurance:

Mission IT and Digital services support can be provided for services of any classification. We employ security cleared personnel who operate with information at all levels of the Government Security

Classification Policy (GSCP) scheme. Our systems are approved to hold classified information.

Pricing:

This service is priced based on anticipated resource requirement. Resources will be charged in accordance with the agreed SFIA day rates. Two pricing options are available:

- Firm price. The firm price will be based on the anticipated resource requirements including provision for risk. Provision for travel and subsistence cost will be made. Payment will be required against achievement of agreed milestones. Customers may request clarification of the number of days by SFIA grade for their specific deliverables, which will be confirmed by Actica for contract award.
- Limit of liability. The limit of liability will be agreed based on an anticipated resource requirement. Charges will then be made monthly in arrears against resource effort expended. A limit of liability will also be agreed to cover travel and subsistence. Travel and subsistence costs will be charged at cost monthly in arrears against cost incurred.

Service management details and constraints:

Our service is subject to ISO9001 certified quality controls. A lead consultant shall be appointed who will have responsibility for liaising with the client and managing the Actica team providing the required services. In addition, a Project Authority will be appointed who is normally a Director within the Company who will act as the point of escalation. We support our clients on-site, via email or by telephone, during standard office hours and with a 1 business day response time to acknowledge support requests.

Data backup and recovery:

Where our staff use infrastructure and information provided by our clients, it is the clients' policies and procedures that prevail. Ordinarily, our consultants are supported by our own infrastructure up to, and including OFFICIAL, and we have facilities for higher classification information to be received, stored and transmitted. Our consultants' laptops and our corporate systems are backed up regularly and our corporate Disaster Recovery Strategy and Plan ensures that we are able to continue to provide services to our clients in any event.

On-boarding/off-boarding:

For all of our assignments we operate our standard on-boarding/mobilisation activities. At assignment closure, we undertake a review and ensure that skills have been transferred to client staff where appropriate.

Ordering and invoicing process:

Specific details of the clients requirement should be sent to cloud@actica.co.uk. Following discussions about your requirement, Actica will send a fully priced proposal detailing the services to be provided. Once approved, a valid purchase order should be sent to finance@actica.co.uk for processing. Once the work is completed and accepted by the client, Actica will invoice the client for the work. Payment is expected within 30 days. We are able to use a range of electronic purchase and payment systems (e.g. CP&F).

Consumer responsibilities:

The Consumer should appoint a single point of contact for reporting purposes.

Contact Details

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