

Service Description

G-Cloud 15

Lot 3

Colt Public Protection Unit Database (PPUD)

Release Date	30/01/2026
Author	Colt Technology Services

Copyright ©

No part of this document may be reproduced or adapted in any form, including photocopying or storing it by electronic means, except as is necessary for the purpose of the recipient's dealings with Colt, without the written permission of Colt. Any copies made of any part of this document shall include the notice:

© 2025 Colt Technology Services. The Colt name and logos are trademarks. All rights reserved.

No information contained in this document shall be disclosed to any third party without the written permission of Colt.

Contents

1. Service Overview	3
1.1. Operational Support	3
1.2. Service Level Objectives & Incident Management	3
1.3. Service Levels	4
1.4. Monitoring Service	4
1.5. Configuration & Change Management	5
1.6. Terms of Reference	5
1.7. Out of Scope Statement	6
1.8. Assumptions & Dependencies	6
1.9. Customers Responsibility	6
2. Operating System Support	8
2.1. Service Levels	9
2.1.1. Managed Operating Systems	9
2.1.2. Managed Applications	9
2.1.3. Support Response Time	9
2.1.4. SLA Credit Claim	9
2.1.5. Credit Limitations	9
2.1.6. Exclusions	10
2.1.7. Credit Issued	10
3. Ordering and Invoicing Process	11

1. Service Overview

The Public Protection Unit Database (PPUD) is a web-based application that has been in use for over 10 years and is a business-critical system for the management of Offenders within the United Kingdom (UK). PPUD is an accredited Casework Management System for the management of Offenders, including Parole, Probation, Release, Recall, Mental Health and various other related processes. It includes a full Document and Dossier management system, complex workflow processes and a variety of other unique functionality. The system is fully customisable by Maintenance & Support

1.1. Operational Support

Colt shall be responsible for the operational support of PPUD. Incident handling, escalation paths and methods of procedures are summarised below for reference purposes. Colt Operations Centre for government solutions is staffed by UK-based resources with appropriate security clearance for working with government organizations.

1.2. Service Level Objectives & Incident Management

Colt shall provide the Customer with ongoing access to Colt Operations Centre to resolve incidents with PPUD for which Colt is providing services during normal business hours. Colt help desk services are available from 08.00 to 18.00 during normal working days. Whilst the system is operable outside these hours Colt does not guarantee response times or availability during those hours. All open incidents are managed through the Operations Centre's multi-tiered, structured escalation processes based on the ITIL model which involves ongoing monitoring and evaluation of Colt progress towards incident resolution. Colt is accountable for delivery of service level objectives ("SLOs") as follows:

- Priority 1 calls are responded to within two (2) business hours, with an ideal fix time of four (4) business hours
- Priority 2 calls are responded to within four (4) business hours, with an ideal fix time of eight (8) business hours
- Priority 3 calls are responded to within one (1) business day, with an ideal fix time of two (2) business days.
- Priority 4 calls are responded to within two (2) business days, with an ideal fix time of four (4) business days.

Where the Customer requires a case to be raised as Priority 1 or Priority 2, for example because of a significant loss of functionality with a system such as Dossiers or Listing, this will be communicated by the Customer during the initial incident logging. The priority level will be mutually agreed with Colt Operations Centre based on standard operational procedures for incident handling. Incidents logged for PPUD are subject to standard response times and an escalation path.

To meet service level objectives, Colt shall be responsible for providing the following services:

- Business hours call handling will be performed by Colt Operations Centre. Initial diagnosis and logging will be handled by Colt Operations Centre and a Colt support ticket will be raised and an owner will be assigned. Calls will be escalated where necessary after the initial call handling process has taken place as displayed in the diagrams above.
- Colt will manage all Change Control for the environment in conjunction with Customer.
- No changes will be made by Colt or Customer without following the Change Control process and without appropriate authorisation being obtained from Customer.
- On resolution of the support ticket the Operations Centre will contact the Customer to confirm closure of the incident as per standard Colt operational processes. Customer will confirm the resolution, such confirmation not to be unreasonably withheld.

- Where resolution involves bug fix development there will be functional and regression testing performed to demonstrate resolution of the issue.
- Reporting to Customer will be handled via a mutually agreed reporting process at regular intervals as agreed by Colt and Customer during service initiation.

1.3. Service Levels

Colt guarantees the following service levels (08.00 to 18.00 normal working days):

ID	Metric	Minimum SLA	Target SLA
1	Application Availability	99.5% working hours	0.5% during working hours
This metric is triggered if the overall application in its entirety is unavailable for more than 0.5% of the working time during the month. This specifically excludes partial failures of the system. Each additional 0.5% triggers the metric again. Failure of the hosting provider does not trigger this metric, this is for application failures only.			
2	Application Performance (with exceptions) based on 95 th percentile	3 second reponse per page	Per 1 second over 3
This metric is triggered if the average time to process a page is over 3 seconds, based on the 95 percentile of the daily average. Certain pages are excluded from this (specifically the reporting system, To Do List and Tracker functions as they are all complex queries). Each additional second triggers the metric again			
3	Time to fix (Priority 1 calls)	4 hours	Per call > 4 hours
This metric is triggered for each of the Priority 1 calls logged during the month that took over 4 hours to provide a solution to. This includes provision of a workaround. Each additional call triggers the metric again.			
4	Time to fix (Priority 2 calls)	8 hours	Per call > 8 hours
This metric is triggered for each of the Priority 2 calls logged during the month that took over 8 hours to provide a solution to. This includes provision of a workaround. Each additional call triggers the metric again			
5	Application partial availability	99%	99%
This metric is trigger if a single significant part of the application is unavailable for more than 1% of the time during the month. This is separate to metric 02. Each additional 1% triggers the metric again. As with metric 02, this metric is not triggered if there is a failure with the hosting provider. Each element of the system has a separate availability metric, although metric 02 overrides this.			

Each metric that is failed during the month attracts a 2% discount on the following month's charges. Some metrics can be exceeded multiple times, with each additional trigger adding on an additional 2%.

1.4. Monitoring Service

Colt shall provide Customer additional monitoring of up to one thousand (1,000) system components using a shared platform to monitor events and performance on a 24 x 7 x 365 basis, with alerts triggered during Business Hours to the Operations Centre. Colt will define and configure th monitored elements during initial transition of services as described above with ongoing development during the course of the engagement. If the communications link between the server and the Operations Centre fails, the server will store all event and performance information in a local database. When the link is re-established, this information is automatically transferred to the Operations Centre. The level of reporting and statistical analysis, monitoring services with reports passed across to Colt Client Service Partner ("CSP") and will be shared with the Customer. The following summarises the monitoring service:

- Monitor system availability using current infrastructure monitoring tools and additional monitoring up to one thousand system components (elements) on a shared platform.
- Monitor resource capacity on relevant hardware components.
- Monitor system faults and performance issues.
- Define and supply, on a monthly basis, usage reports for Customer review.

1.5. Configuration & Change Management

This service is designed to manage the deployment of planned changes in a controlled manner. It is designed around thorough, ITIL-based change control processes which include technical assessment of the planned change, preparation of an impact assessment, an implementation plan and a back-out plan. Any changes made are subsequently recorded in the master Configuration Management Database ("CMDB"). This information can be exported at Customers request in order to keep the CMDB up to date. The specific change control procedures to be followed will be defined and mutually agreed upon within thirty (30) days of service initiation.

The following summarises the Configuration and Change Management process:

- Manage Change Control for the environment in conjunction with Customer. Note that no changes will be made by Colt or Customer without following the Change Control process and without appropriate authorisation being obtained.
- Provide reporting to Customer handled via an agreed reporting process at regular intervals agreed by Colt and Customer.
- Identify, review and plan patches / hotfixes and service pack installations as mutually agreed.
- Effort beyond this allowance is subject to table 3.1.2, "Rates Beyond Contracted Hours".

1.6. Terms of Reference

Colt shall maintain the existing Terms of Reference within the Customer. Where developments of these terms are required, they will be developed in conjunction with the Customer to detail the process and procedures for the Services. These procedures will form the Terms of Reference and will be maintained, as required, and will include the following critical components of the Services:

- Operational integration between the Operations Centre and the Customer support teams and vendors.
- Escalation and communications between the Operations Centre and the Customer support teams and vendors.
- Change management process integration between the Operations Centre and the Customer support teams and vendors.
- Detailed scope definitions in compliance with this SOW.
- Current architectural diagrams.

The Terms of Reference is a living document. The document will be negotiated and approved by both Customer and Colt Operations Centre before it is put into production. Each Party will assign a primary contact to support the delivery of the Services, and who will be empowered to allocate resources and make decisions for such party in a timely fashion, and will attend periodic status meetings to discuss progress and any other issues that arise during the Services.

1.7. Out of Scope Statement

The following activities are specifically out of scope:

- Penetration testing;
- Additional changes to the Risk Management and Accreditation Document Set (“RMADS”) testing and analysis other than ensuring consistency with the current architecture of the environment;
- Independent code review
- Any GWS / GSI infrastructure components or applications other than those that form part of Customer’s GWS environment.

1.8. Assumptions & Dependencies

Colt has incorporated the following key assumptions and dependencies. Should any of these prove to be false during the course of the engagement, it may have an impact on the schedule and/or fees, and will be managed via a change control:

- Maintenance service for PPUD as is installed and operational at the time of writing. Operational support for enhanced PPUD functionality or capacity is subject to review and potential additional cost and will be mutually agreed by Change Control.
- No increase in service management is required under the new contract. Colt will maintain the existing twenty (20) hours of Client Service Partner engagement under related Service Order. Time beyond this is subject to overage charges as per the existing contract. The hours used for this element of this engagement will be reported and reviewed during the regular service review process with the Customer. If, during the review, it’s determined that additional hours are required for the remainder of the engagement, these will be managed via Change Control.
- The resources engaged in delivery of the Services, for reference purposes include:
 - TS Technical Design Authority (G-Cloud Colt Consulting Services)
 - Application Specialist (G-Cloud Colt Consulting Services)
 - Test Manager (G-Cloud Colt Consulting Services)
 - Principal Project Manager (Colt Programme and Project Management)

All resources will be UK-based with appropriate security clearance for working with government organizations.

1.9. Customers Responsibility

- Customer will specifically identify and provide Colt with access to all relevant Customer-controlled information, resources and locations required to complete the Services.
- Customer will provide Colt contact information (name, phone, email) for all Customer team members with whom Colt will interface
- Customer will provide direction to Colt on the tasks, activities, objectives and deliverables to be provided as part of the Service.
- Customer will attend a review call/meeting with Colt nominated lead, to review in collaboration, at a frequency agreed between both parties, the activity reports and next steps.
- Neither Customer nor its representatives shall attempt in any way to circumvent or otherwise interfere with any security precautions or measures of Colt relating to the Service or any other Colt equipment.

- Customer is responsible for purchase, including vendor support, of development licenses to include Visual Studio/TFS, Syncfusion Team Studio, Infragistics ASP.NET and PDFTron.

2. Operating System Support

Colt shall provide Operating System support for Services residing within the Customer Modernisation Platform (in AWS) including and not limited to: operational support of the underlying PPUD Microsoft Windows servers that host the PPUD applications, network connectivity from servers, and provide reasonable assistance to Customer Support teams in the troubleshooting and resolution of incidents involving Customer supplied infrastructure.

The Services includes but not limited to:

- **Virtual Instances** - x19 VM's all MS Server 2012 R2 OS. Majority of the VM's are vanilla VM's, some contain database services,

The Customer has opted for the provision of a Client Service Partner (CSP). Colt shall provide CSP Services no more than 20hours of support per month

The role and responsibilities of the CSP are detailed below:

CRM Customer Relationship	Proactive calls to Customer with regular touch points Provide product introduction or enhancements information Contract Management and Administration Response to customer queries Customer advocate at Lumen (LumenLink) Informing Customer on Colt changes, such as invoice, Layout Proactive and formal raising of risks and issues to the customer (e.g. data storage capacity being exceeded)
INP Incident / Problem Management	Incident and problem trending and reporting Conduct Root cause Analysis, provide RCA Report and follow up business impact review (for Colt services) Create Automated Service Procedures
RES release Management (install and Decommissioning)	Overseeing project management or new major Service Integrations Supply Customer handover documentation Provide Customer with Colt Handbook Establish service interfaces
CFG Configuration Management	Review Customer infrastructure at Service Reviews Undertake quarterly review of infrastructure monitoring Provide updated Customer configuration documentation following major changes Review authorised Customer contact list
SLM Service Level Management	Service reviews SLA monitoring and reporting (via service reviews) Executive Reviews including product enhancement and business direction
AVM Availability Management	Optimisation of Service Uptime Availability Report Customer-specific Colt crisis and impact communication
FIN Finance	Proactively manage bill production Processes Service Credits Resolve billing enquires
Performance Management	Provide basic performance reporting and recommendation on key servers, network (internet/IIP/ATN), storage and utility backup

Service management is available 9 am to 5pm during business days. The Operations Centre is available 24/7 basis to support incident escalations. The Service management organisation will support major events with significant business impact outside of normal business hours
--

2.1. Service Levels

Note, these Service Levels are indicative and may need to be reviewed by the parties once Replatforming has successfully concluded.

A high level description of the SLA and Services are given below, further details can be found in Colt G Cloud offering. The following SLA credits are applied on a monthly basis unless specified otherwise.

2.1.1. Managed Operating Systems

Managed Operating Systems will deliver 99.99% uptime availability on standard servers and 99.9% uptime availability on cloud servers. The managed operating system is considered available as monitored within Colt network for infrastructure and the ability for Customer to open and log in to a RDP or SSH session at the OS layer. Password lockouts and other security invoked events are excluded and not covered by this SLA. Exclusions to uptime include any actions of Customers or Customer Authorised third parties which negatively impact the availability of Customer server and such actions will not constitute failures and as such are not covered by this SLA.

2.1.2. Managed Applications

Managed Applications: Managed Applications will deliver 99.9% uptime availability and redundant or clustered Managed Applications will deliver 99.99% uptime availability as monitored by Lumen Cloud monitoring systems. Only failures due to known Lumen Cloud problems in the Application layer delivering individual applications constitute failures and as such, only they are covered by this SLA. If multiple Applications are installed on the same server, only one Managed Application, most impacting will be covered under the SLA.

2.1.3. Support Response Time

As per Section 6.3

2.1.4. SLA Credit Claim

- Lumen's monitoring systems will log and report service failures that are eligible for service credits. Customer will be notified by the NOC regarding a failure and for failures lasting greater than 30 minutes, Customer will receive an Incident Report per this SLA.
- If a Customer believes that a service failure occurred Customer must contact their service manager and request any credits by accurately detailing the credit request within 30 days of the failure in question. Colt will issue to the Customer appropriate service credits for the failure as defined in this SLA upon review and confirmation of the service failure.

2.1.5. Credit Limitations

- The minimum period of failure eligible for a credit is 15 consecutive minutes, and shorter periods will not be aggregated. The maximum credit shall not exceed one hundred percent (100%) of Customer's fees for the affected Service feature for the then-current billing month. In the event that multiple periods of failure overlap in time, credits will not be aggregated, and Customer will receive credit only for the longest such period of failure. In the event that a single incident calls for credits pursuant to multiple parts of this SLA, Colt will award credits for all Service features impacted in a single incident subject to the maximum credit noted above. fees, regardless of the length of failure or the number of occurrences.

- Credits available pursuant to this SLA apply only to future service delivery and will be credited against the applicable invoices. Colt will not provide a refund or issue a credit against an invoice with no amounts payable. If Customer retains a credit balance on termination of the account in question, such credit is forfeited. Notwithstanding the foregoing, credits will not be applied against fees for professional services, bundled support or setup fees.
- Notwithstanding any provision to the contrary in this SLA, the following do not constitute failures: (1) downtime during planned maintenance (as defined above) or Emergency Maintenance (as defined below) periods; (2) outages caused by acts or omissions of Customer, including its applications, equipment or facilities, or by any use or user of the Service authorised by Customer; (3) outages caused by hackers, sabotage, viruses, worms or other third party wrongful actions; (4) DNS issues outside of Colt's control; (5) outages resulting from Internet anomalies outside of Colt's control; (6) outages resulting from fires, explosions, or force majeure; (7) failures during a "beta" period; (8) any suspension of Service pursuant to the Agreement; (9) during a time in which a Customer is not in compliance with the AUP; or (10) the unavailability of required Customer personnel, including as a result of failure to provide us with accurate, current contact information. Customer will not be eligible to receive any otherwise applicable service credits if Customer is in breach or default under any provisions of the Agreement at the time the service level failure(s) occurred or at the time when such service credit is requested by Customer until such breach is cured, at which point the service credit will be issued.

"Emergency Maintenance" refers to any corrective action intended to remedy conditions likely to cause severe Service degradation, as designated by Colt in its sole discretion. Emergency Maintenance may include but is not limited to actions intended to address hardware or software failures or viruses/worms. Colt will exercise reasonable efforts to inform Customer in advance before interrupting the Service for Emergency Maintenance, but such notice is not guaranteed, and failure thereof does not constitute failure.

2.1.6. Exclusions

This SLA provides Customer's sole and exclusive remedies for any Service interruptions, deficiencies, or failures of any kind.

This SLA does not cover (without limitation): (a) network performance to Customer's physical location or Internet access point (such as a local DSL/cable modem); or (b) failures due to denial of service attacks.

False or repetitive claims are subject to service suspension. Customers participating in malicious or aggressive Internet activities, thereby causing attacks or counter-attacks, do not qualify for SLA claims and shall be deemed in violation of the Acceptable Use Policy posted on the Website.

2.1.7. Credit Issued

For all SLAs, the service credit formula is as follows: Hours of eligible downtime or failure x Product and/or Service hourly cost = service credit.

- Credit Eligible Downtime or failure = Time (in hours) past the SLA greater than 15 minutes excluding allowable downtime
- Product and/or Service hourly cost = Customer's billing rate/hour during period of downtime of failure

3. Ordering and Invoicing Process

Customers will engage with a Colt Sales representative who, having qualified the requirement, will engage with the necessary technical support teams to fully scope the requirement. As PPUD is a complex system, Colt recommends an initial consultation with the customer to warrant the suitability of the application for their purposes. Standard G-Cloud purchasing protocols can be initiated subsequently.

End of Document