

Leonardo ANPR Integration, On Boarding & Development Services

G-Cloud

Service Definition Document



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1. Introduction

This document provides an overview of Leonardo's Automatic Number Plate Recognition (ANPR) Integration, On Boarding & Development Services for GCloud.

2. Service Overview

Integration

The ANPR Enterprise Operations Centre (EOC) exposes a number of interface APIs for use by 3rd party systems. This service provides technical support for those 3rd party integrators to assist in the development, testing and approval of any application that is intended to integrate with the ANPR EOC, including integration solutions with Management Server on premises or cloud hosted deployments.

The service offered can include

- Interface documentation
- Technical advice/support / design documentation
- Test EOC instance for integration testing
- Integration support and commissioning
- Acceptance/Authorisation for use on NAS
- Documentation and test reports

On Boarding

This is the ANPR On Boarding Service which, combined with the ANPR EOC, ensures on time delivery of Clients ANPR needs, including:

- Project Management,
- Lifecycle Management,
- System Analysis, System Design,
- Data Analysis,
- Test Management,
- Testing,
- Integration,
- Data Migration,
- Training,
- System Accreditation Management,
- Training Solutions including Training Course Design and Training Delivery

This service can also be used to either migrate the Software as a Service (SaaS) to another Platform as a Supplier (PaaS) supplier, if required, or to off-board to another SaaS supplier if/when required.



Development

This service provides the ability for customers to procure specific updates to the Commercial off the Shelf (COTS) ANPR EOC product or associated products to deliver ANPR solutions. This offer covers the following services, as required:

- Business Analysis
- Requirements Capture and Definition
- Design
- Development
- Test
- Acceptance
- Accreditation support
- On-Boarding/implementation of solution
- Training Development

3. On-boarding and Off-boarding

Mutually agreed, where applicable.

4. Service Management

The Service Management component of the engagement will be agreed as part of the pre-engagement process. This will include reporting cycles, quality management and the escalation process for issues that cannot be resolved at working level.

5. Service Levels

The Service Level for ANPR Integration, On Boarding & Development Services will be mutually agreed at contract award, based on specific client requirements.

If the client believes that the Quality Outcomes are not being achieved then there is a formal process for asserting this which triggers a Quality Review process within Leonardo.

6. Service Constraints

The provision of this service requires the 3rd party vendor to sign an End User Licence agreement with the Home Office prior to any documentation and support being made available.

7. Financial Recompense Model



Requests for Financial Recompense will be based on a failure to meet the engagements objectives and/or the agreed Quality Objectives. The level of Financial Recompense and the circumstances under which payment will be triggered will be agreed pre-engagement.

8. Training

This offer includes the provision of a Computer Based Training package for general users and a Train the Trainer package, with documentation, is also available, where applicable/required.

9. Trial Service

Not applicable

10. Backup/Restore & Disaster Recovery

The resultant development output will be developed to operate within the Resilience Regime established for the National ANPR Service (NAS).

11. Data Restoration / Service Migration

The resultant development output will be designed to operate within the Resilience Regime established for the NAS.

12. Customer Responsibilities

The customer is responsible for the provision of appropriate platforms/environments in order to support:-

- Development
- Functional Testing
- Performance Testing
- Production
- Resilience Testing
- Training

The provision of this service requires the 3rd party vendor to sign an End User Licence agreement with the Home Office prior to any documentation and support being made available.



13. Technical Requirements

Technical scope for Integration, On Boarding and / or Development needs to be mutually agreed in advance of contract award for this service.

If the On-Boarding requires any Data Migration activities then the customer will be required to present the data in accordance with the interface documentation.

14. Ordering and Invoicing Process

Following signature of the Call-Off Contract Order Form, Leonardo requires a purchase order to be raised and received 1 week prior to the first invoice date to allow time to process through the system and raise any invoices due. As per the Call-Off Contract Order Form, payment of invoices shall be made within 30 days from receipt of invoice. Payment shall be made by BACS.

15. Termination terms

Termination shall be in line with the G-Cloud Call-Off Contract Order Form as follows:

In accordance with Call Off Contract, the notice period required for Termination is at least 90 working days from the date of written notice for disputed sums or at least 30 days from the date of written notice for termination without cause.

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