

G-Cloud 15 – RM1557.15

Lot 2b – Software as a Service

Force Control Centre

Service Description

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Foreword

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Validity

This proposal and all information contained within are valid for a period of 180 days from January 30, 2026.

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About HCLTech

HCLTech is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Our technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of invention and risk-taking, along with a relentless focus on customer relationships.

With a worldwide network of Research and Development (R&D), innovation labs and delivery centres and over 225,000+ 'Ideapreneurs' working in more than 60 countries, HCLTech serves leading enterprises across key industries. HCLTech generated consolidated revenues of USD 13.8 billion for 12 Months ended 31st March 2025 with 4.5% Increase YoY. For latest figures, please refer to the link below:

[About our Company: HCLTech – Supercharging Progress](#)
[HCLTech's Annual Report 2024-25 | HCLTech](#)

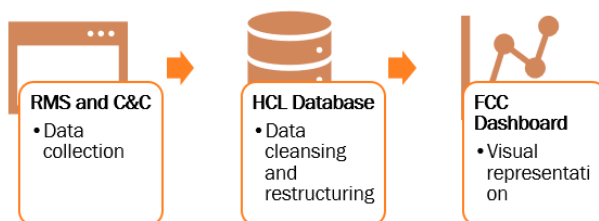
We offer an integrated portfolio of products, solutions, services, and Intellectual Property (IP) through our Mode 1-2-3 strategy built around Digital, Internet of Things (IoT), Cloud, Automation, Cybersecurity, Analytics, Infrastructure Management and Engineering Services, amongst others, to help enterprises reimagine their businesses for the digital age.

Service Description

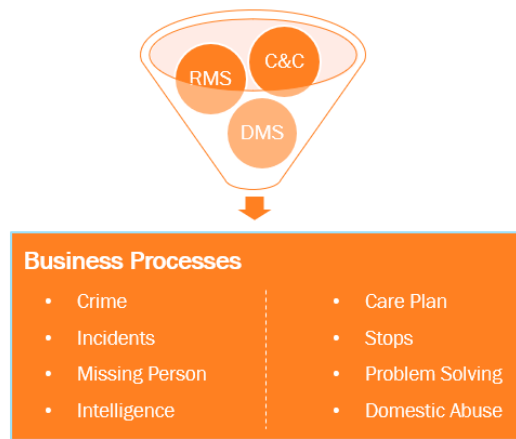
The HCLTech Force Control Centre (FCC) Dashboard Solution from HCLTech is the next generation in Mobility Solutions for Policing and other first responders. The solution has continued to evolve and has delivered effective reports to senior police officers.

The HCLTech FCC Dashboard solution provides complete visibility of the demand, i.e. Open Crimes, Open Missing, Open Domestic, etc. across the entire force broken down to their individual clusters and divisions.

The HCLTech FCC Dashboard solution seamlessly integrates with the RMS and Command and Control systems for automatic data collection for various business processes and represents various types of reports with no manual intervention.



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Features

- Automatic data collection from RMS and Command and Control systems to provide details on the various business processes.
- Unified real-time view of all critical events in a single pane.
- Provides the real-time information and actionable insights – by obtaining required data from numerous systems, then providing the complete visibility of the crimes and policing demand.
- Previous data analysis via Force Trends.
- Clear visual overview of the current situation within divisions and clusters.
- Resourcing details of all Police Officers across various divisions and clusters for addressing demand and supply.
- Instant drill down on live incidents or any other events with the ability to view/ update incidents and events in real time.
- Highlights the opening codes for the incidents to describe the nature of incidents.
- Compliance by displaying the “Arrived” and “Dispatched” information.
- View of the arrested persons in Custody, with the ability to drill down to their details.
- Available across the full range of platforms, e.g. Microsoft, Android and iOS, along with the variety of devices, such as mobiles, tablets and laptops.
- Easily scalable and customisable solution.

Benefits

- Automatic, errorless and reliable data collection process.
- Be Mobile: Ensure officer’s well-being, significantly save officer’s time and empower officers by providing the unified real-time view of all key events on the go.
- Quick and effective decision-making by gaining the complete insight of demand and supply.
- Preventive Policing - Act before incidents.
- Better resource utilisation: Intelligent deployment and effective utilisation of resources in hand.
- Save time by eradicating manual updates on multiple whiteboards several times in a day.

Technical Specifications

• Smartphone / Tablet Access

The HCLTech FCC Dashboard solution is available across a variety of devices and platforms as listed below:

- Smart Phone – Android smart phone (Android OS 6 and above), iOS (iPhone 4 and above), Windows 8, 8.1
- Tablet – Android tablet (Android OS 6 and above), iOS (iPAD3 and above), Windows 8, 8.1
- **Supported operating systems of desktop/ laptop:**
 - Windows 7 32 Bit/ 64 Bit
 - Windows 8/ 8.1 64 Bit

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- Windows 10 64 Bit

The technology used to develop the web interface works seamlessly on all available browsers such as:

- Internet Explorer 9 and above
- Google Chrome
- Mozilla Firefox.

The FCC Dashboard solution also complies with statutory security and data guidelines/ standards.

The solution will need the webservice schema for external systems (RMS and C&C) to retrieve below details for different business processes. If this does not exist, then HCLTech can aid in creating the webservice based on mutual agreement.

Crime	Domes-tic Abuse	Problem Solving	Missing Person	Care Plan	Intelligence	Stops
URN	URN	URN	URN	URN	URN	URN
Event ID	Event ID	Event ID	Event ID	Event ID	Event ID	Event ID
Recording Person	Recording Person	Recording Person	Recording Person	Recording Person	Recording Person	Recording Person
Category	Category	Category	Category	Category	Category	Category
Classification	Risk Level	Risk Level	Risk Level	Classification	Classification	Classification
Created Date	Created Date	Created Date	Created Date	Risk Level	Created Date	Created Date
Division	Division	Division	Division	Created Date	Division	Division
Subject	Subject		Subject	Division		Subject
Gender	Gender		Gender	Subject		Gender
DOB	DOB		DOB	Gender		DOB
				DOB		

Implementation

HCLTech uses a hybrid approach (mix of iterative and agile) to deliver best value to the customer for implementation. Using this Hybrid approach, HCLTech will spend time to carry out due diligence activities to understand the current landscape that we will operate within, which will include understanding the backend systems and their interfaces, as well as the infrastructure in place to support it. This enables HCLTech to define the most appropriate implementation approach/ plan and infrastructure design, making use of existing/ future IT investments. This ensures the project is delivered with the highest quality, in the quickest time and to budget.

The high-level chronological representation of the project level execution activities is provided below.



Incremental Iterative Customisation Method

Risk Planning and Mitigation

Managing and minimising risk is a key element of HCLTech's approach to managing large scale programmes, projects and services. A joint (customer and HCLTech) team will manage risk through a formal, structured framework, so that vulnerabilities, risks, and threats can be identified and managed/

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avoided throughout the project lifecycle and service contract. The objective of risk management is to identify and quantify potential risks, then perform mitigating actions (including risk avoidance) before the risk materialises. Risk management processes and tools will be integrated with other activities throughout the project and service contract lifecycle. The analysis matrix is compiled using the following process:

- Identification of risks - brainstorming session by the joint team
- Analysis and ranking using an appropriate scale assessing the probability and impact, with the product of the two indicating an overall score. The higher the overall score, the greater the priority for the identification of sound counter-measures and contingency plans to manage the risk
- Continuous review and re-assessment – the risk matrix is updated as part of the Risk Management process.

Once identified, a risk will be recorded and managed through its lifecycle, assigning owners for each stage, providing a sign off audit trail and managing reporting against due dates, as well as recording the relevant discussions, outcomes and decisions.

The standard workflow lifecycle for a risk is shown below:

- Risk logged
- Action manager accepted
- Plan defined
- Plan completed
- Closed by owner.

The HCLTech risk management process requires all risks to be assessed based on the following criteria:

- Risk score = impact of risk x likelihood of occurrence.

This provides a simple prioritisation of all risks and helps identify the most appropriate level of management required for each item, i.e. items with a low risk score can be managed within a workstream, whereas items with a high-risk score require input from a Management/ Steering Group level.

The appropriate risk management strategy for a given risk can only be determined following detailed review and discussion.

As part of this, input and options may be sought from a number of relevant sources within (or outside of) the programme/ service contract. Based on this information, the risk management process (operating within the broader governance process) can determine the most appropriate strategy from:

- Avoidance
- Mitigation
- Transference
- Acceptance.

Actions or activities are recorded, associated to the risk and tracked to individual completion.

Support Arrangements

Support boundaries / interfaces

HCLTech proposes to provide Level 2 and Level 3 Support as part of this Service. This will be provided via a shared support team using the remote connectivity from HCLTech offices located in Watford, United Kingdom. Should the force want to go for dedicated onsite support (based in force offices), this can be provided based on a rate card basis.

The FCC Dashboard solution is underpinned by a comprehensive Information Technology Infrastructure Library (ITIL) based service model. The HCLTech Support Desk will provide the co-ordination of service management activities including:

- Incident management
- Problem management
- Configuration management

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- Service level management
- Escalations
- Complaints.

The HCLTech Support Desk operates business hours and on call support for Severity 1 issues.

Officers will raise the OPTIK solution related issues with their internal Helpdesk in a similar way as they do for other issues. The issues will be routed to the HCLTech Support team for resolution.

Service Levels

The baseline service will come with a monthly service availability Service Level Agreement (SLA) of 99.9%.

We provide high levels of resilience and availability and commit to 99% over the contract term.

The Service will be available 365 days a year, 24 hours a day.

The items below highlight the key technical design considerations of the HCLTech solution to keep the system highly available throughout 365 days a year and 24 hours a day:

- Loosely coupled architecture, all components can be hosted independently
- No single point of failure: Every component equipped with exception handling and logging frameworks
- Fault tolerance at all levels: The system will continue to operate when a failure at any layer occurs, such as receiving, processing, data storages, networks, etc.
- Isolation of the data and hosting. The system is de-coupled from processing, integration and the data storage
- Availability of reserved nodes: All the points in the system can be backed-up with the reserved nodes that have been kept in the passive but ready to serve state
- Fail-over and replicating identical instances to other systems; During any mode of failure in the application or the hardware, an identical system is replicated, so that normal operation continues as before
- Logical categorisation of data to avoid data redundancy
- Administrating the deployed components from single window at runtime
- The hosting site will be enabled with monitoring tools: HCLTech uses Microsoft's System Centre Operation Manager to monitor.

Outage and Maintenance

Planned Works are any activities undertaken by HCLTech as part of routine maintenance and preventative actions to support the continued running of the service.

HCLTech will ensure that we give at least 10 Working Days' notice of any Planned Works affecting you.

Customisation

All agreed customisations will be included within the relevant Statement of Works (SoW) and/ or Solution Design Document (SDD) documentation.

Performance attributes

The HCLTech FCC Dashboard Solution service performance is dependent on the network connectivity and on the external system's performance. However, on a normal day with decent network we expect our transactions to complete within 5 – 6 seconds.

Business Continuity/ Disaster Recovery

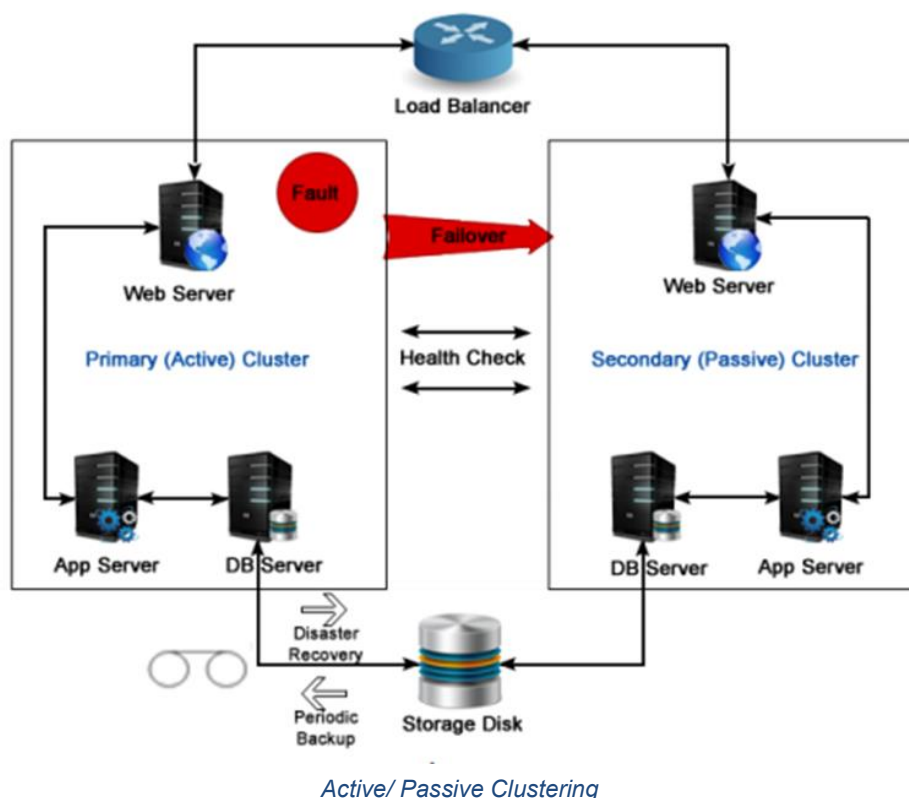
1. **For in-house installation:** As part of this service, HCLTech proposes the in-house installation within the customer's infrastructure. No infrastructure services are being offered as part of this service. We can provide guidance and support, but disaster recovery will remain as the customer's responsibility and will be managed by the customer's internal IT team.

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2. **For Central Hosting:** As part of this service, HCLTech will provide the Disaster Recovery (DR). The DR plan and strategy will be shared during implementation. If any modification is required as per the customer's requirements, then this will be discussed and agreed during the implementation period.

For Business Continuity, the solution must remain available even in the face of any physical site going down. Appropriate measures will be in place in the physical architecture to ensure the required business continuity.

The networking architecture of the HCLTech solution will have two physical sites. Both sites will be active in nature and servers hosted on both sites will be connected with a dedicated secure link as shown in the diagram below.



Data Backup/ Restore

1. **For in-house installation:** As part of this service, HCLTech proposes the in-house installation within the force infrastructure. No infrastructure services are being offered as part of this service. We can provide guidance and support but backup will remain the customer's responsibility and will be managed by the customer's internal IT team.
2. **For Central Hosting:** As part of this service, HCLTech will provide the backup. The backup plan and strategy will be shared during implementation. If any modification is required as per the customer's requirements then this will be discussed and agreed during the implementation period. The service will be hosted at a secure IL3 (Impact Level 3) compliant data centre. All the backups will be stored in a restricted place where only authorised personnel will have access to those areas.

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Security

HCLTech's FCC Dashboard Solution has been designed in a way that it is fully compliant with the Data Protection Act 1998 and fully supports the standards required to achieve the security compliance for IL3.

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HCLTech's FCC Dashboard Solution has been designed in a way that fully supports the standards required to achieve the security compliance for the Association of Chief Police Officers (ACPO) Community Security Policy and local Force Security Policies.

Selection of application interface design patterns, choice of protocols for secure data communication, implementation of business rules for smooth integration with the customer's backend systems are all designed keeping security at the core.

This helps us to ensure the confidentiality, evidential integrity and availability of the service as explained below.

HCLTech's FCC Dashboard Solution comes with a three-layered security architecture/ framework, thus:

- Encryption of data before transmission
- Implementation of SSL (Secure Sockets Layer) encryption
- Secure/ VPN Tunnel.

The service is split into the following security domains

- a. End point security
- b. Communications
- c. Authentication
- d. Audit
- e. Hosting.

Authentication in FCC Dashboard Application

There is no authentication mechanism in the Home Office BSG. Connectivity is based on trust which is created by using the certificates shared by the Home Office. The officer will authenticate in the HCLTech OPTIK application and appropriate roles will be assigned via Access Management in the HCLTech Admin Desktop solution. Any data transferred between HCLTech services and BSG are encrypted over Secure Sockets Layer (SSL).

Access Management

Access to the application will be managed by the Manage Group functionality in the HCLTech Admin Desktop solution. Access to officers will be controlled by the customer's project team and can be revoked directly from the Manage Group function.

Logging & Audit

Complete audit trails are maintained with the HCLTech administration module and this information is accessible to administrators via dashboards.

The HCLTech FCC Dashboard Solution implements logging at various levels that can be used for audit purposes.

The first level of logging is implemented at the level where every attempt to access the network servers are logged in appropriate log files. The logging at this level provides information on who attempted to access the network, which device or workstation was used for the access.

The second level of logging is implemented at the Web Server level - which is Microsoft Internet Information Server (IIS) - where the Web Application of the HCLTech FCC Dashboard Solution is hosted. At this level, all access attempts to the HCLTech Biometric solution are logged including any unauthorised access attempt.

The third level of logging is implemented in the HCLTech FCC Dashboard solution components. At this level there are the following categories of events that the HCLTech FCC Dashboard solution logs:

1. Debug – this category will be used to log messages that describe flow of control in the programme
2. Information – this category will be used to log any general information
3. Warning – this category will be used wherever the programme suspects something that needs to be corrected but does not come under the category of errors
4. Error – this category will be used to log all application exceptions
5. Fatal – this category will be used to log all system exceptions.

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The logging at this level provides information, on which functionality was accessed, errors occurred during the processing and debug/ information/ warning messages useful for support staff.

Analysing the log files generated at various levels and correlating the log information, helps in finding answers on general security audit questions, such as:

- Who attempted the access?
- When was the access attempted?
- Which device or workstation was used for the access?
- Which services and functionalities were accessed?

Exclusions

The services listed below are out of scope of the contract terms.

- Infrastructure and associated infra support
- Remote connectivity to enable shared support
- Load balancer configuration
- 3rd party software licences
- External system connectivity
- Firewall settings for associated ports of external systems for all the environments, e.g. test, training and live, etc.

Webservice schema for external systems to retrieve details for different business processes.

Account Management

A dedicated Account Manager and Service Delivery Manager will be appointed to discuss and manage issues, changes and enhancements to the service.

The location and extent of their involvement will depend upon the level of the engagement.

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