

G-Cloud 15 – RM1557.15

Lot 2b – Software as a Service

Tasking & Briefing (Police Mobility)

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 Tasking & Briefing solution from HCLTech is the next generation tool in the Police Mobility OPTIK (Operational Policing Tool and Information Kit) Solution for police forces to effectively utilise resources based on location and availability with a product that will integrate with the HCL OPTIK Police Mobility mobility solution. HCLTech's Tasking & Briefing solution provides one stop for force wide task allocation, monitoring and management. The solution is instrumental in reducing the time spent by officers in briefing meetings every day.

This solution has been developed on the HCLTech 'One Code' platform, which makes it platform and device agnostic.

The HCLTech Briefing & Tasking Solution enables officers to fetch real time location which is a necessity to capitalise location-based benefits. HCLTech's Briefing & Tasking solution helps in making processes/officers more efficient and providing officers with all the relevant information when and where they need it and by taking redundancies out, making efficient use of the resources at hand.

Solution Overview

The HCLTech Tasking & Briefing solution intelligently uses the officer's location and availability for task assignment. The solution also provides officers with the ability to view/ update tasks and briefings in real time. Briefings should be created online in a web desktop tool and then pushed to mobile devices of officers based on their location to leverage features. Officers can view briefings in real time and directly from off premises. The solution is available across the full range of platforms, e.g. Microsoft, Android and IOS, along with the associated mobile devices.

The HCLTech Tasking and Briefing Solution provides:

- Single automated system to manage tasks and task assignation is done based on the officer's location and availability
- Self-assignation of tasks based on availability
- Allocation of briefing packs based on the geo spatial boundaries
- Ability to view/ update tasks and briefings in real time.
- Ability to explore crime and incident details or allocate tasks to themselves in available time, which in turn will result in an increase in productivity.
- Advance slide design capability to add location, images, videos, free text, headers, etc.
- PIR submission capability to Tasking and Briefing

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- Push notifications to officers to perform certain tasks based on their availability and situational presence
- Real time updates to supervisor on their team which includes current location, status of assigned tasks
- Allocation of tasks to officers, units, sections, etc.
- Interlinking of Tasking and Briefing
- Detailed audit trail for all the transactions
- Management dashboard reports
- Integration with national and police force systems like PNC (Police National Computer), Athena, Niche, etc. when integrated with the HCLTech OPTIK Solution (separate application).

The HCLTech Briefing & Tasking solution is available in the following two modes:

1. Standalone Application

The standalone Briefing & Tasking solution provides one stop for force wide task allocation, monitoring and management. The solution is instrumental in reducing the time spent by officers in briefing meetings every day.

2. Integrated with the HCLTech Police Mobility OPTIK Solution

The integrated Tasking & Briefing solution extends the standalone mode and allows the officer to perform a search in national/ force crime and intelligence databases. The Tasking & Briefing application in integrated mode, allows officers to reuse the information retrieved from national and force databases like PNC, STORM, Athena, etc. for Person, Vehicle and Address. It can be integrated with Athena for intelligence submissions.

Forces can either choose to go for the standalone application or the version that is integrated with HCLTech's OPTIK Solution, as per their individual preferences.

The HCLTech OPTIK Solution is available on the Crown Commercial Service G-Cloud framework. The client can check the service offering details on G-Cloud framework for the HCLTech OPTIK Solution.

Features

- Situational awareness - What is happening around me?
- Push notification - silent dispatch on mobile handset
- Pass on situation specific intelligence to officer/ group of officers
- Instant, smart and proactive system to avert crime and prevent victims
- Direct integration with Pocketbook, Athena Intelligence and other key business processes
- Images, videos and files in form of slides shall be available to the officer
- Reporting capabilities to view task status.

Benefits

- Automated Tasking and Briefing assignment based on availability of resources
- Tasking and Briefing dashboard to view the Key Performance Indicators (KPIs) and take effective decisions
- A significant number of tasking and briefing records can be picked
- Real-time task update with the ability to create PIR reports directly
- Simple to use with minimum guidance
- Federated Search for Person, Vehicle and Address searches
- Senior officers can track the progress report easily using the Tasking and Briefing dashboard
- All activities performed on tasks are auditable
- Reminders on task not being picked on time
- Storm integration for searching previous incidents on location.

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Technical Specifications

Service Deployment Model

The service deployment model proposed as part of this service is an in-house installation, i.e. Private Cloud. Private cloud is the phrase used to describe a cloud computing platform that is implemented within the corporate firewall, under the control of the IT department.

A private cloud is designed to offer the same features and benefits of public cloud systems but removes a number of objections to the cloud computing model, including control over enterprise and customer data, worries about security, along with issues connected to regulatory compliance.

The HCLTech Tasking & Briefing solution will be deployed in the forces' own infrastructure. HCLTech will specify and supply the force with the infrastructure requirements for the service.

As part of this service, HCLTech offers the in-house installation and this solution has been designed in a way that it supports both in-house and central hosting. Therefore, if the force chooses to go for centralised hosting in a secure data centre, this can be offered as per mutual agreement. Equally this solution has a multi-tenanted architecture. Should several forces, such as in a regional collaboration initiative, wish to share infrastructure costs this can also be served with this solution. Multiple forces can have their own individual instance of the mobile data solution alongside another on the multi-tenanted architecture.

Network Connections

Network connections are not offered as part of this services. However, the HCLTech Tasking & Briefing service can connect via the individual force's Police National Network (PNN) connection.

Application Programming Interfaces

A business process may involve interfacing with one or more external services. This requires handling the semantics of communicating with each service. Specifically, it requires using the correct communication Application Programming Interface (API) to call the service and perform any necessary translation between the data formats used by the service and those used by the business process.

If the service contract consists of a long-running conversation, it will also need to keep intermediate state while waiting for a response. The Service Adapters are used in such requirements that implement the logic necessary to encapsulate these tasks and to initiate and manage a messaging-based conversation for each service the business processes need to consume.

The HCLTech Tasking & Briefing solution integration services will typically interface with external systems using Web Services exposed by the external systems. However, in cases where any external systems do not support Web Service interfaces, it may be possible to leverage the host API or other non-standard interfaces supported by the external system to create a Web Service wrapper for the purpose of integration with the HCLTech OPTIK Application.

For local Force applications, it is the Force's responsibility to expose a web-service interface for each application that requires mobile access. In such cases, the force will be responsible for any costs and logistics associated with the integration and operation of the web service, including development or acquisition of any web service software, installation, hosting the web service within the force, development, licenses, documentation and support.

Open Standards

Open standards are used in the HCLTech Tasking & Briefing solution. We do this using W3C standards, which are extensively followed for web development and service implementation. W3C relevant standards include Hyper Text Mark-up Language (HTML), Extensible Mark-up Language (XML), Cascading Style Sheets (CSS), etc. We also comply with Communications-Electronics Security Group (CESG) guidelines.

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Open Source

The HCLTech solution uses Adobe Cordova and J Query Mobile.

Information Principles

The information principles for the UK Public Sector are supported in the solution. We do this by providing briefing slides to Police officers based on their location when they need it. There is now no need to invest 15 minutes every morning in the briefing meetings. Officers can explore crime and incident details or allocate tasks to themselves in available time which in turn will result in an increase in productivity. Supervisors get real time updates on their team which includes current location, status of assigned tasks. Supervisors should also be able to view their team's and individual performance.

Government ICT Strategies

The Government ICT Strategy and Greening Government ICT Strategy are supported by the HCLTech Tasking & Briefing solution. We do this by assigning tasks based on the officer's location and availability. Briefing slides are also made available to the officer based on the officer's location.

Officers can view briefings in real time using the HCLTech Tasking & Briefing solution. The HCLTech Tasking & Briefing solution make processes/ officers more efficient and provides officers with all the relevant information when and where they need it and by taking redundancies out, making efficient use of the resources at hand. We also do this by significantly reducing road travel, hence fuel consumption by avoiding frequent trips to and from Police Stations. This is achieved by providing all the relevant information to the frontline police officers out of the office.

Implementation

On-boarding Process

The on-boarding process includes the following steps:

- Initial consultation by HCLTech consultants to understand the high-level requirement
- Based on the above understanding, HCLTech will submit the proposal/ Statement of Work (SOW) for force sign-off
- Forces to give formal approval to go-ahead and issue Purchase Order
- Implementation process will kick off, followed by User Acceptance Testing (UAT)
- On successful sign-off, services will go-live.

Every implementation is slightly different depending on the client's IT setup. We work closely with you, to work out the best way to implement your solution, working with the organisation to fully automate data integration with back office systems.

During the implementation process, we would hold on-site project meetings, as well as regular telephone/ webinar sessions to understand client requirements.

Typically, the implementation cycle runs for 3 months. However, it may vary slightly depending on the force's customisation requirements.

HCLTech will - through consultation with your assigned representative(s) - agree the design and configuration options for your Police Mobility service and the connection to it.

Our solutions consulting team will work with you to capture your requirements and agree a high level and detailed level design for your solution. This may incorporate other HCLTech services.

Once the design has been agreed, implementation will be completed, followed by User Acceptance Testing (UAT).

If additional network connectivity and/ or hosting is required then the HCLTech teams will work with you on the specification, as well as ordering and provision of such services.

Note: Mobile Network and Centralised Hosting are not included in this service offering but can be arranged separately based on the individual forces' request.

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Off-boarding Process

The customer is required to provide 90 days' notice should they wish to cancel the service and HCLTech would simply remotely remove their access to the system. Forces can simply go back to their original ways of working.

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.

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

The Tasking and Briefing Service 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
- Service level management
- Escalations
- Complaints.

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

Service roadmap

HCLTech regularly publishes a roadmap of expected future features to the Tasking and Briefing solution user community and marketplace, along with those that will be removed over time.

Performance attributes

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

Support Service

Officers will raise the Tasking and Briefing 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.

HCLTech Service / Support Contacts are as below

Email: Mobility-Support@hcl.com

Service Levels

The baseline service will come with a monthly service availability SLA of 99.9%.

Maintenance and planned works

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.

Customers may not refuse planned works that are required by us to ensure the integrity, supportability, security, performance or availability of any service for you or our other customers.

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Customisation

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

Training

Training can be provided to train the trainers and provide insight on system administration.

Business Continuity/ Disaster Recovery

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 disaster recovery will remain as the force's responsibility and will be managed by the force internal IT team.

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 force requirement then this will be discussed and agreed during the implementation period.

Security

The service supports a range of platforms, including Android, Apple, Microsoft and RIM devices where appropriate and supports the use of Smart Mobile Phones, Personal Digital Assistants (PDAs), Blackberry, handheld devices, Personal Computers (PCs) and laptops and also complies with statutory security and data guidelines/ standards.

Security is provided through 256 bit Advanced Encryption Standard (AES) encryption with strong authentication and role-based authorisation.

The HCLTech Tasking and Briefing Solution uses Adobe Cordova and J Query Mobile for the Mobile Application.

SaaS - Generic - Clients

Government Open Standards Principles

The HCLTech Tasking and Briefing solution complies with Government Open Standards Principles.

Open standards are used in the HCLTech Tasking and Briefing Solution. We do this using W3C standards, which are extensively followed for web development and service implementation. W3C relevant standards include HTML, XML, CSS, etc. Along with that, we use internal police domain standards, such as CorDM. We also comply with CESG guidelines.

Web Content Accessibility Guidelines

None. This is a Police Tasking and Briefing application which is used by police officers, hence these standards are not applicable for this service.

SaaS - Generic - General Features

Web browser interface

The preferred web browser interface for the HCLTech Tasking and Briefing Solution is Primary.

Supported web browsers

The solution supports the following web browsers, Internet Explorer, Chrome, Mozilla Firefox and Safari.

Other client software

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Microsoft Office, IIS, .NET Framework.

Other client software

Microsoft Office, IIS, .NET Framework, Adobe reader.

Smartphone / Tablet Access

The HCLTech Tasking and Briefing Solution is available across a variety of devices and platforms as listed below:

- Smart Phone – Android smart phone (Android OS 8 and above), iOS (iPhone 10 and above), Windows 8, 8.1
- Tablet – Android tablet (Android OS 8 and above), iOS (iPAD10 and above), Windows 8, 8.1.

Off-line working & synching

The HCLTech Tasking and Briefing Solution supports offline working when the device goes offline (out of network). We do this by temporarily storing the information in the sandbox during the data capture process. This path is not navigable from outside and is only accessible by the application. Also, this data gets synchronised automatically with the backend systems as soon the as device is back on the network.

Attachment support

The service supports the upload of images. This is done as part of one of the business processes (Image Management) delivered by the HCLTech Tasking and Briefing Solution.

Anti-virus protection

Virus scanning capabilities are not provided as part of this service.

International Language Support

The solution does not support multiple languages. Communication is in English.

Workflow facilities

The HCLTech Tasking and Briefing Solution supports a full Tasking process which had inbuilt workflows.

Importable taxonomy

Users cannot import a taxonomy into the service.

Folksonomy support

The service does not support folksonomy.

Taxonomy facilities

The service does not support taxonomy.

Plug-in / extension ready

HCLTech OPTIK Solution supports 3rd party plug-ins like Fingerprint scanners, Satnavs, printers, etc.

Plug -in / extension marketplace

There is no marketplace of 3rd party plug-ins or extensions in our service.

Syndication

The service supports syndication feeds.

Native search

A service support search facility is available as part of couple of business processes, e.g. FDS, Crime Search, etc.

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Bulk input / export of data

The service supports bulk input/ export of data in standard formats.

Link Management

The service does not manage links, e.g. having a link bank/ link validation, etc.

SaaS – Generic – Authorisation, Authentication and Personalisation

Integration with Identity Systems

The service integrates with external identity systems, e.g. force active directory, SSO, etc.

User profile page

The service does not support a page, where each user creates some form of individual profile, generally one that can be seen by other users of the system.

Comment on item

The service does not have items that users can comment upon.

Migration Tools Available

The service does not provide tools to aid the migration of data into or out of the service.

Video Conferencing

The service does not include video conferencing facilities.

Social Networking

The service does not integrate with social networking, e.g. 'tweet this' buttons.

Social Networks

The solution does not integrate with any social networks.

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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