



G-Cloud 10 Framework

Service Definition 2018



2017 Partner of the Year Finalist
Application Development Award
Public Sector: Public Safety and
National Security Award



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1 G-Cloud 10 Service Description

tuServ is Black Marble's mobile law enforcement platform, which brings police officers together and crime scenes to life in previously unthought of ways. It is built on the Universal Windows Platform and provides officers with access to data assets – including witness statements, decision logs and crime scene footage – from their Windows 10 and Android devices, removing dependency on paper-based systems and location-based briefings. tuServ is a cross-platform application available on multiple device types, providing forces with device flexibility to meet their operational needs. tuServ works seamlessly, in real-time, across both Windows and Android. Creating a cross-platform application has aided adoption and is encouraging collaborative working between officers and forces. tuServ has allowed officers to dedicate their time to policing – not paperwork. tuServ is already helping UK police forces tackle crime more effectively.

Visit our website at www.tuServ.com.

Black Marble, the company behind tuServ, has been on the G-Cloud framework for several years and has a wealth of experience delivering solutions for the Public Sector. Our customers range from the emergency services and health authorities to Government organisations. Black Marble have a security cleared workforce and have a track record in delivering solutions across the Microsoft platform. Black Marble is a Microsoft Partner with 5 Gold Competencies and have received many Worldwide Microsoft Partner of the Year Awards over the past 3 years. Visit www.blackmarble.com for more information.



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Gold Application Development
Gold Application Integration
Gold Cloud Platform
Gold Collaboration and Content
Gold DevOps

Mixed Reality
Microsoft
Partner

2 Foundation of tuServ

The foundation of tuServ is built upon six key pillars. Digitisation, efficiency, mobilisation, connectivity, collaboration and integrity.



Digitisation

tuServ creates a paper free organisation by digitising processes and evidence to enable mobile policing. tuServ enables officers to remain on the streets, not in the station. Officers can fill in processes such as Stop Search and submit them on the go.



Efficiency

tuServ deals with data accuracy and correctness. Officers can re-use available data rather than rekeying, reducing errors and data duplication. This allows officers to focus on the job in hand rather than the admin.



Mobilisation

Mobilise your officers and your data. Search multiple systems simultaneously, retrieving results in an instant, whether you are in the station, or out on patrol. Mobilising your data allows officers to access valuable information, enabling quicker and more effective decision making when it matters the most.



Connectivity

In a remote location? Work anywhere using tuServ's intelligent offline caching. Officers can work offline and sync their data once a reconnection is established. No data loss. No need to resort to pen and paper.



Collaboration

Collaboration is the key to success. Using tuServ's Event Dashboard, multiple forces in multiple locations can collaborate in real-time across any device, enabling smart golden hour decisions through instant collaboration of statements and evidence.



Integrity

Keep your data safe, secure and evidentiary correct. Officers can only access data they have the rights to access. Data gathered using tuServ stands up in court with a full audit trail, reducing the pressure victim face to provide evidence in court.

3 Features and Functions

3.1 Notebook

tuServ's Notebook is a unique collaboration tool which allows an officer to create a new notebook entry and add items to it such as text, images, videos, audio, and drawings. Each of the items can be signed by a member of the public if needs be. The entry is synchronised to the server and is made available on the other officer's tuServ devices.

3.1.1 Key Functions

- Real-time data gathering and sharing
- Enables multi-media content (Video, audio, images, text, and drawings)
- Digital recording of signatures
- Automatically accessible by colleagues in the control room
- Complete audit log
- Secure evidentiary correct data store

3.2 Around Me

tuServ provides dynamic situational awareness via visualisation, based on proximity through time and location aware services to ensure the officer knows what is going on in the area via “around me”. Incidents in tuServ are displayed on a map in relation to the officer’s current location on a map as well as in a prioritised list format. Incidents that are assigned to the officer are always displayed, whereas other incidents are displayed based on the currently selected radius.

3.2.1 Key Functions

- Officers can set the radius of where they are showing active crime or incidents and other colleagues in real-time
- Considers if an officer is on foot or in a vehicle
- Selecting an item to access the “event dashboard”



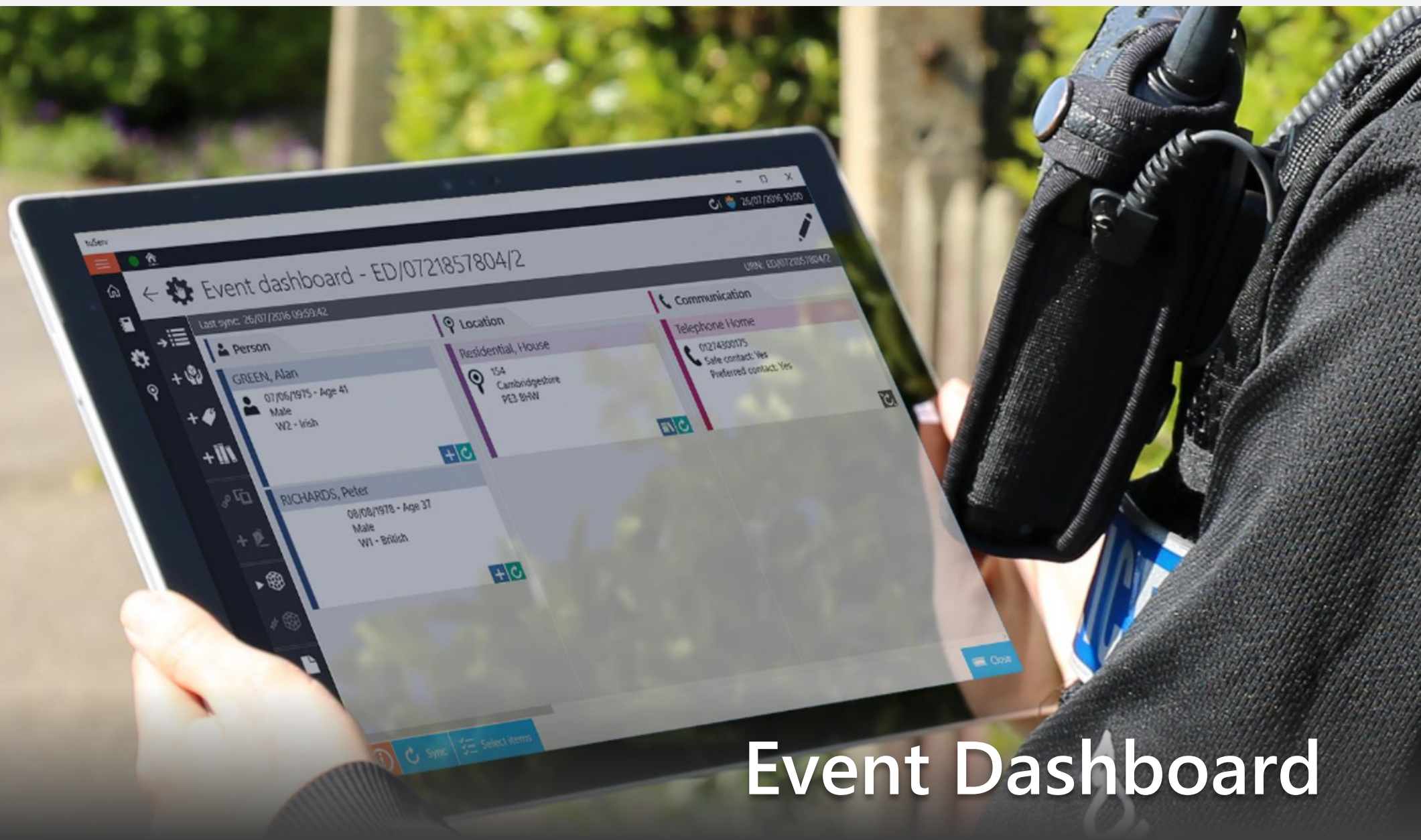
Around Me

3.3 Event Dashboard

The event dashboard enables collaborative working for multiple officers at the same. When a dashboard is created the creating officers can add other officers to the dashboard and add themselves. Using the dashboard, officers can add various items such as Person, Location, Communication, Property, Vehicle and System Records. As these items are added they appear on to all officers that are members of the dashboard. There is also the ability to add media in the form of digital evidence. This media can be linked to specific items, such as an image of a piece of property can be linked to a property item in the dashboard.

3.3.1 Key Functions

- Hub- create and review all relevant information
- Real-time multi-officer collaborative policing
- Complete audit log
- Uses data from existing systems saving time and reduces the chance of introducing errors into the systems



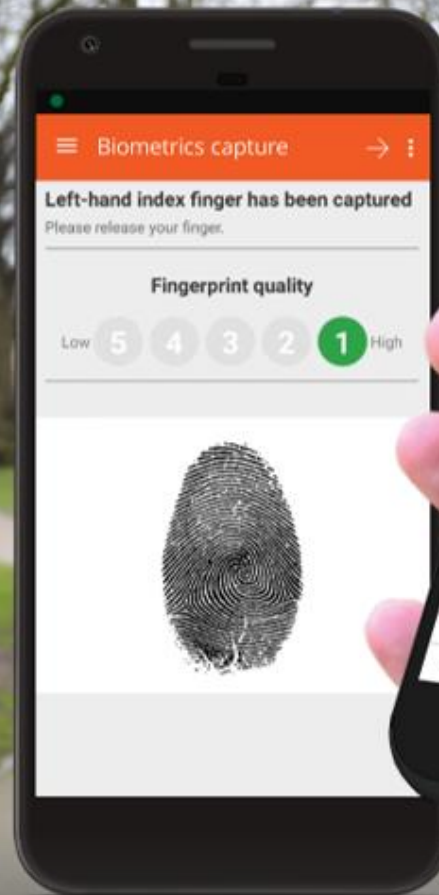
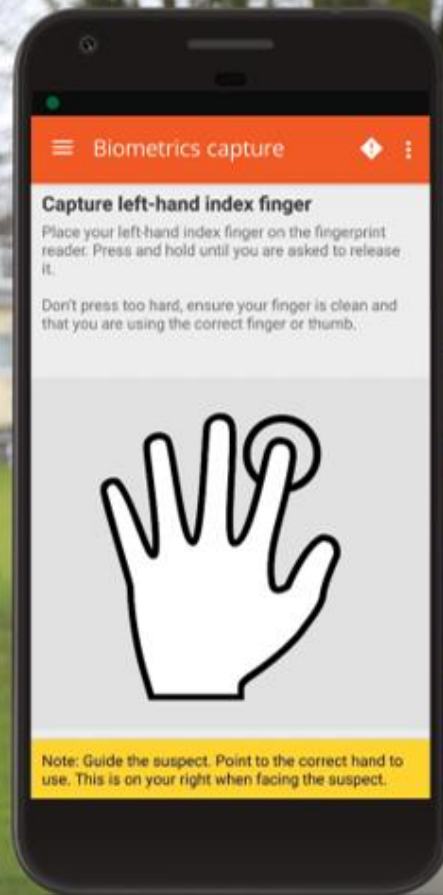
Event Dashboard

3.4 Biometrics

The biometrics process enables officers to scan two prints. Once scanned, and a quality rating established, a multi-system search will begin. Any matches will be returned with a confidence rating, providing assurance that the individual has been correctly identified. Any person data returned will be displayed within the officer's event dashboard that they are currently working in.

3.4.1 Key Functions

- No longer rely on individuals providing accurate details
- Offers a quality rating before submitting scanned print
- Details returned are displayed within the current officer's dashboard



Biometrics

3.4 HoloLens

The tuServ HoloLens Command and Control application offers a shared view of incidents with fellow officers without being refined to a command and control, station based, room. The HoloLens is a portable device, offering the ability to transport your command centre into any environment, with the facility to scale screens to suit the space. The commanding officer/s can display multiple screens depicting large amounts of data such as, all incident digital evidence in real-time, collaboratively, as well as, events in a user defined radius.

3.4.1 Features

- Incident visibility
- Portable
- Visibility of all multi-media gathered evidence in real-time
- Scalable screens
- Multi-screen use
- Synchronise multiple HoloLens devices whilst authenticating, and displaying data relevant to, each individual user based on clearance level
- Assign officers to nearby incidents

3.4.2 Benefits

- Allowing operations to be mobile without the need for command and control, station based, centres
- Reduces hardware cost through multi-screen display
- Ability to see large amounts of data in real-time
- Minimal hardware
- Collaborative working between a commanding officer and officers in the field

3.5 Integration

Developed with operational police officers for operation police officers, tuServ is a revolutionary approach to digitising modern policing. It is designed to put the emphasis on crafting process and technology around operational needs, through improved accuracy, leading to more efficient use of resources.

The tuServ platform is a fully convergent an integrated solution capable of satisfying organisational requirements. With a solid infrastructure, tuServ will automate may procedures and link business processes to further reduce the need for duplication.

3.5.1 Current Integrated Systems

- Storm
- PNC
- Compass Gazetteer
- Athena
- Niche
- HOBS



Integration

3.6 Offline, Caching and Connectivity

tuServ understands the type and speed of data connections, and is able to work offline, across multiple users. It can use a mobile Wi-Fi hot spot to allow coordination. Once the connection has been resumed, one version of shared data is synchronised.

3.6.1 Key Functions

- Has intelligent caching
- All data uploaded/downloaded based on connection speed
- Override available for exceptional circumstances
- No need to resort to pen and paper

3.7 Service Request Process

If a force is interested in procuring tuServ, the force will need to contact the tuServ team via telephone (+44 (0)1274 300175) or email enquiries@tuserv.com or via the website (www.tuserv.com). Once received by Black Marble we will arrange a face to face meeting and demo the application. During the meetings we will work with the force to work out what backend systems would need to be integrated and if they are currently available and work on a project plan for implementation.

Currently, Black Marble works with UK police forces to provide tuServ on their choice of existing infrastructure e.g. managed by their own IT team on premises or in the cloud. Based on the current pricing structure available to Public Sector organisations in the UK, and on the existing Enterprise Agreements may forces already have in place with Microsoft, Black Marble propose, in the medium term, to make use of the forces existing arrangements and licensing arrangements with Microsoft, as they are competitively priced. As a result of the SLA's relating to the cloud services are directly with Microsoft, though Black Marble can assist for force in establishing these.

3.8 Metrics, Statistics and Use Cases

Currently, tuServ forms an integral part of Bedfordshire, Cambridgeshire, and Hertfordshire (BCH) Constabularies programme to mobilise police data through a combination of infrastructure, hardware (such as laptops and Smartphones) and Software (such as tuServ).

The benefits of tuServ will depend on, and magnified by, it's appropriate integration with working practices, hardware, and infrastructure. Using this integrated approach, a number of Benefits have been identified through hardware roll out.

Time savings of 1 hour per officers per day, in Cambridgeshire.

- There is evidence of reduced time spent in station; across all three forces.
- There is evidence of reduced unnecessary travel time to and from station; across all three forces.
- There is evidence of increased officer visibility to the public, in the community; across all three forces.
- There is anecdotal evidence of streamlined working processes; across all three forces.
- Anecdotal evidence of quicker decision making and service to victims; across all three forces.

Given that the development of tuServ has been guided by meeting the operational needs of BCH, we are confident that these improvements will be magnified as the roll out of tuServ accelerates.

We are planning for these to be added to by specific benefits, related to tuServ. These include but are not limited to:

1. Improved quality of officer time spent with victims.
2. Improved quality of data collected from the victim (by officer attending).
3. Reduced time taken to capture and access to digital evidence
4. Improved management of incidents (through, for example, faster access to crime, intelligence, and incident data).
5. Improved management of officers (through, for example, better sharing of team information and location).
6. Increased the quality of risk assessment.
7. Reduced double keying.

These benefits will be gained by frontline policing and measured in time savings (non-cashable efficiency savings) as well as improvements to public service (both quantitative and qualitative).

These benefits will enable further 'downstream' benefits in the support functions that support frontline policing. Modelling undertaken at programme inception allow us to predict that substantial cashable savings can be made from support functions as a result of mobilisation and tuServ.

3.9 User Case

3.9.1 Trafficking

The benefits of tuServ were felt with it proving to be an invaluable aid in a recent multi0agency operation in Cambridgeshire to combat modern slavery; a growing issue of national importance. Operation launch was part of an investigation into victims of domestic servitude in Peterborough.

Officers documented all occupants at the addresses on tuServ including taking photos. This was then accessible to officers including foreign forces to conduct in-depth checks. One occupant who had not been arrested was successfully identified by a Detective Sergeant as matching the description of a man wanted for rape and was promptly arrested by officers.

The application received significant praise from all officers involved in the operations. Officers were quick to highlight not only the ease in which evidence was captured but emphasised the speed in which it was accessible to their colleagues. To quote the senior ranking officer; "it [tuServ] was worth its weight in gold as a contemporaneous, and at times live, time line as the operation developed from 4am this morning. Many of the images were shared/viewed live time by our partners in Social Services/Salvation Army/Red Cross etc. A good job by all concerned, much enhanced by tuServ.'

3.9.2 Election Day

In response to General Election Day on May 7th, Police visited numerous polling stations across the force. Historically, these visits have taken place and the visits have been recorded on paper forms and collated at the end of a shift. It's taken a few days for those forms to reach a central location and for the force to get a full picture of the number of visits that have taken place and any problems encountered. This information is often received too late to make any meaningful decisions other than inform future year's events.

With the use of tuServ visits were conducted and information was entered on tuServ. This allowed real-time sharing of information with the Silver Commander who was able to keep track of visits as they were taking place to conduct meaningful reviews.

Within a couple of hours, Cambridge identified that there were problems arising due to a higher than anticipated electorate turn out early in the morning. This allowed re-allocation of resources to ensure emerging issues were dealt with prior to them impacting on daily business.

4 Support

4.1 Authorisation requirements for obtaining service

The force's ICT would manage the issues and would work with the support channels to make sure they have been resolved. Black Marble's support process is not designed to be used by end-users.

4.2 Process

Black Marble will provide the customer with the ability to log new calls via email to a support address, telephone to a dedicated support number or through Black Marble's work tracking system, Zendesk. Support calls will be categorised according to their criticality and impact and will be dealt with in accordance with the agreed response levels.

Logging of a support call is defined as the process of defining the nature of the fault and provision of supporting information. Calls may be logged by means of telephone call to the support number, email to the support address or creation of a Zendesk item. Black Marble will use Zendesk to track all support calls, email and telephone-based logging being subsequently entered into Zendesk by the first line responder.

Prior to logging a call, the customer will first ensure their own systems are all functioning correctly which includes other systems that interface with their applications, the servers on which their applications run and any networking infrastructure which their applications relies on.

A call will have been responded to when Black Marble contacts the customer to inform them of the estimated cause of the fault and time to fix. The maximum time allowed for a call to reach a status of responded, is defined by the agreed response levels.

Black Marble will deliver any fix to the customer for the acceptance testing prior to deployment. At the point where the customer signs off the fix as having passed acceptance testing, the call will be closed. Deployment of any fixes would be the responsibility of the customer.

If the root cause of the issue turns out to be the responsibility of the customer Black Marble will reserve the right to charge the customer for the time taken to investigate and if necessary effect a fix. This charge will be over and above the support contract charge at a day rate of £1100 + VAT.

4.3 Response Levels

The support arrangement has clearly defined timescales within which Black Marble agreed to respond to a call logged by the customer. This does not imply a guarantee of a fix within this time.

Level	Error	Timescale
1	The Software is entirely non-functional.	1 working hour from Acknowledgement.
2	The Software is functioning but an error exists which is preventing the use of a material component of the Software.	4 working hours from Acknowledgement.
3	The Software is functioning but an error exists which is not preventing the use of a material component of the Software.	7 working hours from Acknowledgement.

4.4 Escalation Procedure

To ensure correct delivery of the support service Black Marble will provide a written escalation procedure with named individuals and is to be used in the event that response commitments are not met.

Equally, Black Marble will require the customer to supply a similar escalation procedure, with named individuals. This is intended as a means to expiate situations where response times from operatives of the customer are causing delays in Black Marble's progress with a fault.

4.5 Coverage

Black Marble will provide support between the hours of 9am and 5pm, Monday to Friday, excluding statutory holidays.

5 Service Delivery

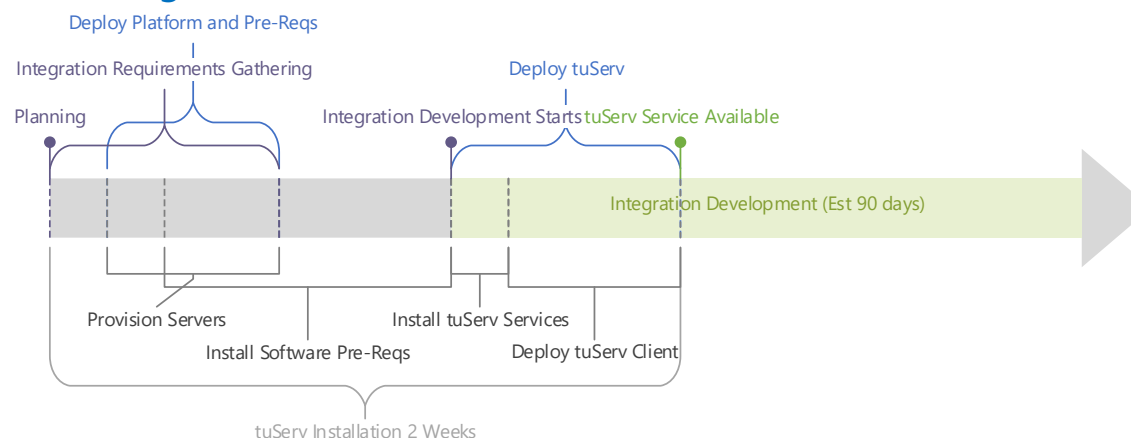
5.1 Technical Specifications

tuServ is designed to provide a mobile software solution to the police. tuServ is designed to fit in line with a Police Forces infrastructure specifications and implementations for exposing information to officers out in the field. Defining this specification and infrastructure requirements such as DMZ, Wifi Integration, APN requirements are not in scope.

5.2 Hardware and Software Requirements

For high availability and resilience, it is recommended that 2 servers are provisioned for each server role. tuServ can be hosted on physical or virtual hardware and is not tied to a specific virtualisation provider.

5.3 Technical Service On-boarding



The table below lists the tasks involved in the deployment of tuServ.

Task	Duration
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Planning

Environment Planning

Plan servers	0.25 days
Plan service accounts	0.25 days
Plan service Names	0.25 days
Plan firewall Rules	0.25 days
Plan Certificates	0.25 days
Plan Storage	0.25 days
Plan AD attribute mapping	0.25 days

Deploy Platform and Pre-reqs

Provision Servers

Provision ADFS servers	1 day
Provision tuServ API servers	1 day
Provision tuServ APP servers	1 day
Provision Service Bus servers	1 day
Provision SQL servers	2 days
Provision BizTalk servers	1 day

Install Software pre-reqs

Ensure AD attributes	1 day
Acquire SSL Certificates	1 day
Create AD Service Accounts	1 day
Install ADFS Service	0.5 days
Install SQL Cluster	2 days
Install Service Bus	1 day
Install BizTalk	2 days
Configure Firewall Rules	1 day
Deploy tuServ	
Install tuServ Services	
Configure ADFS	0.5 days
Install tuServ APP	0.5 days
Install Redis Cache	0.25 days
Install tuServ API	0.5 days
Deploy tuServ Client	
Create Client Configuration	1 day
Create Deployment Package	2 days
Deploy tuServ Package	1 day

Integration with Back Office Systems

To be determined dependant on which back office systems needs to be integrated.

Development would be funded by the Development Fund generated by ongoing service payments, however if an integration to a unique back office system that is not included in the current road map is required, this would be negotiated using the standard Black Marble rates table.

5.4 Security

Security and transparency are of course vital when serving the public and both are at the very heart of the tuServ solution. All content, including media content, is locked for editing which is a huge plus for auditing and ensuring limited loss of information over time. The use of DirectAccess and Bitlocker to ensure the security of both data and connectivity is an important aspect of tuServ, and the devices it is designed to run on. tuServ keeps extensive audit logs, giving full visibility to users regarding who has accessed their notes, or submitted evidence for a case. In terms of data security, Bitlocker used alongside Microsoft devices offers two-tier authentication – with a user's level of access determining which content they can and cannot access. This high level of security is key, as information is readily shared across all constabularies and feeds into the key central policing systems and the national database which in turn unifies the front-end systems.

5.5 Ongoing Service Management

Black Marble are committed to encouraging the exchange of knowledge and practices between all forces that adopt the tuServ solution. As such, the company intends to create a User Group which will be actively involved in maintaining the product roadmap. It is hoped that by facilitating co-operation and collaboration between forces tuServ will be a more effective product and forces themselves will be able to innovate more quickly.

Up to 50% of the license fee will be put back into this Development Fund in order to enhance the tuServ application. All changes will be available to all tuServ forces.

5.5.1 User Group Management and Frequency

The User Group will run as a face to face meeting every 6 months to tie in with the development cycle of tuServ. The development cycle consists of quarterly updates, two of these will be new feature releases, and two minor maintenance updates.

The User Group will have:

- Website
- Portal
- Forum (Managed)
- Bi-annual event

We would expect a maximum of 3 people to attend per force and suggested attendance would be:

- Senior Technical person
- Business person
- Champion person

Representatives from Black Marble would be:

- Champion person
- Business person
- Senior Technical person
- Project Secretary

5.6 Order and Invoice Process

Purchase orders can be sent via email or post to the contact named below:

Lisa Hancock

Lisa@tuserv.com

Black Marble Ltd, Woodland House, Woodland Park, Bradford Road, Chain Bar, Cleckheaton, BD19 6BW

Charges payable by the customer can be made by BACS or cheque and will be invoiced electronically (unless otherwise stated) on the first working day of each month on receipt of a valid purchase order. Payments should be made in accordance with Black Marble's invoicing process which is net 30 days from invoice date, unless otherwise stated.

6 Contact

If you have any enquiries, please get in touch with Lisa!

Lisa Hancock

Business Development Director (tuServ)

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Lisa@tuServ.com

www.tuServ.com



@tuServ_Lisa



tuServ



enquiries@tuServ.com