

G Cloud 10: Cloud Software Service Definitions For Environmental Enforcement Solution



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1 Overview of the StarTraq DOME Environmental Enforcement Solution

1.1 Service Description of StarTraq DOME

The StarTraq Environmental Enforcement solution is a fully hosted enforcement platform which will streamline and automate your environmental enforcement activities. It will manage your environmental crime cases from cradle to grave – taking care of ticket issuance, reminder letters, payments and court file generation. Should a FPN not be applicable to a case, options to issue Warnings, Statutory Notices or Cautions will be available to The Authority.

The StarTraq Environmental Enforcement solution is hosted within a Microsoft Azure environment which has a guaranteed up-time of greater than 99.9%.

1.2 Traquer

Traquer is StarTraq's mobile ticketing application. Traquer has been designed using the latest mobile technology to allow enforcement officers to capture, upload and print a ticket from any location. Traquer can be used to capture all offence information including: offender details, statements, images and geo location data.

Traquer was built using the latest mobile technology, IndexedDB. This technology allows the storage of an offences data within the handheld's browser. This means that an enforcement officer can continue to issue tickets even if they don't have an internet connection available. Any captured offences will be uploaded once an internet connection is available. Traquer is easy to deploy as it only requires a link to be sent to a mobile phone rather than a download of an application.

1.2.1 Selecting an incident type

Traquer can be used to issue an FPN for any offence type enforced. Offence types and their relevant legislative requirements are managed via the StarTraq Dome back office platform. Once configured in the back-office, offence types are available to the Enforcement Officer to issue through the mobile interface.

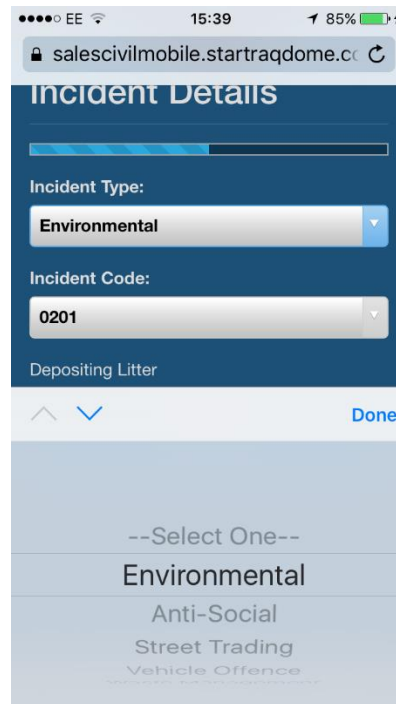


Figure 1 selecting an offence type

FPN's can be issued directly to an offender or created where the offender is not known e.g. a fly tipping offence. If an Enforcement Officer selects that an offender is not present, all fields relating to the offender are hidden and do not need to be completed.

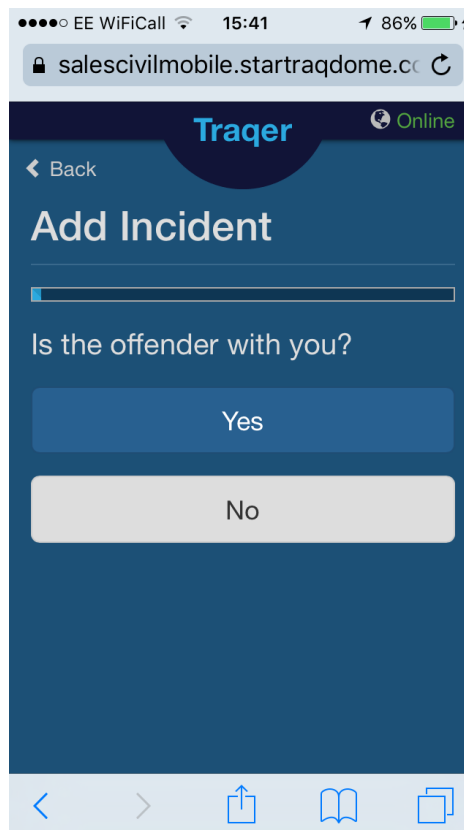


Figure 2 is the offender with you screen

1.2.2 Address Look-up

Where an offender is present, StarTraq are able to offer access to a Quick Address lookup directly from the mobile application. This has two benefits; firstly, a full address does not need to be entered by the Enforcement Officer – simply the house number and postcode. Secondly, it confirms that the offender is giving accurate information relating to their home address

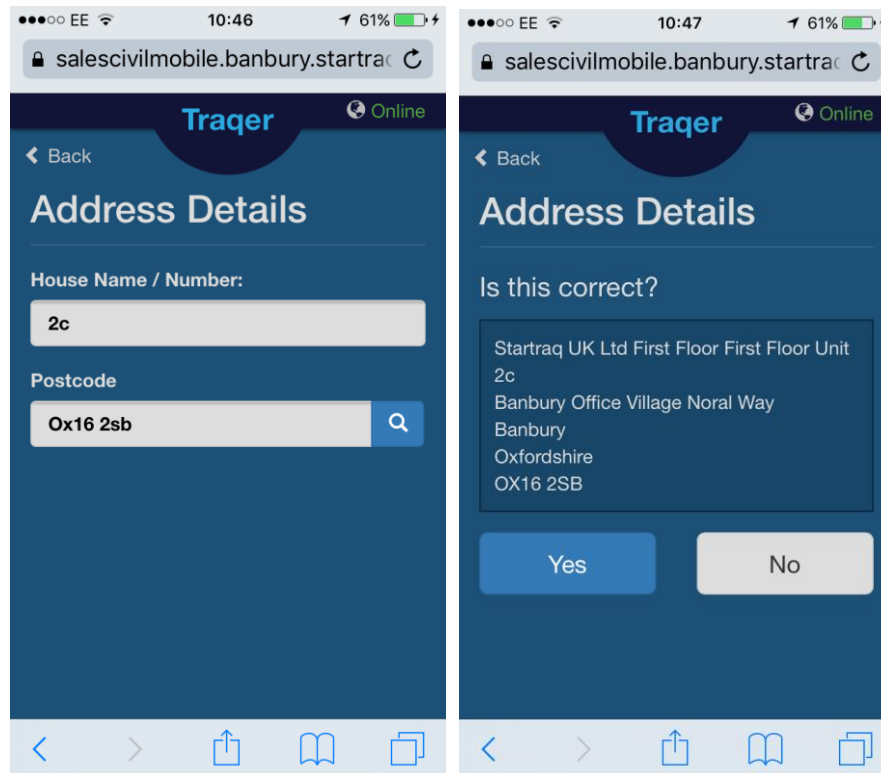


Figure 3 postcode look-up

1.2.3 GPS location recording

To increase accuracy for the recording of offence locations, Traquer uses the phone's GPS functionality to record the Enforcement Officers precise location.

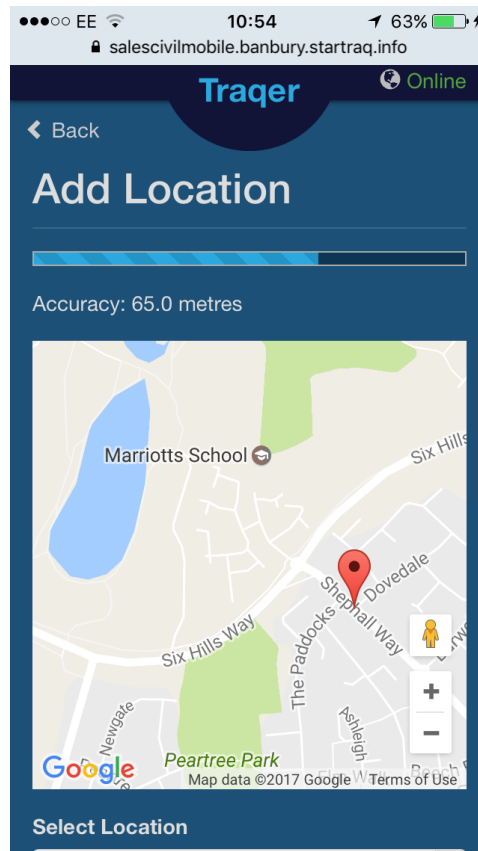


Figure 4 GPS location

1.2.4 Saving & optional printing of a ticket

Once all required information has been entered for the selected offence type, the Enforcement Officer is presented with 2 options. The ticket can be saved and uploaded automatically to the back-office platform, or it can be saved to the back office and a PDF created for the printing of the ticket in the field via a Bluetooth or Wireless printer. The following mobile printers have been tested by StarTraq and are recommended for use with Android devices:

- Zebra ZQ520
- Zebra ZQ510



Figure 5 saving and optional printing

1.3 Back office

1.3.1 Printing

All back-office printing is managed by the StarTraq solution and can be configured to meet your business processes. Should you choose not to print FPN's at the roadside, they can be printed in the back office.

All notices and documents that are printed from the StarTraq Dome are archived automatically to each offence record and are available to view from the documents tab of the offence record. Also displayed is a description of the document, the time and date it was printed and who it was printed by. A thumbnail is also available to open the document as a PDF.

1.3.2 Scanning

All documents and correspondence scanned into the StarTraq solution are allocated to the relevant offence record in the StarTraq Dome. This means that there is one central system that contains the

very latest information on a case. There is no need to check multiple systems to see which documents have been sent or received.

StarTraq's intuitive scanning application is used to scan each document into the StarTraq Dome. Once successfully scanned, each document is allocated to its relevant offence record.

1.3.3 Integrated Document Management System

The StarTraq document management system is an intelligent workflow driven system with configurable inboxes and timers. This results in higher processing accuracy with significantly lighter manual administrative workload, plus a significant reduction in filing in a virtually paperless environment.

Once documents are scanned into the system and allocated to offence records the workflow will be configured to direct the offence to the relevant workflow status and user/department for processing. All documents are held within a single system enabling the retrieval and viewing of documents to be quick and simple.

Offences which require action are automatically shown to the relevant team or user in their workspace. It is a simple mouse click for a user to view their workspace – there is no need to collect piles of paper or run separate reports.

An added benefit of the workspace functionally is that it allows the management team to have a 'birds eye' view of the department. They are quickly able to view the amount of work across the department, identify any backlogs and allocate resources accordingly. Furthermore, as work is being intelligently allocated user performance can be monitored and addressed. Real-time user performance reports are available to the management team from their dashboard within the StarTraq Dome.

The StarTraq document management system is BIP 0008:2004 compliant. This is the code of practice that applies to the legal admissibility and evidential weight of information stored electronically.


1.3.4 DomeForOffice


The StarTraq solution makes it extremely flexible to respond to correspondence from offenders. Using DomeForOffice, users are able to populate custom letters or preconfigured templates with relevant offence and offender details from the offence record within the StarTraq Dome. It is also possible to include one or more offence images into these documents.

DomeForOffice can be used with either MS Word or MS Outlook depending on whether a letter or email is to be sent. Once populated with the correct information the letter can be sent to print, or email sent to the offender. A copy is automatically saved back to the offence record within the StarTraq Dome for future reference.

<http://localhost:70>
NIP or Film Frame
Recent Offences - Load Offence ☐ Select Offender
Load Offence

Custom Fields Offence - Location -
Vehicle - Properties Workflow -
Offender - Camera - Images -
Template Setup


Help


StarTraq Police Force

«StarDome:Full Address»

Notice No. «StarDome:NIP Number»

22/01/2016

Dear «StarDome:Title» «StarDome:Surname» ,

I am writing in reference to «StarDome:offenceDetails:NIP Number».

Further to your letter received today, I can confirm that your mitigating circumstances have been refused and your case has now been referred to court.

Yours Sincerely,

Mr John Smith

Figure 6 DomeForOffice letter template

1.3.5 Court File Generation

An extremely labour intensive process within any offence lifecycle is when an offence needs to be referred to court or legal teams.

As all offence information is stored electronically within individual offence records, StarTraq makes it extremely easy and efficient to access all evidence that you need to create your court files.

Firstly, DomeForOffice can be used to quickly populate court file cover sheets with all offence and offender information held within the Dome. Not only does this increase efficiencies, it increases accuracy and reduces the risk of human error when manually typing this information.

Secondly, the Court Docket feature within the StarTraq Dome can be used to quickly pull together all evidence into a single PDF file ready for submission. StarTraq will assist you in building your court docket templates. Multiple templates can be stored within the system if needed (different templates for each offence type for instance). When a court docket needs creating, simply right click onto the relevant offence, select the correct template and the system will generate the docket for you in within a matter of seconds.

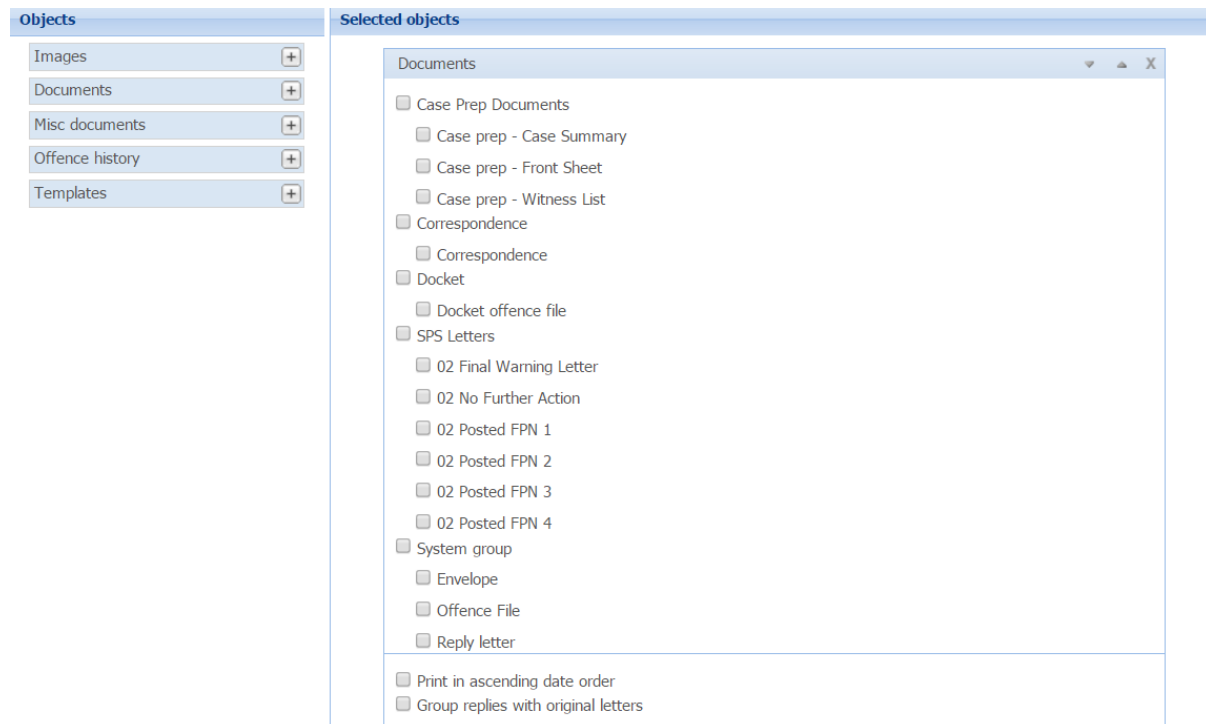


Figure 7 Court docket template wizard

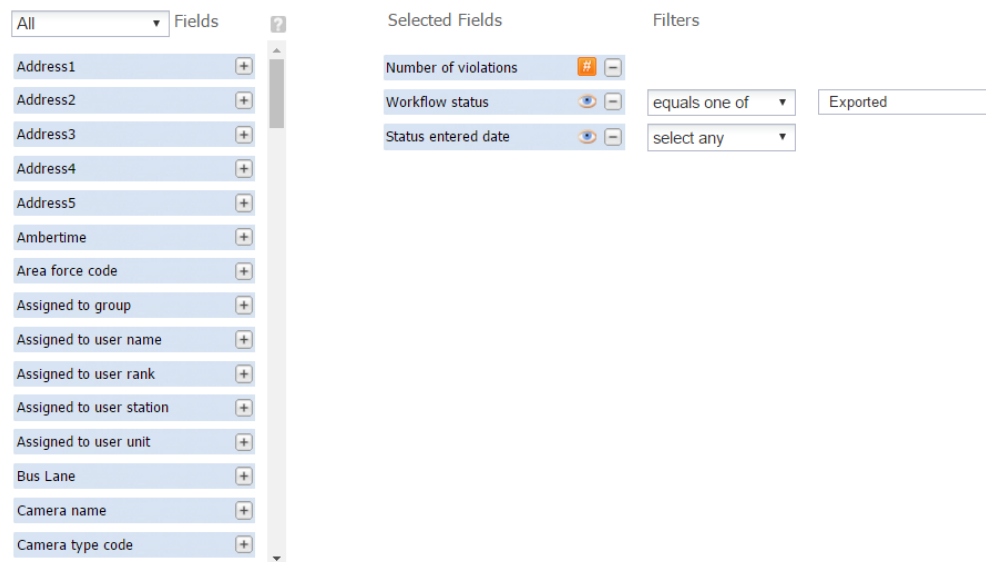
1.4 Management Reporting

Reports are generated and displayed within the StarTraq Dome application with an option to export results in a CSV file format. Management then have the option to view the results in any CSV reader such as Microsoft Excel.

Managers are able to interrogate the system at micro and macro levels, so they can, for example, monitor individual user performances and produce accurate statistics for internal reports, training needs and overall performance management quality.

The flexible reporting platform enables users to easily create and update report templates based on offence data and user activity. Reports can then be generated in real time from our flexible user-defined templates which can be customised simply by 'dragging and dropping' reportable fields and queries from within the database.

Most importantly, our reporting module is designed to ensure that a wide range of reports can be easily created and filtered from the data that is contained within the software in real-time.



The screenshot displays the 'Intuitive report builder' interface. On the left, under the 'All' dropdown and 'Fields' header, there is a scrollable list of available fields: Address1, Address2, Address3, Address4, Address5, Ambertime, Area force code, Assigned to group, Assigned to user name, Assigned to user rank, Assigned to user station, Assigned to user unit, Bus Lane, Camera name, and Camera type code. Each field has a '+' icon to its right. In the center, the 'Selected Fields' section contains three items: 'Number of violations' (with a '#' icon), 'Workflow status' (with an eye icon), and 'Status entered date' (with an eye icon). On the right, the 'Filters' section includes two dropdown menus: 'equals one of' and 'select any'. Below these is a text input field containing the word 'Exported'.

Figure 8 Intuitive report builder

1.5 Website for payment collection

Payments will be handled by the StarTraq Dome via the provision of an unbranded online web portal. Cash/cheque payments can also be manually recorded in the back office.

StarTraq currently interface with WorldPay Online, Capita SCP, Capita Axis and PayPal. To fully configure the payment functionality, we would require your merchant account details for one of these payment gateways. Should you wish to use an alternative payment gateway an interface fee may be applicable.

2 Accreditation and Deployment Models

2.1 Deployment

The StarTraq DOME can be deployed on premise or on any suitable cloud-based service. StarTraq offer a fully hosted service using Microsoft Azure.

2.2 Accreditation

StarTraq is accredited for ISO 9001, ISO 27001 and Cyber Essentials. The base service as priced in the service definition is based on IL1/2 but can be readily enhanced by using an IaaS/PaaS supplier with a data centres accredited to a higher impact level.

2.3 Technical Requirements

2.3.1 Hardware and Software Specifications

Where the software is hosted on StarTraq's preferred provider the server requirements will be automatically provided. If an alternative hosting solution is to be procured StarTraq would specify the exact hardware and software requirements based on your specific business needs.

2.3.2 Supported browsers

StarTraq DOME is compatible with Tablets, PCs and Smart Mobile devices. The following web browsers are supported:

- Microsoft Internet Explorer 11+
- Microsoft Edge
- Google Chrome

2.3.3 Google Chrome Detail of other thin client modes documented?

StarTraq DOME adopts a web thin client architecture, where the client only requires a web browser, and relies on the web applications hosted on the server to provide general-purpose computing functionality.

2.3.4 Other client software documented?

StarTraq DOME interfaces with Microsoft products such as Word, Excel and Outlook 2007 onwards. This enables users to archive documentation created from letter templates from Word, reports generated in Excel and emails sent and received through Outlook to an offence in StarTraq DOME.

Users will also require a PDF reader in order to be able to view archived documentation.

2.3.5 Is API access available and documented and supported?

StarTraq can supply interface protocols in order to create a seamless link into the DOME. An API can be supplied to allow third party software to interface to the DOME web services directly. Alternatively, StarTraq can supply its standard XML format for the third-party software to interface to.

Interface protocols are documented and supplied upon request.

2.3.6 Open standards supported and documented

The StarTraq modules are all compliant with W3C standards for XML and web services.

2.3.7 Networks to which the service is connected

The StarTraq DOME is provisioned on a standard SSL encrypted and firewalled public Internet connection by default, however PSN, GSI, PNN, N3, and JANET connectivity are possible when the software is deployed upon partners' accredited platforms.

3 Service Management

3.1 Services Available to other suppliers so they can use them to provide services to the government

The StarTraq DOME solution is available to any consumers or suppliers accepted on the G-Cloud framework.

3.2 On Boarding Process

The on-boarding process involves the end user subscribing via the call off contract. Following this a detailed implementation plan will be agreed which includes details and timescales for implementing the software, carrying out any appropriate testing and training all users. Any implementation time will be quoted and charged in accordance with our published rates.

3.3 Off Boarding Process

Off-boarding is simply a case of the customer providing sufficient notice, followed by both parties jointly agreeing the retirement schedule of their service and associated data. All data will be returned to the customer after which it will be permanently deleted by StarTraq.

3.4 Data extraction/removal criteria met?

StarTraq Limited is fully committed to exporting all customer data as part of a quick and simple extraction process.

Data that consists of images and video are stored separately to the SQL database. This enables this data to be easily extracted as it is already stored in a non-proprietary format (images in JPEG, videos in MP4) and accessible on the storage device.

Decrypted images and videos are the largest file sizes that need to be stored. These images and videos can be weeded out of the system at any time as required. This enables the SQL database size to be kept fairly constant. Weeding tools can be made available or alternatively StarTraq will assist and perform weeding services as defined and instructed by the customer.

Data that is stored within the SQL database can be extracted through a SQL database backup and restored using SQL server.

StarTraq can also export the entire database or individual tables held within the database to CSV format.

If data within the SQL database is to be migrated first and extracted, this can simply be done by restoring the entire SQL database onto another SQL server. SQL versions must be consistent, therefore if the database is using SQL server 2012, then the restored database must also use SQL Server 2012.

Connection strings and database users must also be configured onto the new server.

We can also weed out data from the SQL database at any time as required. StarTraq can either provide you with the weeding tools to do this or alternatively StarTraq will assist and perform weeding services as defined and instructed by the customer.

StarTraq Limited commit to purge and destroy any client data through pre-defined weeding criteria supplied (as defined in security accreditation for different ILs) held on our infrastructure, while all the time adhering to the General Data Protection Regulation ((EU) 2016/679) and English Law.

3.5 Data processing and storage locations defined?

StarTraq Limited is able to deploy our software on a range of hosting providers. If the user requires StarTraq to arrange hosting this will be done on Microsoft Azure.

3.6 Data location option can be defined by the user?

If StarTraq is providing a hosted service for its software then users can define the datacenter location as long as it is available on Microsoft Azure. Microsoft Azure have UK data centres which is where our data for UK users is stored by default.

3.7 Support boundaries/interfaces of the service documented?

The scope of StarTraq's support does not include the platform level, where the provider is responsible for infrastructure and connectivity, and it also does not extend beyond the software configuration delivered as part of the service.

Where DOME OffenceView or DOME Live modules are implemented, StarTraq's support team is only made available to the customer that engages our services. Therefore if first line technical or customer support is required to be provided to the general public this will need to be provided or facilitated by StarTraq's customer.

3.8 Service roadmap provided?

All future changes to the services will be clearly communicated to customers.

Customers are updated regularly on the new and improved functionality and modules available.

3.9 Performance attributes defined in the document?

Performance attributes are based on the availability of the applications to end users. StarTraq support the uptime commitment of the platform supplier in this respect. StarTraq also track its support performance based on mutually agreed SLAs.

3.10 Backup and disaster recovery?

All services are backed up in real-time and support full disaster recovery. Backup and disaster recovery is the responsibility of the platform provider to ensure business continuity.

Where StarTraq are responsible for hosting on Microsoft Azure, the following backup will be made:

- VM backups will be made daily and retained for a period of 7 days. Weekly VM backups will be made and retained for a period of 4 weeks.
- SQL has automatic point in time backups and these will be retained for a period of 35 days

3.11 Is a support service provided and documented?

All support services are provided online and over the phone. The main point of support is the StarTraq customer help desk, which allows users to log issues and receive instant assistance. Our service level agreement is included within our terms and conditions document.

3.12 Real time management information available?

The StarTraq DOME has configurable dashboard functionality on the landing page. The management information presented is refreshed in real time as activities occur within the software.

In addition, the StarTraq DOME has a reporting module which is fully customisable and can present management information contained within the database.

Real time reports are generated and displayed within the StarTraq Dome application with an option to export results into CSV file format.

Managers are able to interrogate 'the system' at micro and macro levels, so they can, for example, monitor individual user performances and produce accurate statistics for internal reports, training needs, and overall performance management quality.

Reports are created using a powerful, yet simple, graphical drag and drop system.

4 Commercial considerations

4.1 Pricing

Please refer to the pricing attachment on the G-Cloud.

4.2 Aggregated billing options

Billing options are available for multiple account organisations.

4.3 Minimum contract/Billing period

One year is the minimum contract period for any of the StarTraq modules.

4.4 Trial option

Customers can have a pre-configured demonstration instance of the StarTraq DOME for up to 1 month. These can often form the basis of the initial live services enabling a rapid delivery of capability.

4.5 Terminations costs

There are no termination costs associated with the StarTraq DOME providing all contractual terms have been complied with.

4.6 Jurisdiction of contract terms

StarTraq Limited are based and regulated in England and Wales.

4.7 Payment options

StarTraq Limited accepts the following payment options: -

- BACS

4.8 Service constraints

StarTraq Limited will communicate any maintenance windows with the user to ensure they are happy for any service downtime to occur.

4.9 Ordering and invoicing process

Once the call off contract is finalised and purchase order cover is in place we will commence with the implementation.

An invoice will be issued based on the quantity of offences purchased and this will be payable within 30 days. When this pre-paid volume is exceeded additional invoices will be issued on a monthly basis in arrears and will also be payable within 30 days. No refunds will be made for unused offences that have been prepaid.

Purchase order cover will be required for any setup and implementation fees quoted. This will be invoiced in advance and will be payable within 30 days.

4.10 Termination terms

Our standard termination terms and conditions are set out in our “Terms and Conditions” document.

4.11 Data restoration / service migration

Data Restoration is possible at any time from backups provided by the platform provider or kept by the end user. As data, in the form of images and videos, are kept separate from the database, two restorations will be required. A SQL backup taken will need to be restored along with a file restoration from the network backup for images and videos.

Service migration is a simple case of restoring a backup to the new host server or network storage. In the case of using virtual machines, a copy of the virtual machine will need to be uploaded to the new service platform.

To migrate all customer data to a totally new service, server specification must be met prior to migration or restoration.

All data is fully accessible, within the rules of the client's data governance, so there is no lock in.

4.12 Consumer responsibilities

The end users responsibilities are set out in the terms and conditions and also each service agreement. Responsibilities include prompt notification to StarTraq of any issues or problems with the service that could lead to SLA breaches.

5 Service Levels

StarTraq offer a fully comprehensive support and maintenance package which includes:

- All upgrades and updates during the contract period
- Unlimited telephone and email support between the hours of 08:30 and 17:00 UK time, Monday to Friday, excluding bank holidays. These hours can be extended at an additional cost.
- Access to a self-help web portal for online support case logging and tracking of open support cases

5.1 Software Updates and Upgrades

Our offering includes all software updates and upgrades throughout the duration of the contract.

5.2 Support

This will include:

- Answering questions related to the use of the software
- Logging calls, incidents and faults
- Identifying and verifying the causes of suspected errors
- Providing workarounds, when available, for verified errors
- Escalating issues which are not resolved to meet agreed response targets

5.3 The Support Process

A fully dedicated support engineer will attend to your support call and follow it through to resolution.

Each support case will be created with a priority status of either high, medium or low.

StarTraq has a tried and tested fault reporting procedure that is underpinned by leading customer support management systems.

When the client identifies that a fault has taken place, client personnel may log any queries, faults or problems to the StarTraq Technical Support Team via self-help on the web portal, telephone or email.

StarTraq shall respond via email through our customer support management tool to the client personnel stating:

- The time the request was received
- StarTraq's understanding of the query
- Case number
- Any further information that StarTraq may require in order to fully resolve the query
- An estimated time frame within which a query should be resolved
- A brief description of the nature of the work that StarTraq may have to undertake in order to resolve a query

Each query is given a priority status level. If a high priority status level is given to the query, then the query will automatically be flagged to support management for immediate action.

Support queries go directly to a pool of support engineers and then the head of the support team allocates the individual work.

StarTraq's 'can do' approach and passion for customer service ensures that there is an ethos brought into the support team to resolve cases professionally and speedily. In order to be able to do this our CRM and support desk tools ensure that high levels of support, case-tracking and handling are maintained.

Upon resolution of the support query, the customer's personnel who originally logged the query will receive an automated email stating that the query will be closed along with detailed resolution notes.

All case notes can be viewed by the customer at any time through the customer web portal.

All customers will be eligible for a web portal account for the CRM system. This will allow customers to log their own support cases directly with the StarTraq technical team and will allow them to track the status of their support case by logging into the CRM secure web portal.

5.4 Support Issues Response Targets

Priority	Definition	Time to provide initial telephone / email response	Pro-active response / Fault Identified / Fault Fixed / Work Around in place
High	A significant impact on the business and/or affecting a significant number of users	60 minutes	12 business hours
Medium	Inconvenient, but business not severely affected	120 minutes	5 business days
Low	Does not have any operational effect, requires attention but with no urgency	240 minutes	Within 30 business days, time to be agreed

We will send a weekly email confirmation to your nominated representative confirming the status of any open support cases.

6 Training

Full training will be provided during the implementation phase with remote support via email or phone. This means that customers can be confident that users will be able to understand and use the system correctly.

Our approach to training is thorough and tailored to the customer's specific needs. Typically, it is provided via group training, supported by floorwalking and 1 to 1 training where required.

Competency checks are carried out ahead of go-live to ensure that users are comfortable carrying out day to day tasks in the system. Any gaps in training are identified through the competency checks and further training is then planned with those individuals.

In the event of a phased go-live, a mirrored training system will be provided free of charge for the duration of the implementation. This ensures that no training or test data is added to the live system.

7 Contact Information

StarTraq Limited can be contacted on the following details.

7.1 Contact us by post

StarTraq Limited

*StarTraq House,
Unit 2C,
Banbury Office Village,
Noral Way,
Banbury,
OXON,
OX16 2SB
UK*

7.2 Contact us by telephone

Landline No. +44 (0) 1295 273 000

Fax No. +44 (0) 1295 273 133

Technical Support 0845 072 0333

7.3 Contact us by e-mail

General Enquires - Info@startraq.com

Sales Enquires - sales@startraq.com

Technical Support - support@startraq.com