

G-Cloud Framework

The TILES System® Interview Management Software

Enterprise level

Service Definition Document



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1. **An Overview of the TILES System® Interview Management Software G-Cloud Service**

Non-Functional

- 1.1 The TILES System® delivers a cloud based investigative interviewing planning and management solution to open up previously unachievable real time collaboration for interviewing teams. At the enterprise level our system delivers a forensically robust digital footprint across the entire investigative interviewing workflow, from planning, through to the conduct of the interview and to evaluation and beyond to the courtroom. The TILES System® significantly reduces the administrative burden and financial costs associated with paper based interview planning and evidence management, whilst at the same time vastly improving the integrity and transparency of the investigative interviewing workflow at the agency level.

Functional

- 1.2 The TILES System® can be tailored to the bespoke needs of any organisation that uses evidence, information or intelligence to plan and execute interviews or conduct investigations. The system is optimised to operate across multiple platforms on mobile tablet devices, desktop and laptop computers including iOS and Windows operating systems.
- 1.3 The software can be hosted within the secure Microsoft Azure cloud environment using 2048-bit Extended Validation (EV) SSL data encryption. IMS reserves the right to change the Hosting Provider to the UK Public Sector specialist 'UK Cloud' where connectivity options including DDoS-protected internet access, government network connections such as Janet, N3/ HSCN, PSN Assured and Protected, may be preferred by the client.

User Access

- 1.4 Each end user accesses the system via a secure login screen to the customer's private cloud. Thereafter, the user is able to plan and manage interviews for their own cases and if required share those interview plans with other TILES System® account holders, regardless of where those other users are. For example, investigators have the ability to share their pre-interview strategy with a supervising officer for feedback, or share a completed post-interview record with a crown prosecutor pre-trial.

Evidence Management

- 1.5 The TILES System® allows documents and other evidential media to be uploaded and linked directly to interview plans, which provides the additional benefit of having all relevant case material to hand at the click of a button or tap of the screen. All of this interoperability takes place in real time in the cloud environment, completely removing the need to print and distribute multiple hard copies of interview records and associated evidential material amongst those who need it.

2. Infrastructure

- 2.1 The TILES System® requires the customer to have its own IT infrastructure in place before installation. This includes all relevant software licenses, an operating system, and sufficient storage, servers and networks to support the TILES System®.
- 2.2 The TILES System® uses open industry standard protocols, which allows fluid integration with an organisation's on site servers and existing infrastructure. IMS can also advise on and supply third party hardware and software on request to assist the customer to maximise the value of the TILES System® in line with their existing operational ICT framework and strategic digitisation plan.
- 2.3 Notwithstanding the symbiotic relationship between TILES System® and the existing onsite customer ICT framework and third party applications, IMS provides data backup / restoration or disaster recovery service in respect of TILES System® data only. IMS has no control over the network speed and availability within the host infrastructure, or any resultant service constraints this has on the TILES System®.

3. Implementation

- 3.1 Implementation of the TILES System® will be in accordance with the IMS standard project framework:
- IMS Project Manager Assigned
 - Scope of Project Established with Customer
 - Infrastructure and Service Blueprint Agreed with Customer
 - Technical Integration Plan Agreed with Customer

- Training Requirements Discussed and Agreed with Customer
- Project Costs and Time Frame Agreed with Customer
- Contract Signed
- Project Initiated
- TILES System® Software Integration
- Configuration and Testing
- Live Roll Out

3.2 Any additional services requested by the customer after the implementation project has been initiated will be charged at the daily rates outlined in the IMS G-Cloud SFIA rate card.

3.3 IMS provides all TILES System® enterprise customers with dedicated one to one after sales care for the life of the contract.

4. **On-Boarding and Off-Boarding**

4.1 The implementation project includes on-boarding all user accounts specified during the project-planning phase. Due to the sensitive nature of the data likely to be held in the TILES System®, off-boarding, data security and data migration will be subject to an agreed process following direction from the customer's ICT risk and security advisors during initial scoping. All off-boarding will occur in accordance with clause 9.1 below.

4.2 All data management processes implemented by IMS will comply with the Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016/679. IMS will delete or return to the customer all of the customer's personal data (including copies) if requested in writing by the customer at termination (see clause 9.1 below) unless required to retain the personal data by law.

4.3 All IMS project managers' are either Ex HM Forces or Ex Home Office Police and National Security Vetted to DV, so the customer can discuss these matters openly and in confidence.

5. **Service Levels**

5.1 Access to the TILES System® is available on 24 x 7 basis. Planned maintenance windows, when the service will be unavailable, will be agreed with the customer, with updates usually being implemented outside of working hours. IMS will agree with customers a notice period

where possible of scheduled maintenance tasks. In order to maintain this service, IMS has a variety of technical support and maintenance assets at its disposal, depending on the severity of service disruption.

Availability

- 5.2 IMS's standard core hours are 9am-5pm, Monday to Friday (excluding UK Bank holidays). Enterprise level access to the TILES System® interview management software (both to cloud and locally hosted (server) solutions) will have an uptime availability of 99.99% during core working hours. Outside of core working hours, uptime availability levels of the cloud and locally hosted (server) solutions will be agreed with the customer.

Support

- 5.3 The primary means of logging incidents and support requests will be via the IMS Help Desk Support portal integrated within the TILES System®. Secondary means of support will be provided via telephone support. All requests for support which cannot be remedied instantly will be provided a support reference number and allocated to the relevant support function/technical lead to be resolved. Support handling outcomes will be managed in accordance with the agreed SLA.

Severity Definitions and Support Solutions

- 5.4 IMS will manage support requests and incident reporting as per the timeframes set out below and will take all reasonable steps to achieve a resolution with the resolution timescales:

Severity	Description	Target Response Time	Target Fix Time
Priority 1	Business Critical Impact	1 working hour	1 working day
Priority 2	Major Operational Impact	2 working hours	1 working day
Priority 3	Minor Operational Impact	4-6 working hours	5 working days
Priority 4	Minor Operational inconvenience	4-6 working hours	5 working days
Priority 5	System Operation not impeded	1-3 working days	30 working days

- 5.5 Priority level 1 & 2 reports must always be made by telephone to the IMS Service Desk. Other calls may be made by in-application support requests, email, or via other electronic means.

6. Financial Recompense for not Meeting Service Levels

- 6.1 Our commitment for IMS is based over the normal working day as a Service Credit. If not met:
- 95% - 97.5% of the time: 5% of the charges for the month during which the failure occurred.
 - 90% - 95% of the time: 10% of the platform charges during the month in which the failure occurred.
 - 89% and below: 15% of the charges for the month during which the failure occurred.
- 6.2 IMS can agree to other recompense models for specific customer terms agreed departmentally for specific purposes.
- 6.3 All recompense payments will be automatically deducted from the IMS ongoing support invoice in the month following the period that the system was offline.

Dispute Resolution

- 6.4 The business ethos of IMS is to build lasting relationships based on trust and integrity, which is reflected in our customer centric approach before, during and after each installation. Through unrivalled levels of product quality and customer service, our aspiration is to avoid disputes ever occurring in the first place. However, in the unlikely event that a dispute does arise, IMS are committed to resolution at the lowest level through our in house professionally qualified Mediator.

7 Training

- 7.1 A comprehensive free User Guide is available to download from the IMS website.
- 7.2 Training costs will be charged as per the IMS SFIA rate card. Enterprise customers are encouraged to discuss bespoke training packages with their IMS project manager during the project-planning phase in order to realise the maximum potential of the TILES System®.

8 Ordering and Invoicing Process

- 8.1 IMS will invoice the customer in line with the IMS standard project framework outlined in Para 3 above and the following model:

Event	Invoice Raised For:
Contract Signed	One Third of the Total Implementation Costs
Configuration & Testing	One Third of the Total Implementation Costs
Live Roll Out	One Third of the Total Implementation Costs
1 Month After Live Roll Out	First Ongoing Licence Payment

Invoicing Notes:

- 8.2 IMS reserves the right to increase its ongoing support fees annually in line with the UK Retail Price Index. Support fees will be reviewed annually on 1 April.
- 8.3 IMS requires all payments to be made by BACS transfer or Direct Debit.
- 8.4 All payments are to be credited to IMS within 30 days of the date on the invoice.
- 8.5 IMS reserves the right to suspend the provision of TILES System® services if the customer does not pay all fees due within 30 days of the date on the invoice.

9. Termination Terms

- 9.1 A customer agreement may be terminated by the customer at end of the agreed contract term on giving IMS thirty (30) days written notice. On service of a notice of termination IMS shall continue to provide the Services in accordance with the Service Level Arrangements without degradation. On termination IMS shall repay to the customer any advances in respect of Services not provided, excepting membership subscriptions, and provide access to the Customer or any replacement provider for up to 3 months after termination, necessary support to enable transition to take place. On termination each party will return any property including any Confidential Information, to the other, if necessary entering the others premises to do so. Some clauses of the Terms and Conditions and G-Cloud Agreement survive termination.

10. Trial Service

- 10.1 A free trial of the TILES System[®] can be accessed through the IMS website at:
<https://www.tiles-system.com/>