Mobile First Contract Review April 2021

Kent Police and Essex Police are seeking an extension of the Mobile First Delivery and Support contract with HCL, due for renewal in December 2021, for a period of 2 years (+1 +1 allowable within the conditions of the contract). The forces' expectation is that the contract base price will continue at the same level (aligned across all 4 regional forces Kent and Essex, Norfolk and Suffolk), and that commissioning of new modules will be through the current change management process.

This paper sets out several discussion points of the current contract and contract extension for the upcoming supplier meeting. The points in this paper are based on our experience of the current contract period and a review of The Output Based Specification (OBS v4.5) and contract schedule documents (Schedules 1 to 10).

2.1 Service Availability and Support			
Discussion points	**Existing contractual requirement or new contract requirement**	**The Clause/Question/Change request that requires an HCL response**	**HCL response + notes from supplier review meeting**
Following resolution of app failure or service failure within SLA timescales a root cause analysis report will be provided within 7 days, which details root cause, lessons learned, any preventative measures taken.	Existing contractual requirement	ITT Service Delivery 7.1 SD12 - The Supplier must report service performance against the agreed SLAs and delivery milestones, and must analyse and identify the root causes of any deficiencies and manage the resolution of these root causes	HCL to provide reporting to the monthly SD delivery meeting with K/E (N/S). In absence of any regular reporting taking place HCL shall ensure that formal updated concerning any RCA are provided within 7 working days where possible.

2.3 Information Security and Management			
Discussion points	**Existing contractual requirement or new contract requirement**	**The Clause/Question/Change request that requires an HCL response**	**HCL response + notes from supplier review meeting**

| ADFS Integration for sign in | Existing contractual requirement | ITT Technical Standards 4.7 TS10 - When providing the functionality for Staff, Partners and nominated 3rd parties to register/authenticate, the Services must support Microsoft ADFS 2.0 (SAML 2.0 will be acceptable). | This is already Implemented for Norfolk/Suffolk. Kent & Essex decided not to go ahead with this solution in the beginning. If required again, this can be implemented using change management process. |

2.4   Testing

Discussion points	Existing contractual requirement or new contract requirement	The Clause/Question/Change request that requires an HCL response	HCL response + notes from supplier review meeting
Post implementation review to be scheduled by HCL for each timeline tolerance slippage to ensure lessons are learnt. This will include root cause analysis of anything that did not work. Any lessons or failures to be resolved in time for the next scheduled release. Review document to be provided by HCL to KEP on completion.	New contractual requirement	To facilitate continuous improvement of test plans and test and release strategies	HCL do discuss the details in service review and weekly status meeting with project team and same to continue.

2.5 Accessibility and Usability

As part of the next phase there are commitments regarding accessibility in the contract that will need to be fulfilled. These were part of the original contract and should be undertaken at HCL cost for existing and future modules, which will be agreed by KEP:

Discussion points	Existing contractual requirement or new contract requirement	The Clause/Question/Change request that requires an HCL response	HCL response + notes from supplier review meeting
The application must improve accessibility for those that have a disability. • **Text size** • **Theme – background colour. Either within the application or set from device theme**	Existing contractual requirement	ITT Accessibility and Usability 3.1 AU2 - The applications must make it easy for users to input data.	HCL application which includes accessibility and usability features have been delivered and signed off by the force as part of the original project delivery. Any further accessibility updates for existing functionality will be subject to discussion in forthcoming roadmap sessions. Any specific need outside that will need to be progressed by Change management process.
Roadmap of accessibility and usability enhancements from HCL, that will be delivered to all forces.	New contractual requirement	To feedback to users that the application is continually improved	HCL continuously reviews product which includes technical, user experience and other performance aspects of the product and make those available to forces as and when these patches are available from the product team. If there are any specific needs from the forces the same needs to be progressed via Change Management process.

2.6	Terms		
Discussion points	**Existing contractual requirement or new contract requirement**	**The Clause/Question/Change request that requires an HCL response**	**HCL response + notes from supplier review meeting**
Milestone payments for future change requests to be 25% on contract signature – 50% UAT sign off – 25% successful live deployment of application.	New contractual requirement	Please confirm	Following will be the milestone with the cost distribution percentage: 1. On Contract Signature – 50% 2. On UAT Sign Off – 35% 3. Live Beta Testing Completion – 15% Following are the key points associated with above milestones: 1. There will be a live beta stage 2. Live beta will finish within 2 weeks of UAT (provided there is no new P1 or P2 issues identified between QA to LIVE transition) 3. Business will do the testing using agreed ATCs. In addition, business can also run regression testing in LIVE Beta if they feel appropriate, however these regression testing will be done on agreed and approved regression test scripts only. 4. 15% of the cost of the CCR/development will be payable on acceptance in live beta, where all P1s and P2s have been resolved.

Appendix 1: Modules and Services

1.1 Deployed modules and services

Module and services in the current contract period to Mobile First users

- Search – PNC, Athena, NFLMS, QAS and Stops
- ePNB
- Storm
- Tasking
- Briefing
- Use of Force form
- Restorative Justice form (Kent only)
- Medical Consent form
- MG11 + VPS
- Athena Investigation
- Athena Intelligence
- Traffic Offence Report
- Stop Search
- Mobile ID search

1.2 Commissioned

Module and services that are scheduled for delivery in 2021 and 2022, within the existing contract period.

- Traffic Offence Report refresh
- DARA Risk assessment (Kent only)
- PSNfP Pentip and Athena direct connection
- VIN/Chassis PNC searching
- ePNB refresh
- DVLA driver images/P@RS

- Dashboard reporting
- Compact
- Athena Business Services

1.3 Candidate Modules/Changes (Subject to change)

The forces are not yet committed to the following, these are included for information.

- Sudden Death form
- KUBE integration (TBC)
- Community Resolution
- Contemp interview
- Compliance with future ESN devices
- ANPR (Automatic Number Plate Recognition) with NAS (National ANPR Service) integration
- New desktop portal with cleaner appearance and usability.
- Windows 10 application deployment
- Office 365 Connection

Appendix 2: Agreed and Closed points

2.1 Service Availability and Support			
Discussion points	**Existing contractual requirement or new contract requirement**	**The Clause/Question/Change request that requires an HCL response**	**HCL response + notes from supplier review meeting**
Smart Desk to be used instead of PM Smart for Incident and Defect tracking.	New contract requirement	Refer to Smart Desk in ITT Service Delivery 7.1	Ok

2.2 Disaster recovery

Discussion points	Existing contractual requirement or new contract requirement	The Clause/Question/Change request that requires an HCL response	HCL response + notes from supplier review meeting
HCL to coordinate all 'supplying' parties to deliver an annual DR test and to cover resulting costs/rework/retesting where the issues arising relate to the HCL solution/platform or third-party suppliers.	Existing contractual requirement	Schedule 8.6 – Clause 7.1 The Supplier shall test the BCDR Plan on a regular basis (and in any event not less than once in every Contract Year).	~~Yes,~~ HCL will coordinate with the involved parties – Sungard and Forces (KEP and NSP) to perform the annual DR test at no additional cost. Out of office hours support as required will need to be provisioned via change management process. HCL will cover HCL & Sungard cost of rework and retesting where issue is related to HCL solution.
Disaster Strategy to be included in the contract, which includes the runbook for HCL and KEP.	New contractual requirement	Amend Schedule 8.6 – Clause 2 As DR Strategy was not known at this time, clause to be updated to reflect that a DR Strategy has been written	Overall DR strategy has been defined in the DR run book which could be embedded in the contract.

2.3 Information Security and Management

Discussion points	Existing contractual requirement or new contract requirement	The Clause/Question/Change request that requires an HCL response	HCL response + notes from supplier review meeting
As part of the next contract extension HCL must ensure that the platform is aligned to forces' data retention policy, which is to be enforced by HCL.	Existing contractual requirement	ITT Data Management 5.4 DM1 - The Services must comply with Policy W 1012 Procedure/SOP - Records Review, Retention and Disposal Records pertaining to pending or actual litigation, investigation or access requests must not be destroyed. Material required	Data Disposal guidelines need to be reviewed and approved by KEP / NSP and this will be progressed accordingly.

		for national review, whether this is Public Enquiry, Home Office led, or other, must also be retained.	

2.4   Testing

Discussion points	Existing contractual requirement or new contract requirement	The Clause/Question/Change request that requires an HCL response	HCL response + notes from supplier review meeting
Test and release strategy to be provided by HCL. This will detail HCL development time, HCL testing, release process, UAT periods for each release. This will also detail testing required for any module included in that release, which test scripts are required and effort required.	Existing contractual requirement	Schedule 6.2 Testing Procedure Clause 4 – Test Strategy Clause 5 – Test Plan	Test Strategy will be documented and circulated for sign off.
Automated testing conducted by HCL for regression testing of live modules using HCL supplied scripts, which have been agreed by KEP.	Existing contractual requirement	ITT Service Transition - 7.2 STR10 - The Supplier must build and test all new releases in accordance with a release test plan that has been agreed with the Authority. d. Functional Automation testing e. regression testing. Automation is mentioned several times throughout	Automation Testing is out of scope of the current engagement. Automation is applied where suitable to reduce support over-heads for example-: Smart Desk tool was created to automate the defect and incident management process.

Test scripts to be provided by HCL. These are based on use cases and in line with the functional specifications. The scripts show execution steps and expected results for each permission levels (if applicable). HCL will show their results from executed scripts when sharing with KEP.	Existing contractual requirement	Schedule 6.2 Testing Procedure Clause 7 – Test specification	HCL Test scripts are system test scripts which will continue to be drafted and provided based on signed off Functional Specs. Business Scenario related scripts will need to be documented by the business.
QA apps to be deployed through the Google Play Store	New contractual requirement	To be reflected in test and release strategy	QA and Live Apps are already being deployed using Google Play Store.
On-site development support in fault finding for each release either Virtual, Egham or Police premises with HCL development team present. This can be done at any point of the development cycle at the request of KEP.	New contractual requirement	To be reflected in test and release strategy	HCL model is based on a shared support arrangement from Egham and will continue to provide the support from there. Any specific requirement of on-premises support will need to be discussed when required and can be progressed via Change process.

2.5   Accessibility and Usability

As part of the next phase there are commitments regarding accessibility in the contract that will need to be fulfilled. These were part of the original contract and should be undertaken at   HCL cost for existing and future modules, which will be agreed by KEP:

Discussion points	Existing contractual requirement or new contract requirement	The Clause/Question/Change request that requires an HCL response	HCL response + notes from supplier review meeting
Ability to reuse data in other modules of the application to avoid duplication of effort.	Existing contractual requirement	ITT Accessibility and Usability 3.1 AU2 -	These features have been agreed, delivered as part of the original project delivery. Example: FDS integration across various modules.

EG: Create Intel record from a Stops Record, using details from the Intel record to fill common fields in Stops.		The applications must make it easy for users to input data.	Any specific need outside the original agreed Functional specs will need to be progressed by Change management process.
Contract states that next to every Nominal, Vehicle or Address check there will be a small 'H' which will bring up the search history to enable population of details into the module, without having to conduct another check.	Existing contractual requirement	ITT Accessibility and Usability 3.1 AU3 - Information must be displayed in an easy to read way and must include the ability to rebase a search based on the results.	Functional Specs were agreed and signed off as part of the original requirement gathering exercise. Any Changes to the signed off design can be progressed via change process.
RSS feeds within the app for communications	Existing contractual requirement	ITT Functional Requirements Response 2.2 FR11 - Support data feeds from other systems e.g. CCTV and B-CAM.	The entire functional scope of the application was discussed in detail right in the beginning as part of original requirement gathering exercise. The same was signed off by the force and delivered by the HCL project team. This is in a service mode now. Any changes to the BAU service need to be progressed via change management process.
All new modules and any module refresh will have paging by default like Athena and TOR modules.	New contractual requirement	To ensure continuity of ease of use across the application	For existing modules, this can be progressed via change management process. For new modules paging will be by default.

2.6 Terms			
Discussion points	**Existing contractual requirement or new contract requirement**	**The Clause/Question/Change request that requires an HCL response**	**HCL response + notes from supplier review meeting**
Confirmation that 3rd party service fees has been factored into the renewal.	New contractual requirement	Please confirm	Following third party cost has been factored into renewal: 1. SunGard (except storage beyond 4 year) 2. Google 3. NDI
Costs for contract extension based on the current contract pricing model.	Existing contractual requirement	Please confirm	Yes
HCL costs are the same for Kent/Essex and Norfolk/Suffolk Police	Existing contractual requirement	Please confirm	License costs are same.
Smaller license blocks than 1,000 users. Forces request blocks of 25 – HCL are asked to provide a cost.	New contractual requirement	Please confirm	Licenses can be increased in batches of 100 licenses.
Portal license for desktop only access to be available to those that do not have access to the Mobile First application and at a reduced cost than application license. This license is to be costed based on the functionality that is currently available on the desktop portal of Mobile First and, as per the mobile license, will be a flat	New contractual requirement	Please confirm	There is no desktop only license. Original license cost has been significantly discounted to enable wider rollout.

rate cost that does not increase with any additional functionality (Number TBC Fergus)			
Option to reduce the number of licenses held with a corresponding reduction in license cost.	New contractual requirement	Please confirm	There is no option to reduce the number of licenses. They can however be reused within the force e.g. if an officer retires the same license could be reused for a new recruit.

2.8 Standards Changes

Force standards have changed since the original contract, new standards are listed below. This is not limited to any future changes.

Discussion points	Existing contractual requirement or new contract requirement	The Clause/Question/Change request that requires an HCL response	HCL response + notes from supplier review meeting
Refer to Android Enterprise not Samsung Knox along with Play Store deployment	New contractual requirement	ITT Standards 5.5 document to be updated	Could not find reference to Samsung Knox point in ITT Standards 5.5.
Ensure desktop web portal and Windows 10 application comply with NEP Win10 20H2, internet browsers and any future NEP releases.	New contractual requirement	ITT Standards 5.5 document to be updated	This will need to be impact assessed and will be progressed via change management process.
Refer to new Disaster Recovery location as TC4.	New contractual requirement	ITT Standards 5.5 document to be updated	ok

Permission bundles applied automatically instead of manual upload.	New contractual requirement	ITT Technical Standards 4.7 TS10 - Role based permissions must be managed within the Services to ensure the relevant staff have appropriate permissions to access information.	This is already in process. Any changes to current design & approach will be managed via change process.
User license file to be powered by SSO file Version 3. This now includes a PNC flag if account held by user. SSO file Version 3 is generated by KEP managed AD (Active Directory) Groups, all users should be granted Officer permission for their respective force. If a user is no longer present in SSO file Version 3, their license will be deactivated but details held under the retention period.	New contractual requirement	ITT Technical Standards 4.7 TS10 - Role based permissions must be managed within the Services to ensure the relevant staff have appropriate permissions to access information.	This is already in process. Any changes to current design & approach will be managed via change process.

2.9   Change Requests

Discussion points	Existing contractual requirement or new contract requirement	The Clause/Question/Change request that requires an HCL response	HCL response + notes from supplier review meeting
Include current change request procedure including relevant authority.	New contractual requirement	ITT Change and Release Management 7.6 to be updated with latest change request process	

3.0   Training

Discussion points	Existing contractual requirement or new contract requirement	The Clause/Question/Change request that requires an HCL response	HCL response + notes from supplier review meeting

| Training mobile application to be released with every live release, with correct permissions applied. We cannot expect the new recruits change the way the forces work if they cannot fully utilise the app. | Existing contractual requirement | ITT Training 6.4
TR7 - The Supplier will ensure a Training Environment is supplied and be able to demonstrate how they keep the environments in sync and test all changes. | This is already being agreed that Training app will be provided in same week or next of the Live app being delivered. |