



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date:20/05/2025

2025/533 - Police officer mobile app used by your service

In response to your recent request for information;

I would like to make a request under the Freedom of Information Act 2000 for information regarding the police officer mobile app used by your service, as well as related technologies. To ensure I receive as comprehensive a response as possible, I kindly request the following details:

1.Supplier and Contract Information:

oThe name of the current supplier for your police officer mobile app (e.g., Motorola Pronto, or others).

Motorola Airwave Solutions

oThe start and end dates of the contract.

1st July 2022 to 31.5.2029

Currently under review for contractual change to be 01/06/2026.

oThe total value of the contract, as well as the number of licenses currently in use.

1576 licences in use - approximate value per annum £300K

oThe annual contract value, if available.

As above for licences

oIf the solution was sourced through another organisation (e.g., the council or a consortium), please provide details of that organisation.

Not applicable

2.Contractual and Procurement Details:

oA copy of the original technical specification and tender documents used in the procurement of the police officer mobile app.

Specification attached.

oThe names of any suppliers who bid for the contract, along with how they scored across each evaluation domain (e.g., quality, cost, and overall score).

Supplier name
Motorola Solutions UK Limited
Xenium Solutions Limited
HCL Technologies UK Limited
Airpoint International Ltd
Black Marble Limited
CGI IT UK Limited
Coeus Software Ltd
Insight Direct (UK) Ltd
TriplePs Ltd
MiG Security and Events Limited

Supplier name	Rank	Package Score	Submission Score (60%)	Costs Score (40%)
Motorola Solutions UK Limited	1	91.12	51.12	40%
Airpoint International Ltd	2	60.22	37.44	22.78%
Black Marble Limited	3	48.31	32.82	15.49%

oA summary of the procurement process used, including the weighting of different evaluation criteria.

Three stage process; initial expression of interest, then presentations and finally force wide user testing - 60% quality and 40% cost

3.Contact Information:

oThe name, email address, and phone number of the system owner or key contact responsible for the police officer mobile app software within your service.

Andrew Lohman
andrew.lohman@northwales.police.uk
07966092381

oThe department in which the system owner is based.

Corporate Programme Office

4.Related Technology Systems:

oPlease provide details of any additional technology systems integrated with or complementing your police officer mobile app, such as:

.Incident management systems

Integration with North Wales Police Crime Recording Platform, PNC/LEDS, I-LEAP.

.Mobile communications platforms

None planned external to the Motorola Pronto Solution

.Vehicle tracking or telematics systems

None planned external to the Motorola Pronto Solution

.Command and control systems

Integration is planned with the North Wales Police Command and Control Solution but not currently in place.

.Mapping and Geographic Information Systems (GIS)

Integration with ESRI Gazetteer – no further integration to other GIS Mapping Systems outside the Motorola Solution.

oFor each system, please provide the supplier name, contract start and end dates, contract value, and renewal date.

Motorola 1st July 2022 to 31st May 2028

5.Collaborative or Shared Procurement:

oIf your service participates in any shared or collaborative purchasing frameworks for technology (e.g., with other authorities or consortia), please provide details of these frameworks or partnerships, and the contracts awarded through them.

Not Applicable

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 16/05/2025

COMMERCIAL

SPECIFICATION AND METHOD STATEMENTS

FOR THE SUPPLY AND DELIVERY OF

Mobile Policing Application

TO

NORTH WALES FORCE

CONTRACT REFERENCE: NWP44016

Section 2

Please note that this document and all your responses are subject to Freedom of Information disclosure.

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Document Properties			
Project	Connected Officer Mobile Application Business Case	Project Reference	
Programme	Digital Transformation Programme	Project Senior Responsible Owner	...
Date	24/12/2020	Version number	1.0
Author			

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Section 1 – Overview

Overview

Introduction

North Wales Police (NWP) intends to procure an application for front line operational staff to deliver several broad aims and objectives including enabling transition from paper-based tickets, warnings and forms to a fully digitised process thus allowing users to capture data once and create all required documentation electronically. In addition, also to provide a more intelligent way to access our various operational information systems from a single platform, allowing simplified information gathering and updating of data relevant to an incident in a manner that fits operational situations from any location, either via a mobile device or Microsoft Windows based laptop.

The overall purpose is to improve the capacity and ability of our operational staff by seeking to ensure they are better equipped to deal with incidents and can make the best use of modern technology. For example, by ensuring they have access to the right information at the right time, that they can undertake the right processes simply and intelligently via digital means, if possible during initial response at scene eradicating the necessity of returning to the station and that via the solution, they are better able to manage their workload and be more situationally aware regard opportunities for proactivity within their local area.

These ambitions support the current organisational strategy and ambition regarding agility and workplace digitisation plus the overall force objective to make North Wales the safest place in the UK. It is our expectation that the application will enable us to provide a more effective service to victims by freeing officers up to be more visible and responsive to the needs of communities.

We require responses from innovative suppliers who will work with us collaboratively in order to fully exploit the potential of mobile technology in order to transform the way we deliver front-line policing and deliver our Police and Crime Plan outcomes. Suppliers are requested to review and respond in detail to the Specification Document and the detailed requirements within in.

Context

NWP is spread over a large region and has approximately 1800 front line officers consisting of approximately 1250 Police Constables and a further 370 senior ranks from Police Sergeants upwards who will also likely access the application. In addition to this, 181 Police Community

Support Officers, and some other parts of the organisation that may require access depending on solution functionality.

With the delivery of the National Digital Policing Vision 2020-30, continuation of our Digital Policing Transformation Strategy and relevant national programmes, we are going through a significant period of change and are delivering numerous projects which will ultimately transform the way in which we deliver our policing service. Due to the scale of change that we will be introducing, there is potential that our requirements may change during the course of the project. We therefore require a supplier who will work with us in an agile way that will support frontline officers and enable them to carry out their role as efficiently as possible with technology that supports their working practice.

The geography of North Wales covers a large geographical area with many rural areas where poor or total loss of mobile data and connectivity is a common issue. This poses a big challenge for us and our operational frontline officers whilst dealing with incidents and completing the required documentation. Our specification will make note of this and enquire around offline capability.

Vision, Aims and Benefits

Vision

Our vision is to provide our frontline officers with the tools to help them make informed decisions while carrying out their investigations/enquiries or dealing with incidents within the community. Officers will have immediate access to data from local (Niche RMS) and National (PNC) databases through their mobile application as well as integration with NWP systems such as ICAD, NICE Investigate and PentiP. This will provide them the option/ability to utilise this information and populate the required documentation while attending incidents.

Current technology and processes does not allow this to easily happen with their laptop and often the frontline officers will take notes and return to the station to complete any documentation. The chosen solution will fully exploit current and future functionality of mobile technology, providing an intuitive user experience and enabling officers of North Wales Police to operate in a more efficient capacity. The solution needs to have the ability to allow the frontline officers to start a form on a mobile device and move to a laptop if required for example a traffic accident may involve the officer starting the form on their mobile device such as taking pictures and capturing names and addresses and then moving to a laptop to complete witness statements.

Aims of the Mobile Application Project

- Provide NWP frontline officers with the most suitable mobile technology allowing a transformation of the way we deliver frontline policing, improving officer productivity and visibility in order to support victims and communities.
- Improve data quality by relieving officers of the pressures/stresses associated with returning to their stations before the end of their shift to complete a number of time-consuming reports/documents
- Roll-out and deliver benefits realisation as early as possible ideally within a 12-month timeframe

Expected Benefits

The mobile application solution will provide the following:

- Increase Police Officer and PCSO visibility, giving them more time out of the station to spend in their communities and with victims.
- Support us in effectively promoting the crime prevention message, maximising police officer time in places where it is needed and deterring criminals in line with our Crime Prevention Strategy.
- Act as a key enabler to the wider digitisation of the Criminal Justice System, for example through the use of Electronic Witness Statements and the capture of digital evidence in all forms such as photographs, video and audio recordings.
- Support rationalisation of our estates by reducing officers need to return to the station.
- Reduce demand on 'back-office' functions.
- Complement future Information Technology infrastructure required to deliver wider agile working to the rest of the organisation.
- Enable North Wales Police to reduce costs and overheads delivering efficiencies removing repetition and demonstrating good value for money.
- Improve data quality by reducing the duplication and incorrect linking of master files and data records

Police and Crime Plan Outcomes

It is anticipated that the delivery of the benefits of Operational Mobile Working will contribute to the following Police and Crime Plan priorities and outcomes.

Police and Crime Plan Priority	Police and Crime Plan Outcome	Rationale
Domestic Abuse	• Victim confidence in the reporting of Domestic Abuse to North Wales Police. • Appropriate number of specialist officers with the appropriate training in order to meet demand. • Improved victim experience through the criminal justice process.	Processes will be automated thereby reducing the need for operational support staff to re-key information held on forms into our records management. This will give the officers more time to engage and support the victims, building their confidence and faith in our ability to protect them.
Modern Slavery	• Increased reporting of offences of Modern Slavery. • Deliver an effective multi agency action plan to tackle these offences. • Increased awareness of Modern Slavery within our partner organisations.	Officers will be able to spend more time out of the police station, increasing their visibility and accessibility to the public which will, in turn, increase the public confidence and promote healthy relationships. This will lead to them having the faith to report things to us.
Organised Crime	• A full assessment of the OCG's operating in our area and a multi layered response to disrupt these groups and particularly those posing the greatest risk/harm. • Publicise our success stories achieved through Operation Scorpion, thereby increasing awareness of this type of criminality in North Wales. • Deployment of effective disruption tactics. • Effective youth intervention where young people are known to affiliate with OCGs. • Better pathways for drug users to seek treatment. Communities feel safer by having an accessible and engaged policing workforce	Officers will spend less time returning to stations to conduct administrative tasks, thereby freeing them up to focus on response, proactive and preventative policing activities. Utilising the technology available to police smartly, making use of the latest intelligence sources available and disrupt organised crime groups operating in our communities. Officers will be able to receive briefings and intelligence led taskings whilst out on area, meaning they will be able to deal effectively with demand in 'real-time'. Officers will have more time to engage with victims and carry out preventative work such as organising education and project work.

Sexual abuse (including child sexual exploitation)	• An increase in reporting of sexual and domestic abuse reflecting increased victim confidence. • An overall better service for victims affected by domestic and sexual abuse. • More perpetrators brought to justice. • More confidence in the reporting of domestic and sexual abuse.	Effective use of the Mobile Application will allow officers to focus their efforts on a pro- active approach to tackling CSE and sexual abuse, using their latest information to carry out a more target led approach and reduces the risk to the vulnerable persons in the community.
Delivering Safer Neighbourhoods	• Safer neighbourhoods that feel safe. Confidence and satisfaction rates will continue to be monitored through the Strategic Executive Board. Communities are safer due to effective use of policing resources to reflect need	When implemented along with the Mobile Application, there will be greater transparency of how resources have been deployed and what the impact of their deployment has been. This will enable North Wales Police to determine how to effectively target the use of our resources to those areas of greatest need.

Responses which evidence the realisation of the strategic benefits, priorities and related outcomes described above will be scored higher. Suppliers are therefore expected to provide the names of other Police Forces/organisations who are using your solution and the benefits they have realised, as evidence in your responses against each requirement where appropriate.

Application Provision Including, Software, Support and Maintenance

The requirements are broken down under the following sections:

- Incidents, Checks and Searches
- Officer Collaboration
- Review and completion of RMS (records Management System) reports (example, 'crime reports', 'Vulnerability assessments', 'problem solving pathways', etc.) including the creation of 'master files' and all associated linking and tasking required within RMS – all to be able to be performed by using the App.
- Evidence Gathering and Pocket Notebooks
- Forms, Tickets and Warnings
- Tasking and Intelligence
- Officer Experience
- Technical considerations
- Security, Compliance and Management Information
- Future Proofing and Innovation

- Implementation
- PentiP integration
- Hexagon ICAD
- NICE Investigate

Each of these sections consists of: -

- Overview of current processes (where applicable)
- Expected benefits
- NWPs Requirements and Supplier Responses

Suppliers are asked to complete the supplier response sections detailing how you would deliver the stated functionality and enable North Wales Police to realise the expected benefits. If you do not have the functionality now within your product set, you are required to confirm in your responses when it will be available to enable North Wales Police to achieve a phased delivery of functionality within 12 months.

Section 2 – Application Provision

Phase 1 – Critical Areas of Functionality for North Wales Police

The subject areas and questions in the following table are considered critical areas of functionality required by NWP and will be reviewed and scored on a Pass / Fail basis. A supplier's inability to satisfy these areas of functionality will result in their submission being deemed unsuitable and will not be progressed further in the assessment process. This section is Phase 1 of the evaluation process and, in some cases, similar information may be required to be provided in other responses. If you do not have the functionality within your product set, you are required to confirm in your responses when it will be available to enable North Wales Police to achieve a phased delivery within 12 months and how you would approach delivery of the requirement

Section 1.1 – 1.6

1.1 Records Management System for Crime, Intelligence, Case and Custody
The North Wales Police records management system utilised by all officers is the Niche Record Management System. Does your solution currently integrate with this system and have full integration (two – way) linking entities? If not, please confirm that your solution will integrate with Niche and detail when (month and year) integration will be available. (Maximum 400 words). Additional information - We are part of a West Coast collaboration with Merseyside, Cheshire and soon Dyfed-Powys will join. If you would like more information regarding the West Coast Collaboration, please contact us with any questions and we can provide answers and any relevant information.
1.2 Command & Control System (CAD)
Currently officer's book on and off with either radio or computer on ICAD and their location is visible to all officers and control room. This will allow control room staff to guide officers to specific locations such as rural locations or officers in urgent need of assistance.

- Incident Dispatch and Silver/Gold command management – ICAD enabled resource call sign locations in near real-time using mapping, to ensure the most appropriate resources are allocated by dispatches or silently and controlled appropriately by Silver/Gold command.
- ICAD holds officer's skill set e.g. Taser, MoE etc and allows control room to assign officers depending on operational demand.
- Task management – ICAD and RMS can be used for Sergeant and Inspectors to task briefing items to individual and groups of officers. Officers can choose to accept or reject tasks dynamically on their computers. We require this functionality to be accessible through the app from either the officer's laptop or smart phones, ensuring sufficient task management capacity in real-time.

Ideally the solution will work with ICAD and RMS in order to deliver, tasking and intelligence to officers when they are out on patrol.

North Wales Police would like to consider this as a prospective option dependant on application functionality and integration ability. If your solution can deliver integration with our Command & Control Solution, then please detail costs in the 'Integration Section' of the Schedule of Prices and provide further information in the Incidents, Checks and Searches section.

Please describe if applicable:

- a. How your application works with ICAD and RMS for tasking?
- b. How your application will integrate with the ICAD and RMS?

Note: NWP are currently on Hexagon ICAD 9.1.1 but moving to Hexagon on Call in next 12-14 months.

At current NWP do not have a system for Intelligence briefings, what systems can your application be integrated with for intelligence briefing?

1.3 Mobile Assets Utilisation and Deployment System

North Wales Police are moving to the NEP platform and with it will be using Intune as our Mobile Asset Deployment System.

- Please confirm how your solution is compatible with the above platforms/solutions.
- The Solution must support the delivery of the app via the play store and any updates also via the same method.
- Please specify if the App provides Integration with Azure Active Directory for user assignment/registration of mobile device

1.4 Dealing with Network Connectivity

North Wales Police covers a large rural area as well as towns and villages where there are significant areas with poor or no mobile network coverage. Describe how your solution overcomes the lack of mobile network coverage, allowing officers to use your solution where there is no connectivity. This may include, but will not be limited to, store and forward functionality, automatic synchronisation and automatic submission of information once connectivity is restored. (Maximum 400 words).

1.5 Future Proofing and Innovation

In order to achieve our vision for operational mobile working, North Wales Police require a solution which fully exploits current and future functionality of mobile technology, providing an intuitive user experience and enabling North Wales Police to deliver the digital capabilities as set out by the College of Policing. Describe what plans you have to develop your solution to exploit future opportunities with mobile technology such as but not limited to body worn cameras and smart devices. (Maximum 400 words).

1.6 Procurement Evaluation

North Wales Police will require the preferred bidder(s) to undertake a demonstration of the solution with a selected number of officers (User Group). Functionality we require to be tested during this trial will include:

- NICHE integration – specifically, the processes of ‘crime reporting’
- Access to forms for officers to test

In addition, representative users would like the ability to ‘self-review’ the solution via access a test or training system. Our preference would be that this evaluation be conducted by North Wales Police Officers on a secure externally hosted infrastructure (i.e. no requirement to integrate with any North Wales Police systems for the purpose).

This evaluation will enable North Wales Police to determine the usability of the solution against our specification.

As part of the evaluation process we would like to see the below forms used for a demonstration.

- TOR/VDRS
- Completion of a Crime Report (currently completed utilising an EOEL on NICHE RMS)
- Vulnerability Assessment (currently completed utilising an EOEL on NICHE RMS)
- Stop/Search, including the proposed solution or method that would enable the member of public to review the search record once complete
- S165 - Vehicle Seizures
- Sudden Death Streamline
- Seized Property

Describe how you will meet this requirement.

Phase 2 – Application Requirements

Items 1 – 12 are the scored elements of the specification and will only be assessed if suitable responses are received to the critical functionality areas outlined under Phase 1 – Critical Areas of Functionality for North Wales Police.

Suppliers are requested to review and respond to each section detailing how they would provide the appropriate functionality and enable the realisation of expected benefits. As we would prefer a phased delivery of the solution, we also invite responses from suppliers who may not have the functionality within their product set but will commit to delivery so that we are able to realise tangible benefits within twelve months of the contract being awarded. If you do not have the relevant functionality within your product set, you are required to confirm (month and year) in your responses when it will be available.

1. Incidents, Checks and Searches

1.1 Current position

When officers are dispatched to an incident, they receive information relating to that incident via their radios from operators in the Force Control Room. This information is captured within the ICAD incident log. Once at the scene, officers can ask the caller/witness/victim for information which has already been captured by the Force Control Room resulting in duplication on behalf of the caller/victim/witness. Officers attending an incident provide brief initial updates to the Force Control Room which are then recorded on the incident, meaning it can be removed from their pending jobs. Officers will return to the station (they can use their 2-in-1 laptop at the incident) and complete a more comprehensive report. Information relating to the caller is also captured within ICAD. In terms of officer availability for incidents, if the officer has commitments, they inform the control room or update ICAD themselves (via app or radio) unless they are showing as committed, they are deemed as deployable by the control room.

When officers are deployed to an immediate incident, the Force Control Room conduct checks of local and national systems to provide relevant information relating to person(s), vehicles, property and addresses. The results of these checks will also include 'flags' or warning markers, providing vital information to officers in relation to, for example, whether the person being checked has any warning markers against them such as known to be violent, has a history with drugs etc. Systems which are regularly checked include NICHE, the Police National Computer (PNC).

When in the station, officers can currently search and view crimes and occurrences in NICHE by, for example, ICAD reference, dispatch address, Names, those which are linked to a specific officer, date/time and specified geography.

1.2 Expected benefits

- Reduction in demand within the Force Control Room and other support staff as officers can conduct their own PNC, NICHE and PentIP checks, view and update ICAD Logs
- Reduction in Airwave traffic/use due to less calls to the Force Control Room from officers
- Improved decision making as officers have quicker access to real-time information
- Officers are more productive as they spend less time in stations and can conduct the checks more efficiently without involving different departments which maybe limited for staff resulting in delays.
- Improved customer satisfaction as officers have accurate incident details on their mobile devices, therefore reducing the need for them to check details with the victim/witness
- Duplication of data entry is reduced as officers can re-use information that has been recorded from the initial incident report when completing their checks and searches.

1.3 NWP's Requirements

Supplier Response

a) Describe how your solution provides officers the ability to read and update information within ICAD about incidents they are deployed to.

Specify what information is provided in relation to the incident and how it is displayed/relayed to the officer. This will include, but not be limited to: • Incident type • Location • Incident history • Reporting person and contact address • Suspects their warnings and other relevant details Note: NWP are currently on Hexagon ICAD 9.1.1 but moving to Hexagon on Call in next 12-14 months.	
b) Provide details of how your solution allows officers to search for incidents in ICAD which have been allocated to them. Officers will be able to search for incidents by parameters such as, but not limited to: • Date • Location • Collar number • Reporting person and contact details • Searching past submitted forms	
c) Provide details of how your solution allows officers to update information relating to an incident they have attended so that it is recorded in the ICAD Log.	

d) Provide details of how your solution could automatically set the deployment 'status' of officers (for example, whether they are available for deployment or at the scene of an incident) so that their status is available to dispatchers in the Force Control Room.	
e) Provide details of how your solution allows officers to check for person(s), vehicle(s) and address(es) in North Wales Police systems, including, but not limited to: • NICHE Records Management System (for information – we are live with NICHE version v6.02.01.04.04) • NICE investigate digital evidence	
f) Officers require the ability to conduct checks of a person, vehicle, property (e.g. stolen/recovered) and address within NICHE. The information they need to check will include but not be limited to: • Searches on persons for information such as warning markers • Searches on addresses for information such as warning markers • Previous incidents of notes • Intelligence that may be of interest • Bail conditions • Harassment warnings and other orders • Nominal description, including any marks, scars, tattoos • Current address(es) • Current vehicle used	

Provide details of how your solution meets this requirement.	
g) Provide details of how your solution allows officers to check for a person(s), vehicle(s), and address(es) details in national systems, including, but not limited to: • Police National Computer	
h) Officers require the ability to conduct a check of a person, vehicle and address held within PNC. The information officers need to check includes but is not be limited to: • Vehicle checks for keeper and insurance • MOT? Could be easy enough to link to DVLA? • Vehicle checks to determine whether there are any warning markers or flags associated with the vehicle (e.g. ANPR intelligence) • Postcode enquiries to determine what vehicles are registered to a particular address • Driving license checks • Name checks for persons to see if they are wanted/ under any conditions, have previous offences and/or warning markers • Descriptions of persons • Voters register Describe how your solution meets this requirement.	
i) Officers want to be able to view a photograph of the person they have searched for on their mobile device this may include images from our Niche RMS system or in future DVLA Driver Images provided from the	

Law Enforcement Data Programme. Describe how your solution meets this requirement.	
j) Confirm your plans for integrating with PentiP to enable officers to search for a person(s), vehicle(s), and address(es) details. Include in your response what information can be searched for which will include, but not be limited to: • Previous Warnings • Previous 'tickets' (e.g. Fixed Penalty Notices) How does your solution enable officers to select the correct decision for: • Conditional Offer • Course • Prosecution	
k) Provide details of how your solution allows officers to conduct aggregated searches of multiple local and national systems by only entering information once (e.g. name, address, date of birth, vehicle licence)	
l) How does your solution enable any information retrieved from checks to be re-used, for example to perform additional searches, to create a crime occurrence, intelligence submission and populate electronic forms?	

2. Officer Collaboration

2.1 Current Processes

When dealing with an incident involving multiple officers, activity of those officers has to be coordinated across geography and time. This means the ability for officers to have visibility of what each other are doing and access to the information they are capturing throughout the process of dealing with an incident is invaluable to ensure quick and effective resolution of the incident. For emerging incidents, the main coordination is conducted by the Force Control Room and there is therefore a reliance on communication via officer's radios. When multiple officers are dealing with an incident (e.g. a Road Traffic Collision) information may be captured by different officers. This has to then be collated by a single officer so that only one version of the incident and associated information exists on force systems.

Similarly, if an incident requires further or ongoing investigation (secondary investigation), the investigating officer is often required to collate a range of information (such as evidence) from multiple officers who were involved in the initial attendance of an incident and who conducted primary investigation. Secondary investigation can only commence once the information collected by the initial attending officers has been processed by them and handed over to the investigating officer.

2.2 Expected Benefits

- Officers can make faster and better-informed decisions as they have access to all relevant information in a timely manner, therefore speeding up the process of primary and secondary investigation
- A reduction in Airwave traffic as officers have access to information via their mobile device which they would have otherwise required via their radios
- Improved and more timely information sharing as all officers involved in an incident or investigation have access to the information via their mobile device
- Improved evidence gathering as evidence captured 'at the scene' is available to the investigating officers immediately from the point at which it was collected

2.3 NWP's Requirements	Supplier Response
a) Officers require the ability to share information relating to an incident immediately with their colleagues. An example of this may be sharing the details of a missing person who they are conducting a search. Describe how your solution meets this requirement.	
b) When multiple officers are involved in dealing with an incident, information and evidence may be captured by different officers about the same event. An example of this could be multiple officers dealing with a Road Traffic Collision and taking accounts from multiple witnesses. How does your solution enable a single officer to collate and submit information captured by multiple officers?	
c) When officers are involved in an incident which includes multiple resources, they require visibility of which other officers are involved. Describe how your solution enables officers to know which officers are dealing with an incident involving multiple resources.	
d) Describe how your solution enables officers who are not physically in attendance at an incident to review the information being collected in real-time.	
e) Describe how your solution enables officers to re-use information captured by their colleagues who have initially attended an incident (e.g. evidence) in order to support their further investigation and creation of a case file.	
f) There are circumstances where attending officers will need to deal with complex situations involving multiple people. An example of this could	

be performing a 'stop and search' which involves a group of people to be searched.

North Wales Police require that in such circumstances, other resources (e.g. the Force Control Room) can start the process on behalf of the officer and then 'pass' the process onto the attending officer for them to complete. Provide details of how your solution meets this requirement.

3. Crime Reporting, Intelligence Submissions and the Occurrence Enquiry Log / Niche EOEL/Modules

3.1 Current Processes

All crime occurrence creation and crime recording is completed by CDIU, the majority of occurrences on Niche have interfaced from ICAD (with only limited details) but they are also generated from other sources. Officers can request that an occurrence is created by CDIU by submitting a short form accessible on the North Wales Police Intranet. CDIU review the request and re-key the information, transferring it to an occurrence record held within Niche. They task the OIC by generating a workflow task. The OIC then completes relevant EOEL modules to link nominals.

Officers update existing crime occurrence reports by making an entry onto the Occurrence Enquiry Log and generating a Niche task to CDIU. Updating CDIU via task is not mandatory, where CDIU are not updated with regards to further crimes etc. these will be picked up when the occurrence is filed. Officers require access to Niche to manage and submit crime occurrence reports/updates and therefore they tend to be completed by the officer within a station at a fixed desktop computer.

Officers and staff use the Enhanced Occurrence Enquiry Log (EOEL) within Niche to provide a continuous record of text relevant to the crime. It is a running log of activities, similar to the content of an Officer's Pocket Book, but only describing activities specific to one occurrence. If multiple Officers are working on an occurrence, each might update the Occurrence Enquiry Log.

RMS is a *single relational data base*, this means that the data held within the application can be linked to other pieces of data held in the same application and that link can be given a number of different titles or associations, e.g. associate, arrested with, neighbour etc. there are very many types of association, seventy-seven in total.

The EOEL is a fielded document within RMS that allows the user to complete the relevant information for the crime report and also to link the appropriate associations. The EOEL also guides officers through certain types of information, prompting them to complete various entries, depending on the answers that they give.

Intelligence submissions are completed by officers using a predefined template in Niche. Officers create the submission in Niche and then submit it to the Intelligence Processing Unit (IPU), through an automated workflow in Niche. This information is then sanitised, checked for data quality issues, prioritised and where appropriate, actioned by the Area intelligence Unit (AIU). This may include dissemination if necessary, to other forces/agencies and releasing the intelligence so it is visible to other North Wales Police officers (dependent on Access Control Levels) in Niche. Officers update Intel by making an entry into the Intelligence Enquiry Log and generating a Niche task to IPU

It is the intention of the Chief Officer Team of North Wales Police to enable officers to enter crimes and intelligence directly into Niche via their mobile device.

3.2 Expected Benefits

- Increase in the amount of time officers spend outside of the station
- Reduction in demand on 'back-office' functions
- Improved data quality
- Compliance with National Crime Recording Standards

3.3 NWP's Requirements

Supplier Response

a) Provide details of how your solution enables officers to submit a crime report in Niche using their mobile device. It is expected that the solution should write directly back into the Niche RMS System automatically, on an instantaneous basis. The level of integration with Niche RMS should also intelligently guide the user to undertake activities in Niche RMS such as 'Master Filing' on new entities or 'Linking' of existing information within the system.

b) Provide details of how your solution enables officers to update crimes and occurrences in Niche using their mobile device.

c) Provide details of how your solution could enable officers to create a crime and non-crime occurrence in Niche.

d) Provide details of how your solution enables officers to complete an intelligence submission within Niche using their mobile device.	
e) When intelligence is submitted by an officer, they record the details of the person who provided the intelligence and the provenance of the intelligence source (i.e. how is the intelligence known, is it second hand, how long has it been known and who else may know). This information is critical for the Intelligence Processing Unit to assess the reliability of the information, determine what action is to be taken and to manage the risk to the source. The intelligence submission is then reviewed and sanitised. The details of the person providing the information (i.e. the 'intelligence source') and the provenance are all removed prior to the intelligence being made available on Niche. This is to ensure that the identity of the 'intelligence source' cannot be revealed. It is essential that there are no means to identify the 'intelligence source' once the intelligence has been sanitised. Describe how your solution meets this requirement. Intelligence disclosed directly to officers which contains reports of crime against the source must be recorded as crimes, the solution would need to include some prompt to advise officers around this. The source does not need to be identified in order for a crime to be recorded.	
f) Provide details of how your solution enables officers to create and manage links between entities in Niche.	

g) Provide details of how your solution enables officers to view and amend tasks which are work flowed to them via Niche.	
h) Provide details of how your solution enables officers to search for and view crimes and non-crime occurrences within Niche and also create crime and non-crime occurrences directly if required.	
i) North Wales Police require that all crimes are recorded in compliance with the National Crime Recording Standards. These refer to both the timeliness of recording a crime within 24 hours, and ensuring it is appropriately classified in accordance with the Home Office crime classifications. The force should record a crime if on the balance of probability, it's more likely than not a crime took place and the fact the victim believes it has is usually sufficient to justify recording. Mandated questions should explore this and advise officers accordingly, any decision not to record a crime needs to provide a full rationale. One crime is required for each victim offender relationship and in some cases more than one – the solution needs to cater for incidents where multiple crime occurrences are required. This applies to updates placed on older crimes as well as the initial updates on new events. Recording crime in line with NCRS is in the Code of Ethics, the officer's responsibility to get it right needs to be highlighted wherever possible. Provide details of how your solution could support officers in complying with these standards.	

j) Provide details of how your solution enables officers to view, update and create an entry on the Occurrence Enquiry Log within Niche.	
k) How does your solution prevent officers from making updates to crime, non-crime occurrences and submitting intelligence when they have, for example: • Not completed required data fields • Have entered incorrect information • Have entered incomplete information • Entered duplicate information	
l) In some circumstances, the ability to access specific intelligence, Niche entities and Intelligence Occurrences within Niche is restricted to individuals with designated authorisation levels (these are referred to 'Access Control Levels' – ACLs). North Wales Police require that the ACLs we currently apply within Niche are replicated in your solution. Describe how your solution meets this requirement.	

4. Digital Images and Electronic Pocket Notebook

4.1 Current Processes

Pocket Notebooks are used by officers for recording evidence and providing an auditable record of daily duties. This information is used by officers to inform, for example, crime reports and intelligence submissions. Information captured can also be used to assist officers in completing forms. Officers will use their pocket notebooks to support them when giving evidence in court.

In terms of capturing photographed images for evidential purposes, officers use cameras on personal issue mobile devices and body worn cameras. Images are currently downloaded onto Nice Investigate and linked to the relevant occurrence in NICHE.

4.2 Expected Benefits

- More offenders are brought to justice quicker as evidence gathering is improved through use of devices enabled with cameras,
- Integrity and consistency of evidence is maintained due to data capture with witnesses/victims and possible suspect
- Reduction in duplication as officers can re-use information captured by officers for purposes of investigation and case file preparation
- Reduce the time spent investigating crime due to evidence being recorded/captured at an earlier stage

4.3 NWP's Requirements

Supplier Response

- a) North Wales Police require that officers can use their mobile device as a pocket notebook. Describe how your solution meets this requirement.

b) Provide details of how your solution enables officers to capture sketches hand drawn directly onto the mobile device. For example, sketches within pocket notebooks, sketches recorded on Road Traffic Collision forms.	
c) Describe how officers can search their own pocket notebook entries which are captured via the solution, searches to use a variance of different fields	
d) How can officers/departments search the pocket notebooks of other officers? Examples of this include: • Professional Standards conducting an investigation and requiring access to information pertaining to a particular incident, offence etc • An officer needing to collate all information relating to a particular crime to inform their investigation	
e) North Wales Police require that the ability to search other pocket notebooks can be configured by role so, for example, sensitive information can be restricted to certain roles. Describe how your solution meets this requirement.	
f) North Wales Police require that information which has already been retrieved or recorded by the officer in their pocket notebook can be used to pre-populate, for example, crime occurrence reports, forms, tickets and warnings. Describe how your solution meets this requirement.	

g) North Wales Police require that officers are able to use information recorded in their electronic pocket notebook to support them when giving evidence in court. Describe how your solution meets this requirement.	
h) North Wales Police require that all pocket notebook entries are time and date stamped. Detail how your solution meets this requirement.	
i) Confirm where information captured by an officer in their electronic pocket notebook is stored (i.e. device and back end systems) and for what length of time.	
j) North Wales Police require that there is an electronic audit trail of amendments made to entries officers have made in their electronic pocket notebook. Describe how your solution meets this requirement.	
k) Provide details of how your solution enables officers to capture images to be used as evidence and attach them to the relevant crime and non-crime occurrence in NICE Investigate.	
l) Describe the level of integration possible with the Nice Investigate Platform i.e. the ability to view images and image material held in Nice Investigate either directly in the application or from linking outward to the Nice Platform directly.	

5. Forms, Tickets and Warnings

5.1 Current Processes

Officers complete a range of forms relating to certain incident types and crimes. Hard copies of these forms are completed manually by the officer who then must return to the station to scan the form onto force systems and attach them to the relevant record within NICHE. We require a solution that will enable us to transform the current form-based processes so officers can complete them using their mobile devices.

Forms completed by officers which are important to crime recording and need to be reviewed by CDIU are NRM referrals and Duty to Notify forms for modern slavery and DASH / Stalking Screening tools, ROL for rapes. A notification to CDIU when these forms are completed will be useful.

As paper copies of these forms are scanned onto NICHE as Adobe PDF documents, the information they contain is not searchable by officers. Officers can search for a specific form in NICHE using the External Document List search from the View menu on the Launchpad.

Officers currently use a range of tickets and warnings such as Fixed Penalty Notices, Penalty Notices for Disorder and Cannabis/KHAT warnings. These are paper based and require officers to complete them manually and then submit them to a back-office department to process and in some instances, upload onto PENTIP. Hard copies of the tickets and warnings are issued to the offender.

5.2 Expected Benefits

- Increase in the amount of time officers spend outside of the station
- A reduction in the amount of time officers spend conducting administrative activities (such as form filling and scanning)
- Reduction in demand on 'back-office' functions
- Improved data quality
- Improved access to information as officers have the ability to search for and read information held on forms, tickets and warnings

5.3 NWP Requirements

Supplier Response

a) Provide details of how your solution enables officers to complete the following forms using their mobile device so that the full end-to-end business process can be digitised.

Please note that we require a phased roll out, the following forms, tickets and warning. They have been placed into order of priority. If a process already exists within forms capability in your solution, please be aware this may need to be adapted for North Wales Police use. It would however be useful to provide details on which forms you already have.

Forms will include but will not be limited to:

- TOR/VDRS
- EOEL 1 and EOEL6 – Turning into the CID16 and 27 Dash Questions
- Community Resolutions
- Stop/Search
- S165 - Vehicle seizures
- HORT 1
- Victim Contract
- Sudden Death Streamline
- Seized property
- Witness Statement
- Traffic Accident
- VA Attendance form
- Young offending form 'YOF8'

2nd phased release is the 'Should Have':

• Response Officer Log for Amethyst and CID • Intelligence • Section 59 Anti-social driving • Chronicle Form • Medical Release form • Crime Scene Examination Form - The final phase will be the 'Nice to Have': • Premises Search Book • Attendance Scene Log • Per (Prisoner Escort Record) • Risk based Decision Sheet – Firearms registry • CID94 • Drone Flight Logs • Domestic Abuse Log Currently officers populate EOEL 1,3 and 6, we want the ability to have these populated automatically by the system when the officers submit a request. The system will need to understand what EOEL is required and complete it.	
b) How does your solution automatically transfer the information recorded on Road Traffic Offence Reports, HORT1, VDRS, Penalty Notices and Graduated/Roadside Deposit onto PentiP without the need for manual (i.e. back-office) intervention?	
c) How does your solution prevent officers from submitting forms, tickets and warnings where they have, for example:	

• Not completed required data fields. • Have entered incorrect information? • Have entered incomplete information? • Entering duplicate information	
d) North Wales Police require that information which has already been retrieved or recorded by the officer (for example when conducting searches/checks, pocketbook entries) is used to pre-populate tickets and warnings so that there is no 're-keying' of information by the officer. Describe how your solution meets this requirement.	
e) Describe how your solution enables officers to re-use information which has already been retrieved or recorded by the officer (for example when conducting searches/checks, pocketbook entries) to prepare digital case files.	
f) When recording Road Traffic Collisions (RTCs) and other spatially referenced locations, officers are required to record their co-ordinates (NWP use a 12 Figure Easting and Northing EG 436538E/487550N). This is obtained mainly by our officer's radio but can be provided by our control room or when an officer logs into our map system (Fusion Maps). North Wales Police require that where a location is required to be recorded in order to show where the incident occurred (e.g. road traffic accident), the location is automatically populated. The location information presented in the Easting and Northings format (independent of the GPS native location format) should be able to be passed from the device into applications and also be able to be easily	

viewed by users when required. Describe how your solution could meet this requirement.	
g) How could your solution enable officers to search for specific forms against a person/address/occurrence within Niche.	
h) How could your solution enable officers to search for information contained within forms (such as but not limited to Domestic Violence forms) within Niche.	
i) Some forms completed by officers indicate an offence has taken place and the incident will require a review by CDIU to ensure crimes are recorded, these include NRM/Duty to notify MDS referrals and ROL. When these forms are completed and linked to an occurrence CDIU need to be notified. How could your solution enable this?	

6. Remote Tasking, Briefing and Intelligence

6.1 Current Processes	
North Wales Police have several different methods of delivering briefings and tasking across the organisation including: - • Sergeants deliver briefings to teams either on site or over the phone • Officers self-brief by reviewing incidents and intelligence that have occurred recently • Tasking's can come through various processes and departments during the shift • NWP operates its tasking processes in line with the National Intelligence Model (NIM), including holding a Daily Management Meeting (DMM), and Tactical and Tasking Coordinating Group (TTCG). • THRIVE (Threat, Harm, Risk, Investigate, Vulnerability, Engagement) is used within the Force Control Room (FCR) using this to risk assess, prioritise and determine most appropriate response to calls	
6.2 Expected Benefits	
• Increase the amount of time officers spend outside of police stations • Greater community confidence/reassurance due to increased visibility in known hotspot areas • Officers are able to make better informed decisions as intelligence will be available to them quicker • Crime is reduced as officers can undertake proactive and preventative activities based on real-time intelligence which is pushed to them via their mobile device	
6.3 NWP's Requirements	Supplier Response
a) North Wales Police are looking at investing in the Dorset Intel Portal now owned by Minerva (All RMS forces group). Describe the tasking and briefing functionality that your solution has and if you have integrated with this system.	

b) Confirm that you will work with the Minerva team to help deliver tasking and briefing functionality via mobile devices.	
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7. Officer Experience

7.1 Current Processes

North Wales Police do not currently have an operational mobile working solution for frontline officers. There is a mixture of levels of experience and competence in relation to users and their ability to use mobile devices and apps. However, the majority of our officers will expect the same level of user experience they have with commercial apps.

This will be evaluated partly based on the answers provided in this section and from active demonstration of the system.

7.2 Expected Benefits

- An increase in the amount of time officers spend outside of the station
- An increase in officer productivity as mobile friendly workflows make existing business processes more efficient
- Increased in public satisfaction as officers are more accessible
- Officers find the solution easy to navigate and see the benefits to their work processes, which in turn sees officers wanting to take up the operational mobile solution
- The safety and welfare of officers, victims, witnesses and suspects is safeguarded as the solution reduces the need for officers to input information thereby freeing them up to concentrate on the situation they are dealing with

7.3 NWP's Requirements

Supplier Response

- a) North Wales Police consider the quality of the user experience as being fundamental to the how readily officers take to the solution. We require a solution which provides a high-quality user-friendly experience with mobile friendly workflows but within the constraints of holding and transmitting secure data. Describe how your solution meets this requirement.

b) Describe how your solution will support North Wales Police in reducing the amount of time it takes officers to undertake processes such as completing forms, tickets and warnings.	
c) Officers have described their desired level of interaction with their mobile device as being 'quick, easy and apps to be fluid' so that officers can navigate quickly enabling them to concentrate on the situation they are dealing with rather than working their way through a complex app. This is to ensure that their personal safety and welfare is not jeopardised, and relevant data is captured. How does your solution support officers having minimal interaction with their mobile device within the constraints of dealing with secure data and protected information, when they are, for example, completing a form or conducting a search for a person?	
d) Describe how your solution is designed to be intuitive so that officers require minimal training in order to use it.	
e) It is essential that officers can view information in a way which supports them to make decisions quickly or alerts them immediately to any potential threats to their safety/welfare, or that of the victim/suspect they are engaging with. Describe how your solution presents the information retrieved from checks/searches of local and national systems to the officer to ensure the information they receive is easy to view and interpret quickly.	

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|---|--|
| f) Describe how your solution uses graphical representations of information (rather than text based) so that officers are able to view information (such as warning markers etc) and make effective decisions quickly with minimum interaction with the device. | |
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8. Future Proofing and Innovation

8.1 Current Processes

Digitisation of the Criminal Justice Process

The Government's Digital Strategy sets out a clear mandate that public services must move to solutions which exploit technologies in order to provide a better service to the public through digital communication channels. Alongside this, there is reform of the Criminal Justice Sector (CJS) which is outlined in the Government's 'Transforming Criminal Justice Strategy'. Digitisation of the entire CJS process, from the earliest point in the process possible (i.e. the officer dealing with the incident) is critical to transformation of the entire CJS. The vision set out in this strategy clearly articulates how officers will use mobile devices to start capturing evidence including electronic witness statements, pictures, body worn video, audio recordings and Closed-Circuit Television at the earliest opportunity. This will enable officers to begin building case files at the point at which the evidence is initially captured, reducing duplication, improving the quality and integrity of evidence. Ultimately this will enable us to bring more offenders to justice faster, thereby helping victims get their lives back to normal quicker. This will also reduce the administrative burden of back-office staff employed to process case files.

We are currently using developing our ability to create digital case files which will result in officers completing a digital data set which will populate forms for them (scheduled to be delivered in 12-18 months).

Emergency Services Mobile Communications Project

The replacement of the current Airwave solution being delivered under the Emergency Services Mobile Communications Programme presents opportunities in relation to integration of functionality currently delivered via officer's radios into a single device.

Exploiting opportunities with mobile technology

The speed at which mobile hardware and applications are developing in the consumer market far outstrips the speed with which they have been developed for the Police Service. We are keen to engage with innovative suppliers who are able to provide a solution which fully exploits the potential of current and future mobile device technology such as body worn cameras and smart devices.

Future System Integration

There are a number of systems which we may require the mobile working solution to integrate with. These include, but are not limited to PenTip, CRaSH and the single national Automatic Number Plate Recognition data base. In relation to ANPR, North Wales Police are in the process of increasing the number of ANPR fixed site and mobile cameras deployed across the force area and are looking at developing how ANPR intelligence can be rolled out across more officers (rather than limiting it to specialist roles such as Roads Policing and Firearms). We are also constantly developing how we use Niche in order to exploit the full functionality of the system.

Utilisation of mapping functionality

Officers currently use the force mapping products for a range of functionality, including but not limited to:

- Searching for crimes and occurrences by parameters such as time and geography and displaying them on a map.
- Defining areas to be searched and sharing them with other officers by plotting them on a map.

Currently this mapping functionality is only available via desktop computers.

8.2 Expected Benefits

- North Wales Police have a sustainable technology solution which exploits current and emerging technology capabilities
- The quality and integrity of evidence is improved, enabling us to bring more offenders to justice faster
- Victim satisfaction is improved as we are able to bring more offenders to justice faster and therefore help victims to get their lives back to normal quicker

- There is a reduction in demand on back-office functions
- There is less duplication of effort for Police Officers when preparing case files as evidence captured at source can be re-used to build case files without re-keying information
- North Wales Police are able to analyse activity undertaken by officers in order to identify opportunities to re-engineer business processes, enabling officers to be more productive
- North Wales Police are able to quantify the productivity of their officers

8.3 NWP's Requirements	Supplier Response
a) Describe your vision for how your solution could enable North Wales Police to deliver a fully digitised criminal justice process as outlined in the 'Transforming Criminal Justice' Strategy.	
b) How could your solution enable officers to capture a range of evidence such as, but not limited to, pictures, video, audio recordings and CCTV?	
c) How could your solution enable officers to build digital case files without them having to re-key information which they have already captured?	
d) How could your solution enable the capture of body worn video so that it can later be used as evidence within a case file?	
e) Detail how you are remaining cognisant of and informed about working towards integration with the new Emergency Services Mobile Communications Project (ESMCP.)	

f) Describe how you are developing your solution so that it fully exploits the features of mobile devices.	
g) Detail how you keep up to date on developments in the mobile technology market and what your vision is for mobile working for operational front-line police officers is in the future.	
h) Detail any relevant standards or accreditation processes that your company follows e.g. a. Server and Hosting b. Software design and management c. Information Security and Data protection	
i) Provide a development road map for your solution, detailing additional functionality which you will be delivering and to what timescales.	
j) Detail how you will share best practice amongst the user community of your product.	
k) Confirm your approach to charging for changes to the solution which are a consequence of a requirement arising from a number of forces using your product.	
l) Confirm your approach to charging for non-mandatory changes to the solution arising from North Wales Police requirements (e.g. local initiatives such as changes to force business processes).	

m) How will you ensure the continuous improvement of your solution throughout the duration of the contract?	
n) Describe your approach to charging for improvements you make to your solution.	
o) North Wales Police require that any standard roll-out of product upgrades (including changes to your product set) are included as part of support and maintenance costs. Confirm how you meet this requirement for: - New development - issues identified with releases - Legislation changes - Security changes - Server maintenance and updates to software (Windows Server)	
p) North Wales Police require the solution to provide management information which will enable us to determine the productivity of our officers (e.g. the number of processes they have completed and how long it has taken them to complete the process). Examples of the information required include but are not limited to: - how many times an officer has completed a process (e.g. stop and search) - the length of time it has taken an officer to complete a process (e.g. stop and search) - the volume of processes completed by geographical hierarchy (e.g. team, Neighbourhood Policing Area, Basic Command Unit, Force)	

the volume of processes completed by organisational hierarchy (e.g. individual, shift, team, department) Describe how your solution could be developed in order to meet this requirement.	
q) There is potential that North Wales Police may choose to implement the national database for collision recording (CRASH). Provide details of whether you are planning to integrate with the CRASH system, so that information recorded by officers on the Road Traffic Collision form is automatically transferred to the CRASH system.	
r) There is potential that North Wales Police may choose to enable the Road Traffic Collision module of NICHE so that officers can enter the details of Road Traffic Collisions directly onto NICHE. Describe how your solution could enable officers to enter details of Road Traffic Collisions directly onto NICHE.	
s) North Wales Police would like to develop our current intelligence process so that officers are able to share intelligence with other officers as quickly as possible. This could involve but will not necessarily be limited to: officers being able to link entities, apply Access Control Levels and disseminate the intelligence to other officers via their mobile device. Describe how you have developed the intelligence submission process in other forces so that it enables officers to share new intel with other officers as quickly as possible (post intelligence review and grading) whilst ensuring the confidentiality/integrity of the report is maintained.	

If this functionality is not currently available, please confirm that you will work with North Wales Police to develop this requirement.	
t) North Wales Police have recently invested in increasing the number of Automatic Number Plate Recognition (ANPR) cameras. Do you have any plans to develop your solution so that officers can receive ANPR intelligence relating to vehicles which are within their geographical proximity? If so, describe what the functionality will deliver and confirm when it will be available.	
u) Officers require the ability to scan a vehicle number plate and for the officer to be alerted to ANPR intelligence held in the national ANPR database and North Wales Police's ANPR database on that vehicle. Describe how your solution could meet this requirement and how it could be developed to include other information being provided to the officer (such as warning markers).	
v) Officers currently use the Beat Maps product (moving to the latest version 10.71) to search for crime and occurrences by parameters such as geography and time and display them on a map. It also allows them to overlay additional information such as CCTV coverage of an area but currently no live feeds. This is currently accessed via the force intranet. Provide details of how your solution could enable officers to utilise the Beat Maps mapping product via their mobile device or through any mapping functionality your solution may have.	
w) When deployed to an incident in order to conduct a search of an area, officers require the ability to plan and record the search. They also	

need to be able to share the geographical parameters of the search area with other officers. The most effective way of doing this is for officers to plot search areas on a map and share these maps with their team. Describe how your solution could be used to enable officers to create search areas on a map and share this with other officers.	
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9. Technical Considerations and Infrastructure

9.1 Current Processes	
Not applicable	
9.2 Expected Benefits	
- The chosen supplier must be flexible and will work with the service and other system providers to achieve a fully functioning and integrated Mobile Working solution and implementation - The system is designed and configured to be resilient with maximum up-time in line with the requirements of an emergency service - The system is designed and configured to meet security and compliance requirements for national and local systems	
9.3 NWP's Requirements	Supplier Response
a) Please provide specific information of how the App will delivered and any specific network requirements for routing the traffic to get	

to any backend applications, please include a topological network/connectivity diagram of how your proposed solution will work, including the use of any Access Points Names (APNs) and integration with firewall systems. In order to connect to on-premises systems we are likely to be using a VPN alongside a global proxy on the Android devices. If the app needs to get to web services outside the on premises data it needs to be able to support a proxy configuration. Please confirm that the App can support a proxy configuration	
b) Specify which operating systems your solution is compatible with for Servers, and client operating systems. If there are specific compatibilities the supplier must specify e.g. we only support the latest and previous version of Windows 10 client OS e.g. 21H1 and previous (20H2) or LTSC versions etc. The application should be designed in such a way that it complies with the NEP blueprint for Android, iOS and Windows 10, without having to make exceptions to this blueprint in order for the application to work correctly. Note that the NEP blueprints for these devices are agreed at a national policing level and are also evergreen, in that they will change over time, so there is a requirement on the successful supplier to maintain this throughout the contract period. Please detail how you will support and manage this requirement as it is critical that the application and overall solution fully conforms to the blueprint specifications and as these change over time – the	

supplier would be expected to issue a fix for their software in the event of compatibility issues with the blueprint. Please note that the blueprint also extends into O365, Azure AD, and Intune. if the supplier solution integrates or relies on such elements then the same principle applies.	
c) Describe your approach to ensuring that your solution is compatible with changes made to operating systems (i.e. new versions of operating systems, patches/upgrades etc) The solution must always work with the latest updates to operating systems e.g. Windows Server, Server products e.g. SQL and COTS products. Please specify how the software is tested the latest monthly security update from Microsoft or any other component.	
d) Provide details of how your solution provides functionality when 'off-line' (i.e. when there is no network coverage).	
e) Please specify what steps you have currently undertaken with a view to getting the app accredited for use on an ESN device	
f) North Wales Police require that data inputted by officers in areas where there is no connectivity is automatically (i.e. without the officer having to do anything) uploaded when connectivity with the network is restored. Detail how your solution meets this requirement.	
g) Specify how regularly your solution synchronises with 'back-end' systems (such as NICHE and ICAD) to ensure information captured	

by officers via their mobile device is instantly transferred to 'back-end' systems, making it available to others.	
h) North Wales Police hold data on people, objects (such as vehicles), locations and events (i.e. crimes, occurrences) across multiple systems. These systems are not necessarily effectively integrated, meaning a single person, object, location and event may exist multiple times across different systems. Officers therefore may have to access multiple systems to retrieve and input information. When changes are made to these systems, or they are replaced, officers require re-training therefore abstracting them from front-line duties. We also have data quality issues whereby, for example, a single person may exist more than once (i.e. a duplicate nominal) within the same system because, for example, they are named slightly differently by users entering data. Describe how your solution: • Deals with instances where there are multiple records of a single nominal, ensuring the information provided to the officer is as accurate and reliable as possible. • Enables officers to input to and retrieve information once without having to access disparate systems • Enables changes to be made to back-end systems (component architecture) without affecting the front-end application	
i) Based on your experience of implementing your solution in other police forces, provide an estimate of the data storage requirements	

for digital media (i.e. photos, audio and video recordings) to support your solution, based on 1,500 to 1,800 users. Please estimate the typical Storage requirements for ePNB data and where this information would be stored. Please note that your response to this will not be scored.	
j) Based on your experience of implementing your solution in other police forces, please provide a recommendation of the internet bandwidth required to support your solution, based on between 1,500 to 1,800 users. Provide this as a minimum and maximum bandwidth. Please note that your response to this will not be scored.	
k) What capacity would you suggest for a private Access Point Name required to support your solution for up to 600 concurrent users? Please note your response to this will not be scored.	
l) Provide details of your preferred database technology and the details of any others that your system supports.	
m) Provide details of your preferred server platform and the details of any others that your system supports. North Wales Police currently	

uses Windows Server 2016 or later running in a virtualised Hyper-V environment	
n) North Wales Police currently use the SRG gateway for PNC. Please provide details of the preferred PNC gateway for your solution.	
o) When officers search for an address or location in Niche they search the corporate address gazetteer database linked with the Niche System. We will also provide you with a an ESRI Locator hub API North Wales Police require that when officers search for and then input an address via their mobile device, the officer is able to search for the address in the corporate address database and link it to the relevant entity in Niche. Describe how your solution meets this requirement.	
p) North Wales Police require the solution is device agnostic (i.e. it is configured to be used on a range of devices including smartphones, phablets, tablets, laptops and desktops). Describe how your solution meets this requirement and allows officer to move between devices whilst completing the same form if required. Please specify any hardware limitations or particular hardware requirements for the use on mobile devices – for example, is the solution only approved for use on particular mobile devices or	

platforms or versions e.g. only works on Android 10 on a Samsung A40 device, or has a minimum screen size. The supplier must be exact with any details which are not support or are required for the solution to work as designed on mobile devices. This is to reliably inform NWP's decision about upcoming handset replacement which is imminent and is required to support the mobile policing application.	
q) North Wales Police wish to consider options for running the application software, either 'in house' or for the supplier to host the solution on our behalf. With regards to hosting please detail type of hosting available (SaaS,PaaS,IaaS) Confirm what options you provide in relation to hosting the application software. Your response will include, but not be limited to: • Provide a Live, Test and Training environments • Whether or not your hosted solution is based in the United Kingdom and full locational details. • The location and names of all subcontractors. • The location of any storage facilities. • A topological diagram of the hosted solution. • Any infrastructure requirements of North Wales Police. • Service Level Agreements regarding availability. • Disaster Recovery Arrangements. Please note that your response to this will not be scored.	

r) Confirm the number of planned software releases per year. The supplier should document the methodology used for release cycles and updates plus specify any requirements for the delivery of these interim test builds specific to the customer. Please note your response to this will not be scored.	
s) Describe your release management process. This will include but will not be limited to, how and when software upgrades and additional modules are made available to clients. Please confirm whether or not we will incur a cost for these upgrades and if so, what your charging structure is.	
t) Provide proposals regarding service level agreements. Proposals will include but will not necessarily be limited to: • Priority P1 Critical: The incident affects the whole organisation, due to complete loss of service. • Priority P2 High: The incident affects a key element or the performance of the complete service, causing impact to a most if not all of the organisation, and despite the overall service being operational. • Priority P3 Medium: The incident affects an element of the service which is impacting a small subset of users.	

• Priority P4 Low: The incident affects a single user. Define the scope of your responsibilities within your response. Please note that this section will not be scored.	
u) The solution should be available to users on a 24/7/365 basis. Provide details of targets availability (as a percentage) and where cost-options exist to increase/decrease this detail should be provided. Provide an indication, based on experience with installations in similar organisations, of the percentage up-time experienced.	
v) Suppliers must conform to the Forces Change and Release Management process for any configuration changes to the production systems. Non-emergency changes require 10 working days' notice. In most cases, Emergency changes will only be permitted where there is an operational impact resulting in loss of service. NWP may require changes to be made outside of standard working hours. Please state if this achievable. Emergency changes will only be permitted where there is an operational impact resulting in loss of service	

NWP may require changes to be made outside of standard working hours. Please state if this achievable	
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10. Compliance and Management Information

10.1 Current Processes

The ability to monitor the use of the solution is required to inform North Wales Police as to the success of the project. An audit trail of usage of the device and integrated systems is required so that any misuse of systems can be easily identified.

10.2 Expected Benefits

- North Wales Police are compliant with the Government Public Service Network for Policing Code of Connection Standards
- North Wales Police adhere to the Management of Police Information (MoPI) guidelines
- North Wales Police adheres to all relevant Her Majesties Guidance security standards and all relevant Communications-Electronic Security Group Good Practice your own Guidance

- a) NWP require that any data stored on the device and in transit is encrypted. Please describe how your solution ensures that data held on the device (e.g. data stored when the device is out of connectivity, information captured by officers in their pocket notebook) is secure and to what level of encryption?

b) North Wales Police require the ability to review the performance of the solution and how our officers are using it. Please detail what your solution can provide.	
c) North Wales Police require the ability to audit all transactional data. Please detail how your system can accommodate this	
d) Describe what management information reports are available from your solution and whether these are configurable?	
e) Describe what access you provide for either data extract, or direct access to an MI reporting database which you can provide to us?	
f) North Wales Police require that there is a full audit trail of use of a device. This could include, but not be limited to: • All transactions performed, including the data viewed/submitted, by a specific Officer ID in a specific period of time. • Details of all the Transactions performed, including the data viewed/submitted, against a specific application in a specific period of time. • Details of the number of Transactions performed, broken down by Transaction. • Details of Type and Officer ID, in a specific period of time. • Access to the audit trail must be controllable by Officer Id down to "row" level. Describe how your solution meets this requirement and any additional storage or servers required if not already specified.	
g) In relation to the Police National Computer (PNC), North Wales Police require there is a full audit trail of officers who have accessed	

information held within PNC. This will include, but will not be limited to the following: • The solution provides management information showing the level of usage of PNC on a monthly basis by officer. • The solution enables North Wales Police to view the PNC log line data so that they are able to maintain a complete record of PNC usage by officer. Describe how your solution meets this requirement.	
h) North Wales Police require that our Professional Standards Department (PSD) can view all activity undertaken by the officer on the device remotely, without leaving a visible footprint to officers that records have been accessed and reviewed, however PSD views should be recorded either against each file or as part of an audit tool and only assigned PSD staff can see this. Describe how your solution meets this requirement.	
i) North Wales Police require that there is an audit trail showing when information has been viewed within or submitted to another system (such as Niche, ICAD) by an officer using a mobile device. Describe how your solution meets this requirement.	
j) When issuing a ticket, form or warning to a victim or offender they have the right to ask for the language to be in Welsh. Please describe how your system can aid this but upload into RMS in English	

11. Implementation

11.1 Current Processes

North Wales Police have traditionally undertaken a waterfall approach to project delivery, applying the Prince 2 Project Management methodology. Due to the scale of change within North Wales Police and the public sector more generally, there is potential that our requirements may change during the course of the project. We therefore require a supplier who will work with us in an agile way, prioritising the satisfaction of frontline officers at the heart of their delivery and who will deliver functionality early and continuously, accommodating changing requirements.

11.2 Expected Benefits

- Successful delivery of a Mobile Working solution into NWP

11.3 NWP's Requirements

Supplier Response

- a) North Wales Police require a supplier who will work with us in an agile way, prioritising the satisfaction of frontline officers at the heart of their delivery and who will deliver functionality early and continuously, accommodating changing requirements. Describe how you meet this requirement.

b) Detail what resources you would allocate to the project. Please specify: • What roles you will allocate (e.g. Project Manager, Business Analyst) • A summary of the responsibilities of each these roles • The duration of time they will be allocated to the project • The cost per day of each role Please note that your response to this will not be scored.	
c) Confirm your expectations with regards to the resources you consider that North Wales Police should dedicate to the project. Please note that your response to this will not be scored.	
d) Describe your approach to dealing with increases in workload on your project resources who are assigned to delivering the solution to North Wales Police, arising, for example, from acquiring new customers. Please note your response to this will not be scored.	
e) North Wales Police will require the preferred bidder(s) to undertake a Demo of the solution with a selected number of officers (User	

Group). Functionality we require to be tested during this trial will include: • NICHE integration – specifically, the processes of ‘crime reporting’ • Access to forms for officers to test Our preference would be that this trial would be conducted by North Wales Police Officers within a secure external infrastructure. This trial will enable North Wales Police to determine whether or not the solution will enable officers to complete an end-to-end process, from initial data entry through to integration with key North Wales Police systems e.g. Niche Describe how you will meet this requirement.	
f) Provide a detailed plan of activities based on your experience of other implementations. Provision of a detailed implementation and transition plan will be a requirement to work with North Wales Police.	
g) Detail your expected time scales for an implementation in North Wales Police and provide a plan in Microsoft Project based on the	

requirements detailed in this document.	
h) Detail how you would achieve a skill's transfer to North Wales Police staff working in our Information Communication Technologies department, in being able to support your system – what level of formal training would be required?	
i) Based on your experience from implementing your solution in other Police forces, please detail your approach to delivering training to users of your solution. Include in your response an estimate of the amount of training required per officer (e.g. 1 day, 2 days) for each process you deliver (i.e. crime reporting, stop and search). Please note that your response to this section will not be scored.	
j) Based on the information provided suppliers are required to provide a benefits profile and approach of how and what North Wales Police could potentially achieve through cashable and operational efficiencies were you to be the successful bidder. This will take the form of examples of savings and benefits achieved in other police forces. Please note that your response to this section will not be scored.	
k) Provide details of which forces are using your solution in an operationally live environment (i.e. the solution has been through User Acceptance Testing and has been rolled out to Police Officers	

in a live environment) and what functionality is currently live. Please note that your response to this section will not be scored.	
Describe what arrangements you provide for ongoing technical support and maintenance of your solution. Technical Support process currently in operation at NWP • 1st line support provided by our 4100 number and triaged by CGI which may change from April 2022, we expect the supplier to integrate with the NWP service desk, please advise how this integration would work e.g. secure email, SNMP, web portal, telephone – the supplier must accept the outsourced NWP service desk acting on behalf. • 2nd line support provided by an Internal System Administration (depending on nature of fault) • 3rd line support passed to supplier Maintenance Support • Server Support (operating system and any components not specific to the solution) is usually managed by CGI (preferred option) please comment if the supplier prefers to manage all server elements in the context of an on-prem solution Please note that this section will not be scored.	

Section 3 – Management & Security and Compliance

Items 1 – 5 are the scored elements of the specification. Suppliers are requested to review and respond to each section detailing how they would provide the appropriate functionality and enable the realisation of expected benefits.

12. Managing the Service

12.1 Current Processes	
North Wales Police currently have an internal Information Communications Technology department providing 1 st , 2 nd and 3 rd line support to the organisation. North Wales Police require an application that can be managed and pushed out to officers' devices using Intune Mobile Device Management.	
12.2 Expected Benefits	
• North Wales Police have a robust and reliable mobile technology solution which is available to users 24 hours a day, 7 days a week, 365 days a year • North Wales Police have a robust Mobile Device Management Solution, enabling security risks to be successfully mitigated in the event of misuse or misappropriation of the solution or it's component parts	
12.3 NWP's Requirements	Supplier Response
a) North Wales Police require a support service, based in the United Kingdom, providing a 3 rd line service desk to respond to and resolve end user issues. Provide details of your service desk facility	

options with costs including, but not limited to the following scenarios: • 24/7/365 availability • Standard office hours Mon – Fri 08:00 – 17:00 • Service level agreements in relation to issue resolution This system will be a Tier 1 system to officers. Please note that this section will not be scored.	
b) North Wales Police require that the supplier to proactively identifies and resolves issues with the solution before they become a problem to the end-user. Provide details of how you meet this requirement. Please can the supplier advise if they will need remote access into NWP devices e.g. laptops/servers/mobile devices, and if so which, in order to provide their support services and why this level of access is needed	
c) North Wales Police will be using Microsoft Intune for our Mobile Device Management (MDM) solution. The chosen Mobile application system must be compatible with this solution but also compatible with possible future alternatives.	

We would expect any chosen mobile application system to integrate with the following requirements:

- The deployment and control of fully managed, corporate-owned mobile devices (COBO), with potential compatibility for COPE (Corporately-Owned, Personally-Enabled) devices into the future.
- The deployment of primarily Android devices.
- Applications are deployed to devices through a Managed Google Play environment, integrated with the MDM.
- Devices may be running a mixture of OS versions simultaneously, from Android 9.0 and above. The chosen Mobile application system, and associated updates, should have cross-compatibility with current and future OS versions and full functionality will need to work with the previous OS release. On release of a future OS version, the mobile application would be expected to function in a timely manner following that release.
- App updates are delivered over-the-air via Managed Google Play and pushed on to the mobile devices
- The MDM has the ability to oversee third-party applications through the use of compliance policies. The chosen Mobile application system may make use of MDM app configuration policies, application configuration may be controlled locally on the device, or configuration of the app may be controlled at a separate bespoke server level. Please provide details of how your Mobile application system makes use of such policies if applicable and how any configurations are maintained. The preferred method of managing application configuration is via the use of

application configuration policies via Intune and associated JSON configurations – supplier to confirm that this is supported. • Whilst deployment of primarily Android devices, please comment on the availability on iOS devices. • Integration with Azure Active Directory for user assignment/registration of mobile devices. The MDM makes use of AD groups to deploy bespoke policies for specific organisational roles and control access to both third-party applications and access to policing systems. Provide details of how your Mobile application system would integrate with this. • The preferred method of managing application configuration is via the use of application configuration policies via Intune and associated JSON configurations – supplier to confirm that this is supported. Also that whilst deployment of primarily Android devices, comment should be made against availability on iOS devices. d) Please provide an overview of how you would approach continual development of the application for local requirements (i.e. changes in source system integration or new functionality requests i.e. forms) and then nationally mandated changes i.e. changes requested by a National Police User Group	
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13. Security and Compliance

13.1 Current Processes	
NWP ensures compliance with Data Protection Act 2018, General Data Protection Regulation (GDPR), National Policing CSP requirements, Government information security standards, national Systems' Codes of Connection etc:	
13.2 Expected Benefits	
1. North Wales Police are compliant with the Data Protection Act 2018, GDPR and the Data Protection Principles 2. North Wales Police adhere to the Management of Police Information (MoPI) guidelines 3. North Wales Police ensures confidentiality, availability and integrity of personal and operational data	
13.3 NWP's Requirements	Supplier Response
a) Agreement to NWP Data Processing Agreement (Schedule 15) and Baseline Security Questionnaire. Please complete the attached forms	 Baseline%20Security%20Requirements(I
b) NWP require that all systems will be subject to an annual ITHC (IT Health Check), carried out by an approved UK penetration testing company. We require that the supplier mitigate any remedial issues which the testing may find. Please confirm your approach to resolving issues with your solution which may arise from the ITHC.	
c) The suppliers application, should in general, function correctly when all solution components are configured as per the respective vendors best practise guidance e.g. Microsoft security baselines,	

hardening guidelines for Java etc. Please confirm that this is a principle of the App deployment	
d) How is your solution configured so that it is compliant? Please confirm the information security framework is in place, defining how information is managed to lower risk and vulnerability. Please supply copies of any supporting information security documentation and certification (for example, how the 14 cloud security principles have been implemented).	
e) The full end-to-end solution must be accredited to hold/transmit/receive data to IL3 (OFFICIAL-SENSITIVE) based on the current Her Majesties Government security classifications. Suppliers are required to detail how their proposed solution will be compliant with relevant IL compliance standards so that the full end to end solution can be IL3 accredited.	
f) Detail your patch management policy for the proposed solution (at a hardware/software level), including critical/standard patches, and your approach for keeping abreast of vulnerabilities that may put the solution at risk.	
- North Wales Police require that the supplier has documented and tested Business Continuity Plans and Disaster Recovery Plans. This will cover but will not be limited to unplanned and planned events such as: - Loss of network - Software upgrades - Loss of APNs	

• Loss of Service Desk • All other areas of business • Total solution failure • Software upgrades	
g) North Wales Police require any Disaster Recovery solutions you have to operate between two sites so that one site is always available. Describe the disaster recovery arrangements you have in place.	
h) Are back-ups of essential information and software performed? If so, are they tested to ensure they work, thus ensuring the integrity of data?	
i) Are back-ups performed on a regular basis according to a defined cycle? If so, what is the cycle?	
j) In the event of an emergency, can essential information or software be restored within a critical timescale? If so, has this been tested?	
k) North Wales Police require that devices are securely provisioned and configured 'over the air'. Describe how you securely provision and configure devices.	
l) What processes does the supplier follow to ensure that the actual coding of their application is secure e.g. does not inherently contain insecurities in the way it is coded, source code susceptible to modification prior to release etc. Please comment in relation to the below https://www.ncsc.gov.uk/collection/developers-collection	
m) Is there a comprehensive, documented information security policy in place? Does such policy or a separate policy cover information	

risk and, are regular risk assessments carried out? (Under Home Office Mandatory Data Handling Requirements for Suppliers a risk assessment of the confidentiality, integrity and availability of information must be carried out at least quarterly).	
n) Do you have a documented process for Information Security Incident Management? And what level of detail do you capture? a. Incident b. Mitigation c. Resolution Please describe your escalation process to.	
o) Please describe your information training processes/requirements	
p) As you'll have access to police data which contains personal data and sensitive personal data. It may be essential for certain members of staff to be Security Cleared for example NPPV3, SC. Please describe your vetting process and certification	

14. Organisational Questions

14.1 Welsh Language

Please describe what impact, if any, the Welsh Language Standards may have upon the performance of the contract.

Your answer should include:

- How you will manage and monitor compliance with the Standards (including ensuring that all relevant communications, written and verbal, will be available in both Welsh and English).
- How will you a fully Bilingual service to service users

14.2 Social Value

In context of the NWP and OPCC Social Value Policy and the Public Services (Social Value) Act 2012, Please describe how you will ensure wider social, economic, environmental and cultural benefits on behalf of the Office of the Police and Crime Commissioner during the performance of the contract.

Your answer should include:

- Non-paid work placements opportunities
- Local supply chain developments
-

14.2 Modern Slavery

- What steps will you take to tackle modern slavery and human rights within your organisation and supply chain? Please include details of how you will ensure that workers are aware of their rights as well as the training you will provide for staff working in supply chain management in relation to slavery and human rights.
- Please provide details of the way in which you will ensure that your workers, including agency workers and sub-contracted workers will be subject to fair working practices. Please include details related to fair pay, the opportunities provided to develop skills as well as details of your whistleblowing policy and grievance mechanism.

- What processes will you put in place to ensure that details about your workers are protected to ensure they will not be included on prohibited lists (blacklisting). Please include what steps you will take to ensure your subcontractors / employment agencies will not be involved in the practice of blacklisting.