WORKFORCE MOBILITY PLATFORM

G-Cloud 10
Service Definition

Lot 2 Cloud Software

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QUVO
Mobilise your workforce

1. Introduction

Company Overview

Coeus Software Ltd is a UK based provider of intelligent, cost-effective SaaS solutions for the police, health, social care and wider public and private sectors.

We are passionate about providing products that seek to reduce dependency on consultancy services, by being easy to deploy and configure while providing access and tools to enable seamless integration.

Value Proposition

Quvo is a cloud-first, mobile-first workforce mobility platform, designed especially for public sector and enterprise mobile workforces. It delivers straightforward digital transformation of workflow and business processes empowering organisations to be in control of the design, management, and implementation of their own operational processes. There is no need to rely on third party suppliers or consultants.

Quvo does this by:

- Empowering mobile workforces through our flexible and rapidly deployable cloud-first, mobile-first, digital technology platform

- Helping the public sector meet the twin challenges of the efficiency review and the digital agenda and ultimately enabling those on the frontline such as police officers, housing officers, community nurses and social workers to deliver better services to citizens at a lower cost.

- Understanding that time is of the essence, which is why our scalable solutions can be deployed and integrated incredibly quickly, resulting in faster processes and rapid return on investment. For SaaS deployment, users will start to see savings immediately.

- Putting our customers in control without the need for costly and time-intensive bespoke software.

- Believing in an open systems architecture - the SDKs and API's can be made available to customers or partners who are looking to integrate our product into a larger solution.

- We adhere to strict security measures, facilitating the capture of reliable, auditable intelligence and evidence at the first point of contact.

What the Service Provides

DESIGNED FOR THE PUBLIC SECTOR	Workforce mobility solution designed especially for the Public Sector to deliver cost-savings and better efficiency.
MODULAR AND SCALABLE	Modular and scalable platform able to support millions of users with

	Microsoft Azure.
COMMODITY TECHNOLOGY	Delivers organisational digital transformation within days or weeks, not months or years
SMOOTH, STEADY ROLLOUT	Supports incremental business process rollout rather than requiring a big bang approach
NO PROGRAMMING	Rapid, agile design and deployment of police apps with no coding or software updates needed
MINIMAL USER TRAINING	Common user interface across processes means reduced level of training required
SIMPLE SUBSCRIPTION MODEL	Simple subscription model – starting at £1.50 per person per month.
DIGITAL EVIDENCE	Auditable and securing encrypted information to Home Office standards.

Overview of the G-Cloud Service

Quvo is a Workforce Mobility Platform that is designed to digitally transform the manual, paper based, inefficient processes that are currently being used by the Public Sector. It allows organisations to control business change and adopt smarter working practices.

There are three key components to the service:

• Cloud Based Service

• Client app

• Hybrid Server Component

The service subscription is modular, charged on a per-named user, per-month basis, and customers with greater integration requirements can add higher tier components as required.

Cloud based service

Quvo uses the Microsoft Azure Cloud, using UK-domiciled data centres.

Business Processes can be designed and implemented by your own analysts using our App Designer tool.

Client App

The easy-to-use mobile app is both responsive and works across the major mobile platforms. Quvo is compatible with Mobile Device Management solutions through the respective application store such as Google Managed Play and Android for Work.

Hybrid Server Component

The hybrid server runs on-site to provide integration with the organisations software systems. It includes a powerful set of data export and search engines which can provide federated data transfer to multiple back office systems using an open systems interface (API), backed up by a software development kit (SDK). Automated tasking of front line mobile works is also supported through the server.

A system architecture diagram is shown below:

Outline Architecture
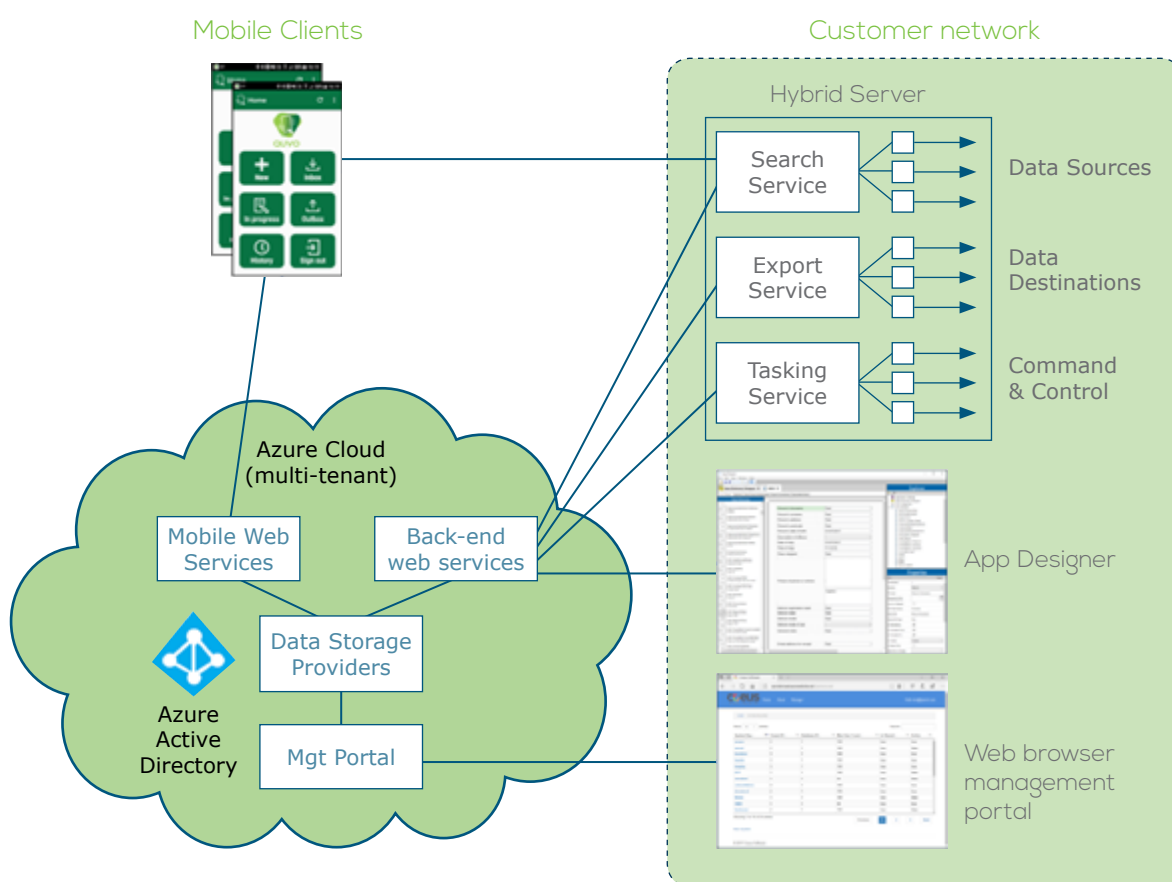
Quvo is a modular service with 4 tiers available to subscribers: Essential, Standard, Premium and Ultimate. A list of available features in each tier is shown in the price list but a brief description outlining the capabilities of each tier is described below:

Essential

This subscription is for Quvo's core smart forms service. You can digitally transform your business processes using the included app designer and deploy them on client devices. The client device will send completed processes to an email connector where it will be converted into a Word or .PDF document which can be emailed or stored in a file system.

Standard

The standard subscription includes all the attributes of the essential service but also includes:

- Access to the SDK to connect to back office systems.

- Ability for the client to share data with other authorised apps.

- Access to the dashboard and analytics portal

- Automatic roadmap updates

Premium

The premium subscription includes all the attributes of the standard subscription but also includes:

- Ability to search remote data sources, including multiple (federated) sources and use that data to augment data collection and intelligence.

Ultimate

The ultimate subscription includes all the attributes of the premium subscription but also includes:

- Ability to connect to a workflow/Task management system so tasks can be pushed out to individual users in real-time.

- Ability to create tasks for other users using the client device.

- Ability to create multi-level sign off processes from the client devices.

For all tiers, the service is based on a minimum subscription of 12 months on a per person per month (pppm) basis with a minimum subscription of 500 users.

You will be able to change the subscription tier (for all users) during the contract period.

2. Data Protection

Information Assurance

The Quvo service is hosted at the Microsoft Azure UK datacentres which are ISO 27001 accredited and approved for storing data at OFFICIAL level. There is a dedicated database for each customer to ensure maximum separation of data. Data is stored to enable store-and-forward capabilities to pass data to your systems, to manage business process configuration, to log events and audit trails, and to enable the management of user accounts and devices.

Data at rest on the mobile device is encrypted to AES 256. Data is similarly encrypted during transmission in addition to standard protections offered by HTTPS using the TLS 1.2 protocol.

We are in the process of attaining Cyber Essentials certification whilst working towards ISO 27001

Data Back-Up, Data Restoration and Disaster Recovery

Microsoft Azure Cloud is the platform upon which the Quvo service is built. We have architected the entire service to include geographic replication of data as well as failover for our services, leveraging the proven failover and disaster recovery services provided by Azure.

Privacy by Design

Quvo has been developed to include privacy by design. As a Software-as-a-Service (SaaS) product, our staff are unable to see any of the data belonging to you. Similarly, you have control over data management, including location of task data as well as weeding of task data. We provide product documentation, including a Data Processing Agreement as well as support towards a (wider) Privacy Impact Assessment for the use of technology-based solutions to empower mobile workforces.

We are committed to privacy and data protection, including the General Data Protection Regulation (GDPR). Our Customer Relationship Management (CRM) system has been developed to ensure that your employees and associates have privacy and that we only hold necessary information to conduct our business and only make contact when appropriate based on consent.

3. Using the service

Ordering and Invoicing

The service is ordered via a Statement of Work (SoW) which will include the service tier and number of named users. Once agreed, the SoW forms part of the G-Cloud call off contract. We then commence work in line with the agreed project plan in the SoW. Due to the configuration and on-boarding process, the SoW may include a period of time prior to the commencement of services. . A flow diagram of the service is shown in Appendix A for reference.

Our cloud management services are invoiced quarterly in advance. If you have specific requirements around billing, we can be flexible. There is a minimum subscription term of 12 months for a minimum of 500 named users.

Availability of Trial Service

For a free trial of Quvo, contact gcloud@coeussoftware.com. We will arrange a discovery meeting or webinar to determine the requirements of the trial and the success criteria. A suitably configured trial will be provisioned which does not require any on-site installation other than installation of the Quvo app on mobile devices running Android, iOS or the Universal Windows Platform. The

trial platform is not rated for Official data and should therefore not be used for live operational data.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Quvo is a SaaS-Hybrid Workforce Mobility Platform which requires some initial provisioning activities by you as part of the on-boarding process. The platform is based within the Microsoft Azure Cloud and one of the pre-requisites is for you to have migrated (or are in the process of migrating) to Microsoft Azure and/or the Office 365 service.

On-Boarding

The on boarding process is as follows:

1. We provide the following provisioning documentation:
    a. Technical Product Guide
    b. Technical Provisioning Guide
2. We agree a project plan with you which:
    a. Defines your on-premise provisioning works
    b. Ensures that we enable the Cloud-side of the Quvo service in accordance with your requirements
    c. Ensures that out-of-the-box training materials are provided
3. We provide the following product support documentation:
    a. Data Processing Agreement
    b. Privacy Impact Assessment support document

The on-premise provisioning works are undertaken by your IT service provider. Once completed:

1. We provide the Hybrid Server software components, which can be installed under instruction by your IT provider or by us either remotely or on-site using the Installation Services (which is a chargeable service via our professional services outcomes (Lot 3 Cloud Support)).
    a. Export Service
    b. Search Gateway*
    c. Tasking Service*

    * - where included in service tier

    This will complete the on-boarding process and you will be able to commence the process of building your business processes.

Scope

The Quvo service comprises the following scope:

1. Software

    a. Cross-Platform "Client" App, which is compatible with Android, Windows UWP and iOS

    b. Design Tool, compatible with Windows Desktop machines

    c. "Hybrid" software components, including a Document to Email connector as standard.

2. Limitless Usage

    a. Deploy as many business processes, from front-line operational processes through to more mundane tasks such as ordering uniform, booking-on etc.

    b. Limitless changes, via the Design Tool

3. Data Management

    a. Define weeding policy on a per-design basis.

    b. Option to store the Quvo data in your own systems, or within the Quvo Cloud service.

Off-Boarding:

Off-boarding occurs at the end of your subscription period. This is conducted, centrally, by our Service Desk, upon notification. When the Off-Boarding notification is received, you must also decide whether to use the Data Return service.

If "Data Return" (which is a chargeable service via our professional services outcomes (Lot 3 Cloud Support)) is required, we will arrange to return the data, held in the Quvo service, on secured physical media.

Service Migration

Quvo effectively 'sits on top of' existing software systems operated by you to provide mobilised business processes. Data migration is not necessary as Quvo only holds your data during transition from frontline officers until it is successfully delivered to the destination. Quvo has the capability to bulk import data by the management portal. This feature allows for the import of smart forms designs, created either by other Forces that subscribe to Quvo or by partner agencies.

Training

Quvo provides training tools out of the box, including.

- Client App self-service training Smart Forms (which leads to a certificate of completion for each user)

- Client App training videos (supporting the above, these can be loaded on to your intranet)

- Design Tool training video and user guide

- Service Desk training videos

Additional training, such as on-site classroom training, can be obtained through our professional services outcomes (Lot 3 Cloud Support). This is typically on a train-the-trainer basis.

Service Management

We operate an ITIL v3 compliant Service Desk that manages all Service Requests within this Service Definition. The Service Desk liaises with you where disruption windows are needed, for example, in order to apply/configure integration Connectors.

Our Service Management Policy which defines the functionality deprecation process. If the rectification of a defect is provided in a newer release of the Quvo application software, then you are expected to move to the newer release.

We have set up a user forum, the Quvo User Group (QUG), so you can have an input to the product roadmap, and also share best practice with other customers. New product roadmap user stories will be available to you in due course as part of the subscription to the service (subject to subscription tier).

Service Levels

The standard service management policy sets out the processes and obligations of all parties.

To ensure an efficient, cost effective service, you are expected to follow a first-line-fix guide, which will help to eliminate unnecessary calls to our Service Desk for routine issues and for issues which might impact the service, but which are not specific to Quvo. You are also expected to inform us when service disruptions occur within your IT environment, which may impact upon the Quvo service.

Our Service Desk can be contacted, online via https://coeus.myservicedesk.com, which provides 24x7x365 access to create and manage support calls. The standard service desk business hours are Monday to Friday between 0900 and 1700, except English Bank Holidays. The Service Desk can be contacted by email at servicedesk@coeussoftware.com or by telephone on 0800 849 8811.

Remote Access is a mandatory requirement to being able to leverage the service levels stated here.

Note that the Quvo architecture is designed to be inherently resilient against failure. For example, client apps can continue to operate in the absence of network connectivity.

Service Levels are defined as follows

Incidents	- Acknowledged within 4 hours of call being logged. - Initial assessment of problem within 24 hours.
Major Incidents	- Acknowledgement and initial assessment of problem within 4 hours. - Action to commence restoration of service as priority within 4 hours of call being logged.
Early Life Support	Newly installed or bespoke solutions - Maximum 28 days Upgrades and off-the-shelf solutions - Maximum 14 days Emergency Releases - Maximum 48 hours Responsiveness during Early Life Support - Immediate level 3 technical skill escalation

Financial Recompense Model for not Meeting Service Levels

The Financial Recompense Model, including services credits, will be discussed with you and agreed as part of the Statement of Work (SoW).

4. Provision of the service

Customer Responsibilities

We provide the Quvo service in accordance to our terms and conditions included in the submission.

Technical Requirements and Client-Side Requirements

On-Boarding Provisioning: You will need to follow an IT focussed set of provisioning tasks, which will see the creation of a hybrid server. In general, the minimum specifications for a Hybrid Server (deployed as a virtual guest in a hypervisor) can be considered as:

Hardware	
CPU	• Dual Core • Resource controls not limited
Memory	• 8GB RAM
Hard Disk	• 128GB C: (OS target)
Network	• Single homed NIC (teamed if necessary). • Deploy other NICs in accordance with standard documentation if clustering is being used.

Software & Features	
Operating System	• Windows Server 2012 R2 or later
Domain Joined	• Yes.
Host Name (example)	• HQPB001V
Internal DNS name (example)	• <myorganisation>.co.uk
Service Packs & Security Updates	• Yes. Make up to date.
Security Products	• Windows Firewall • Corporate antivirus endpoint protection.
Roles & Features	• Microsoft .Net (full) Framework - V3.5 - V4.5 - V4.6.2 • Internet Information Services - WWW Server - Windows Authentication - Static Content - IIS Manager Console - Disable Directory Browsing • Generate (and purchase if necessary) a digital certificate for your Hybrid server's hostname, that will be reachable from the user Devices in the field.

In addition, these provisioning tasks will require you to establish a fully prescribed Azure AD application "trust" for Quvo within your Azure tenant. The full set of detailed instructions are provided within the Quvo provisioning guide.

Device Specification will depend upon the platform. The Quvo client app is cross-platform and so is compatible with Android v7.0 or later, Windows 10 (UWP Store) and iOS v9 or later.

Quvo contains application-level security features to protect sensitive application data at rest. However, the system does not provide device level protection. You should ensure that devices are secured to meet the appropriate legislation and guidelines. We recommend the use of a Mobile Device Management Platform (MDM). The Client application is deployed via the relevant app store and can be "whitelisted" into the MDM platform.

Outcomes/Deliverables

The following key deliverables are supplied (subject to chosen tier of service, see the tier matrix for more information)

- Quvo mobile apps that can be installed on Android, iOS or Windows Universal Platform devices. Platforms may be mixed within a delivered system.

- An App Designer desktop application for designing and publishing business processes to devices over the network.

- A browser-based management portal to manage users, access logs and view near real time system statistics.

- A hybrid server providing on-site integration services.

- Access to a provisioned cloud-based backend service with geographically redundant backup data centre.

- An SDK to support custom integration between Quvo and other software systems for which an off-the-shelf integration is not yet available.

The key outputs are:

- Secure collection of data by field workers

- Automatic delivery of information to other software systems in near-real time

- Ability to use mobile apps even in the absence of a network connection

- Availability of data to field workers in the field using federated database searches

- Automated tasking of field workers

- Future features are included in the subscription, such as biometrics, as they become available

Key outcomes are:

- Improved productivity and accuracy

- Less time returning to base

- Ability to amend mobile business processes rapidly and inexpensively to respond to changing requirements

- Large reductions in costs, as new requirements do not require changes to the core software

- Ability to achieve digital mobilisation incrementally at low risk, instead of a single, large 'big bang' project

Termination Process

You may cancel this license agreement, by written notice to us at any time, giving not less than 30 days' notice, such notice to expire at the end of the minimum subscription term of 12 months or as defined in the certificate of order summary.

Termination will trigger the Off-Boarding process and you must state whether the "Data Return" service is required.

If "Data Return" (which is a chargeable service via our professional services outcomes (Lot 3 Cloud Support)) is required, we will arrange to return the data, held in the Quvo service, on secured physical media.

In the absence of the data return service, the service is disabled at expiry and any data is retained in a dormant state for 6 months. If data return is not chosen within this period, all data relating to the service will be permanently and irrevocably deleted 6 months after the expiry of the service. If data return is chosen, the data will be deleted once delivery of returned data has been verified.

5. Our experience

Case Studies

Case studies are published on our website.
See www.quvo365.com for more details.

Clients

Client details are published on our website.
See www.quvo365.com for more details.

Contact Details

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Appendix A – Quvo service - flow diagram