Specification

Expansion and Integration of CRASH
Department for Transport

Contract Reference: TLOT0011

Date: 07/06/2019
Version: 4

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1. PURPOSE

1.1 In June 2017 the decision was made that DfT would take over responsibility for the Collision Reporting and Sharing (CRASH) IT system. Further that the Department would develop and roll out a refreshed and improved version of the system to police forces.

1.2 The Current CRASH system, which provides essential road casualty data is owned and managed by the DfT and there is a need to now integrate this system into other key police systems.

1.3 In order to achieve this DfT requires the support of an individual or organisation with a very comprehensive understanding of the existing system, supporting systems, the needs of police forces using the system and the ability to bring these together to develop and deliver the upgraded product.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

2.1 The Department for Transport has responsibility for collating and evaluating road casualty data with the aim of reducing road casualties through informed policy and legislative change. The primary source of the information is the STATS 19 data provided to DfT by the Police forces of England and Wales. This data is also used to inform local authority road safety spending and local transport infrastructure spending.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

3.1 Since around 2006 DfT, Home Office and the National Police Chiefs' Council (formerly ACPO) have been involved in the development of a computer system to gather road casualty data from police forces and enhance the quality of that data.

3.2 In 2019 the CRASH v7.0 system is used by around 22 police forces. There is now growing demand from a wider range of police forces.

3.3 The data delivered by this system is mission critical to DfT's road safety effort and initiatives. It also informs the patrol and accident prevention strategies of Highways England and the patrol strategies of police.

3.4 Millions of pounds are spent each year on the basis of this data by DfT, Local Authorities, Highways England and other Highway Authorities such as TFL. The data informs casualty reduction engineering solutions. If the data is inaccurate that money could be wasted and spent in the wrong place, or the wrong way, or both. Indeed as well as not just addressing the real problem such misspending could actually create new danger.

3.5 In order to deliver this project DfT require the support of an individual/ organisation with an in-depth knowledge of the current CRASH system but with no duty to the developers CIVICA. DfT also require the support of someone who understands the other relevant police systems, technology infrastructure and requirements. This is a unique challenge.

3.6 The systems CRASH is looking to develop integration with are:

3.6.1 PENTIP and DORS and a knowledge of those systems is desirable.

3.6.2 NICHE / ATHENA / CONNECT

3.7 In addition to the above DfT require the support of an individual/ organisation who understands the operational and governance processes and security requirements of police forces. Whilst there is a police liaison officer within DfT who can assist in this regard and can manage relationships with senior police representatives that official does not have the time required to spend with the more junior staff involved in the detail of implementation.

3.8 DfT is committed to reducing the bureaucratic burden on police forces and this includes removing the necessity for double keying when data is needed across a number of different systems. Failing to achieve this would have a significant negative impact on the ongoing ability of police forces to efficiently provide the data needed by DfT and other agencies. There is therefore no time to bring someone up to speed who is not already familiar with the systems and processes mentioned as DfT is committed to delivering this integration work in 2019.

4. DEFINITIONS

Expression or Acronym	Definition
CRASH	means Collision Reporting and Sharing system. DfT's preferred IT system for the reporting and investigation of road traffic collisions
DFT	Department for Transport
NPCC	National Police Chiefs' Council
CIVICA	The It Company developing and supporting CRASH
PENTIP	A software system used by police to issue fixed penalty notices and summonses to drivers accused of road traffic offences
DORS	Driver Offender Rehabilitation Scheme – The computer System used to manage the referral of drivers to training courses rather than proceeding via prosecution.
PNLD	Police National Legal Database – this provides data for offence workings use in the case management side of the CRASH system
NICHE	NICHE is an over-arching Police Records Management System. Used by some existing CRASH forces.
ATHENA	ATHENA is an over-arching Police Records Management System. Used by some existing CRASH forces.
COPA	A software system of case file management used by the Metropolitan Police
COPA-T	Road Traffic Collision module within COPA used by the Metropolitan Police
CONNECT	The replacement for COPA in 2020. A version of Athena managed by NorthGate.

PRONTO	A mobile application delivered by Motorola for the collection of Road Collison information
SOH	Single Online Home – A new software system designed to allow the public to report issues, such as road traffic collisions, over an on-line portal.

5. INDICATIVE PROCUREMENT TIMETABLE

Description	Date
Publication of the ITT	07/06/2019
Clarification Period starts	07/06/2019
Clarification Period closes **Tender Clarifications Deadline**	14/06/2019 (12:00 Midday)
Deadline for the publication of responses to Tender Clarification questions	18/06/2019 (17:00)
Deadline for submission of Tenders **Tender Submission Deadline**	28/06/2019 (12:00 Midday)
Commencement of Evaluation Process	28/06/2019 (12:00 Midday)
Conclusion of Evaluation Process	05/07/2019
Potential Conclusion of Standstill Period	22/07/2019 (10 working days)
Potential Contract Award	22/07/2019
Potential Contract Signature	22/07/2019
Potential Contract Commencement	22/07/2019

6. SCOPE OF REQUIREMENT

6.1 This is a requirement for a project manager with a detailed knowledge of the existing CRASH system, as well as the systems set out in section 3.6 above.

6.2 The provider must be available to start 22nd July 2019 for a period of 7 months. It is estimated that this project will run for a minimum of 100 days and a maximum of 150 days in the above period. It is expected that these days will not be consecutive or on a 5-day working week basis but on an as required basis in the period set out above.

6.2.1 Specifically, in scope are the following:

6.2.1.1 To negotiate with the owners of PENTIP and DORS to facilitate access to these systems from CRASH.

6.2.1.2 To negotiate with the owners of NICHE / ATHENA / CONNECT to facilitate access to these systems from CRASH,

6.2.1.3 To negotiate with the owners of CONNECT to facilitate access to these systems from CRASH.

6.2.1.4 To design and test the integration of PRONTO into CRASH.

6.2.1.5 To work with the Civica business architectures to ensure that that the specification designed for integration meets is efficient the needs of the police forces.

6.2.1.6 To design and support the user acceptance testing of the integration of these systems into CRASH.

6.2.1.7 To support the development of a Fatal and Serious package to aid Forensic Collision Investigators using CRASH.

6.2.1.8 To speak at conferences, deliver presentations and attend meetings as required in support of the above.

6.2.2 This contract will not include any work in relation to support for of CRASH to forces outside of England and Wales. Any such work will need the prior authority of the DfT project owner. Anything not specifically included in section 5.1 or 5.2 is to be considered excluded.

6.2.3 In addition to the above scope DfT will retain the option to employ the project manager in delivering presentations to and attending meetings with potential purchasers of the CRASH system from other countries if deemed necessary by DfT.

6.2.4 One further requirement is that the project manager may be required to speak at events and in or to representatives of police forces who are not currently CRASH users in England and Wales with a view to enabling them to take the product.

7. THE REQUIREMENT

7.1 The provider is required to deliver the services set out above and to do so on the basis of being available for up to five days a week for a period of circa 7 calendar months from the date of commencement.

7.2 Whilst it is expected that the project will run to timetable and that the period of 7 months will be sufficient to enable the provider to complete the required work there are some factors within the project which may require this agreement to be extended.

7.3 Primarily these factors are outside the control of the project manager and the DfT. The key factors which may cause this period to be extended are:

7.3.1 Delays in integration due to issues arising with third-party suppliers.

7.3.2 A critical failure in delivery by CIVICA of some key component of the integration or to conduct sufficient user testing. This threat is unlikely but cannot categorically be ruled out. There is no current evidence to suggest this possibility is probable.

7.3.3 The National Police Security Accreditors might take longer to approve the security aspects of the integration between the different systems than currently anticipated. We have previously addressed a number of concerns as part of the earlier work to migrate the system from the Home Office to the DfT. This is not therefore thought likely but it could potentially be an issue.

7.3.4 It is reasonably anticipated that any of the above either individually or collectively could influence the completion date for the project by up to, but not more than, three months.

7.3.5 The prospective supplier:

7.3.5.1 Must be able to demonstrate familiarity with the police force structures, processes and security requirements both at a local and national level. Evidence to include an understanding of the role of the NPCC and other strategic decision makers as well as varying local dynamics.

7.3.5.2 Must have experience of creating test scripts and interpreting the results as part of a structured user acceptance testing process. Evidence to include specific activity, challenges faced and how these were overcome. Evidence that demonstrates the test scripts found faults and resulted in a good reliable service being delivered that met the customer requirement with how it did so.

7.3.5.3 Must have at least 2 years' experience of delivering IT systems within a Government and/or Police environment and be able to demonstrate successful outcomes. Evidence to include a breadth of projects and stakeholders.

7.3.5.4   Must be able to demonstrate a good understanding of digital authentication requirements from an end user perspective. Evidence to include system authentication as well as how these are accessed by the user.

7.3.5.5   Must have at least 2 years' experience of project managing software application development and deployment. Evidence to include dealing with any challenges in deployment and consideration of the user experience.

7.3.5.6   Must be able to demonstrate communications and negotiation skills with senior managers and operational staff resulting in past successful delivery of a police IT system. Evidence to include tailoring communication / negotiation to adapt to people involved and an awareness of the strategic decision makers in relation to police IT systems.

7.3.5.7   Must be able to demonstrate a recent history of customer expectation management in delivering an IT solution in a policing environment. Evidence to include dealing with conflict and resilience and adaptability to dealing with change.

7.3.5.8   Must be NPPV3 security cleared

7.3.5.9   Must have a proven history of working collaboratively with National Police Security Accreditors in the delivery of IT solutions. Evidence to include understanding of governance structures and processes.

7.3.5.10   Must have recent experience of overcoming the challenges of accessing police networks so they can communicate with IT systems based outside of them. Evidence to include challenges of PSN and internet based systems.

7.3.5.11   Must be available to start June 2019 for a period of 7 months but have sufficient flexibility to continue working until 31st March 2020 if the programme over runs. It is estimated that this project will run for a minimum of 100 days and a maximum of 150 days in the above period. These days it is expected that these days will not be consecutive or on a 5-day working week basis but on an as required basis in the period set out above.

7.3.5.12   Must demonstrate a clear understanding of road traffic collision procedures as followed by the police both at the roadside and in the back-office support function. Further how these processes are reflected in the IT requirement of police forces. Evidence to include legal requirements and impacts on staff as well as data transfer to DfT and local authorities.

7.3.5.13   Must demonstrate how the systems planned for integration link to the objectives for the CRASH system. Evidence to include all systems reference in the specification.

7.3.5.14   Must demonstrate a clear understanding of how police data collection in respect of collisions impacts on the statistical data relied upon by DfT and local authorities. Evidence to include the use of the data for investment and policy making at a national level (via DfT) and local level (via local authorities).

7.3.5.15   Must be able to demonstrate how they would be able to evidence the owners of the systems being integrated with that they would not be in any way commercially compromised by them being the contractor doing the integration work.

7.3.6   Desirable criteria include

7.3.6.1   Able to demonstrate good working knowledge of the PENTIP system and issues in connecting to this system from the cloud.

7.3.6.2   A good working knowledge of the DORS system

7.3.6.3   A good working knowledge of the PRONTO

7.3.6.4   A good working knowledge of NICHE / ATHENA

7.3.6.5   An understanding of the COPA system and the move to CONNECT

7.3.6.6   An understanding of SOH

7.3.6.7   Demonstrate an understanding of the business imperative of these systems being able to interact with CRASH

8.   KEY MILESTONES

8.1   The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Identify and document which existing CRASH forces use what combination of software to integrate to.	Within two weeks of Contract
2	Support the development of the integration timescales with DfT and Civica	Within three weeks of Contract

3	Initial meetings with relevant other software suppliers to obtain documentation necessary for integration	Within six weeks of contract
4	First drafts of specifications with Civica for integration	Within ten weeks of Contract Award
5	First wave of testing of the specification	Within 15 weeks of Contract Award
6	Second wave of testing of the specification	Within 20 weeks of Contract Award
7	First integration pieces delivered	Within six months of Contract Award
8	Further integration pieces delivered	Within 7 months of Contract Award]
9	All integration pieces complete or near to complete	Within 9 months of Contract

9. AUTHORITY'S RESPONSIBILITIES

9.1 There are no specific responsibilities owned by the Authority which may either affect the Potential Provider's ability to deliver the requirement or their costs over and above those set out in section 6 above.

10. REPORTING

10.1 The provider will report daily to the DfT Programme manager and fortnightly to the programme oversight board.

11. PRICE

11.1 Potential suppliers should submit a Day Rate exclusive of VAT and this will be inclusive of all expenses unless foreign travel is required in which case expenses for that travel (but not accommodation) may be submitted.

11.2 Prices are to be submitted via the Award portal. Access to this system can be obtained by emailing ruth.morley@dft.gov.uk

12. SERVICE LEVELS AND PERFORMANCE

12.1 The Authority will measure the quality of the Supplier's delivery by:

12.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
1	Pre- roll out preparation and documentation	Identify and document what software are being used by existing CRASH forces and those looking to take CRASH in the future.	Documents supplied to DfT project Manager and specialist team and

			judged sufficient.
2	Pre- roll out preparation and documentation	Identify plans and supporting documentation to begin design work for integration to the other key systems	Documents supplied to DfT Programme Manager and specialist team and judged sufficient.
3	Pre- roll out preparation and documentation	Fully developed specifications for the integration to the other key systems	Satisfactory test results evidenced to DfT Programme manager
4	First stage development	First round of designed integration to CRASH	Force live with CRASH V7
6	Pre- roll out preparation and documentation	Design for UAT for the integrated functionality of the other key systems	Satisfactory test results evidenced to DfT Programme manager
7	First stage UAT	First stage of UAT passed successfully in a number of forces	Seven forces live with CRASH V7 and Test reports evidenced to DfT Programme Manager and judged satisfactory.
8	Second stage UAT	First stage of UAT passed successfully in a number of forces	100% target achieved except where police forces decline to take the product or are unable to accept the product in time

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			due to issues internal to that Force.
9	Deployment	Deployment of CRASH updates to allow integration to be live with CRASH forces	100% target achieved except where police forces decline to take the product or are unable to accept the product in time due to issues internal to that Force.

13. SECURITY REQUIREMENTS

13.1 Staff must have either NPPPV3 or SC clearance

14. DATA PROTECTION

14.1 The supplier will be required to comply with all applicable requirements of the Data Protection Legislation (including the General Data Protection Regulation ((EU) 2016/679) ("GDPR"), the Law Enforcement Directive (Directive (EU) 2016/680), and all applicable Law about the processing of personal data and privacy).

14.2 [If requirement involves processing of Personal Data.] Delivery of this contract will require the supplier to process Personal Data (as defined in the GDPR) on the DfT's behalf. The DfT will be the Data Controller and the supplier will act as the Data Processor. The supplier will process Personal Data only on the DfT's documented instructions, as set out in Annex 2 (Schedule of Processing, Personal Data & Data Subjects) of this Specification.

15. INTELLECTUAL PROPERTY RIGHTS (IPR)

15.1 Any work done by the provider in relation to this project however done will be considered the intellectual property of the Department for Transport.

16. EVALUATION CRITERIA

16.1 See Appendix B Response Guidance

17. ARRANGEMENT FOR END OF CONTRACT

17.1 All documentation in relation to this contract, including emails, to be transferred to the DfT prior to the completion of this contract.

18. PAYMENT

18.1 Payment shall be made on a monthly basis upon submission of a suitably approved invoice for the preceding month's days spent on the project.

19. LOCATION

19.1 The provider will be expected to work from their own premises and travel as required to deliver the required services.

20. POINTS OF CONTACT

Procurement Contact	Name	Ruth Morley
	Tel	07773 073296
	e-mail	Ruth.morley@dft.gov.uk
	Address	Great Minster House, 33 Horseferry Rd, London, SW1P 4DR
Project Lead Statistics, Travel and Safety	Name	Katherine Williamson
	Tel	07977 417441
	e-mail	Katherine.williamson@dft.gov.uk

All queries/ questions should be sent to the procurement contact