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Statement of Requirement (SoR)

SOR Reference	Requirements	Weighting Criteria
1	The Authority requires 'Software' that can be covertly introduced to a third parties device and will allow us to 'Look, Listen and Follow' the third party. The Authority will receive, record and playback the 'Product' retrieved from the third party on a 'System' that shall be scalable, using proven technology that has in-built security measures appropriate to this task.	M
2	The 'Software' shall be covertly deployable on iOS, Android, Windows, Linux, Blackberry and Symbian platforms. Any pre-requisites and caveats for 'Rooting', 'Jailbreaking', or 'Developers Certificates' are to be fully documented in the tender response.	M
3	The 'System' shall provide governance via permissions and a full audit log including, but not limited to, Operator log in / off times, configurations and update requests.	M
4	The minimum 'System' requirements are;- 10 reusable deployments of 'Software' and all the associated Hardware / Software will allow 3 operators to work simultaneously. This Hardware / Software shall be installed at a nominated premises in Central London.	M
5	The supplier shall commission the 'System' at a mutually agreed time and shall train 8 operators.	M
6	The 'System' shall allow the Operators full control of the recorded product's frame rate, resolution / quality and be able to play product from multiple facilities back simultaneously.	M
7	All 'Software' functionality shall be fully configurable before and during deployment so as to give maximum flexibility to the operators of the 'System'. All product gathered by the 'Software' shall be displayed in a context sensitive representation on the 'System' for the operators to replay and manipulate.	M
8	The 'System' shall be able to replay 'Product' in parallel with capturing new 'Product'	M
9	The 'Software' shall be rapidly deployable in a variety of scenarios to include but not be limited to; physical access, remote access, device synchronisation.	M
10	The 'Follow' function shall deduce the devices position using a variety of techniques that will enable the Operator to maximise energy efficiency / operational efficacy.	M
11	The 'Listen' function shall allow the Operator to monitor audio in real time and / or a retrospective download. If the later is required the downloaded product shall be uncompressed or use so as to maximise intelligibility.	M
12	The 'Look' function shall allow the Operator to use the device's normal functions, installed applications, sensors and controls to see how the third party is using the device. This must include keystrokes and images.	M
13	The Software shall remain covert on the third parties device until	M

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	the Operators require it's cessation or removal.	
14	A removal of the 'Software' must be operator configurable from dormant to total (wherein a forensic examination will not reveal it).	HD
15	The supplier shall supply a trial period and access to the developers of the 'Software' so that the operational exigencies can be addressed by the Authority.	HD
16	The Supplier shall provide a warranty covering parts and labour on the Hardware and support of the Software for at least 12 months from date of delivery.	M
17	The supplier shall provide the Authority with the option to continue the support and maintenance of both the Hardware and Software passed the expiry of the initial 12 month warranty period.	M
18	For any Hardware found to be Dead On Arrival, the Supplier shall replace the Hardware within 24 hours and at the Supplier's cost	M
19	The Supplier shall provide a pool of spares available for next day swap out. Courier charges for this shall be at the Supplier's cost	HD
20	The end-of-sales date for Hardware shall be at least 3 years after the commencement of the contract.	HD
21	Should the Supplier propose changes to the specification of the Hardware, the Supplier shall give 90 days written notice to the Authority and shall repeat the FAT (Factory Acceptance Testing) as detailed in the contract. Evaluation Hardware shall be made available at least 60 days in advance of any changes to specifications.	HD
22	<p>The Supplier, Hardware and the Services shall comply with the following, and all other current applicable standards or equivalent in line with good industry practice:</p> <ul style="list-style-type: none"> • BS/EN/ISO 9001: 2000 Quality Systems • BS EN 55022:2006+A1:2007 and BS EN 55022:1998, CISPR 22:1997 - 'Information technology equipment. Radio disturbance characteristics. Limits and methods of measurement' • BS 7135-2:1989, EN 29295:1991, ISO 9295:1988 (and amendment AMD6978) - 'Noise emitted by computer and business equipment. Method of measurement of high frequency noise' • BS EN 55014-1:2006 (Supersedes BS EN 55014-1:2001 in 2009) Electromagnetic compatibility. Requirements for household appliances, electric tools and similar apparatus. Emission' • BS7671:2008 - Requirements for Electrical Installation (IEE Wiring Regulations 17th Edition) • Electricity at Work Regulations 1989 (which is now BS7671) and/or its European equivalent. • Control of Substances Hazardous to Health (COSHH) regulations • The Waste Electrical and Electronic Equipment Regulations (WEEE) 2006 SI 2006 (No. 3289) • WEEE (Amendment) Regulations 2007 (SI No. 3454) • Health and Safety at Work Act (1974), current edition • BS 7671-1992: "Requirements For Electrical Installations IEE 	M

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	wiring regulations”, Current edition Health & Safety Act 1992	
23	All Hardware shall be appropriately packaged for delivery and shall be delivered to site without damage. It is the responsibility of the Supplier to ensure that all Hardware is supplied free of physical damage or any defects. The Supplier shall ensure that all Hardware is properly protected against physical and environmental damage. All packaging materials will be considered non-returnable and will be destroyed. Packaging shall be capable of recovery for re-use or recycling.	M
24	The Supplier, unless otherwise required, shall deliver the whole Purchase Order in one consignment. Please stipulate in your tender response the expected delivery timeframe for full delivery of goods.	HD
25	The Supplier shall nominate an Account Manager who shall be the sole point of contact with the Authority for all matters relating to the Contract, including operational matters, and who shall have the necessary authority within his/her organisation to control all aspects of the work undertaken during the Contract. The point of contact shall be confirmed on award of Contract.	M
26	The Supplier shall nominate an Acting Account Manager to undertake the same duties during any periods of absence of the Account Manager, e.g. holidays or sickness.	D
27	The Supplier's Account Manager shall devote such time as is needed for the efficient progressing of the Contract, to report to the Authority on progress, and to pursue any necessary financial and contractual matters within his/her organisation.	M
28	An Operating Manual shall be provided for each Hardware unit, and this manual shall also be available in electronic format.	M
29	The Supplier shall be able to provide training materials as requested by the Authority.	M