



Recurring Advancement Services Program (RASP)

Lot 3 – Cloud Support Services Definition

Prepared for: UK Government G-Cloud 14

Recurring Advancement Services Programme – Lot 3 – Cloud Support Services Definition

prepared for G-Cloud 14



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EXECUTIVE SUMMARY

The Recurring Advancement Services Program (RASP) contract, becoming active after the successful implementation of your solution, provides continued services towards its sustainment and advancement for the duration of the contract.

Benefits Overview

It is expected that the services offered by Bentley's RASP will result in the following benefits:

Table 1 RASP Benefits Overview

Impact	Services	Benefits
People	<p>Provide <<USER>> with support for your solution and associated day-to-day processes through timely access to local and global specialists, in accordance with <<USER>>'s demand.</p> <p>Provide programme and project managers to monitor and coordinate support and continual improvement priorities and provide assurance that <<USER>>'s solution or solution components and associated services perform in accordance with the agreed plan and SLAs.</p>	<p>Reduce or eliminate the requirement for in-house specialist resources.</p> <p>Improve productivity through fast response and resolution.</p> <p>Improve agility by augmenting teams rather than hiring new members.</p> <p>Service system administration peaks and troughs through flexible, rapid access to specialist resources.</p> <p>Avoid risk by leveraging lessons learned from hundreds of similar implementations.</p>
Process	<p>Work with <<USER>> to maintain compatible and standardised project environments.</p> <p>Enhance the configuration of the solution components to support evolving business needs.</p> <p>Work with <<USER>> to establish a common set of processes for the collaborative exchange of information between <<USER>> and its collaboration partners and to configure the required workflows.</p> <p>Establish a change process to make sure that <<USER>>'s required workflows are supported in accordance with immediate and on-going requirements.</p>	<p>Protect your intent behind Organisational, Asset and Employer Information Requirements.</p> <p>Reduce costs by simplifying and expediting access to enterprise information.</p> <p>Improve decision making through controlled access to accurate, trusted information.</p> <p>Minimise rework by maximising information re-use throughout the data lifecycle.</p> <p>Bring consistency and efficiency to <<USER>>'s work processes.</p> <p>Improve information deliverable quality and reduce potential rework.</p>

	<p>Configure the solution to enable integrations with other systems.</p> <p>Preparation of collaboration partner onboarding.</p>	<p>Avoid bottlenecks and potential delays at peak loads through quality assurance automation.</p> <p>Reduce risk through evidence of compliance against industry/regulatory standards.</p>
Technology	<p>Bentley hosted solutions by leveraging Microsoft's Azure cloud services.</p> <p>To undertake upgrades on whilst maintaining business continuity.</p> <p>To work with <<USER>> to assess the business value of workflow efficiencies which may be realised through improved interoperability with other systems according to the agreed plan.</p> <p>Prioritised and pro-active Service Request follow-up and reporting.</p>	<p>Reduce IT infrastructure and support costs, by utilising Bentley cloud services environment.</p> <p>Remove complexity and cost by simplifying (removing the need to engage third parties and internal delivery teams) the process of providing product upgrades and new capabilities.</p> <p>Avoid mobilisation delays by making sure that the associated workflows are fully configured and supported, in readiness for contract start dates.</p> <p>Improved response and resolution time for Service Requests and proactive reporting.</p>

1. TERMINOLOGY

Software Subscription

The contract by means of which <<USER>> gets access to Bentley's standard software products and support. At the basis of this lies Bentley's Select Program Agreement.

Bentley's Solution

Bentley's Solution can consist of multiple products and solution components e.g., a Connected Data Environment – a Bentley Solution consisting of AssetWise Lifecycle Information management (ALIM) and ProjectWise.

RASP

Recurring Advancement Services Program, a set of Initiatives executed in sequence or parallel, depending on the <<USER>>'s RASP contract.

Initiative

A series of activities, executed exclusively in sequence, resulting a pre-defined measurable outcome.

Activity

A step in an Initiative to produce a specific output.

Outcome

A desired state, defined in terms of as-is/to-be/benefits/means of measure.

Output	A tangible result from an activity.
Initial subscription period	The first year of <<USER>>'s RASP contract.
Subsequent subscription period	Any one-year term after the initial subscription period.

2. SUBSCRIPTION TO THE RECURRING ADVANCEMENT SERVICES PROGRAM

In exchange for Bentley's delivery of services for the Recurring Advancement Services Program (RASP), <<USER>> (hereinafter Subscriber) shall pay Bentley subscription fees, for which Bentley shall invoice annually in advance for each subscription period.

Subscriptions and Services will be delivered under agreed Terms and Conditions, based on <<USER>>'s SELECT and subscription contract with Bentley.

3. RASP SUBSCRIPTION PERIODS

The initial Subscription Period will commence on the first day of the calendar month immediately following the date Subscriber signs this Proposal (or, if Subscriber signs on the first day of a calendar month, the date of signature), and shall continue for a period of one (1) year (the "Initial Subscription Period"). Thereafter, the RASP shall automatically renew for subsequent Subscription Periods of one (1) year, unless Subscriber or Bentley gives the other party a written notice of its election to not renew at least thirty (30) days prior to expiration of the then-current Subscription Period.

The initial term will commence upon Bentley's formal notification that a purchase order (or equivalent notice to proceed) has been accepted and shall continue for a period of one (1) year (the "Initial Term").

Thereafter, the Recurring Services shall automatically renew for subsequent terms of one (1) year (each a "Renewal Term") unless <<USER>> or Bentley gives the other party a written notice of its election to not renew at least thirty (30) days prior to expiration of the then-current term.

Should there be a need for additional days during a given term, for which an increase of the number of days within in the RASP contract is not considered, a standard services proposal will be prepared considering with the G-Cloud offering and SFIA rate card.

4. THE RASP SERVICES

The various services that are part of every RASP are detailed in the subsequent paragraphs. Bentley will assign a program and/or project manager, depending on the size/complexity of the solution, amount of procured concurrent RASP initiatives within the subscription, <<USER>>'s organisational structure and locations.

A lead consultant will be assigned to engage with the business stakeholders to identify initiatives, collect requirements, assist with adoption, etc. Depending on the needs of initiatives, additional Bentley colleagues will be assigned specific tasks.

4.1 Start of the Initial Subscription Period

Bentley's project manager will work with one or more project managers from <<USER>>'s organisation to establish a first planning of initiatives and activities, ideally covering at least the first six months. The initial joint sessions will focus on getting a first list of initiatives and priorities agreed and documented, stakeholders identified and informed, the outline of a planning established, workshops scheduled.

The list and preliminary schedule will include a description of <<USER>>'s desired business outcomes (in terms of as-is, to-be and means of measuring success), short term (eighteen-month) goals, targeted improvements in key performance indicators (KPIs), and a recommended step by step implementation plan for six months.

4.2 Support Services

As part of the Software Subscription contract, <<USER>> will already have access to Bentley's first line support on standard software products. This process of recording a service request will stay in place, however, Bentley's first line support will be aware of the RASP contract and will inform the project manager immediately after registration of the service ticket.

The following enhanced support is part of the RASP contract:

- Bentley will track status of all open issues and pro-actively communicate status.
 - Daily for any P1 issue.
 - Weekly for any P2 issue.
 - Monthly on all issues created, still open, or closed.
- For any issue Bentley will:
 - Diagnose and triage.
 - If root cause is to be found in core software, pass on to Bentley product management to obtain a solution under the SELECT Agreement terms and conditions.
 - If root cause is to be found in configuration and/or bespoke elements, a fix or workaround will be provided under the terms and conditions of this contract.
 - Bentley will prepare the solution with the fix and/or workaround within Bentley DEV environment and performing a Factory Acceptance Test (FAT). Issues which are product related will be logged and rely on a release of the product build of standard software and cloud readiness certification.
 - Bentley will promote DEV to QA and assist <<USER>> performing a SAT and UAT.
 - Bentley will promote QA to PROD.
- Bentley will update the documentation where required.

Issues discovered by <<USER>> must be reported to Bentley via Bentley's Helpdesk using the following link:

<https://www.bentley.com/en/support>

The issue description must be relevant and as detailed as possible. The following information must be specified for each issue:

- A short one sentence description of the issue.
- Issue priority: P1, P2 or P3 (see Table 1 below for issue priority descriptions).
- Version numbers of installed custom and standard applications.
- Detailed description: provide all information necessary to reproduce the issue. Include the following details:
 - Document steps to reproduce the issue.
 - Describe how system fails. If system shows an error message, provide error message text and number (if available).
 - Include important environment details, like operating system, data sets used, etc.
 - Example files, if relevant.

Bentley will review the issues and may contact <<USER>> for clarifications, including suggesting a different issue priority. Bentley and the user must agree on the issue priority before work can commence.

Urgent (P1) issues will be investigated immediately without waiting for the next scheduled build time. Bentley will use its good faith efforts to resolve the urgent issues as soon as possible considering availability of resources. The resolution of any urgent issue may be a workaround.

Table 2 Prioritisation

Name	Classification	Description	Example
Priority 1 (P1)	Urgent	An incident that has or is likely to have a major impact on users' ability to maintain business operation. The incident results in any outage or loss of any key functionality of a critical application or service. The incident affects multiple locations, or all users in one (1) location.	Users at multiple sites cannot access the system and no workaround exists.
Priority 2 (P2)	Critical	An incident which impairs the users' ability to maintain business operation causing a severe degradation of service or resulting in some important functionality being unavailable. There is no long-term acceptable workaround for the business, however, operation can continue in a restricted fashion. The incident results in loss of the "normal" functionality of an application or service for multiple users, but not all, in one (1) or more locations.	Users can access the system and, while a workaround exists, there is material degradation of functionality or performance

Priority 3 (P3)	Medium	An incident which causes a loss of some important functionality. There is an acceptable workaround for the business and operation can continue in a restricted fashion. The incident results in loss of functionality of a "normal" application or service.	A non-critical service is not available to some users.
Priority 4 (P4)	Low	An incident which has little or no significant impact on the business. Low impact and low urgency.	The behaviour varies from user expectations, but the system works as designed. Resolution would occur during a future update.

4.3 Sustain Services

Where the Support Services focus on resolving issues experienced on the system in production, the Sustain Services focus on keeping the solution “evergreen” and resolving issues that do not need an immediate resolution.

Up to four times a year for the duration of the contract term, or at a lower frequency if so agreed, Bentley will plan an upgrade of the underlying core software together with the solution. As part of this upgrade both parties will also agree to include the solution for a subset of a reported issues of category P2/P3/P4 into the new product build, thus applying changes to the solution to either resolve issues, or to improve the user experience. Updates which are product related will rely on the following standard software release and cloud readiness certification.

Significant changes to the solution are excluded from this category. Examples are (non-limitative):

- Adding bespoke elements
- Realising interfaces to other systems (third party or not)
- Changing the data-model in such a way that existing functionality or bespoke elements require a change to allow them to function properly again
- Changing the data-model in such a way that existing data requires a change

The process for Sustain Services is in principle pre-determined but can be adjusted at the start of the contract term on specific needs of our user, for instance to accommodate schedule IT freezes or plant closures. The process is as follows, per agreed upgrade:

- At the start of the period, select the issues from the issue list to be included in the new build
- Bentley will determine which issues can be resolved given the duration of the period in which the new build will be rolled out. In this exercise, it is assumed that 50% of the period is used to realise the changes and upgrade the solution in DEV, and 50% of the period is used for testing, documentation, provide “what’s new” information, prepare and roll-out, early life support
- Bentley will realise the new build in DEV and perform FAT, and if FAT is successful, promote the build to QA

- <<USER>> will perform SAT and UAT in QA and if successful, Bentley will promote solution to PROD
- Bentley will create and make available release notes and be remotely available during the first two weeks of productive use to support the end-users
- If the changes require, Bentley will conduct a refresher coaching to the system administrators of <<USER>>

4.4 Advancement services

Throughout the term of the engagement, Bentley will facilitate workshops to maintain the plan, and updates to the plan will be provided once per quarter, with detailed implementation steps for the plan recommended for the next six-month period.

Where applicable an agile approach will be adopted in which frequent and scheduled upgrades of the solution are planned and be based on the backlog of issues and initiatives identified and mutually approved.

In addition, a monthly report will be provided listing status of initiatives and activities; risks recognised, mitigated, or included full list of reported service tickets and status. Bentley's programme manager will present the report in a joint session that will also be used to look at consequences on the schedule and plans.

5. ACCESS TO BENTLEY EXPERTS

As part of the engagement, Bentley provides planned access to a designated programme manager. They are the primary Bentley contact for the strategic planning activities and overall engagement status. The Subscriber is responsible for evaluating any advice or guidance received from Bentley. The programme manager will maintain the Ongoing Development Plan and a high-level schedule. Generally, they will be available during the applicable local business hours, excluding weekends, regional Bentley holidays, and other non-workdays, for the Bentley offices where they are based, subject to their other duties. By mutual arrangement, the programme manager may periodically be available at different times.

Access to additional Bentley experts will be provided as part of the execution of support, sustain, and enhancement activities, based on needs to achieve the agreed outcome. The programme manager will use the agreed schedule to ensure the availability of the right resource. The needed expertise can extend beyond consultancy into product management, Bentley Cloud operations, and business development.

6. ALIGNMENT MEETINGS AND GOVERNANCE

<<USER>> will have access to the quarterly business review meetings to maintain alignment and focus on its business priorities. During these meetings, progress against the agreed ongoing development plan will be reviewed, and the plan will be updated for the next six months. The plan will include considerations regarding Bentley's product roadmap for software products that <<USER>> is using.

On a monthly basis, the Bentley's programme manager will schedule a monthly review conference call to discuss improvement opportunities and the Monthly Progress Report. The Monthly Progress Report will include an overview of activities, software usage, service request status, issues, and risks.

7. SPECIFIC SERVICES FOR RASP

The RASP contains services to enable successful cooperation and allowing <<USER>> to achieving its business needs and desired outcomes. Programme and activity management are part of the RASP for governance of the service initiatives being executed as part of the RASP.

The programme management includes following services:

7.1 Programme Management

- Planning and organisation of the monthly/quarterly review meetings led by our user
- Plan and agree on new initiatives. Definition of success criteria
- Strategic planning activities and overall engagement status tracking
- Initiatives and activities alignment within Bentley's teams
- Review of risks and issues

7.2 Activity Management

- Activity initiation, planning, execution and monitoring
- Creation and tracking of an activity plan
- Following up and coordinating activities and agreed results
- Communication with <<USER>>'s assigned contact person and within Bentley resources
- Review of risks and issues

The scope of the service initiatives executed as part of the RASP will be agreed between Bentley's programme manager and <<USER>>'s project manager, as part of the regular review meetings.

The following scope of services are examples:

- Supporting <<USER>> to define and prioritise system enhancements and changes
- Assessment and workshops to define solution enhancements and changes in line with the agreed initiatives
- System enhancements and changes – product configuration activities
- Upgrade planning and update execution support
- Ensuring new standard software and solution components in line with the product compatibility matrix is integrated into <<USER>>'s system correctly
- Best practice coaching
- Prioritised and pro-active service request follow-up and reporting
- Planning and performing business- functional- and performance health checks to identify areas of improvements or optimisations
- Working with <<USER>> and Bentley's product management to evaluate possibilities of replacing bespoke elements with out-of-the-box elements
- Creation and maintenance of solution related documentations

8. EXECUTION ASSUMPTIONS

- Bespoke development activities are excluded and will be handled in a separate engagement streamlined to the business and functional requirements of <<USER>>
- Interfacing with other systems and related implementations activities will be handled in a separate engagement streamlined to the business and functional requirements of <<USER>>
- <<USER>> data correction, migration and import is excluded
- No client site (on-premise) hardware and solution components will be provided and supported
- Bentley's solution is hosted by Bentley in the Bentley Cloud (e.g. Microsoft Azure)
- <<USER>>'s personnel will be available, as needed, for the duration of this engagement
- If required, <<USER>> will provide network access and network security access to the consultants as needed to accomplish the tasks outlined in this proposal
- If required, <<USER>> will provide remote access to your on-premise infrastructure (servers and clients) as needed to accomplish the agreed tasks
- Engagement and documentation language is English
- Bentley's resources involved in this engagement will be available during normal UK working hours depending on the location of the individuals.



About Bentley Systems

Bentley Systems (Nasdaq: BSY) is the infrastructure engineering software company. We provide innovative software to advance the world's infrastructure – sustaining both the global economy and environment. Our industry-leading software solutions are used by professionals, and organizations of every size, for the design, construction, and operations of roads and bridges, rail and transit, water and wastewater, public works and utilities, buildings and campuses, mining, and industrial facilities. Our offerings include MicroStation-based applications for modeling and simulation, ProjectWise for project delivery, AssetWise for asset and network performance, Seequent's leading geoprofessional software portfolio, and the iTwin platform for infrastructure digital twins. Bentley Systems employs more than 5,000 colleagues and generates annual revenues of approximately \$1 billion in 194 countries.

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