Bentley®
Advancing Infrastructure

OpenGround Lot 3 – Cloud Support Services Definition

Prepared for: UK Government G-Cloud 14

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OpenGround - Lot 3 – Cloud Support Services Definition

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BENTLEY CONTRACTING ENTITY

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1. SCOPE OF SERVICES

Bentley will provide the software, configuration, and support needed for <<User>> to improve geotechnical data management workflows. One-time professional services will be provided by Bentley to set up the OpenGround solution, provide the initial configuration, and deliver product coaching and training. These services will be performed with support from <<User>>'s assigned technical team and IT staff.

2. SERVICE DELIVERY

Planning

Bentley is committed to ensuring a successful deployment of OpenGround based on <<User>>'s requirements. Our approach is designed to ensure an appropriate configuration from the outset to prevent costly changes later. Bentley will assign an implementation manager to ensure the success of your OpenGround deployment from the initial kick-off call until the implementation is complete and production workflows have begun.

Upon agreement to commence, <<User>> and the assigned Bentley implementation manager will identify the specific personnel required from both parties to support this project, after which the initial remote project kick-off call will be scheduled.

The project kick-off call will be attended by <<User>>'s agreed personnel, the Bentley implementation manager, and any required Bentley consultants. The purpose of this call will be to introduce all team members; review and agree on the Scope of Services; answer any questions that the personnel might have; and coordinate schedules, milestones, and stage gates. It is recognised that as requirements are identified, there is flexibility to modify the detailed scope within the agreed budget. However, significant changes to scope, which cannot be accommodated within the current budget, will lead to additional configuration costs from those stated within the proposal, and the schedule will require regular review and adjustment.

Provisioning

During the provisioning phase, Bentley will set up a dedicated cloud data repository within the agreed cloud region, conduct hand-over checks, send welcome emails to system administrators, and assist with assigning roles and permissions based on the project team's requirements.

Configuration

The Bentley consultant will configure the provisioned environment based on the requirements agreed upon during the implementation planning. Implementation can include the migration of historic data as agreed and required within the scope of the implementation plan. At the end of the implementation phase, it is expected that OpenGround is up and running and <<User>> can use the solution to deliver a project. Specific activities, timelines, and responsibilities during implementation will be documented in the implementation plan.

Bentley will work with you to install and configure features per your requirements while providing your team with appropriate coaching on OpenGround capabilities and workflows. These activities will be conducted remotely unless otherwise agreed. Additional configuration services beyond

what is included in this proposal are considered out of scope. Appropriate <<User>> personnel must be reasonably available to work with the Bentley team during the normal workday throughout the onboarding phase.

Configuration may optionally be included as part of an implementation.

Training

Where and how the training will be conducted will be determined by <<User>> and the Bentley implementation manager. Some training may be held remotely, or it may be held onsite using your facilities.

If onsite training is requested, you must provide a room suitable for the number of actual attendees, including access to and use of client workstations with internet access, a projector, and whiteboard. The Bentley instructor is not responsible for the setup of the training workstations or training facility. Bentley may need access to the training facility at least one day before the class is scheduled to begin to confirm setup of the facility and workstations.

Training may optionally be included as part of this proposal. If you would like to schedule additional training, please contact your Bentley account manager.

Monitoring

30-minute monitoring meetings will be held remotely with the implementation team every two weeks to ensure that implementation momentum remains high. Each meeting will review work completed to date, answer technical questions that arise from the previous meeting, and produce an agreed action list to move forward.

Bentley Communities and LearnServer provides access to online support resources for OpenGround. The Bentley implementation manager will also assist at each monitoring meeting and provide links to information that is relevant to progress each goal.

The following subjects will be discussed during monitoring meetings:

- Implementation planning
- Creation and tracking of an implementation plan
- Implementation status updates
- Follow-up and coordination of services and agreed results
- Communication of project teams
- Keeping track of schedule and budget
- Reporting of delivered services
- Implementation sign-off

Staffing

The personnel assigned to this project will be:

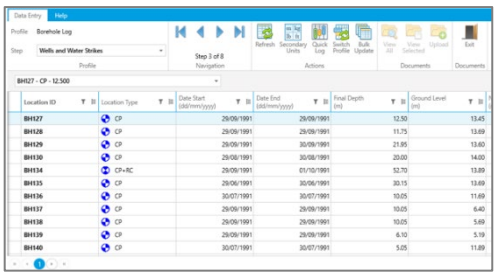
- Implementation Manager (IM) – During the entire implementation period, a Bentley IM is assigned as a single point of contact. The Bentley IM is responsible for the approach and

logistics, deliverables from Bentley, deployment team supervision, team communications, schedule, and budget tracking.

- Implementation Consultant (IC) – Responsible for providing application expertise as related to Bentley technologies, business analysis, system design, implementation, and training as required.

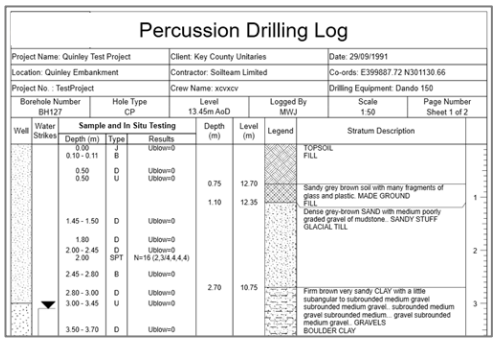
APPENDIX 1 Implementation Components

Data Entry Profile



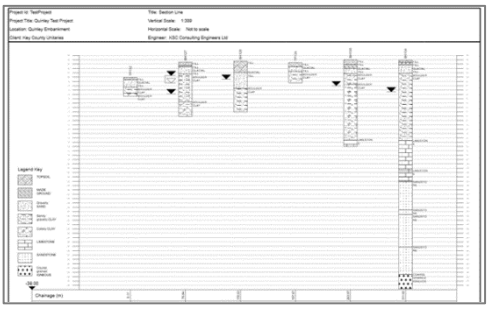
A data entry profile (for desktop and/or mobile) consists of several custom steps and associated data entry grids configured to streamline data entry for specific workflows (e.g., trial pitting, water monitoring, sampling, and hole construction). Data entry profiles are generally created to capture all the core information required for display on a corresponding log report output.

Log Template Design



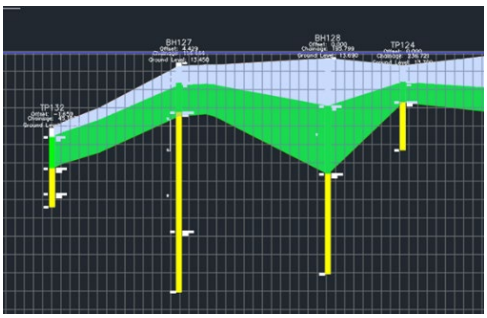
Log outputs can be designed to display geotechnical data to meet your corporate reporting standards including text, images, graphs, and bar charts. Dynamic templates can be designed using log strips and strips sets to display outputs based on different data conditions. As part of the design process, clients are given the opportunity to review outputs to ensure that they match agreed requirements, and coaching is provided outlining how data is entered for each template, how to produce log report outputs, and how to make amendments to the report.

Strip and Section Design (Quick Sections).



Quick section templates are designed to show various downhole data from multiple boreholes within a section output and can be configured per location type. As part of the design process, clients are given the opportunity to review outputs to ensure they match agreed requirements. Coaching is provided on how to generate section reports.

Strip and Section Design (Civils)



Like quick sections, civil strip and section templates are designed to show various downhole data from multiple boreholes within a section output directly inside AutoCAD Civil 3D. As part of the design process, clients are given the opportunity to review outputs to ensure they match agreed requirements, and coaching is provided on how to generate sections.

Site Plan Design

Site plan templates are designed to show the spatial location of boreholes in context with other spatial and background mapping data including WMS, SHP, and DXF. Site plans are designed using Template Studio then produced via the HoleBASE Enterprise mapping interface. As part of the design process, clients are given the opportunity to review outputs to ensure they match agreed requirements, and coaching is provided on how to generate site plans.

Description Builder Configuration

The Description Builder allows for geology and sample descriptions to be created and populated using predefined drop-down lists (component-based descriptions), ensuring standardization and consistent descriptions across projects. As part of the initial setup, the plugin needed to run the builder, along with all the picklists and data model configurations required to populate the drop-down fields and generate descriptions, will be provided.

Data Import Mappings

Data import mapping files can be developed that allow previously created data to be imported from various formats, including native gINT databases. This will allow bulk import of historic data from several sources to be consolidated into a single OpenGround repository. Given the significant variation in database schemas and conventions used across historic projects, it may not be possible to efficiently import all data and it is recommended that legacy data mapping requirements be discussed with your implementation manager.

Picklist Setup and Database Configuration

OpenGround ships with several configuration packs supporting common setups, including British and ASTM standards; however, organizations may require further customization to meet specific project, client, or corporate requirements. The extensible data repositories can be configured to support specific custom data tables, fields, and picklist values.

Online Coaching and Support

Our consultancy team will work with individuals or small groups to help your super users get started with OpenGround. This includes, but is not limited to, demonstrating how to enter data, set up and produce reporting outputs, and perform key application workflows. Coaching is conducted remotely using online meeting software, and a recording of the session is made available for future reference. Coaching hours can also be used for enhanced support whereby a consultant can perform custom work as needed to get the system up and running to meet your needs.

Training

Our training team will work with individuals or small groups to help your users get started with OpenGround using the Facilitated Online Learning courses outlined in Appendix B.

APPENDIX 2 Facilitated Online Learning (FOL) Courses

Working with OpenGround

In this course, engineers will gain a solid understanding of the key functionality of OpenGround. This will allow them to not only produce the outputs typically required of a site investigation, but also work efficiently with the data in an interactive fashion. Therefore, the course is aimed at giving practical guidance to those seeking to use the system to serve a geotechnical site investigation.

Maximum # of Students	Eight (8) online max
Number of Days	2 Days Equivalent* Per Program
Skills Taught	After completing this training class, attendees will be able to: • Create Projects • Import Data • Enter and Edit Data • Create Log Reports • Run Excel Reports • Create Site Plans • Produce Quick Section Diagrams
Course Prerequisites	None, although previous experience in site investigation will be helpful

*Note: This is a Facilitated Online Learning course (FOL). Each of the four modules consists of two elements – an online workshop (each up to two hours in duration) and a series of preparatory materials, which must be reviewed prior to attendance at each session. The time delegates will need to spend on a course varies but is typically split 50/50 across these two activities.

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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