Service Definition

EPPM Primavera P6 Consulting, Service Management, Implementation, Hosting and Integration Services

G-Cloud 14 Framework
Cloud Support

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1 OVERVIEW

1.1 OVERVIEW OF EPPM PRIMAVERA P6 CAPABILITIES

TRC Companies Limited (TRC) is the UK subsidiary of TRC Companies Inc, a large global, privately held Project Controls solution provider. We have over 15 years' experience in deploying, integrating, upgrading, and hosting Oracle Primavera P6 Enterprise Project Portfolio Management (EPPM) solutions.

In delivering these services our team bring key attributes that deliver value to our clients:

- Experience and Extensive Knowledge Base – TRC has over 15 years' experience in deploying, hosting, integrating, and supporting Oracle Primavera solutions.

- Domain Expertise – TRC has extensive successful delivery experience within major capital programmes.

- Technology Expertise – TRC is an Oracle Partner with Cloud Sell and License and Hardware Tracks and a specialised partner for Oracle Primavera.

- Independence – TRC is vendor agnostic and works with all the major products in the Project Controls space. Our independence means we can identify the best technologies, vendors and solutions.

- Resources – TRC resources have a deep understanding of all facets of the Primavera solution, including the infrastructure, network, technology, application and users.

- User Understanding – We understand why Primavera is used in organisations and the business process this entails. Our solutions do not just focus on the technology but all on ensuring users' requirements are fulfilled. We understand the frustrations users experience when they have issues with the application, and our primary objective will be to enable their day-to-day activities and minimise any disruption.

1.2 PURPOSE OF THIS DOCUMENT

This document defines:

- The services we offer

- The delivery approach

- The resources we can provide

- The ordering process

- The on boarding and off boarding process

2 EPPM PRIMAVERA P6 CONSULTING, SERVICE MANAGEMENT, IMPLEMENTATION, HOSTING AND INTEGRATION SERVICES

2.1 SERVICES WE OFFER

TRC's EPPM Primavera P6 Consulting, Service Management, Implementation, Hosting and Integration Services focus on the design, delivery and ongoing support for your EPPM Primavera P6 cloud platform. The solution includes the development of an EPPM Primavera P6 Cloud strategy and the components required to transition / migrate to that platform and support EPPM Primavera P6 applications.

The service is split in the following components that can be procured separately:

- EPPM Primavera P6 Cloud Strategy Service

- EPPM Primavera P6 Cloud Deployment

    o EPPM Primavera P6 Cloud Build

    o EPPM Primavera P6 Application Configuration

    o Data Migration

    o EPPM Primavera P6 Integration and Test Services

    o Training Service

- EPPM Primavera P6 Application Support

2.1.1 EPPM PRIMAVERA P6 CLOUD STRATEGY SERVICE

TRC works with executives and management to ensure alignment of Planning and Project Controls investment with organisational objectives, enhancing specific processes for business impact. The service consists of the following subcomponents that can be procured separately:

- **Visioning and strategy development** – Define a vision for EPPM Primavera P6 and support the development of a business case for a cloud, on-premise or managed service EPPM Primavera P6 platform.

- **EPPM Primavera P6 solution assessment** Assess the current EPPM Primavera P6 platforms and provide guidance on cloud solution adoption strategy.

- **EPPM Primavera P6 cloud architectures –** Design Cloud EPPM Primavera P6 Platform architectures including advice on vendor licence procurement.

- **EPPM Primavera P6 cloud platform solution/provider evaluation –** Review options for cloud platform Azure, AWS, Managed Service, in-house, etc.

- **Application configuration requirements definition -** Capture configuration user stories for the EPPM Primavera P6 application to deliver the required business benefits.

- **Business process integration** - Define how capabilities integrate into enterprise business processes and compile standard operating procedures to encourage sustained use.

- **Programme management** - Provide an optimal mix of on-site or off-site enterprise programme management services to fit client needs.

Service Description

2.1.2   EPPM PRIMAVERA P6 APPLICATION DEPLOYMENT

TRC has developed extensive experience deploying EPPM Primavera P6 solutions to best leverage the power of Planning and Project Control systems to enhance decision-making efficiency and outcomes. TRC will deploy, configure and test EPPM Primavera P6 solutions on cloud platforms.

TRC utilise the latest and most appropriate technologies and standards to deploy robust EPPM Primavera P6 solutions:

- Cloud platforms – Oracle Cloud Infrastructure (OCI), Oracle Cloud (SaaS), Azure, AWS (Amazon) and private clouds such as LoadSpring

- Databases - Microsoft SQL Server and Oracle

- Solution architectures leveraging SOA, peer-to-peer, n-tier, database-centric, and many other models; REST and SOAP; ESB; various security frameworks

- Data migration – from legacy environments and supply chain systems

2.1.2.1   EPPM Primavera P6 Cloud Platform Build and Test Service

- TRC deploy / upgrade the EPPM Primavera P6 platform on your Cloud platform

- The deployment is tested following build / upgrade in line with an agreed test strategy (including performance and regression testing)

2.1.2.2   EPPM Primavera P6 Application Configuration and Test Service

- TRC will configure the EPPM Primavera P6 applications to meet the defined requirements / user stories

- Configurations are tested and multiple levels in line with an agreed test strategy (including non-functional, unit, system, integration and user acceptance testing)

2.1.2.3   EPPM Primavera P6 Data Migration Service

- A data migration strategy will be defined and agreed

- ETL tools will be configured to implement the data migration strategy and tested.

- Multiple data migration iterations will be performed and testing conducted to validate that the data has been correctly migrated

2.1.2.4   EPPM Primavera P6 Integration Services and Test Service

TRC will:

- configure the application Web Services and APIs with the EPPM Primavera P6 applications to meet the defined user story / requirement

- test the interfaces and the EPPM Primavera P6 configured application in line with an agreed test strategy

2.1.2.5   EPPM Primavera P6 Application Training Service

TRC will train users (Technical and Business) in the configured EPPM Primavera P6 applications. A formal training needs analysis will be performed as part of the service and training courses developed and delivered accordingly.

2.1.3   EPPM PRIMAVERA P6 APPLICATION SUPPORT SERVICE

Our established UK specialist application support desk has been providing support services for EPPM Primavera P6 solutions for over 15 years. Our support desk follows ITIL process and has been designed to follow on from the implementation of new products, significant upgrades or major configuration changes and works well within our existing clients. The support model follows 3 core stages:

- Service Design - Before the service starts the TRC Support Service Manager will work with the client's service management team to align the TRC application support model with the client's internal support processes. This will include the following:

  - Agreeing service scope and aligning core processes

  - Agreeing SLAs, OLAs and service reporting

  - Aligning security policies and training

  - Service desk configuration

  - Transition planning

- Service Operation - The support service operation covers the following core process and will normally be operational Monday to Friday 8am to 5pm excluding UK bank holidays but can be customised to client's requirements. Application patching and upgrading will be performed in agreed maintenance windows outside normal operation hours as required.

  - Incident Management

  - Problem Management

  - Service Requests

  - Change Management

  - Configuration Management

  - Service Management – including regular service report of performance against SLAs and OLA

  - Relationship Management

  - Vendor Software Licence procurement and renewal support

- Service Transition - TRC will provide transition support to the new provider as set out in the transition plan prior to the end of the service.

2.2   DELIVERY APPROACH

TRC's delivery framework process provides an overarching methodology for all TRC projects and sets rigorous quality standards for project delivery and client satisfaction. Within this framework TRC utilises a number of industry-leading methodologies (including Prince 2 for Project Governance, Agile methodologies for implementation project and ITIL processes for IT Service Management) and blends these together to provide a solution delivery methodology that is tailored to meet the needs of our client.

Our approaches are innovative and focused on timely delivery, risk mitigation and quality. They include combining the flexibility of agile development with project and quality management activities and the implementation of iterative delivery cycles.

All our projects have a quality plan that details how service quality will be delivered and measured. TRC's UK business is accredited to ISO9001:2015, ISO27001:2017 and Cyber Essentials Plus.

2.3   RESOURCE TYPES

TRC typically offers the following resource types under the EPPM Primavera P6 Consulting Services:

- Programme Manager
- Senior Business Consultant
- Project Manager
- Business Consultant
- Domain Expert
- EPPM Primavera P6 Manager
- EPPM Primavera P6 Solution Architect
- EPPM Primavera P6 Technical Lead
- EPPM Primavera P6 Analyst
- EPPM Primavera P6 Technician
- EPPM Primavera P6 Support Consultant
- Test Manager
- Tester
- Support Service Manager
- Customer Success Manager

3   ORDERING PROCESS

For each project we will create a specific Statement of Work (SoW) which will be signed off by both the client organisation and TRC. The SoW will include details of all scope, resources, deliverables, schedule and pricing terms for the project.

We will commence the engagement according to the schedule once we have a valid purchase order.

4   ON BOARDING AND OFF BOARDING SUPPORT

Our service includes provisions for both on boarding and off boarding.

TRC will appoint an Account Manager who will put in place and agree the appropriable on boarding plans prior to commencing the service:

- An Application Support Setup Plan will be established and agreed for new cloud services.

- A Transition Plan will be established to ensure a smooth service hand over for existing cloud services

- A Project Implementation Plan will be put in place and agreed for cloud product migrations, including configuration and testing services

- A training strategy is established for training services

Our Exit / Transition plan will also be established and agreed at the start of the engagement.

- For support services this will define the support provided to transition to another provider.

- For cloud product, migration, configuration, and testing services this will include the support for transitioning to on-going support.

5 COMMERCIALS

5.1 PRICING

Pricing for our EPPM Primavera P6 Consulting, Service Management, Implementation, Hosting and Integration Services can be found in our Pricing Document on the Digital Marketplace.

Daily rates for our EPPM Primavera P6 Consulting, Service Management, Implementation, Hosting and Integration Services can be found in our SFIA consulting services rate card on the Digital Marketplace.

Quotations against specific requirements or for specified packages of work can be provided on request. Fixed Price options are also available.

5.2 TERMS OF SERVICE

Terms and conditions for our consulting services can be found in our Consulting Services Agreement on the Digital Marketplace.

Our base service does not normally include service credits.

The termination for buyers and sellers is negotiable and dependent on service component purchased and the length of the contract.