Service Definition

Integrated Project Controls Consulting, Service Management, Implementation, Hosting and Integration Services

G-Cloud 14 Framework
Cloud Support

Document Reference: BD G14.L3.IPC.003

Version Number: 1.1

Date: May 2025

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1 OVERVIEW

1.1 OVERVIEW OF INTEGRATED PROJECT CONTROLS 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 Integrated Project Controls 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 Integrated Project Controls solutions.

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

- Technology Expertise – TRC has worked with most of the leading project controls vendors including Deltek PPM (Cobra, PM Compass, ProPricer, Replicon, Open Plan, Touchstone, Acumen Fuse, Risk and 360), the Oracle Construction and Engineering application suite (Primavera P6 EPPM, Oracle Primavera Cloud (OPC), Construction Intelligence Cloud, Primavera Unifier, Gateway, Primavera Risk Analysis, Aconex, Analytics), Hexagon EcoSys, Safran Risk, Contruent formerly ARES PRISM, InEight Model Suite (Integrated Project Controls Platform) and Microsoft Project/EPM

- 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 Integrated Project Controls solutions, including the infrastructure, network, technology, application and users.

- User Understanding – We understand why the leading Project Controls solutions are 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

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2 INTEGRATED PROJECT CONTROLS CONSULTING, SERVICE MANAGEMENT, IMPLEMENTATION, HOSTING AND INTEGRATION SERVICES

2.1 SERVICES WE OFFER

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

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

- Integrated Project Controls Cloud Strategy Service

- Integrated Project Controls Cloud Deployment

    o Integrated Project Controls Cloud Build

    o Integrated Project Controls Application Configuration

    o Data Migration

    o Integrated Project Controls Integration and Test Services

    o Training Service

- Integrated Project Controls Application Support

2.1.1 INTEGRATED PROJECT CONTROLS 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 Integrated Project Controls and support the development of a business case for a cloud, on-premise or managed service Integrated Project Controls platform.

- **Integrated Project Controls solution assessment –** Assess the current Integrated Project Controls platforms and provide guidance on cloud solution adoption strategy.

- **Integrated Project Controls cloud architectures –** Design Cloud Integrated Project Controls Platform architectures including advice on vendor licence procurement.

- **Integrated Project Controls 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 Integrated Project Controls applications 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.

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2.1.2   INTEGRATED PROJECT CONTROLS APPLICATION DEPLOYMENT

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

TRC utilise the latest and most appropriate technologies and standards to deploy robust Integrated Project Controls solutions:

- Integrated Project Controls applications including Deltek PPM (Cobra, PM Compass, ProPricer, Replicon, Open Plan, Touchstone, Acumen Fuse, Risk and 360), the Oracle Construction and Engineering application suite (Primavera P6 EPPM, Oracle Primavera Cloud (OPC), Construction Intelligence Cloud, Primavera Unifier, Gateway, Primavera Risk Analysis, Aconex, Analytics), Hexagon EcoSys, Safran Risk, Contruent (formerly ARES PRISM), InEight Model Suite (Integrated Project Controls Platform) and Microsoft Project/EPM

- 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

- Integration with other systems including SAP, Oracle ERP, Geospatial Information Systems (GIS) and Asset Management Systems (e.g. Maximo)

2.1.2.1   Integrated Project Controls Cloud Platform Build and Test Service

- TRC deploy / upgrade the Integrated Project Controls 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   Integrated Project Controls Application Configuration and Test Service

- TRC will configure the Integrated Project Controls 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   Integrated Project Controls 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   Integrated Project Controls Integration Services and Test Service

TRC will:

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- configure the application Web Services and APIs with the Integrated Project Controls applications to meet the defined user story / requirement

- test the interfaces and the Integrated Project Controls configured application in line with an agreed test strategy

2.1.2.5 Integrated Project Controls Application Training Service

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

2.1.3 INTEGRATED PROJECT CONTROLS APPLICATION SUPPORT SERVICE

Our established UK specialist application support desk has been providing support services for Integrated Project Controls 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.

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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 Integrated Project Controls Consulting Services:

- Programme Manager

- Senior Business Consultant

- Project Manager

- Business Consultant

- Domain Expert

- Integrated Project Controls Manager

- Integrated Project Controls Solution Architect

- Integrated Project Controls Technical Lead

- Integrated Project Controls Analyst

- Integrated Project Controls Technician

- Integrated Project Controls Support Consultant

- Test Manager

- Tester

- Support Service Manager

- Customer Success Manager

- Customer Success Analyst

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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 Integrated Project Controls Consulting, Service Management, Implementation, Hosting and Integration Services can be found in our Pricing Document on the Digital Marketplace.

Daily rates for our Integrated Project Controls Consulting 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.