



G-Cloud 15 | Lot 2b SaaS

Service definition: Merlin (strategic issue management service)

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1 Introduction to Merlin

Merlin provides technology support for tactical and strategic command during major operations or events, as well as business as usual.

It allows strategic decision makers to easily share critical information. Intra- and inter-organisational collaboration is improved through a shared information picture, helping decisions to be made and the outcomes disseminated more quickly and effectively.

Merlin is universally accessible, with web-based delivery, yet secure through role-based authentication ensuring only authorised users can access the system. Merlin is scalable and configurable to meet current and emerging needs and fully auditable, allowing post-issue analysis and reconstruction.

2 Overview of Merlin's capabilities

2.1 Key capabilities and benefits

Merlin has been developed in close collaboration with key stakeholders managing major operation and events so that it meets strategic and operational need by providing:

- Critical information easily shared within and between organisations including the ability to restrict confidential issues by user role.
- Robust, real-time information to enable informed decision making
- Intuitive and configurable user interface
- Integrated and interactive mapping function
- Embedded contingency planning
- Rapid and appropriate response and recovery
- Production of editable reports and link multimedia and documentation to issues.
- Fully accessible by desktop, tablet, and mobile device
- Full user account management capabilities
- Multi-lingual support capability available

Key elements of the Merlin's functionality are outlined further in this section.

2.2 Issue and information logging functionality

2.2.1 Main Merlin map view

The main Merlin user interface is based on an easy-to-navigate view of issues and logs. By default, the log list entries are sorted by their logged time and ordered from the most recent to earliest. The sort order of the entries can be changed by clicking on any header, corresponding to the fields above. Clicking on the same header will reverse the sort order.

Depending on a user's role, access to different features is granted. User management is controlled within Merlin, where system access can be created and revoked and roles assigned to each user.

2.2.2 Identifying new or updated information added by other users

To enable users to quickly ascertain when new information is entered into the system, information created or edited by other users of the system will be marked as unread and appear in bold. Selecting an issue will open an issue dialog displaying full details of the issue and mark it as read for that user only. As an alternative to opening individual issues, the user may select issues by a checkbox and can mark all unread issues as read with a single button.

2.2.3 Creating new entries

The Merlin user interface provides a button which the user clicks to begin the log or issue creation process. On clicking this button, a dialog appears which facilitates issue entry. Within this dialog, fields are available to be populated by the user, including description, detailed location information, communication updates and severity (RAG status) of an issue.

Merlin implements strategies to assist with user input and provide a level of data validation. Once the operator has finished entering all the relevant data, clicking the Save button will save the issue to the database. Once saved, the issue is automatically allocated a unique reference. It will then appear in the user interface of all users which have permission to view that type of issue.

Figure 2.1: Current issues and their statuses can be easily viewed and sorted through the main Merlin view

The screenshot displays the Merlin dashboard interface. At the top, there is a navigation bar with tabs for Dashboards, Map, Events, and Reports. A search bar with 'Enter ID' and an 'Open' button is present, along with a user profile 'GOC (admin)'. Below the navigation bar, the 'MERLIN' logo is visible. The main content area features a 'Create' section with '+ Issue' and '+ Log' buttons, and a 'Filter' section with checkboxes for 'Issues', 'Logs', and 'Impacts GOC', along with 'Advanced' and 'Reset' buttons. A 'Print' button with a 'Table' icon is also present. The central part of the dashboard is a table listing current issues. The table has columns for Id#, Updated, Type, Status, Severity, Title, and Lead Organisation. The issues listed include 'Major RTA George Square', 'Subsidence - Cumbernauld Road SB', 'Mains water leak St Vincent Street', 'TS Desk 15/5/18', 'Broken Down HGV on Erskine Bridge SB', 'Weekly Cycle Race - Clydeside Expressway', 'Police Log On', 'SPT Update 16/5/18', and 'RTA - M77 J5 - J6 Southbound'. At the bottom, there is a status bar with 'Very Busy', 'Busy', and 'Quiet' indicators, and an 'Edit Status Comment' button. The text 'Last Refresh : 18-May 09:24' is displayed in the bottom right corner.

Id#	Updated	Type	Status	Severity	Title	Lead Organisation
122	18 May 09:12	ISSUE	Open	H	Major RTA George Square	GOC
119	18 May 09:11	ISSUE	Open	L	Subsidence - Cumbernauld Road SB	GOC
128	18 May 09:24	ISSUE	Open	M	Mains water leak St Vincent Street	WKF
127	18 May 09:22	LOG			TS Desk 15/5/18	
123	18 May 09:21	ISSUE	Open	M	Broken Down HGV on Erskine Bridge SB	GSE
126	18 May 09:20	EVENT	Open		Weekly Cycle Race - Clydeside Expressway	
125	18 May 09:15	LOG			Police Log On	
124	18 May 09:15	LOG			SPT Update 16/5/18	
120	18 May 09:11	ISSUE	Open	L	RTA - M77 J5 - J6 Southbound	TRA

Last Refresh : 18-May 09:24

Very Busy Busy Quiet Edit Status Comment

2.2.4 Filtering information

Merlin implements a comprehensive filter mechanism, allowing users to tailor their view of data in the system. The sorting and filtering options used by each user are stored uniquely in the system. When a user logs in, the last sorting/filtering in use will be re-applied on log on. This ensures that a users' view of data in the system is maintained from session to session allowing them to quickly become productive as soon as they log in and facilitating consistent job monitoring and prioritisation of responses.

2.2.5 Editing issues

At any time, an issue can be edited by a suitably authorised user. This allows fields of the issue to be updated as the issue progresses. All updates to an issue are recorded in an audit trail. The audit trail includes the attributes modified, the user who modified them, and the date/time at which modification took place. All audit data is stored within the database and is accessible to suitably authorised users.

Each issue is allocated a lead organisation, and the issue lead can be easily transferred as the issue progresses. A grouping function is also provided to allow multiple issues to be grouped together for easy management. New groups can be created, and their members added and removed as required.

Figure 2.2: The issue screen allows the documenting of all aspects of an issue

Issue #22 raised by POL (British Transport Police), 22 Dec 16:47

Title *
Sinkhole on main road

Description *
Reports of a sinkhole having opened on main road

What happened? Who is involved? Why did it happen (if known)? What actions are being taken to address the problem?

Severity * H **Lead Organisation** HE, POL **Status *** Open

Impacted organisations * HE, POL **Impacted infrastructure ***

Date/time of occurrence * 14 Aug 15 12:30 **Actual end date/time**

Contact number

☒ Go to dashboard? ☐ Reportable?

Issue updates

Enter latest update ☐ End Of Day Summary ☐ Dashboard Update

Post update

Update history

POL (British Transport Police), 22 Dec 17:04 Issue update
Additional Police coverage will be provided for rush hour periods.

T M 22 Dec 16:56 Issue update
T M in control of the incident - other organisations on standby.

T M 22 Dec 16:54 Issue update
18th November
Eastbound Carriageway remains closed.

T M 22 Dec 16:54 Issue update
16th September:
Westbound Carriageway reopens
Eastbound Carriageway remains closed.
Contraflow in place

Cancel Display on map Change Lead Organisation Save updates Close issue

2.2.6 Mobile support

Merlin can be used on a mobile device through a compatible mobile web browser. Mobile users have access to similar features as that of desktop users, including the ability to create and manage all issues and run reports.

2.3 Mapping

The Merlin map is clear and interactive, providing the ability to pan and zoom to an area of interest. Project-specific GIS layers can be provided by clients to be incorporated into Merlin alongside the integrated base maps to provide additional context. These additional layers can be supplied as shapefiles and uploaded as part of the onboarding process.

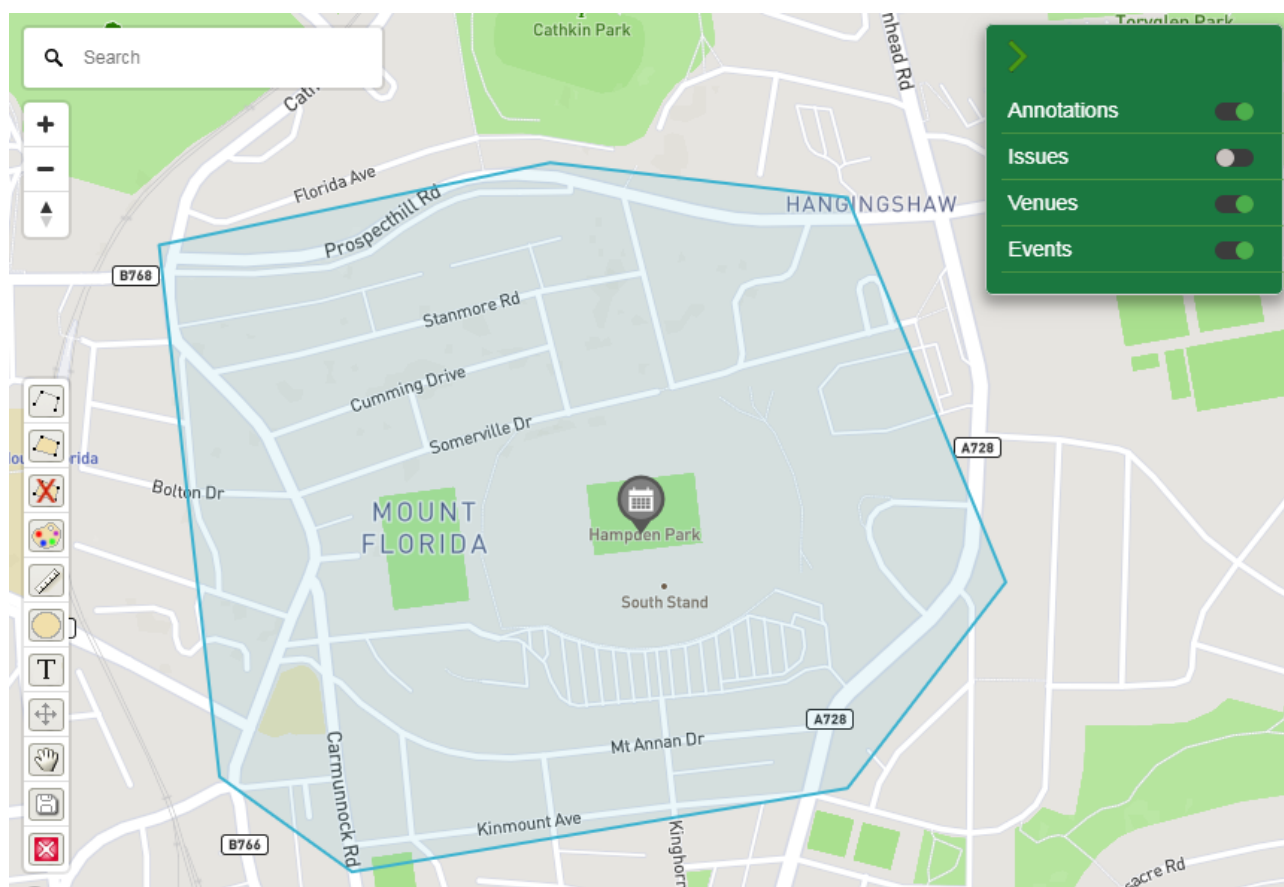
All issues can be located on the map, providing a spatial context. Each is denoted by icons, coloured according to the issue severity. Clicking on an icon will provide further details of the issue.

The map view can be used to understand where resources should be deployed, or to understand where a cluster of issues may combine to create a situation of more significance.

Users can annotate the map to support planning and collaboration. Annotations include coloured lines and polygons, as well as text. Annotations can be kept private to an organisation or can be shared across organisations for further collaborative planning.

The map can be viewed in tandem with the main Merlin screen on PCs with two or more monitors. It is also suitable for projection on a large screen, allowing it to be viewed by a larger audience or in operations rooms.

Figure 2.3: Mapping can be zoomed to provide an overview supporting geospatial analysis of the area of interest



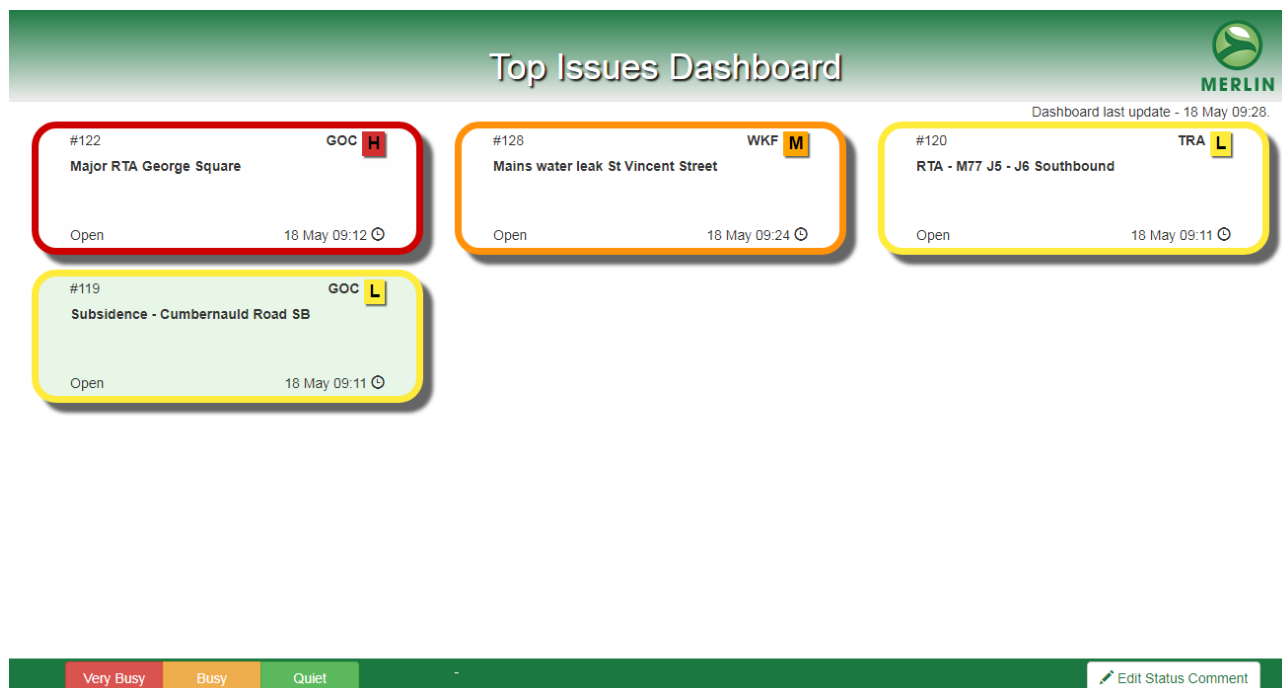
2.4 Dashboard

The Merlin dashboard provides a summarised view of open issues. This allows stakeholders to quickly gain an appreciation for the overall level and type of issues which are open. Such a dashboard can be used to make informed decisions regarding operational management such as resource deployment.

The dashboard opens in its own window and is suitable for projection on a large screen, allowing it to be easily viewed in an operations room.

The dashboard includes the ability to provide a historic view. By selecting a particular date and time, the dashboard display reverts to that shown at the specific point in time. This enables interrogation of previous circumstances, tracking evolution of a situation or identifying potential process improvements.

Figure 2.4: The dashboard provides an instant overview of all active issues and their criticality



2.5 Contingency plan storage and selection

Merlin can help users to select an appropriate stored contingency plan, based on the type of issue and configured to meet their organisation's processes.

During issue creation, the user can be guided through classification of the issue, including default severity. Once the type/class of the issue has been selected, the system can automatically propose the contingency plan to be followed.

2.6 Reports

Merlin supports the production of reports such as end-of-shift, situation reports and general status information. The system will automatically generate these reports, which can be further edited in standard desktop tools such as Microsoft Word and Excel. The system supports storage of generated reports and, if required, can be integrated with an off-the-shelf document management system, e.g. Microsoft SharePoint, to automatically store them externally from Merlin.

2.7 Ease of deployment

Out of the box, the system is fully functional, with only configuration changes required to tailor the system, for example to specify the organisations and users. Further, should tailoring be necessary, the system can easily be enhanced and tailored to meet further identified requirements.

3 Technical requirements

Merlin is cloud-hosted and so runs in a web browser. It will not require installation of any software on your PCs / laptops. Desktop access is compatible with all modern browsers, including Edge, Firefox, and Chrome. For mobile users, it is compatible with the Firefox and Chrome mobile web browsers. It has a small footprint, uses minimal bandwidth, and does not require browser plugins or add-ons.

4 Service support and hosting packages

4.1 Support

Our related cloud support services are defined in the following separate G-Cloud 15 service definitions:

- Lot 3 Cloud Support, Service definition: **Planning cloud services**
- Lot 3 Cloud Support, Service definition: **Deploying cloud services**
- Lot 3 Cloud Support, Service definition: **Supporting cloud services**
- Lot 3 Cloud Support, Service definition: **Securing cloud services**

4.2 Gold service support and hosting package

4.2.1 Support

Our support service includes:

- Telephone and email support
- Automated system operation checks
- Critical operating system updates

Response times for support requests are as follows:

Table 4.1: Gold support service response targets

Priority	Description	Response target	Resolution target
1	Critical loss of service	15 minutes	2 hours
2	Major loss of service	30 minutes	4 hours
3	Partial loss of service	2 hours	8 hours
4	Enquiry	24 hours	None

Our UK-based service desk is staffed by our Information Technology Infrastructure Library (ITIL)-certified team.

Support hours are 08:30-17:00 GMT, Monday to Friday, excluding public holidays. 24x7 support is available on request. Incident priority will be agreed between Mott MacDonald and the customer when the support request is made.

4.2.2 Hosting

The Gold hosting package provides support for up to 50 concurrent users. It includes a cloud-hosted high availability set of virtual machines, web application firewalls load balancers. This solution provides the highest availability and resilience and protects against DDoS attacks. We provide a 99.9% network uptime guarantee, with 2TB bandwidth per month. 250GB of cloud storage is provided, with a further 250GB of backup space available.

4.3 Silver service support and hosting package

4.3.1 Support

The support service includes:

- Telephone and email support
- Automated system operation checks
- Critical operating system updates

Response times for support requests are as follows:

Table 4.2: Silver support service response targets

Priority	Description	Response target	Resolution target
1	Critical loss of service	30 minutes	4 hours
2	Major loss of service	1 hour	8 hours
3	Partial loss of service	2 hours	16 hours
4	Enquiry	24 hours	None

Support hours are 08:30-17:00 GMT, Monday to Friday, excluding public holidays. 24x7 support is available on request. Incident priority will be agreed between Mott MacDonald and the customer when the support request is made.

4.3.2 Hosting

The Silver hosting package provides support for up to 30 concurrent users. It includes a cloud-hosted high availability virtual machine and web application firewall. We provide a 99.9% network uptime guarantee, with 2TB bandwidth per month. 250GB of storage is provided, with a further 250GB of backup space available.

4.4 Bronze service support and hosting package

4.4.1 Support

The support service includes:

- Telephone and email support
- Automated system operation checks
- Critical operating system updates

Response times for support requests are as follows:

Table 4.3: Bronze support service response targets

Priority	Description	Response target	Resolution target
1	Critical loss of service	30 minutes	8 hours
2	Major loss of service	1 hour	16 hours
3	Partial loss of service	2 hours	32 hours
4	Enquiry	24 hours	None

Support hours are 08:30-17:00 GMT, Monday to Friday, excluding public holidays. 24x7 support is available on request. Incident priority will be agreed between Mott MacDonald and the customer when the support request is made.

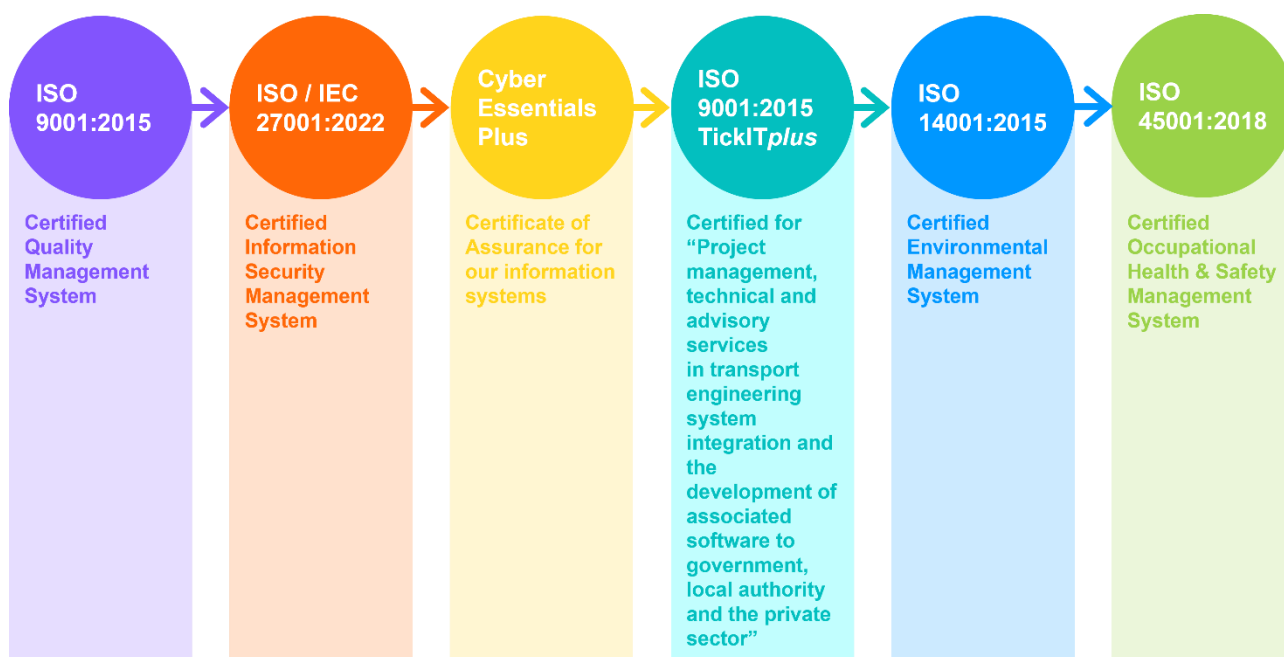
4.4.2 Hosting

The Bronze hosting package provides support for up to 15 concurrent users. It includes a cloud-hosted high availability virtual machine and web application firewall. We provide a 99.9% network uptime guarantee, with 2TB bandwidth per month. 250GB of storage is provided.

5 Initial service setup

5.1 Project management

Mott MacDonald's project management processes and tools are aligned with the international project management standard, PRINCE2. The Mott MacDonald integrated Business Management System (BMS) provides a flexible framework for project delivery, which can be tailored to allow us to align our delivery processes with methodologies of the customer. Our BMS framework satisfies the following standards:



A fixed price charge applies to cover provision of project management for a standard delivery of Merlin.

5.2 Implementation consultancy

The initial implementation consultancy task includes a requirements gathering exercise, to confirm the precise Merlin configuration. The output from this exercise will be captured in a requirements specification to be approved by the customer.

Should additional requirements be identified further to the standard Merlin software, costs for software modifications can be provided, based on Mott MacDonald's G-Cloud standard rates.

5.3 Onboarding

A fixed price charge applies to service set-up, configuration, and commissioning of the standard Merlin system to the configuration identified during implementation consultancy.

5.4 Hosting and support setup

An initial one-off cost is payable for support and hosting setup, in line with the chosen support and hosting package.

6 Onboarding / offboarding process

6.1 Onboarding process

Following agreement of contract, the following onboarding process will be undertaken:

- Initiation of project management methodology
- Clarification session on configuration requirements
- Templates provided for customer data inputs, such as user accounts, organisation names and map data
- Hosting setup and configuration
- Service configuration and commissioning
- Support setup

6.2 Offboarding process

As part of the offboarding process, Mott MacDonald will provide the customer with an extract of all customer data stored in Merlin. This will be provided in Comma Separated Value (CSV) files. All hosted data will then be securely deleted from the hosting platform prior to decommissioning of the service.

7 Training

7.1 User training

User training can be provided in the form of classroom-based, hands-on training. This is usually provided as a half-day session at the customer's premises.

During the training, users are provided with instruction in using all aspects of the system as an end-user. Attendees are also provided with electronic course materials.

User training is priced as a unit of five attendees. Maximum course size is 20 attendees.

7.2 Train-the-trainer training

Train-the-trainer training can be provided in the form of classroom-based, hands-on training. This is provided as a full-day session at the customer's premises.

During the training, trainers are provided with instruction as an end-user, as well as in the underlying system principles, allowing them to confidently provide training and guidance to the other users. Attendees are provided with electronic course materials.

Train-the-trainer training is priced as a unit of five attendees. Maximum course size is 10 attendees.

8 Ordering and invoicing process

Following order placement, Mott MacDonald will invoice for onboarding, project management and implementation consultancy services, and for one quarters' service provision. Thereafter, service provision will be invoiced quarterly in advance. Invoice terms are 30 days from date of invoice. Non-payment within this timescale may result in suspension of the service.

9 Termination terms

As per conditions of contract.

10 Our approach

Whether you are inspecting bridges, planning new road junctions, creating a school performance dashboard, or analysing health patterns, at Mott MacDonald, we know that the right technology, delivered well, makes a difference to our customers. We deliver realistic real-world solutions enabling you to deliver essential information whenever and wherever you need.

Phrases such as big data, cloud computing and the internet of things are used often without a second thought across industry, but what do they mean and how do you make best use of them for your project? We will help **steer you through the hype to what is important and deliver it right first time.**

Ease-of-use, reliability, information security and availability apply across all software projects no matter the sector or industry. We can help **unpick the problem you are really trying to solve, then deliver an effective solution.**

Being technology agnostic, we are free to recommend the right tools for the job and pride ourselves in blending the best off-the-shelf tools with bespoke elements to create the right solution for you.

Backed by a global company of 20,000 staff across 140 countries, our dynamic, forward-looking team of professional technologists has the knowledge, capability, and dedication to make your cloud technology project a success, and we have the track record to prove it.

Some key facts about Mott MacDonald...



A few of our current customers' thoughts...



I wouldn't have trusted any of the other suppliers to deliver this project

National Highways

We have been kept informed of progress along the way and had absolute faith that works would be delivered to the highest possible standard to the requirements set out

Norfolk County Council

Mott MacDonald have shown the upmost professionalism and a collaborative approach, adjusting rapidly and seamlessly to changing requirements

Defra

11 Why choose Mott MacDonald

Our purpose is to improve society by considering social outcomes in everything we do, relentlessly focusing on excellence and digital innovation, transforming our clients' businesses, our communities and employee opportunities.

This is how

We're aware of the lasting, potentially far-reaching impacts of the work we do. As a matter of principle, nobody should be disadvantaged. We know from experience that inclusive projects deliver the best results for everyone, our clients too. That is why social outcomes – accessibility, inclusion, empowerment, resilience, and wellbeing – are at the heart of our purpose.

To maximise benefit for all and protect against harm we're alert to connections, dependencies and influences between projects and the world around them – infrastructure, services, the natural environment, businesses, and people.

In harness with our colleagues' deep subject knowledge and technical excellence, our digital skillset helps us, our clients, and partners to address old challenges better and solve new ones – seeing problems and possibilities more clearly, and being more agile, efficient, and effective.

Improvement is front and centre of what we offer as we work with you towards a more inclusive and resilient society that allows people to live well in a healthy environment, enabled by economic development, vibrant businesses, and fair return on investment.

Advice that adds advantage

Projects to improve health, education, and life chances, and to recover from natural disasters, are all in our portfolio. But the potential for contributing to better social outcomes extends far wider.

With you, we're focused on combating the causes and effects of climate change, managing the coronavirus pandemic, seizing opportunities in digital transformation, and creating and caring for the infrastructure society depends on.

Working with us, you have access to the vast knowledge of internationally recognised engineers, project and programme managers, environmentalists, planners, economists, data scientists, app developers, modellers, social scientists, project finance advisors and more.

We're joined-up across sectors and geographies. Whatever your needs and wherever you are in the world, we will align the right combination of subject and digital expertise to meet your ambitions.

Doing what's right

We're the largest employee-owned firm of our kind. There are no external shareholder priorities to influence our decision making. We can choose the work we take on and focus on the issues that are important to you – and us.

We insist on the highest standards of integrity. We were the first consultancy firm to be certified to BS 10500, now ISO 37001, the international anti-bribery management standard. This assurance of fairness, openness and honesty applies to all our employees, subconsultants and suppliers everywhere we work.

Excellence at your service

Our people stay with us. Stronger retention gives depth of experience, skills, and knowledge. Our ownership model empowers us to invest in the core ingredients of excellence: excellent people supported by industry-leading systems and technology.

Digitalisation has dissolved physical boundaries, enabling us to create networks and virtual teams worldwide. These enable us to provide expertise, share knowledge, spread best practice, collaborate, problem solve and communicate – with the aim of bringing all project stakeholders greater benefits, sooner.

