StatMap

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eVO™

GMS

Enterprise web-based Gazetteer Management System (GMS) for LLPG and LSG management

Service Definition Document

StatMap's eVO is a single enterprise techhnology platform for intranet and internet GIS, spatial analysis, data management, data creation, routing, editing, addressing, mapping, and INSPIRE services.

Crown Commercial Service *Supplier*

1. Introduction

This document provides details of the Service Definition for the SaaS which is provided by StatMap Ltd and made available for procurement by for public and private sector organisations via Lot 2a of the G-Cloud 15 procurement framework.

eVO technology platform

eVO Gazetteer Management System (eVO GMS) is a complete 'out-of-the-box' enterprise internet browser client application - and part of the eVO technology platform.

eVO applications are built specifically to provide the most cutting-edge, integrated and seamless workflow-based experience, so meeting effortlessly the objectives of gazetteer custodians – for both property addressing (LLPG) and street gazetteers (LSG) – in meeting the evolving requirements of BS7666.

eVO GMS is the most advanced and capable internet browser client GMS application available (as well as being the only internet GMS available), providing a full end-to-end service - requiring no extra software licences or third-party applications. Everything is provided out-of-the-box.

The platform enables for unlimited BLPUs and Streets to be maintained over unlimited geographic areas, providing a single limitlessly scalable Gazetteer Management System for managing both the LLPG and the LSG (at Level 1 or Level 3 + ASD).

It is possible for client authorities to migrate / upgrade from Level 1 to Level 3 Street Gazetteer management within the duration of the contract.

As it is out-of-the-box, eVO GMS requires no additional GIS licences or third-party applications. And this goes for all eVO technology platform applications: it is a complete technology solution.

Being that it is part of StatMap's eVO technology platform, StatMap controls all parts of the architecture of the system – enabling us to deliver precisely what our customers need and when they need it. As everything is fully integrated, for one simple fee you get everything you could possibly require.

As part of the fully managed and maintained stack of Ordnance Survey (OS) map products, clients are also provided with a full UK-wide maintained and up-to-date supply of OS MasterMap data.

Therefore, clients avoid the overhead of maintaining their own base mapping data, and are assured that they're always working with the most current releases for all OS based products.

If hosting on their own network, clients can benefit from StatMap's unique system of pushing the newest OS MasterMap versions from our central server to our client's servers. The entire process is fully automated and transparent to the end user.

Service Features and Summary

eVO GMS (LLPG /LSG) is built upon the eVO technology platform. It is used within the UK public sector and provides a centralised, compliant, powerful, and easy-to-use means of managing all your organisation's addressing for both properties and streets. It acts as the central core application keeping business systems across your organisation integrated with the single address source – and provides a means of updating and geocoding all other internal gazetteers used by your organisation.

- Create, maintain and manage both LLPG and LSG at Level 3 (including Additional Street Data);
- Powerful and unlimited geocoding to validate, cleanse, match disparate datasets;
- Fully BS7666 compliant gazetteer management system;
- Fully integrated with the GeoPlace Portal for daily updates to the national address gazetteer – via automated DTF 7.3.3.1 updates (and any successor versions);
- DTF 7.3 v3.1 and 8.1 bulk imports and extracts – scheduled and ad-hoc;
- Multiple scheduled Full and Change Only Update threads for multiple system integrations;
- Integrated and powerful web-based GIS (part of eVO technology platform) included;
- Fully managed OS PSGA mapping data stack (including OS AddressBase Great Britain-wide coverage);
- JSON / GeoJSON APIs for integrating eVO GMS with CRM and CMS;
- GMS Splitter – provides new authorities (created as part of LGR) with the ability to schedule exports which provide separate CoU DTF 7.3.3.1 extracts defined by the geographical extent. This feature enables newly merged authorities (new unitary authorities) to continue providing CoU updates to legacy systems which are used to administrate services within the former constituent authorities (e.g. Planning and Building Control systems).
- Can be used as standalone enterprise GMS for one or more authorities.

API integration – LLPG / LSG searching within Third Party applications

JavaScript APIs available for integrating all web-based systems, such as CMS and CRM applications with the live eVO GMS GMS gazetteer, so ensuring that customer and public-facing systems are all referencing the live central gazetteer; so ensuring that all data across the organisation are using the 'single point of truth'.

Browser Clients

eVO GMS provides all of the tools you need for maintaining and managing your gazetteer from an internet browser client.

It is full of powerful features which are a direct like-for-like replacement for the leading specialist gazetteer software applications on the market. It is simple to import and export data into and out of the system in various formats, including DTF 7.3.3.1, 8.1, and all subsequent release standards mandated by GeoPlace.

Mapping and GIS

All eVO technology platform applications have StatMap's Earthlight GIS mapping capabilities in-built. Because eVO GMS is built on StatMap's eVO technology platform, you can be sure that you're getting the most powerful and capable enterprise web-based GIS technology underpinning eVO GMS, therefore you will always have the most advanced spatial and mapping capabilities included – via the internet browser client - which one would normally expect only to find in desktop-based systems. However, despite its powerful capabilities, the eVO technology platform provides eVO GMS with tools which are very easy to use for creating, editing and maintaining LSG and LLPG geometries.

As such, it is easy to manage all Local Street Gazetteer elements, linear street features, and Associated Street Data (ASD).

OS PSGA Managed Mapping Data and Addressing (Gazetteers)

PSGA customers receive a complementary fully managed Ordnance Survey mapping service, featuring a complete coverage of all PSGA mapping datasets (MasterMap, Local Map Vector, 1:25,000, etc.) and the UK-wide AddressBase Premium service. These mapping and addressing services are also provided as stand-alone services via the G-Cloud 14 Framework.

Full map printing based upon eVO defined and maintained map print templates, etc.

Features

eVO GMS has a very rich set of features which enable it to be a like-for-like replacement for even the most sophisticated Gazetteer Management Systems currently on the market. Functionality is accessed via powerful but easy-to-use wizards and tools which encapsulate rich and sophisticated flows beneath the hood.

Importing and Exporting

eVO GMS makes getting data into and out of it a simple and straight forward process.
Wizard controls are available for importing and exporting your LLPG and LSG data (in DTF 7.3 v3.1, DTF 7.3 v2.1 or DTF 8.1) as either Full or Change Only Updates, all via the internet browser client tools.

Extending Workflows for Default Attribution

To enable rich embellishment of the gazetteer, eVO GMS includes the ability for your organisation to automate workflows to achieve the completion of data and fields for gazetteer elements. These workflows are entirely configurable by the system administrator.

An example might be where the user wishes to automatically assign Associated Street Data (LSG) for particular street types – e.g. weight limits, road surface, ownership, etc.

The workflows are very flexible and enable a wide range of changes to be applied.

Spatial Data Integration

ETL (Extraction Transformation Loading) server-side software – DataPump ETL – is supplied with all eVO applications, so ensuring that all external data sources – provided by external bodies - can be consumed by the eVO mapping engine (e.g. Flood Zones from the Environment Agency, Listed Buildings from Historic England, etc.) in various formats – e.g. WFS, Shapefile, etc.

LLPG and LSG data can be exposed as OGC-compliant Web Feature Services (WFS), and consumed by third-party applications – such as corporate GIS (including ESRI, QGIS, etc.) – as live feeds.

The LLPG and LSG can be exported on a scheduled basis in various geographic formats, including ESRI Shapefile, Geopackage (.gpkg), MapInfo .TAB, .csv with WKT geometry.

Reporting and Management Dashboards

- Full Management reports are generated from eVO to enable statutory returns;
- Live Management Dashboards enable service managers to keep a close control upon case allocations and the progress of those cases through their life-cycle; putting service managers in total control for reallocating and assessing officer workloads and deadlines which are looming.

Total control via the Internet Browser Client

There is no need to have clunky administrator consoles installed on servers and devices – as administrators and those with higher permissions can configure everything via the powerful administration tools integrated into the internet browser client interface.

Unlimited Roles and Functionality

eVO provides multiple levels of user capabilities which provides the System Administrator(s) with complete control over the system, and the ability to deploy user capabilities – via user groups – to as many users as required by the organisation.

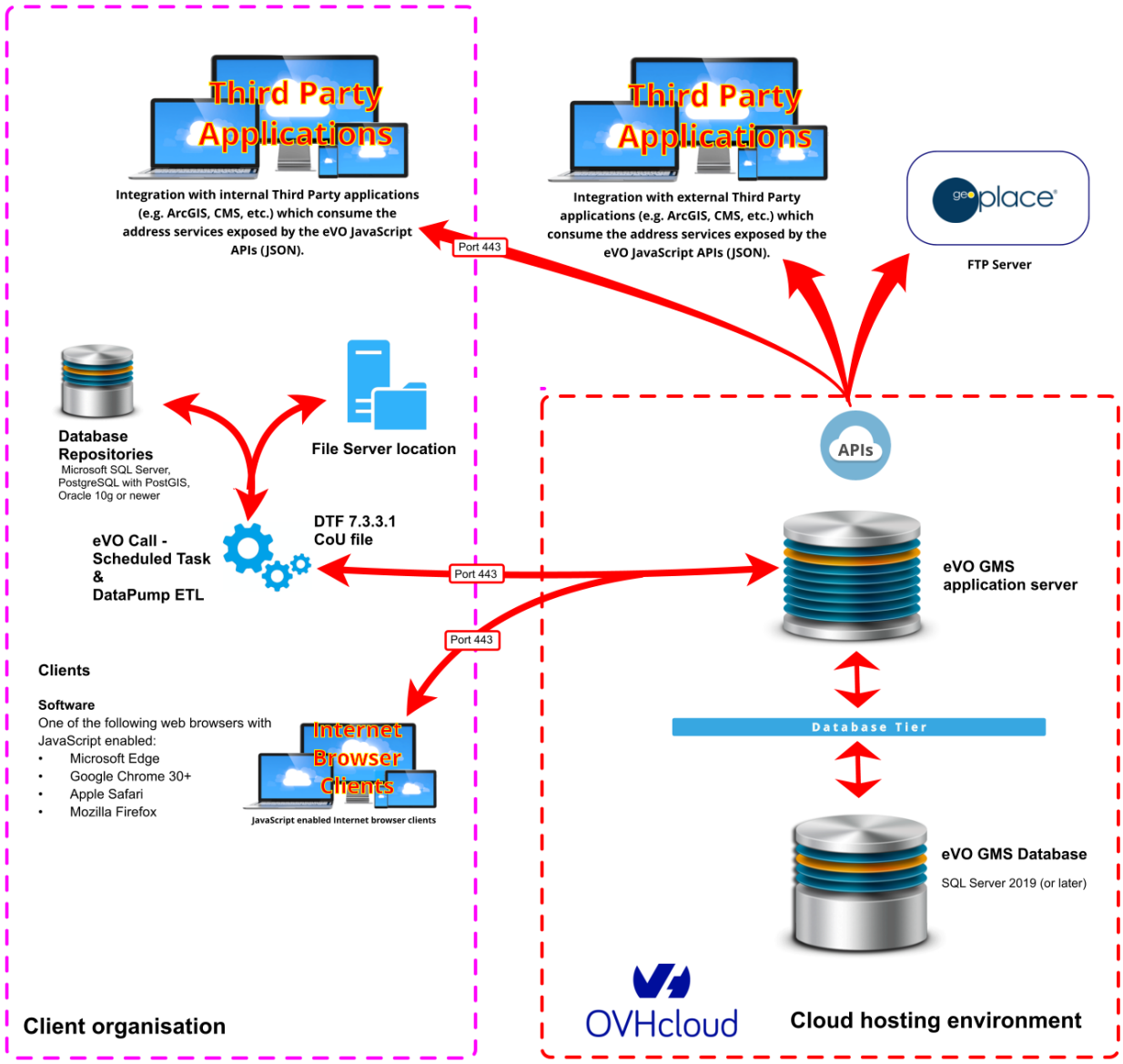
Single Sign-On (SSO)

eVO GMS can be integrated with an authority's Azure Active Directory / Entra ID Identity Provider.

This ensures that users can use their corporate user credentials to log into the system, and avoids the need to maintain separate user credentials.

A high-level view of the architecture of eVO GMS is shown below on the StatMap UK Cloud hosting data centres.

Note: MS SQL Server is the central spatial database for all eVO technology platform applications – including eVO GMS.



2. Hosting assurance

OVHcloud UK Data Centre (located in Erith, Kent) is the default physical hosting data centre for all of StatMap's Cloud SaaS applications.

Both offer a fully comprehensive and award-winning regime of protection for critical infrastructure, ensuring that all of our SaaS offerings offer high availability and high resilience.
The performance metrics of both OVHcloud is published widely, including 99.95 percent availability and 24/7 tech support and health monitoring.

Server specifications

Single tenancy server hosting instance:

- 16 GB memory
- 8 cores
- 200 GB of storage [C: 100GB (including 10GB of Spatial Data Repository storage and D: 100 GB) – the D:\ drive is a temporary drive].
- 64-bit platform
- I/O Performance: standard
- 1 TB monthly bandwidth usage.

We offer additional processing power, high-availability and resilience options. This allows deployment of multiple eVO application instances, accompanied by software load balancers and other services to ensure that the service can better withstand periods of high activity and/or the failure of one node. These are available by buying one or more units of Additional Cloud Compute Capacity, depending on the configuration you need.

Persistent storage can be expanded for customers by attaching additional drives at a price of £150 per annum for 50GB (equivalent to £3 per GB per annum, or £12.50 per 50GB per month).

Failover Security

- There are standby and global fail-over options, hot and cold standby models as well as rolling reboot capabilities that work out of the box.
- While this may not be something that is a daily issue to a business, it is definitely something that you can confidently know is happening in the background.
- Both OVHcloud and Azure offer continuous security-health monitoring.
- Both OVHcloud and Azure a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP, SOC 1 and SOC 2.
- All data traffic is served between server and client (and vice-versa) entirely encrypted using the SHA2.0 protocol.
- The hosting server infrastructure is built to adhere to the TIA-942 Tier 3 level secure data centre, utilising proven industry standards throughout.

3. Data and Transactions

3.1 Control of data access

Control of access to data within an organisation is achieved through a rich set of functionality available to the organisation's administrator / lead user.

3.2 Limitation-free Access and Transactions

With our unlimited user business model, there are no restrictions upon numbers of users able to access the system and its full functionality. EVO GMS applications are simple to implement and simple to use; rendering them suitable for use throughout an organisation, without the need for local installations of client software, and which can be simply scaled by an administrator – without I.T. involvement.

EVO GMS case management applications (part of the eVO technology platform) do not increase in price with increased usage. Usage is unlimited for clients – as is the number of users. We won't penalise clients for making their services a success!

4. Product Upgrade Cycles

StatMap undertake a constantly eVOlving software development programme – meaning that EVO GMS upgrades are provided in response to statutory upgrades and requests made by our user base. Changes made in response to Statutory requirements are issued as part of the standard six-monthly upgrade cycles, unless required beforehand (i.e. shorter timescales for implementation apply).

All existing clients are entitled to all upgrades in accordance with their subscriptions. This is a smooth and painless process, with simple 'stop and restart' of all services to allow the new service to be made 'LIVE' to all users within an organisation.

5. On-boarding and Off-boarding

5.1 On-boarding

StatMap will create a new service which is specific to the client organisation and isolated from services of other client organisations.

To commence the service, StatMap will need to be in receipt of a purchase order or direct payment from the client organisation. Normal payment terms apply, whereby payment should be made within 15 days of receipt of the invoice from StatMap. Prior to any of the standard On-boarding services being provided, a G-Cloud Order Form will need to be completed and signed by both parties.

As a standard part of the contract, StatMap provide an on-boarding process, including data migration, project management, consultancy and training. This is provided as a standard part of the annual licencing and maintenance contract.

StatMap will provide a full data migration process from the following gazetteer management systems and applications from the following companies:

- GGP (LLPG & LSG);
- IDOX (iSymphony Suite / Aligned Assets, Acolaid and Uniform);
- Northgate (BS7666).

For case management systems from other suppliers, please contact us and we will arrange the necessary migration details with that supplier.

In summary, the following services are provided as part of the annual licencing and maintenance contract:

- System Administrator access to your pre-configured environment.
- Access to a sand pit environment for up to 28 days, usually within five working days of placing the Order.
- Configuration services.
- Customisation of Screens.
- Data migration from existing system.
- Training services.

5.1.1 Administration of the client services

In order to set up the operational environment in terms of defining roles, groups and users, StatMap can either:

i) Provide a basic structure for a 'generic' organisation, which the user can further configure and develop as they see fit.
ii) An administrator will be appointed by the client site, who will grant permissions and set up user groups, etc. Full support will be offered to any client wishing to set these up in terms of support services, documentation, and training videos (Note: more detailed training services are available from StatMap – whose prices are available in the pricing document).
iii) Full styling and branding of the service user interface can be applied at will by the relevant system administrator(s).

5.1.2 Data sharing – view and edit permissions

It is up to the individual client organisation to determine which users admitted to each case management system. This is easily achieved using EVO GMS's integrated powerful, yet easy to use, finely grained data access and role setting tools.

5.1.3 Data Standards

For new clients, StatMap will provide means of importing data onto the hosted server via importation tools provided through the Earthlight client interface. This will enable all data, document data (e.g. plans, forms, etc.) in image and PDF formats (for migrating to EVO GMS's DMS), and spatial data provided in the following formats to be uploaded to the database:

i) ESRI Shapefile;
ii) MapInfo mid/mif;
iii) MapInfo tab;
iv) Comma Separated Values (.csv).
v) SQL Server spatial;
vi) Oracle SDO geometry.

If the client is an existing client of StatMap and wishes to migrate their self-hosted version of Earthlight to the Cloud, StatMap will manage this transition process as part of the contract.

5.1.4 Data Importation

A step-by-step process will be employed for all clients (which can be altered to provide a more tailored and customer-led approach, if desired):

Step 1: Review any existing data deployment and replicate an effective structure on the StatMap hosting environment;

Step 2: Client testing – the client will be able to test their in-place processes within the hosted Earthlight software;

Step 3: The client can then upload their data using the Earthlight upload tools;

Step 4: It is up to the client when they wish to go 'Live' with the software throughout their organisation. Constant support will be offered throughout the process.

5.1.5 Styling and layer configuration

StatMap will provide a full library of styles for users to use as a base, and will supply base styling schema for users of standard base vector data. Assistance with styling and configuration of layers and data will be provided as part of the service contract.

5.1.6 Training

System user / administration documentation and on-line support in the use of the software will be supplied. As StatMap understands that clients will require different types of training and instruction, based upon their individual circumstance, we will tailor any training to your individual requirements – based upon user scenarios and actual sample client data.

Additional Training provided in addition to the standard System Administrator training is charged on a day rate, will allow up to 8 participants to attend – and will be provided at the client's offices. Details of pricing for training and any associated consultancy are contained within our pricing documentation for this service.

5.1.7 Service development

StatMap base our service development entirely upon our clients' business needs and seek continual requests for development of features and functionality. We discuss the forthcoming development roadmap during our annual national user conferences. We accept suggestions and requests via our technical Support Centre, where issues, requests and questions are submitted to the StatMap development teams.

5.2 Off-boarding

For the cancellation of a service, StatMap require a one month notice period (which will be chargeable to the client under the normal pricing and payment structure). The cancellation must take the form of a formal notification, delivered via e-mail to our main support e-mail address.
EVO GMS provides the ability to extract your business data from the hosted service, so you will be able to migrate the data from the EVO GMS application platform easily.

5.2.1 Steps for off-boarding client data

In the event of a contract simply expiring, unless otherwise renewed within 7 working days of the date of expiry (and outstanding fees due to StatMap for the service hosting of those 7 working days settled in full), StatMap undertake to:

1. Withdraw all client access to StatMap's SaaS facility for all StatMap products.
2. Copy and place all client data onto a full database schema file (in the form of a SQL file), incorporating spatial data in Well Known Text (WKT) and Well Known Binary (WKB) formats. That data can then be uploaded onto any separate database of the client's choice.
3. All data will be additionally copied to ESRI Shapefiles (where the file format restrictions permit).
4. If requested, StatMap will also supply data in the form of text files, using WKT format for representation of the geometry / geography field.
5. All data will be sent to the client on encrypted media.

Once the client is satisfied that all data has been adequately returned and that it has been safely uploaded onto alternative storage locations, the client will inform StatMap that they are in agreement to have all data relating to their organisation removed in its entirety from the hosted server – thus protecting the business interests of the client.

Time limits will be in place, and if the former client does not communicate to StatMap within an agreed period, the data will be removed after copies have been taken and sent to the former client. If notice of more than one month is provided in advance, an alternative process – and one more suited to the client's needs – can be negotiated and agreed with StatMap.

6. Technical Requirements

The only technical requirements that clients must adhere to is to connect to the service via a Broadband connection, and that the user must meet the minimum modern browser requirements:

- Microsoft Edge
- Mozilla Firefox 30+
- Google Chrome 28+
- Apple Safari
- Opera

7. Monitoring of Service use in real time

Client administrators can monitor to see who is using the service at any particular time. Full and live logging information is available through the EVO GMS client interface controls to those with appropriate permissions (granted by the client administrator), providing data upon use of the service (and individual elements of functionality) by individual users, layer modification history and use of map projects. Information as to who is logged into the system is also available at the click of a button.

Appendix A – Service Functionality and Applications

Total Control: Tools and Data

The close granularity of control for users throughout the organisation enables instantaneous scalable access to all levels of geospatial functionality to be granted to any individual user or user groups using the unique architecture characteristics of StatMap software, gives unprecedentedly simple means of controlling the enterprise-wide application.

Everything, Everywhere

As a result, a user or administrator can log in anywhere without the need for any desktop, tablet or mobile installations and still experience fully enabled and extremely feature rich applications incorporating all of the associated capabilities of a fully featured and optimised enterprise case management system.

Full and complex data editing capability is provided as part of the StatMap server capability because of the extensive bespoke ground-breaking development of our software. As a cutting edge software house, our software capability leads the field: we do not rely upon repackaging readily available open source components, as other providers do: none of which are sufficiently developed to enable full data editing capability.

StatMap understand that web-technology is as much about data as it is about the tools, so we ensure that our systems are continually at the cutting edge of data interoperability, enabling spatial and business data to be consumed from every available source; both locally and globally, across local and remote networks.

Data Security and Access Control

Like access to functionality, security and access to data is managed by the client's system administrator using close granularity tools which enable you to set who will have access to which data – providing assurance and confidence that your data is properly managed and protected.
Full control over who accesses your business data is provided to client organisations. Simple, powerful and configurable controls enable users to define a totally secure data management / access environment.

Reporting

Detailed and focused business reports are generated instantly to various formats, such as MS Word or Excel, for publishing as you wish.

Reports are easily tailored – using EVO GMS embedded tools - to suit the business requirements of an individual specialist or professional sector teams or entire companies. Limitless numbers of reusable templates can be created to provide ever increasing levels of sophistication and focus to provide for very specific and specialised business reporting needs.

A diversity of needs can be met, including reporting on documentation catalogues for existing technical reports relating to particular sites / locations / or regions – providing instant reporting output to summarise information catalogues. For example, a planning or engineering consultancy may wish to summarise historic reports previously undertaken in local areas close to a new site, which may contain information which is pertinent to their client: resulting in efficiency and timely retrieval of data which can be crucial in successful tendering for client business.

Software as a Service (SaaS)

StatMap offer hosted geospatial services enabling unlimited access to hosted Cloud versions of the products on the eVO technology platform.

Users in the field of location intelligence have acknowledged the value of Cloud computing, and SaaS only changes the way solutions are delivered, not by or for whom they are used.
SaaS provides the following:

- overcomes traditional drawbacks of obsolete data, inefficient workflows and costly solutions – and it removes overheads which bog down already overburdened I.T. resources and management.
- offers speed, flexibility and scalability – and enables faster agile development to software in its remotely hosted environment, delivering upgrades and development of new features in a timely and efficient manner: remembering that all specialised development to meet client need is delivered as a standard part of the annual maintenance and support contract.
- no capital expenditure is required for hardware or long-term licence purchases required: services are purchased over the short / medium term.
- enable case management system access to be delivered to an unlimited number of users without affecting internal server / network speeds. It foregoes the need for users to be able to access the same local network in order to collaborate, share data, projects and analytical tools, meaning that individuals and teams can work together despite being in different geographical locations; including different parts of the world.

Reliable

The proven SaaS model is increasingly popular and is a method of service delivery which has proven to be reliable. We have hosted our services on leading hosting infrastructure, demonstrating that we've made systems reliability and data security our primary hosting priorities.

We ensure all hosting environments are able to meet our current and future needs. Knowing the scalability and performance requirements of our own software so intimately, you can rest assured that we'll provide the absolute optimum hosting environment for your business critical geospatial applications and data.

Secure

Strict rules for service providers mean that data and system security employed on StatMap SaaS hosting servers frequently demonstrate a higher degree of integrity than locally hosted solutions within client networks.

Entirely secure SSL protocols enable StatMap to guarantee the efficacy of your data, combined with secure portals, multiple firewalls, 24 hour physical security, and will mean that any concerns which clients may have about externally hosting software and data can be entirely ameliorated.

Seamless transition

StatMap's ever growing success in the provision of locational intelligence software and rapidly eVOlving these to meet ever growing and changing customer requirements means that you are assured our SaaS technology will be able to meet and exceed even your highest expectations.

There is no requirement to upgrade server hardware to handle upgraded and new software platforms, as StatMap's hosting services manage the hardware on your behalf, ensuring that services are delivered on a seamless basis – removing any concerns which the organisation may have with keeping expensive hardware up-to-date.

Business continuity

The mission critical nature of EVO GMS and associated eVO technology platform applications to many organisations and their business means that it is essential that service provision is not interrupted. By shifting the burden of successful program deployment and management to StatMap, we're able to provide you with more secure environments, improved privacy safeguards and built-in redundancies which exceed client expectations.