



StatMap

Advanced. Reliable. Simple.
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eVO™

Traffic Regulation Orders (TRO) / Traffic Management Orders (TMO)

Service Definition

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



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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 through the Government Procurement Service's G-Cloud 15 Framework.

1.1 Traffic Regulation Orders (TROs) and Traffic Management Orders (TMO)

Shining a new light on your data, operations, strategy and business

A pure SaaS web application platform which provides highway authorities to build and maintain the perfect combination of advanced map-based system which incorporates the ability to also record advanced and complete textual document-based Traffic Regulation Order (TRO / TMO).

All capabilities are fully integrated into a system which is provided 'Out of the Box', utilising common internet browser clients (e.g. Google Chrome, MS Edge, and Mozilla Firefox).

1.2 Service Overview

eVO TRO provides highway authorities with a clear and easy means of accurately maintaining legally enforceable TROs (including Temporary TROs) whose status and extent are unambiguously defined on the ground; so allowing highway authorities to ensure that infringements of implemented orders are not able to be challenged to vagueness in terms of location and real extent.

Advanced GIS / mapping capabilities of eVO TRO provides authorities with the chance to migrate away from purely text-based systems, but also affords authorities with the opportunity of preserving and maintaining their rich text-based order information alongside the map-based TROs.

The introduction of Temporary TRO management and the replication / replacement of services provided presently by third-party organisations (e.g. one.network) into a single platform also means that eVO TRO provides the opportunity of rationalising services and capabilities into a single platform. And reducing costs.

Being built upon the eVO technology platform – and the advanced spatial analytical engine which underpins our enterprise GIS Earthlight – the mapping capabilities of eVO TRO are unequalled. However, eVO TRO also incorporates the abilities of our advanced SaaS case management systems, incorporating the following:

- Fully integrated advanced web-based GIS;
- Integrated with the DfT D-TRO national hub API;
- OS PSGA base mapping service - the eVO TRO service includes a fully hosted and managed (by StatMap) OS PSGA base mapping service; including OS MasterMap (the large-scale detailed vector mapping from the Ordnance Survey).

As a result, the authority will not need to manage their own OS PSGA base mapping datasets.

- OS AddressBase Premium service – fully hosted and managed UK-wide addressing service;
- LLPG - Integrated with each authority's LLPG and LSG;
- Spatial data from multiple sources - Enterprise spatial datasets can also be integrated, as well as all spatial data from the authorities' transportation / highways asset management systems.
- Integrated Electronic Document Management System (EDMS) capabilities are provided with the eVO TRO application. Clients can store and manage documents of all types and index them against the relevant TRO record.
- Integrated document creation: document template creation and maintenance (based upon Word .docx templates) which are utilised by the in-built document / communication creator functionality.
- TROs can be exposed as OGC-compliant WFS feeds for third-party systems (e.g. corporate GIS). These include all popular GIS and mapping applications provided by the likes of ESRI, StatMap, Cadcorp, etc. Clients can also schedule exports of TRO data in common formats, such as ESRI Shapefile, MapInfo .TAB, .csv with Well Known Text geometry, etc.
- eVO TRO can consume OGC-compliant WFS and WMS feeds from third-party systems.
- TRO Consultations via eVO TRO Public.

- Public-facing TRO schedules Portal: a map-based public-facing portal for TRO / TMO schedules is provided for highway authorities to publish their Live and confirmed TROs / TMOs in a map-based format (and also present all accompanying text-based information). This is purely optional for highway authorities, but comes as part of the SaaS implementation and is under the control of the highway authority.
- Incorporates the creation and maintenance of Moving Orders: speed limits, banned turns, bus gates, lorry bans and other restrictions affecting the movement of vehicles.
- Road Marking and Sign Designing – can display correct road marking and sign designs for new and existing restrictions.

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 are widely published, including 99.95 percent availability and 24/7 tech support and health monitoring.

Server specifications

Single tenancy instance (which hosts unlimited numbers of TRO applications and other eVO applications (e.g. Earthlight, Earthlight Public, GMS LLPG, etc.) :

- 16 GB memory
- 8 cores
- 300 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).

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 GIS capability 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.

Customer facing applications are increasingly being utilised by organisations, enabling customers and members of the public to use available tools to 'self-serve'. Aurora – StatMap's public-facing geospatial software – provides the tools and workflow elements necessary to provide simple or complex self-service or public-consultation feedback capability, as well as the ability to quickly convey essential information to the public and / or client base.

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 GIS 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.

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. TRO 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.

TRO 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 TRO 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 TRO / TMO applications used by the authority.

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 TRO'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 TRO GIS client interface. This will enable all data, document data (e.g. plans, forms, etc.) in image and PDF formats (for migrating to TRO'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 TRO software;
- Step 3:** The client can then upload their data using the TRO 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.

5.2 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.

TRO provides the ability to extract your business data from the hosted service, so you will be able to migrate the data from the TRO 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:

- i) Withdraw all client access to StatMap's SaaS facility for all StatMap products.
- ii) 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.
- iii) All data will be additionally copied to ESRI Shapefiles and MapInfo .TAB files (where the file format restrictions permit).
- iv) If requested, StatMap will also supply data in the form of text files, using WKT format for representation of the geometry / geography field.
- v) 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. Trial Service

This option is available.

8. 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 TRO 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.