

Service Definition - iMAAP

G-Cloud 15

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1 Introduction

TRL was established in 1933 within the British Government as the UK's Transport Research Laboratory and was subsequently privatised in 1996. Today, TRL has more than 1,000 clients across 145 countries, driving positive societal and economic benefit worldwide.

Much of our research leads to the development of innovative software solutions, covering transport issues at all scales both in the UK and internationally. We develop powerful software that is based on solid, proven research, yet is easy and practical to use. At the same time as we are continually developing new software based on cutting-edge research, well established products such as iMAAP, iROADS, ARCADY, PICADY, TRANSYT, SCOOT and MOVA are used by hundreds of authorities, consultants and engineers around the world.

All our products are built around industry standard quality procedures and also comply with latest data protection standards which are continually monitored and externally checked. TRL also provides full support, maintenance and training programmes for all its software products.

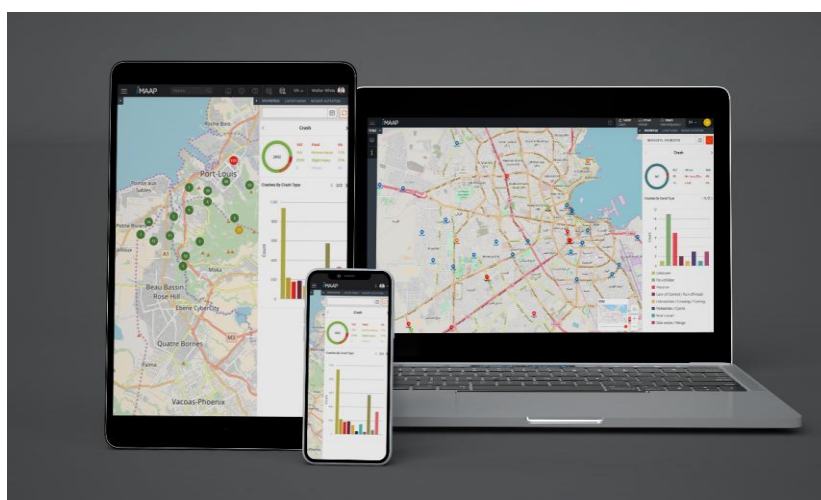
More information about TRL is on www.trl.co.uk & www.trlsoftware.co.uk

2 Overview

iMAAP is the new generation MAAP - a software product TRL has been supplying both in the UK and worldwide since the 1980's and the most widely used off-the-shelf crash data system across the world. MAAP has undergone a complete review and the result is a brand new version which provides a better fit with today's technological environments, offering additional capabilities required by the professionals who use it.

Why iMAAP?

In order to develop effective, evidence-based approaches to reduce the problem of road injuries, crash data sets are vital. iMAAP provides the latest techniques in crash data storage, analysis and reporting. Its tools for identifying and analysing causes of crashes, and for isolating common features, are sophisticated yet simple enough to use to provide a high level of productivity.



Using iMAAP will enable road safety professionals to:

- Identify problems based on in-depth analyses of crash data
- Establish safety goals based on identified problems, which are measurable, realistic and time specific
- Plan programmes of counter-measures, associated costs and timelines
- Implement and monitor programmes and to periodically check progress so measures can be modified as required
- Evaluate effectiveness of all interventions implemented
- Monitor and address crash trends

Key features of iMAAP

iMAAP is built on cloud technology and is designed to plug quickly and efficiently into a number of existing client IT environments. Uniform, intuitive and user-friendly screens make it easy to master.

Key features include:

- True multi-user, role-based, multi-department capability
- GIS functionality which works directly with a range of proprietary and internet mapping formats. Select mapping objects (i.e. roads and sections) for analysis by direct clicking on maps
- Direct connection to OS Master map via API
- Available on the move via remote internet web service and mobile applications
- Configurable access to sensitive data for specific users/departments
- Comprehensive, advanced road safety analysis capabilities based on road-safety research
- High-performance, secure web-application fully supported by road safety /software development team.
- Responsive web application which works on all popular mobile devices / smartphones / tablets / browsers
- Full audit trail on all functions
- Enhanced security protocols and standards
- Storage of associated photos, media and document files

iMAAP helps you to:

- Identify problems based on in-depth analyses of crash data
- Establish safety goals to implement road safety countermeasures
- Assist with the formulation of strategy, target setting/performance monitoring
- Comprehensive spatial analysis and the identification of hazardous locations(blackspots/hotspots)
- Designed/developed by road safety experts based on roadsafety research.
- Helps clients to produce practical, real world, road safety benefits
- Links to iRAP and road asset management systems
- Provide stakeholders with reliable access to quality data/reporting
- Simple, cloud-based solution accessible to browsers and mobile devices

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- Produce analysis, insights for economic benefits of remediation works

3 Information Assurance

TRL is committed to maintaining and continually improving an Information Security Management System (ISMS) that satisfies applicable requirements and is certified to the international standard ISO/IEC 27001:2013. This Policy provides the top level organisational intention for the management of Information security and the associated risks and identifies the core structure through which effective information security will be implemented and maintained.

4 Backup/Restore and Disaster Recovery

Backup of the database instances are taken automatically and kept in a separate storage on a regular basis. This backup period is configurable. The backups are purged based on a backup retention period policy.

If necessary, it is possible to recover the database at any point in time during the backup retention period.

There is an option to backup the database manually as well on demand and this option is used during official iMAAP updates.

5 On-Boarding and Off-Boarding Processes

TRL operates with an Integrated Management System (IMS) which includes all elements of Quality, Environment and Health and Safety across the business. Our quality procedures are accredited to ISO9001:2015 standards and cover all our business processes. To this end our on and off boarding processes take place within this framework for the way we manage our contacts.

On-Boarding

The on-boarding process should normally be completed within 2-8 weeks from point of order, depending on data import volumes and highway network extent.

Step 1 – Initial Order

- Order received from customer, licence agreement and terms and conditions mutually signed.
- Contract documents created on the TRL system.
- Handover from commercial team to implementation/deployment team.

Step 2 – Implementation Phase

- Implementation project team created, and resources allocated to meet timescales.

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- Consultant meeting with client to check through deliverables and set product vision of next 12 months.
 - Agree with customer all datasets to be imported, formats, number of years historical data (max 5 years), dates to be received by.
 - Agree number of licences, users and permission levels
 - Agree training dates.
 - Agree any consultant services for analysis setup/configuration
 - Full data check, upload, online of service

Step 3 - Commissioning

- Site go live
- Internal testing
- Logins provided to client with sign-off document
- User acceptance testing
- Training

Off-Boarding

Following a request to cease a TRL licence in agreement with the licence terms TRL will cease to provide the service on the agreed date. All data will be exported and made available to the client in an agreed common format for a period of up to one-month post-termination.

6 Pricing

Please refer to the attached Pricing Document

7 Service Management Details and Service Levels

Please refer to the Call-Off Contract terms and our Support Services Policy in Schedule 1 to our Supplier Terms and Conditions.

8 Service Constraints

Please refer to the Call-Off Contract terms and our Supplier Terms and Conditions.

9 Training

Training for iMAAP can be delivered either at TRL offices, at client site or remotely. Please refer to the pricing schedule for the training available with cost.

10 Ordering and Invoicing Process

All services and applications will require an official purchase order provided either by post or by email to trlsoftware@trl.co.uk. New clients will then be invoiced, and installation and system setup will commence after receipt of payment. Orders for existing clients will commence on receipt of an official purchase order.

11 Termination Terms

Please refer to the Call-Off Contract terms and our Supplier Terms and Conditions.

12 Data Restoration

Backup of the database instance will be done automatically and kept in a separate storage on a regular basis. The backups are purged based on a backup retention period policy.

It is possible to recover the database at any point in time during the backup retention period.

13 Consumer Responsibilities

The customer must ensure that only those individuals authorised to access the service attempt to use it. In particular, access credentials should not be shared between users. Additionally, the customer must ensure credentials are not distributed to individuals outside their user community. For more information on Consumer Responsibilities, please refer to the Call-Off Contract terms and our Supplier Terms and Conditions.

TRL

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