



Driven by Data



G-Cloud 15 Service Definition Document

For the:
WDM Pavement Management System (WDM PMS)

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1. Purpose of the Service Definition Document

The purpose of this document is to outline the offerings of WDM Limited, detailing the following key aspects:

- Description of the proposed service: Outlining the functional areas that the service covers.
- Scope of the service and support: Including fair usage policies.
- Relative responsibilities: Clarifying the duties of both the provider and the client.
- Fault reporting and incident management: Procedures for reporting and handling issues.
- Service Levels and Escalation paths: Detailing the service level commitments and the procedures for escalating issues.

WDM Limited offers two cloud-based services: WDM PMS and WDM IAMS, both of which are elaborated upon in Section 2 of this Service Definition Document.

Additionally, the “WDM Terms and Conditions” apply to the WDM Cloud Hosted System. This includes the standard terms and conditions of the WDM Software Licence Agreement.

The Pricing Document is also relevant here, listing all Modules and Ancillary rates for any required consultancy services that exceed the standard system offerings. These rates can be pre-agreed with the client before contract finalisation to provide a clear pricing structure and can also accommodate changes during the contract term due to factors like new contractor arrangements or legislative changes.

While there may be some overlap of information between this document and others, this document serves as a comprehensive summary to help potential clients understand how the product can be deployed within their environments and the various customisable options available to meet their specific needs.

2. Service Description and Overview

WDM Limited offers two distinct cloud-hosted services, both fully web browser-based and widely used by central and local government organisations across the UK.

1. WDM Pavement Management System (PMS) - detailed in Section 2.1
2. WDM Integrated Asset Management System (IAMS) - detailed in Section 2.2

The WDM PMS is available as a standalone service tailored for clients needing specific solutions for condition-based pavement management. Section 2.1 provides a standalone service for clients to manage this functionality separately from their broader asset management systems.

The PMS is also available as an individual module within WDM IAMS (Section 2.2), a highly versatile service, capable of integrating one or more of over 25 WDM software modules, including WDM PMS to create a comprehensive integrated asset management solution.

The Integrated Asset Management System (IAMS) is noted for its adaptability, capable of being configured to support a wide variety of assets and workflows. Using this customisation, users are able to control which data is held, how it is displayed and the how the data is captured. The system also offers flexible data publication and insights through the use of dashboard reports, user defined queries and GIS tools.

Both services come with fully integrated, highly flexible WDM-developed GIS tools that do not require external GIS licences. Clients hold Base Map licences and have various options to utilise existing Web Mapping Services (WMS), REST mapping service or utilising the organisations OS API service to incorporate the most recent tile services. Additionally, there are capabilities to integrate with external GIS platforms for publishing datasets via Geospatial Publishing and Integration Service, with pricing structured to support this integration.

2.1 WDM PMS Cloud Service Options

WDM Limited offers three tiers of our cloud service Pavement Management System (PMS), each fully integrated with, and based around a common Network Referencing System (e.g. NSG or Road/Section) with built-in mapping and reporting tools. Each tier includes a document system that stores reports, videos and photos as part of the service.

- **Level 1: PMS Portal**

This is primarily a map-based viewer for raw and processed road condition survey data, including PAS 2161 Road Condition Monitoring (RCM) data, SCANNER (with referenced video), Deflectograph, SCRIM, CVI/DVI and FNS.

Charges apply for additional processing, loading new non WDM datasets (e.g. Traffic/Construction/ Site Category), or publishing new reports, queries, and map overlays.

- **Level 2: ukPMS**

Accredited to ukPMS tranche3 specifications, this service includes all features of the PMS Portal but adds the full suite of ukPMS tools for calculating Road Condition Indices (RCI) and ukPMS Visual Inspections, building queries, publishing map overlays, running standard reports and producing user-defined reports.

This includes functionality to process the survey data to the latest reporting standards, such as PAS 2161, NI 130-01/02, PAM Welsh PI, SRMCS and Northern Ireland CI, Pandef and SCRIM to CS228.

Additional supplier time may be required for inputting and processing data like traffic, construction, CS228 site categories, etc.

- **Level 3: Full WDM PMS**

Beyond the ukPMS tranche3 specifications, this service offers advanced user tools such as:

- Scheme Manager for predicting creating & managing schemes.
- CS228 SCRIM site category management.
- Construction / maintenance records and traffic editing.
- Comprehensive processing modules for each survey type.
- Life Cycle Planning tools.

Both ukPMS and PMS include importing tools to load PAS 2161 RCM data in common file format and/or ukPMS datasets in HMDIF format from any accredited condition survey supplier.

For more detail on what is included within each of the three PMS options above, please see Table 1 for reference overleaf.

In addition to these three services, WDM also offers a Managed WDM PMS and ukPMS, where WDM resources can load, create and amend data on behalf of the client. This remains a client-accessible system and clients retain the ability to access and manage the software as required. Further details on the managed service can be found on Pages 7-10 below.

Feature	PMS Portal	ukPMS	Full WDM PMS
Reporting:			
Display of WDM Survey Data against Digital Base Mapping	Yes	Yes	Yes
Display of non WDM Survey Data and Meta Data against Digital Base Mapping		Yes	Yes
Querying of Survey Data and Meta Data		Yes	Yes
ukPMS accredited System		Yes	Yes
Production of National Indicators for England, Scotland, Wales and Northern Ireland		Yes	Yes
Production of SCRIM Deficiency 130-03 - National Indicator			Yes
Production of DRC and GRC reports		Yes	Yes
Editing:			
Network Editing functionality		Yes	Yes
SCRIM Site Category Editing			Yes
Construction Editing			Yes
Importing/Exporting:			
Export of PAS 2161 RCM data in common file format	Yes	Yes	Yes
Exporting of HMDIF files for WDM data	Yes	Yes	Yes
Exporting of WDM Data in GIS formats	Yes	Yes	Yes
Import and Exporting of HMDIF files for all data		Yes	Yes
Import of PAS 2161 RCM data in common file format		Yes	Yes
ukPMS Weight Set Management		Yes	Yes
Exporting of all Data in GIS formats		Yes	Yes
Calculation and Processing:			
Processing of ukPMS Visual Data (e.g. FNS, CVI DVI etc)		Yes	Yes
Calculation of processed machine data (e.g. RCI)		Yes	Yes
Calculation and Processing of raw machine data			Yes
Additional PMS Solutions/Options:			
Scheme Manager			Yes
Life Cycle Planning			Yes
Carbon Management			Yes
Mobile Working (Schemes)			Yes
Mobile Working (Recording of ukPMS visual surveys)		Yes	Yes
Managed Service Option:		Yes	Yes
Help:			
Video Help Guides	Yes	Yes	Yes
Online Support	Yes	Yes	Yes
Dedicated UK based support team	Yes	Yes	Yes

Table 1: WDM PMS Cloud Service Options



Managing the WDM Web based PMS and ukPMS Systems

We offer a comprehensive professional service to manage your WDM PMS and ukPMS systems, with access enabled year round to the client to manage, download, assess and manipulate data as needed.

The tasks are summarised by data type and are included within the PMS Managed System fee.

Deflectograph Data

We will undertake the following tasks for any Deflectograph data recorded by WDM each year,

- Load the Deflectograph data into the PMS/ukPMS database
- Produce an annual survey coverage report
- Load commercial vehicle traffic data in terms of the Annual Average Daily Flow (AADF) into the PMS/ukPMS database. *Note:* client must supply populated WDM traffic source spreadsheet
- Load construction records into the PMS/ukPMS database. *Note:* client must supply populated WDM construction source spreadsheet
- Process the Deflectograph data using the PMS Calculation software using PANDEF algorithms to populate the PMS/ukPMS Deflection Processed and Summary Tables
- Create a Deflection query, report and overlay using data from the Deflection Summary Table
- Create Residual Life query, report and overlay using data from the Deflection Summary Table
- Create an Overlay Thickness query, report and overlay using data from the Deflection Summary Table

SCRIM Data

We will undertake the following tasks for any SCRIM data recorded by WDM each year,

- Load the SCRIM data into the PMS/ukPMS database
- Produce an annual survey coverage report
- Load SCRIM Site Category Information which is referenced to the PMS/ukPMS Network Referencing into the PMS/ukPMS database. *Note:* client must supply populated WDM Site Category spreadsheet
- Load the SCRIM Seasonal Correction Factor from either client control sites or NH/TS control sites into the PMS/ukPMS database if required for Mean Summer SCRIM Coefficient (MSSC) calculation
- Process the SCRIM data using the PMS Calculation software to populate the PMS/ukPMS SCRIM Processed and Summary Tables with either Single Annual Skid Survey (SASS) values or Mean Summer SCRIM Coefficient (MSSC) values (note SASS considers construction layers as part of the calculation)

- Create either a SASS/CSC or MSSC query, report and overlay using data from the SCRIM Summary Table
- Create SCRIM Difference query, report and overlay using data from the SCRIM Summary Table
- Create a SCRIM Site Category Investigatory Level query, report and overlay using data from the SCRIM Summary Table
- Use the above data to report and create the SCRIM National Indicator report

SCANNER Data

We will undertake the following tasks for any SCANNER data recorded by WDM each year,

- Load the SCANNER data into the PMS/ukPMS database
- Produce an annual survey coverage report
- Load the SCANNER videos into the PMS/ukPMS database
- Process the SCANNER data using the PMS Calculation software to populate the PMS/ukPMS Processed and Summary Tables for each SCANNER parameter i.e. Rut Depth Processed and Rut Depth Summary Tables
- Create a Rut Depth query, report and overlay using data from the Rut Depth Summary Table
- Create Texture Depth query, report and overlay using data from the Texture Depth Summary Table
- Create a 3m Profile Variance query, report and overlay using data from the Profile Summary Table
- Create a 10m Profile Variance query, report and overlay using data from the Profile Summary Table
- Create a Cracking query, report and overlay using data from the Cracking Summary Table
- Process the SCANNER data using the Road Condition Indicator (RCI) Calculation software to calculate the RCI values for the A, B, C and Unclassified roads using the correct weighting set in each case.
- Create an RCI query, report and overlay for the A roads
- Create an RCI query, report and overlay for the B roads
- Create an RCI query, report and overlay for the C roads
- Create an RCI query, report and overlay for the U roads
- Create the SCANNER / PAS 2161 National Indicator reports for the A, B and C roads.

Coarse Visual Inspection (CVI) Data

We will undertake the following tasks for any CVI data recorded by WDM each year,

- Load the CVI data into the PMS/ukPMS database
- Produce an annual survey coverage report

- Process the CVI data using the ukPMS Calculation software to populate the PMS/ukPMS Defect Length Table
- Create a query, report and overlay for each CVI defect using data from the Visual Inspection Table
- Create a CVI Condition Index query, report and overlay using data from the Defect Length Table
- Create the BV224b National Indicator Report using the CVI Condition Index data from the Defect Length Table

Detailed Visual Inspection (DVI) Data

We will undertake the following tasks for any DVI data recorded by WDM each year,

- Load the DVI data into the PMS/ukPMS database
- Produce an annual survey coverage report
- Process the DVI data using the ukPMS Calculation software to populate the PMS/ukPMS Defect Length Table
- Create a DVI Condition Index query, report and overlay using data from the Defect Length Table
- Create the BV187 National Indicator Report using the DVI Condition Index data from the Defect Length Table
- Calculate the Depreciated Replacement Cost (DRC) for footways using the DVI data and produce the DRC report.

Footway Network Survey (FNS) Data

We will undertake the following tasks for any FNS data recorded by WDM each year,

- Load the FNS data into the PMS/ukPMS database
- Produce an annual survey coverage report
- Process the FNS data using the ukPMS Calculation software to populate the PMS/ukPMS Defect Length Table
- Create a query, report and overlay of footway location and associated material type (bituminous, concrete, block paved or flagged)
- Create a query, report and overlay for each FNS defect using data from the Visual Inspection Table
- Create a FNS Condition Index query, report and overlay using data from the Defect Length Table
- Create the FNS Survey Coverage Report using the FNS Condition Index data from the Defect Length Table
- Create the FNS Network Maintenance Need Report using the FNS Condition Index data from the Defect Length Table
- Calculate the Depreciated Replacement Cost (DRC) for footways using the FNS data and produce the DRC report



Please note, under the managed service, the client will have access year round to manage, download, assess and manipulate data as needed.

Additional Services

We can offer the following additional services outside the managed system fee. All of which attract an additional fee using the rates detailed within Pricing Document under Ancillary Services, Consultancy.

Network Improvement

- Editing PMS/ ukPMS database to improve network quality; including digitisation, identifying urban/ rural roads, establishing hierarchies etc
- Import complementary data sets (e.g. accidents) and fit to PMS/ ukPMS database

Deflectograph

- Input commercial vehicle traffic data in terms of the Annual Average Daily Flow (AADF) into the PMS/ukPMS database from records support by the client that is not in a populated WDM traffic source spreadsheet
- Detailed analysis using different traffic growth rates, construction details etc. to undertake option appraisal

SCRIM

- Setting or reviewing site categories in PMS/ukPMS database that is not in a populated WDM Site Category spreadsheet
- Undertaking analysis to determine Investigatory levels
- Assistance in policy development and implementation guides
- Develop priority listings of sites for investigation
- Undertake reviews of how skid strategy is being applied in authorities
- Provide prioritised site listing for investigation

SCANNER

- Development of alternative weighting sets
- Detailed analysis of trend data to assist with lifecycle modelling
- Deterioration analysis and modelling
- Whole life cost modelling

CONSULTANCY SERVICES

- Lifecycle/ deterioration modelling providing levels of service for different budget scenarios
- Carbon modelling
- Training
- Asset management planning
- Scheme identification and prioritisation.



2.2 WDM IAMS Cloud Service Options

The WDM Limited Integrated Asset Management System (IAMS) is a comprehensive, web browser-based integrated asset management system, anchored by a versatile Network Referencing System. This system can reference various networks, such as NSG, road/section, watercourse or asset-based networks like properties or parks, using a parent/child/family relationship to organise assets.

The WDM IAMS consists of 25 modular components that can be provided individually or in combination. These modules are highly integrable, tailored through discussions during an initial Requirements Capture process with clients. Pricing, as detailed in the "Pricing Document" is based on a standard configuration. However, the system offers multiple configurations to cater to diverse requirements from Central and Local Government clients. Additional configuration time outside the standard offerings may incur charges according to the rates specified in the Pricing Document, see Ancillary Services.

The core hosted system instance includes:

- Provision of a core hosted system within a cloud hosting environment.
- A Relational Database Management System (RDbMS) scaled to client specifications.
- Spatial mapping tools via WIP, Web Information Publisher.
- Reporting tools via WQB, Web Query Builder.
- Up to 50Gb of document storage

Clients can customise their system with any combination of IAMS integrated modules/functions, priced individually to allow for a tailored system that meets specific requirements.

WDM IAMS Module Options:

- **Collisions Management System**
 - WDM's Collision Management module helps highway authorities take control of incident data, identify high-risk areas and prioritise safety interventions using validated, mapped insights.
 - Designed to support both Stats-19 and CRASH datasets, the module streamlines everything from data import to spatial analysis. With built-in cluster tools, validation workflows, and GIS integration, it gives you the power to go beyond reactive reporting and take proactive, data-driven action to make your network safe.
- **Development Control/Construction Consents**
 - WDM's Development Control module gives local authorities the tools to manage and respond to Section 38/278 applications, planning consultations, and third-party development requests. It helps you assess the impact of new developments, coordinate internal reviews, and ensure that adopted infrastructure meets your standards.
 - From initial enquiries through to legal agreements and final adoption, this module provides structure, visibility, and auditability at every stage of the process.
- **Drainage Management (DMS)**
 - WDM's Drainage Management module gives you control over your entire drainage network, from gullies and culverts to pipes and outfalls. Built to support mobile inspections, mapping, and lifecycle planning, it helps you reduce blockages, respond faster to defects, and prioritise long-term investment.
 - With detailed asset tracking, GIS integration, and condition-based scheduling, this module enables proactive maintenance while keeping teams compliant, accountable, and informed.
- **Environmental (Parks/Greenspace)**
 - WDM's Environmental Landscape Management (ELM) module helps you manage a wide range of non-highway assets, from trees, grass verges, and flower beds to signs, fences, and public spaces.
 - With detailed asset categorisation, mapped inspections, and job scheduling, the system helps you deliver consistent maintenance across your environmental and soft estate portfolio. Mobile workflows, risk-based planning, and condition scoring make it easier to protect the assets your community sees and relies on every day.
- **Financial and Contract Management**
 - WDM's Financial Management module gives local authorities greater visibility and control over the financial performance of their highway operations. Whether managing internal delivery, third-party works, or external claims, the system brings together cost tracking, billing, and reconciliation into one auditable platform.
 - It's built to work alongside operational modules helping you assign costs to works, track budget commitments, and generate reports that support strategic and day-to-day decision-making.

- **Flood Risk Management System (FRMS)**
 - WDM's Flood Risk module helps highway authorities identify, monitor, and mitigate flood-prone locations across their network. Designed for asset-level insight, mobile reporting, and long-term planning, it gives teams the tools to understand where water gathers and take informed, preventive action.
 - From linking inspections to rainfall overlays to prioritising high-risk assets, the module supports early intervention and a faster return to service after extreme weather events.
- **Full WDM PMS including ukPMS, Scheme Manager, Machine Raw Survey Data Processing (PANDEF, SKID, HRM) and PAS2161 Management**
 - WDM's Pavement Management Systems help highway authorities prioritise works, optimise investment, and improve road conditions using trusted data and national standards. From network-wide performance planning to scheme-specific decision support, every module is designed to convert data into action and planning into progress.
 - This collection brings together powerful tools that combine survey insight, carbon modelling, and visual inspection data into one integrated system, helping you plan smarter, save money, and reduce risk across your network. More details of the Full WDM PMS solution can be found in section 2.1 above.
- **Geotechnical**
 - WDM's Geotechnical solution and activities are accommodated within the wider WDM asset management solution.
 - The asset management module allows assets to be defined as points, polylines or polygons, with configurable attributes and condition data, which is ideal for geotechnical features such as embankments, cuttings, slopes and retaining structures. Inspections can be undertaken using the mobile working tools, with inspectors able to record observations, attach photographs, log defects and track condition trends over time.
- **Incident Management**
 - WDM's Incident Management module enables highway authorities to record, manage, and respond to network incidents with structure and speed. From road closures to public hazards, this tool gives teams a single platform to log, prioritise, and act while maintaining a full audit trail.
 - Designed for mobile crews, back-office teams, and regulatory reporting, it ensures incidents are addressed efficiently, communications are tracked, and the right actions are triggered without delay.
- **Infrastructure Project Accounting & Job Costing**
 - WDM provides infrastructure teams with the financial clarity they need to deliver projects on time and within budget. With real-time cost tracking, automated billing, and powerful forecasting tools, it removes guesswork and reduces the risk of overspending. Compliance and transparency are built in, ensuring every transaction meets regulatory standards while providing a clear audit trail.
 - Designed for scalability and integration, this solution connects seamlessly with ERP, procurement, and payroll systems, creating a unified financial ecosystem. Customisable dashboards and reports put actionable insights at

your fingertips, so you can make smarter decisions faster. Whether managing a single project or a multi-region portfolio, this software helps you stay in control and drive efficiency from start to finish. It is particularly suitable for Highway Authorities with inhouse labour organisations.

- **Land Terrier**

- WDM's Land Terrier module helps authorities manage property rights, boundaries, and responsibilities with precision. Whether you're maintaining verges, fencing, or infrastructure adjacent to private land, this tool gives you complete control over who owns what and where.
- With GIS mapping, polygon visualisation, and links to HM Land Registry, you can simplify disputes, support enforcement, and make confident decisions backed by accurate title information.

- **Lighting Management System (LMS)**

- WDM's Lighting Management module gives authorities complete oversight of street lighting assets – from lanterns and columns to cabling and supply points. It supports fault tracking, electrical testing, inspections, and planned maintenance with full GIS visibility and mobile integration.
- With configurable asset types, route optimisation, and detailed reporting, it helps teams maintain safety, reduce downtime, and optimise long-term costs while meeting electrical compliance standards.

- **Mobile Working** (*see Note 1. below*)

- The WDM mobile working module allows inspectors and operatives to carry out inspections, surveys and maintenance activities directly on site using mobile devices. It is fully web based and device agnostic, with online and offline capability so work can continue in areas with limited connectivity. Mapping and task data are cached locally, enabling users to view assets, navigate locations and capture inspection details accurately while in the field.
- The module supports safety inspections, street works inspections, customer enquiries, reactive works and routine or planned maintenance. Users can raise defects, capture photographs, update asset records and complete inspections against defined regimes, with data automatically synchronised back to the core system. This reduces duplication, improves data quality and provides timely visibility of field activity for back-office teams.

- **NSG National Street Gazetteer Management (covering England/Wales format and Scottish format)**

- WDM's NSG module simplifies the creation, validation, and submission of Local Street Gazetteers (LSGs), for England and Wales using NSG 8.1 and for Scotland with NSG 7.1. Fully aligned with national standards and BS7666 compliant, it helps highway authorities manage their street records with accuracy, automation, and confidence.
- From attribution and geometry checks to GeoPlace publishing and version control, the system brings together everything you need to meet your obligations – with GIS integration, validation feedback, and WFS tools built in.

- **Public Facing Enquiries (PIP) and Enquiry Management System**
 - WDM's Enquiry Management module helps highway authorities log, manage, and respond to service requests and public reports from potholes and damaged signs to drainage issues and overgrown vegetation.
 - Designed to reduce response times and increase accountability, the system allows teams to track each enquiry from first contact to resolution, with status updates, routing tools, and full audit trails. Whether your calls come from the public, councillors, or customer portals, this module ensures nothing slips through the cracks.
- **Road Orders**
 - WDM's Road Orders module gives highway teams the ability to create large scale works orders or schemes that can span multiple roads, utilising all data that's held in the system e.g. Defect Data, Survey Results etc.
 - Designed to support decision-making and operational clarity, the system provides full visibility of Road Orders from creation to resolution. It integrates with mobile inspection tools, customer care data, and asset records to streamline the process and solidify the data.
- **Routine Maintenance Management System (RMMS)**
 - WDM's Routine Maintenance Management module gives highway teams full control over day-to-day tasks, from vegetation clearance and sign cleaning to fence repairs and debris removal.
 - It provides a central hub for organising, assigning, and monitoring routine works across all areas of your network. Whether it's reactive or planned, the system ensures every job is logged, visible, and delivered with confidence, with full support for mobile working, status tracking, and audit trails.
- **Speed Limits**
 - Speed limit information can be managed as part of the highway asset register, where assets can be spatially defined and attributed with configurable fields such as restriction type, value and location.
 - Through the GIS-based interface, speed limits can be visualised on maps alongside other highway assets, enquiries, defects and works, supporting spatial analysis and coordination.
- **Street Works Inspections (connected via Street Manager's API)**
 - WDM's Street Works Inspection module helps highway authorities manage their Streetworks inspections, utilising the Street Manager API.
 - Users can manage their Permits, Inspections, Applications or Samples from site, with the addition of being able to raise FPN's from the same application. Data is automatically synchronised with the Back-Office solution and uploaded to Street Manager to align with the national database.
- **Street Works System**
 - WDM's Street Works module helps highway authorities manage the full lifecycle of street works. By integrating with Street Manager and other relevant systems, the solution ensures seamless permit management, automated data synchronisation, and real-time notifications. Whether you're coordinating your own works or monitoring statutory undertakers, this system gives you total oversight of what's happening on your network and when.

- It's built to support national legislation and integrates seamlessly with WDM's operational modules, enabling smarter decision-making, better collaboration, and faster response times.
- **Structures System (SMS)**
 - WDM's Structures module helps highway authorities plan, inspect, and maintain structural assets with accuracy and confidence. From bridges and culverts to retaining walls and subways, the system gives you full visibility over inspection schedules, condition scores, and works history all in one place.
 - Designed for compliance with CS 450 (DMRB), it enables consistent asset management, lifecycle planning, and audit-ready reporting, whether you're using SCANNER, SCIA, or your own workflows.
 - **Abnormal Load Routing (ALR)**
 - ALR is an optional add-on module to the Structures System (SMS)
 - BD37 HB and SV Eurocode load models supported
 - Assets require certain fields to be populated including load capacity, order of spans and types of span supports (simply supported, continuous etc)
 - A database of abnormal vehicles is stored and clients can add new vehicle configurations
 - A "route" of structures can be tested for the required vehicle, tested in both directions to determine max BM and Shear forces and compared to capacity
 - Various analysis types possible covering different bridge types (e.g. 2 span, 3 span etc, box, masonry arch etc.)
- **ukPMS (Tranche3 compliant system) with PAS2161 Management**
 - WDM's ukPMS module enables local authorities to manage their network in line with the UK Pavement Management System specification. Built to support SCANNER, CVI and PAS2161 surveys, this module allows users to analyse condition data, track performance indicators, and submit annual reports to meet national requirements.
 - Whether used as a standalone system or alongside WDM's PMS and Scheme Manager, ukPMS helps you extract value from your survey data while maintaining compliance. More details of the ukPMS solution can be found in section 2.1 above.
- **Winter Action Management System**
 - The Highway Winter Action Maintenance System delivers an integrated, forecast-driven platform that supports effective planning, decision-making, and delivery of winter services across a highway network. Using hourly weather and road surface forecast data aligned to defined gritting routes, the system generates recommended treatment strategies over a configurable planning period. These recommendations can be reviewed and overridden by Winter Maintenance Engineers and, where required, passed through client approval workflows before being issued to contractors, ensuring both operational flexibility and strong governance.
 - The system provides end-to-end visibility and accountability through full audit trails of all decisions and actions, from strategy creation to contractor

acceptance and execution. Mobile in-cab software enables operators to view routes and required treatments, while real-time back-office updates allow progress to be monitored as operations are carried out. Advanced mapping and visualisation tools further enhance situational awareness by displaying forecasts, road surface temperatures, routes, and integrated IAMS and traffic management datasets, supporting safer, more efficient winter maintenance operations.

- **3rd Party Claims**

- WDM's Third Party Claims module helps highway authorities manage liability claims related to road defects, incidents, and public reports. From injury and damage to recovery of costs from utility works, this module brings together the evidence, records, and workflows you need to handle claims efficiently and defend them effectively.
- It supports both inbound and outbound claims, integrates with inspections and defect logging, and helps reduce exposure through timely, well-documented responses.

Note 1: Our mobile working tools make use of a variety of technologies which enable us to deliver to any device capable of running up to date web browsers, whilst retaining capabilities often reserved for native applications. For example, the ability to work offline through the use of local device data and periodic synchronisation when connection is available.

3. Scope of Service and Deployment Options

3.1 Scope of Service

WDM Limited will host all applications, databases and associated services for the client within a cloud environment for both WDM PMS and WDM IAMS. Applications are accessible via supported web browsers, which include:

- Microsoft Edge
- Firefox
- Chrome
- Safari

It should be noted that IE11 reached end of support in June-2022 and cannot be used as it lacks the capability to support newer browser functionalities.

All necessary components, including applications, databases, operating systems and environments are included under the cloud-hosted service. Clients need only provide web browser-enabled devices and an ample internet connection. This includes the mobile working software applications, which are also browser-based and can operate both online and offline.

Modules are equipped with document management system capabilities. The scope of the service includes provision of these document system applications, but the disk storage required will need to be specified by the client to meet the needs of each module. Document storage pricing is detailed within our Pricing Document. While initial scaling is required at the start of the contract, it is possible to extend this during the contract period.

Database sizes are included within the service seat and module costs and will be scaled for each client deployment, subject to the fair usage policy described in Section 5.

WDM ensures that cloud hosting services are provided within a secure environment and infrastructure, governed by an integrated management system and certifications including ISO 9001 for quality, ISO27001 for information security, ISO45001 for occupational health and safety, as well as Cyber Essentials.

The scope of the hosted service includes:

3.1.1. Migration of Data

The first-year annual subscription cost of the WDM cloud-hosted service includes the basic migration of core client metadata, which is verified with the client when all data has been imported. As data migration can vary significantly between clients, it is important that this is specified by the client prior to the contract award, for example: Record Counts, Document Counts, File Types (.csv, .jpg etc.)

The prices for additional migrations will be determined using the rate for an Implementation Specialist. WDM will provide quotations for any additional migration costs as part of the contract quotation process, ensuring transparency and alignment with client needs and



expectations.

3.1.2. Configuration

The WDM system offer extensive configurability, including variable forms, menus, asset configurations, workflows, logic rules, fault combinations, reporting and GIS configurations. The service provided initially covers the supply of a standard build and the configuration of modules, incorporating the client's network referencing systems and basic metadata as mentioned in section 3.1.1.

It is acknowledged that configurations may need to be adjusted post-implementation. Should substantial changes be necessary, these will be chargeable at rates specified in the Pricing Document as Ancillary Services. Specifications for any configuration changes must be agreed upon in advance to finalise costs, ensuring clear understanding and agreement on potential expenses.

Recognising that requirements may evolve due to new legislation or policy changes, modifications during the contract period can also be accommodated. These changes can be negotiated and agreed upon using the same Pricing Document mechanism, providing flexibility and adaptability to meet evolving client needs throughout the duration of the contract.

3.1.3. Upgrades and Patches

As is typical with all web-based systems, core applications are under continuous development. This ongoing improvement not only ensures adherence to the latest security protocols but also integrates enhanced functionality driven by feedback from WDM User Groups which are hosted multiple times a year.

When new developments require significant configuration, the associated costs may be charged according to the rates specified in the Pricing Document within Ancillary Services.

Upgrades and patches to the system are methodically deployed through WDM's in-house platform management system, which follows a strict process from development to test/training, preproduction and then to live environments. This procedure guarantees that no updates reach the live system without thorough internal testing and, where appropriate, client user acceptance.

Additionally, the patching of servers and operating systems is managed continuously to maintain security and performance at the highest level. This systematic approach to updates and security ensures that WDM systems remain robust, secure, and functional, adhering to the best practices in technology management.

3.1.4. Training

WDM offers training and walkthrough videos integrated into the application management console, a feature that has become highly popular with clients and is now the primary method of training delivery. Given the customisable nature of our systems, client-specific videos may need to be produced to address unique configurations.



While these videos are a preferred training method, some clients still opt for one-to-one training, whether face-to-face or via webinar/video conferencing. This type of personalised training can be arranged and agreed upon before the contract is awarded.

Should the need for training extend beyond the quoted package total, additional time required will be chargeable at rates specified in the Pricing Document. This flexible approach ensures that all client training needs are met, whether they prefer self-guided in-app video tutorials or more direct interactive sessions.

3.1.5. Deployment Options & User Privileges

As mentioned, the system is entirely web browser based. All applications are deployed through a security-controlled management console known as AppCentre or Portal, which features multiple levels of menus. When multiple modules are included, AppCentre/Portal can be configured to include a menu structure tailored to the client's needs, with potential groupings such as Lighting, Roads, PMS, Structures and many more.

The Security Manager tool within AppCentre/Portal plays a crucial role in maintaining system integrity and user accessibility. It allows for precise control over user and user group privileges, enabling permissions to be set at various levels, including which applications are available, as well as access to specific tables and even columns within those tables. This level of granularity ensures that access is securely managed according to each user's role and requirements, reinforcing the overall security and efficiency of the system. In the industry, this is typically referred to as RBAC or Role-Based Access Control.

The Client Administration tools are designed to be straightforward and user-friendly, facilitating ease of use right from the start. Training is typically provided early in the process to ensure clients can quickly become proficient in managing their user settings. This early training in security management is crucial for enabling clients to take full control of user access and permissions, ensuring smooth adoption and effective administration of their system.

4. Interfacing

Many clients have integrated WDM-developed interfaces with their WDM systems, connecting to a variety of systems such as Corporate Customer Services, Contractor Costing/Operations Systems, Street Works systems and Finance systems. These interfaces can vary in type, including Web Services, XML file transfer, APIs, and CSV file transfer.

Clients are expected to specify the interfaces they require. WDM will then provide information on which interfaces are already available or could be included as part of an API. If necessary, there is also the option to develop a new interface to meet specific requirements. WDM is prepared to accommodate any of these options.

Pricing for interfacing is categorised into three levels Small, Medium, and Large based on the time required and the complexity to implement a flexible integration. Pricing for the interfacing can be found in the Pricing Document under “Interfacing with Other Systems”.

In some instances, a client may choose to adopt an existing interface, which could involve charges for setting up or adapting the interface. Additionally, there is a specified price per annum for supporting and hosting these interfaces, this can be found in the Pricing Document listed as “Hosting/Monitoring Interfaces”.

Once the client has defined their requirements, WDM will work closely with them to determine the most suitable solution. Final prices will be provided and itemised as part of the final proposal, ensuring a tailored and transparent approach to integrating and supporting all necessary interfaces.

5. Fair Usage

The resources for each hosted system contract within the hosted environment are scaled and priced based on the initial specifications provided by clients. During this phase, the necessary type of user seat (e.g. Lite, Standard, Enterprise) and user designations are determined and costed accordingly. Clients are expected to adhere to a “fair use” policy, ensuring that their implementation and usage do not exceed what was initially agreed upon. WDM monitors usage to confirm that the scope remains within these scaled parameters and may initiate discussions if adjustments are needed.

Database sizes are determined by the seat type at the start of the contract. WDM does not apply limits on database sizes other than those set by the initial system scaling and the relevant licence type. If a client later requires the management of significantly larger datasets, WDM will assess the effect on the scaled solution and, if it falls outside fair usage, will review the position with the client.

6. Scope of Support and Service Levels

6.1 Availability and SLA

The WDM Hosted System maintains high Service Levels, which are regularly measured and reviewed under our ISO 27001 ISMS framework. We guarantee system access and availability of at least 98% throughout the year. Currently, we achieve at least 99.9% uptime, which translates to approximately 8.76 hours of downtime annually.

Customer support is available from 09:00 to 17:00, Monday to Friday, excluding Public Holidays, with a commitment to maintaining at least 98% availability during these times. Should there be any failure to meet these Service Level Agreements (SLAs), the issues are escalated to the Management Team. Appropriate actions are then taken to address and resolve the issues in discussion with the client, ensuring continuous improvement and client satisfaction.

6.2 Client Contacts for Support

WDM will establish agreements with each client to designate "Key Contacts" within the client's organisation for each area of service. These key contacts are responsible for initially coordinating and validating all user issues. They will also serve as the primary link between WDM Support and the client, ensuring efficient communication and problem resolution. This approach facilitates effective management of support issues and enhances the service relationship.

6.3 Escalation Paths

Any failures to meet the SLAs outlined in 6.1, as well as any other complaints regarding the service, will be escalated to the Management Team for prompt resolution in collaboration with the client.

Each client is assigned a WDM Account Manager, who are regionally based and act as the primary first point of escalation. The Account Manager will further escalate the issue internally as necessary. If the issue remains unresolved after this escalation, the client has the option to escalate the matter to Director level, ensuring that all concerns are thoroughly addressed and managed at the highest level.

6.4 Support Mechanism/Response Times and Progress Meetings

WDM central office phone lines are operational during office hours, excluding Public Holidays. Mobile phone numbers of the client's Account Manager will also be provided to key client contacts for instances requiring direct communication with a member of Support or for issue escalation.

Modes of Communication with Support:

- Help-desk: This is the primary method for managing support requests. An Account



Manager will be assigned to each client to oversee if additional prioritisation is needed, determine if requests are change/control requests, assess if charges apply, and manage any/all necessary escalations.

- **Support Availability:** Support is available from 09:00-17:00, Monday to Friday, excluding Public Holidays. The support system utilises emails to populate the support ticketing system with telephone backup, aiding clients with software usage, error identification and resolution efforts.
Auto-emailed responses update clients as enquiries progress towards resolution.
- **Remote Working and Video Conferencing:** Given the prevalence of remote working, WDM extensively uses video conferencing to liaise with clients, at no extra charge. WDM is willing to participate in ad-hoc video meetings to facilitate smooth implementation phases. However, if a client requires formal monthly or more frequent scheduled progress meetings post-implementation, these may be chargeable at rates specified in the Pricing Document.

6.5 User Groups and User Driven Product Enhancement

WDM User Groups typically convene at either the WDM Offices in Bristol or in Scotland. These meetings are provided at no additional cost to the participants. WDM aims to hold each user group meeting annually, to ensure regular engagement and feedback.

Product development within WDM is significantly influenced by users and the discussions that take place within these user groups, especially in response to changes in legislation.

Recognising the critical role these groups play, WDM considers User Groups to be essential for steering the evolution of products in a way that meets the users' needs. This approach ensures that product enhancements and updates are relevant and beneficial to all users.



7 Client Responsibilities

7.1 General Responsibilities

As noted in section 3.1, the WDM hosted system is web browser-based, which primarily requires clients to provide and maintain suitable web browser-enabled devices and an internet connection. Clients are responsible for ensuring that their browsers are regularly updated with the latest security patches to maintain the integrity and security of their system access.

Described in section 3.1.3, the deployment process for software upgrades involves testing by WDM in both development and preproduction environments before updates are made live. This procedure also applies to client-requested enhancements or significant data operations such as bulk data loads or updates.

Touched on within the "Fair Usage" policy outlined in Section 5, each user is assigned a unique login based on their email address. It is imperative that clients ensure these logins and passwords are not shared among multiple users, as this would compromise system security and violate usage terms. Ensuring individual login integrity is crucial for maintaining secure and effective system access and operations.

7.2 GDPR

Under the General Data Protection Regulations (GDPR) as incorporated into the Data Protection Act 2018, in the context of the hosted services provided by WDM, the client is designated as the Data Controller, and WDM acts as the Data Processor. This arrangement means that WDM will execute its responsibilities as stipulated under the Act, collaborating closely with the client to ensure the appropriate management of any data identified as "sensitive."

As the Data Controller, the client holds the primary responsibility to guide WDM regarding the processing specifics, what data should be processed, how it should be processed, and the nature of the data. This ensures that all data handling complies with GDPR requirements and protects the rights of the data subjects. WDM is committed to following the client's instructions meticulously and implementing robust measures to safeguard sensitive information throughout its processing lifecycle.

8. Business Continuity, Security and Incident Management

WDM commits to maintaining the necessary security certifications as detailed in section 3.1, ensuring that the product and service delivered are secure. This involves several proactive measures including:

- **Active Monitoring:** Observing the hosted service to detect any potential security breaches.
- **System Updates:** Ensuring that all system components are regularly patched and updated to protect against known vulnerabilities.
- **Application Development:** Regularly updating applications to address the latest security vulnerabilities identified in the tech community.

Regarding business continuity, WDM has robust backup regimes in place to safeguard data integrity and availability. The business continuity plan is not only established but also regularly tested to ensure its effectiveness in various scenarios.

WDM is transparent in its operations and is willing to provide evidence and documentation concerning these security and continuity measures prior to the award of a contract. This ensures that clients are fully informed of WDM's compliance with security standards and preparedness for potential disruptions, reinforcing trust and reliability in the services provided.