

G-Cloud 15 Lot 2b – Software as a Service (SaaS) XA Explorer

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Crown Commercial Service Supplier

Document Information

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1. XAIS-PTS Overview

XAIS-PTS offer a range of services and software to Local authorities, highway network operators and international transport organisations looking to get best value from their highway asset management data and plans. Many of our road condition monitoring data collection services are newly **PAS2161** accredited and allow us to provide innovative, compliant and wholistic delivery.

With over 150 inhouse resources we take pride in high-quality, right-first-time delivery and aim to build long-term relationships with our clients based upon mutual trust and commitment. We have a dedicated, agile team who can respond quickly to your needs through a flexible and personalised service. Our experienced team allows users to achieve better value in their asset management practices.

In a sector that has under unprecedented pressure to do more with less it is our mission to help local authorities, highway network operators and transport organisations manage assets more effectively and efficiently.

Spearheaded by our cutting-edge technology team and unique software we deliver an array of intelligent, high quality, practical and cost-effective solutions that can be tailored to maximise long-term value and sustainability of all assets.

We have a team of asset management, experts in all major infrastructure groups, to assist in the management and data collection of information to inform programmes and Whole Life Plans. Through continuously listening to our clients through forums, our annual open days, attending DfT working groups and support feedback we ensure our clients are at the forefront of best practice and innovation.

Our goal is to ensure that we deliver a cost-effective solution to our clients and ensure that only appropriate and useful information/date is collected to support decisions. Local Authorities are constantly under pressure not just to meet public expectations but also to manage budgets and ensure efficient use of resources and maintain ageing assets, at XAIS-PTS we can proactively support in meeting this demand.

2. Service Overview

XAIS-PTS's XA Explorer equips Managers and Members within Local Authorities with a viewer to see all data within XA Infrastructure Asset Management System (IAMS).

XA Infrastructure Asset Management Software (IAMS) is a step change in asset management and is for organisations who wish to manage their assets in a holistic way using best asset management practices. With the ability to use and access any data you have in your organisation, team members will have access to the latest datasets for managing the asset.

Hosted on the cloud, with the data centre based in the UK, XA software can be securely and readily accessed globally.

XA is UKPMS accredited. The software facilitates the effective management and progression of both statutory and locally defined reporting.

- Data Mining, analysis tools and analytics
- Data Visualisation
- Reporting and Dashboards

As well as allowing users to visualise data sets from all other systems, it also gives access to XAIS 360 camera, with additional functionality to measure and detail the assets.



2.1. Typical Assets Overview

The following table is a list of the "standard" asset items within XA. The list is not exhaustive but demonstrates the scope and ability to maintain different assets.

ITEM	ITEM CODE WITHIN XA	SERVICE / DEPARTMENT
Embankments & Cuttings	EC	Arboriculture
Hedge	HE	Arboriculture
Planter	PL	Arboriculture
Tree	TR	Arboriculture
Balancing Pond	BP	Drainage
Coastal Flood Defence	CD	Drainage
Channel	CH	Drainage
Ditch	DI	Drainage
Drainage Pipe	DR	Drainage
Filter Drain	FD	Drainage
Grip	GP	Drainage
Gully	GY	Drainage
Head wall	HW	Drainage
Interceptor	IC	Drainage
Linear Drainage	LD	Drainage
Manhole	MH	Drainage
Outfall	OF	Drainage
Permeable paving	PP	Drainage
Pumping Station	PS	Drainage
Perimeter Sand Filter	PSF	Drainage
Source Control	SC	Drainage
Sewer	SEW	Drainage
Soakaway	SKA	Drainage
Surface Retention/treatment	SRT	Drainage
Swale	SW	Drainage
Underground Retention/treatment	URT	Drainage
Watercourse	WC	Drainage
Wall	WL	Drainage
Anti-Skid Material	AS	Highways
Boundary Item	BI	Highways
Bollard - unlit	BLU	Highways
Bin	BN	Highways
Bus Lane	BU	Highways
Cattle Grids	CG	Highways
Central Island	CI	Highways

ITEM	ITEM CODE WITHIN XA	SERVICE / DEPARTMENT
Cycle Lane	CL	Highways
Central Reserve	CR	Highways
Cycle Stands	CS	Highways
Cycle track	CT	Highways
Carriageway	CW	Highways
Fences & Barriers	FB	Highways
Finger Post	FP	Highways
Footway	FW	Highways
Grit Bin	GB	Highways
Road Hump	HP	Highways
Hard Shoulder	HS	Highways
Ice Sensor	IS	Highways
Kerb	KB	Highways
Lay by	LB	Highways
Parking Bays	PB	Highways
Pedestrian Guardrail	PG	Highways
Parking Meters	PM	Highways
Pedestrian Crossing	PX	Highways
Recycling Centre	RC	Highways
Remote Footways	RF	Highways
Road Marking – Hatched	RH	Highways
Road Marking – Longitudinal	RL	Highways
Road Marking - Text	RM	Highways
Road Marking - Mini Roundabout	RR	Highways
Road Studs	RS	Highways
Road Marking – Transverse	RT	Highways
Safety Barrier	SB	Highways
Safety Fence	SF	Highways
Street Nameplate	SN	Highways
Verge	VG	Highways
Cross Over	XO	Highways
Beacon	BE	Street Lighting
Bollard - Lit	BLL	Street Lighting
Traffic Control Barrier	CB	Street Lighting
Communication Cabinet	CC	Street Lighting
Feeder Pillar	FPI	Street Lighting
Hydraulic Bollard	HBL	Street Lighting
Lighting Point	LP	Street Lighting
Sign Gantry	SGA	Street Lighting
Signs - Lit	SGL	Street Lighting

ITEM	ITEM CODE WITHIN XA	SERVICE / DEPARTMENT
Signs - Unlit	SGU	Street Lighting
Traffic Signals	TS	Street Lighting
Bridge	BR	Structures
Culvert	CV	Structures
High Mast Lighting	HML	Structures
Miscellaneous Structure	MS	Structures
Retaining Wall	RW	Structures
Structural Earthworks	SE	Structures
Statues/Monument	SM	Structures
Steps	ST	Structures
Subway	SUB	Structures
Tunnels	TU	Structures

3. Functional Overview

The following table is a list of the functionality within the software. The list is current and not exhaustive, as the software team is constantly updating the system and processes to meet the demands and needs of our clients.

Functionality	Description	Standard / Optional
Full Asset Register	The software has a full asset register as shown in 2.1. The asset register is fully customisable and all attributes can be changed/altered to meet the customers' requirements.	Standard
GIS Visualisation	The system comes with integrated mapping so all assets, networks and information can be displayed on a map. Point, Polygon and polyline information can be displayed from data within the system and external data sources.	Standard
GIS Editing	The GIS edit function allows for any spatial data network or asset based to be edited within the system.	Standard
UKPMS	The United Kingdom Pavement Management System (UKPMS) is a standard for computer systems that support the management of scheduled maintenance through the monitoring of condition on UK local authority hard paved areas including roads, footpaths and cycle tracks. The software is UKPMS accredited.	Standard
WGA	Whole of Government Accounts (WGA) consolidates the audited accounts of over 10,000 organisations across the public sector in order to produce a comprehensive, accounts-based picture of the financial position of the UK public sector. WGA is based on International Financial Reporting Standards (IFRS), the system of accounts used internationally by the private sector. The software has been accredited to produce figures for the WGA for the highways sector.	Standard
Skid Policy	Many highway authorities routinely measure skid resistance on their key routes and carry out targeted improvements to reduce the risk of collisions. The software is used to monitor skid resistance within the national guidance of the CS228 note or the local authority LASR approach.	Optional
Asset Service Inspections	For the asset-intensive business of highways we rely heavily on the performance of the infrastructure assets. Having a consistent asset inspection and survey process is essential. With regular inspections and surveys, organisations can ensure the safety of the infrastructure assets. As well as achieve asset compliance and plan for asset maintenance in the most efficient way possible the software runs all aspects of asset service inspections.	Optional
Structure Management	The simplest definition for structure management is that it is the activity of administrating resources to maintain operational structures. The software goes beyond the simplest form and all structural assets can be maintained at elemental or at Whole asset level to ensure the process is as simple and easy as required by the Engineer.	Optional

Functionality	Description	Standard / Optional
	The functionality also included whole life costing/planning, inspections and works management of a structure. BCI reporting is also included for performance reporting.	
Document Store	The document store within the system allows the user to manage, track and sore documents required for delivering the service. The system is orientated around the DfT incentive fund and general best practice of managing documents.	Optional
Whole Life Costing	Whole life costing takes account of the cost of a service over its life, from determining the need for it through to its eventual disposal and replacement. The software can determine the WLC over a number of investment scenarios to ensure the most effective is chosen by the asset owner.	Optional
Forward works programming	An Integrated Forward Works Programmes will identify capital Highway Infrastructure maintenance schemes, Transport Improvements for implementation during the coming financial years 1-5. The software enables allocation of a FWP and thus allows for co-ordination with other asset owners and utility companies.	Optional
Scheme Prioritisation	This functionality gives the user a flexible tool to help make transparent evidence based spending decisions on the infrastructure assets. The user can specify the attributes to assist in the prioritisation process.	Optional
Scheme Design	Scheme assembler allows the user to start designing the scheme and produce documentation for tenders or for DLO's to deliver the works on site.	Optional
Carbon Modelling	There are many carbon models being used at present, but the modelling within this software is not complex. Available at both high level and detailed modelling processes the system simply shows the quantity of carbon each material uses in a project and multiplies that by the materials emission factor to calculate a carbon footprint.	Optional
360 Imagery	360 imagery of the infrastructure network embedded within a viewer in all aspects of the system. Like Google Street View, but with added benefits of measurements, being up to date and having condition data extracted from the video and LiDAR using Artificial Intelligence.	Optional
Reporting	Report on any attribute in the XA database to support analysis, planning and business case support. Reports can include filters, sort orders and charts for ease of display and review. If the report does not exist then a powerful reporting tool can be used to generate your own reports.	Standard
Import / Export	It is important that data is interoperable with other systems and processes. Therefore the system has a very extensive import / export routines which the user has access to. Data can be exported in many forms including, txt, csv, shp, excel etc.	Standard

3.1 Functional Benefits

The software is an integrated solution which removes the need and cost for separate solutions by providing accurate, reliable, repeatable datasets to support engineering decisions. It has been produced by Engineers in the UK to ensure it complies with latest legislation, the infrastructure code of practice and document management. For flooding it has the latest Environment Agency best practice guide at the heart of the flood management module.

4. User Support

The software is an integrated solution which removes the need and costs for separate solutions by providing accurate, reliable, repeatable datasets to support engineering decisions. The support provided by XAIS-PTS is to ensure that all customers receive the assistance they require, within a reasonable time period, so they can successfully use the XAIS-PTS software products and services.

As part of the company's on-going commitment to quality and best practice, XAIS-PTS are accredited for ISO 9001, 14001 and 45001 by the British assessment Bureau (BAB), demonstrating our commitment to quality.

This section defines all relevant information regarding the standard support service provided by XAIS-PTS and are continually monitored against best practice and feedback from clients.

4.1 Email & Ticketing Support

Response times to an email or ticket raised for support is based on Helpdesk hours, 9 to 5 weekdays excluding Bank Holidays. The support provide is based on a priority allocation as follows:

- Priority 1 – A bug in the system which disrupts the service. Reportable when the customer has signed up to the highest level of support.
- Priority 2 – A bug in the system which stops the software from working or the application server is inaccessible. This priority is available for ALL users.
- Priority 3 – A reportable bug in the system, which the end user has found troublesome, BUT, does not meet the criteria of Priority 2.

Depending on priority we aim to respond in the following timescale scales:

- Priority 1 within 1 hour
- Priority 2 within 24 hours
- Priority 3 within 7 days

The customer has access to the online ticketing system to monitor the status.

The Helpdesk also provides both technical and functional support during office hours. A Technical Account Manager is allocated to all clients to assist in the use of the system on a day rate basis. Our customer service portal is connected directly to the system so all users can:

- Search and browse XA knowledge base
- Log bugs
- Log support requirements
- Add comments
- Provide enhancement ideas / innovation

4.2 Commitment to Customers

Customer satisfaction and retention is very important to XAIS-PTS. During the onboarding process we will provide and deliver an Introduction to XA via training videos and PowerPoint presentations available via the user interface.

It is pre-requisite of installing the XA system that the customer has attended an XA workshop so that XAIS-PTS can tailor the system to the right needs, setup and determine appropriate training sessions required to ensure earliest mobilisation.

A full onboarding plan will be agreed with key project personnel to ensure a successful implementation and installation.

Data migration is an important part of the onboarding. The informed XAIS-PTS project manager will ensure that the process is streamlined and migration successful prior to handover of the system.

During implementation key personnel will attend asset management workshops, where the customer will gain a detailed understanding of the functionality within XA and the options they need to adopt to ensure they can implement their asset management strategy. A full understanding of how the asset management processes forms part of the systems functionality will be achieved. Standard/bespoke training courses are offered using the customer's data and is tailored, as far as possible, to match the asset management processes that have been agreed during the implementation workshops. A test system is offered following training in order to gain further familiarity with the system prior to go-live.

In addition to our annual XAIS-PTS training day, every customer is allocated an account manager who will keep in contact with the customer to ensure they are satisfied with the products and services delivered by XAIS-PTS. At any point the customer can contact the account manager to raise any concerns or discuss any matters arising during the contract period.

4.3 Software Upgrades

When a new version of the software is issued a test system will be updated in advance of the live system to ensure successful integration and continuity of service.

This time is required to allow XAIS-PTS to identify the impact of the new software on their test system to ensure all processes, defined reports and interfaces are working correctly. It also provides the customer the ability to test new updates and to test recommended solutions and bug fixes safely without any impact or risk to the live system.

4.4 Server Maintenance & Security

A regular maintenance window is required during which the service may be unavailable. The service is normally available outside of this maintenance window where we aim to provide 24-hour availability. XAIS-PTS may occasionally update the service at weekends or non-critical time and with prior notice to all clients. The SLA does not provide for financial refunds for down time.

Security Policies are fully documented and implemented within the organisation. Security issues are reported directly to the information security officer. Change control is managed and tracked via cloud-base change management software. Change logs and upgrade reports are issued with every upgrade release. Internal penetration and Service threats are managed by our infrastructure provider. Patches are deployed overnight onto the cloud servers, through penetration testing or via support mechanisms. If a compromise is identified then it is analysed by our IT suppliers and assigned a severity. Dependant on the severity it may affect the response i.e. from 1 hour to the next patch release.

4.5 Backup & Restore

XA is provided on a sophisticated managed IT infrastructure data centre which is manned 24hrs a day with SIA accredited security staff. The cloud servers have separated the application from the customer database to ease the loading on the servers. The servers are monitored 24 hrs a day and if thresholds are met, the IT provider brings online further resource to satisfy demand without taking the system offline. Where long running processes exist we ensure that they are balanced but also offer dedicated servers for high-demand users.

User authentication is through a dedicated link (VPN) and uses two stage authentication.

It also means that the application can scale should demand rise ensuring that the application is always available to customers regardless of demand.

Database backups are taken at the following frequency:

- Daily (available for 7 days)
- Weekly (available for 4 weeks)
- Monthly (available for 13 months)
- Monitoring is configured to ensure that any issues with backups are reported as soon as possible

The environment XA is hosted within has an infrastructure which is implemented using automated tools, this allows for new infrastructure to be provisioned at speed as required. In the event of a catastrophic loss of a single data centre, our Disaster Recovery plan stipulates a Recovery Time Objective (RTO) of no more than 4 working hours with a Recovery Point Objective (RPO) of 24 hours.

5. On-boarding

XAIS-PTS is ISO 9001:2015 accredited and operates an Integrated Management System (IMS). Within our contract management approach, we manage our on and off boarding processes in keeping with this framework. Once the customer has progressed through the G-cloud process and an order received, XAIS-PTS will implement the following steps:

- Review client requirements to inform project plan and training requirements.
- Project team created and resources allocated to meet agreed timescales and requirements.
- Project kick off meeting.
- System Setup and Data Migration – up to 5 days consultancy allowed for in purchase price.
- User Training.
- Go live.

For a single customer, the project duration is typically 4 weeks in total and typically follows a standard implementation plan, typically these are:

- Week 1 Spin up server and application
- Week 2 Workshops with client to understand data requirement
- Week 3 Data migration and initial system configuration
- Week 4 User training and Go Live

Although the above is typical, each implementation plan is tailored to the requirements of the individual project. The final project plan will be agreed following the project kick-off meeting.

6. Off-boarding

Following a request to terminate an XA licence, provided it is within the terms of the licence and condition, XAIS-PTS will cease to provide the service on an agreed date.

All data will be held by XAIS-PTS for a period of up to three months post termination.

Full data export facilities exist within the system. Data can be exported as CSV files, Excel or ESRI shape files (where appropriate) and the client can access this data at any time. We can also provide a full SQL server database backup on request. We are able to facilitate data export for users if required.

All data will be exported and made available to the client either by email or FTP site in an agreed common format for a period of up to three months post-termination.

7. Customer Responsibilities

The customer shall ensure that only those individuals authorised to access the service (with valid email addresses from the customer's domain) attempt or are permitted to use the service.

Access credentials should not be shared externally with any other individual or organisation, unless first agreed with XAIS-PTS.

8. Trials

Trials are not available for this software.