

G-Cloud 15 Lot 3 - CLOUD SUPPORT XA Support

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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 range of inhouse developed asset management software equips Authorities with comprehensive functionality for the management of all asset management practices. The software is a decision support tool (DST) and can hold any asset, its inventory, inspection and maintenance programmes.

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.

The XA software is fully supported with proactive informed engineers, analyst and industry leads at all levels to support both remotely and on site as appropriate. Our creation, field use and continued development of the software enables our range of experienced resources to optimise, configure and address our client requirements promptly and effectively.

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. It has the ability to manage and analyse data for any asset owned by the authority and facilitates the effective management and progression of both statutory and locally defined condition monitoring.

Sophisticated reporting tools via dynamic in-built report built into the software provides a unique and beneficial range of reporting, including statutory UKPMS and DfT reports, required to monitor assets maintained within XA.

XA is a market leading decision support tool that enables highway managers to readily comply with the government requirement to deliver highway maintenance in accordance with the Infrastructure Code of Practice. This includes UKPMS, asset valuation, code of practice management, scheme identification/prioritisation and budgeting for carriageways, structures and major asset groups. Underpinned by ISO:9001.

This service can act as a health check and LEAN Review of your existing implementation and provide enhancement to your performance.

2.1. Support Service Provision

XA Infrastructure Asset Management Software (IAMS) is a very configurable commercial-off-the-shelf (COTS) software product aimed at Engineers who manage their infrastructure asset. XAIS-PTS asset management team of experts can assist in the management, configuration and data cleansing for the assets referred to in 2.2.

The support service includes:

- Support on Data Management
  - Data transfer from existing system
  - Data Cleansing
  - Data Import
  - Data Export
  - Data Collection
  - Data Validation
- Analysis of Data Sets
  - Scheme Prioritisation
  - Skid
  - Road Safety
  - Carbon
  - Asset Valuation
- Design of optimum Whole Life Plans
- Configuration of
  - Asset Elements
  - Asset Attributes
  - Asset Defects
  - Asset Treatments
- Document Management
- Incentive fund management
- Infrastructure Code of Practice
- LiDAR Analysis
- 360 imagery collection
- Artificial Intelligence

2.2. 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

2.3. 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.

3. 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
- Training requirements determined.
- Project team created and resources allocated to meet agreed timescales and requirements.
- Project kick off meeting.

The final Project Plan will be agreed following the project kick-off meeting.

4. 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.