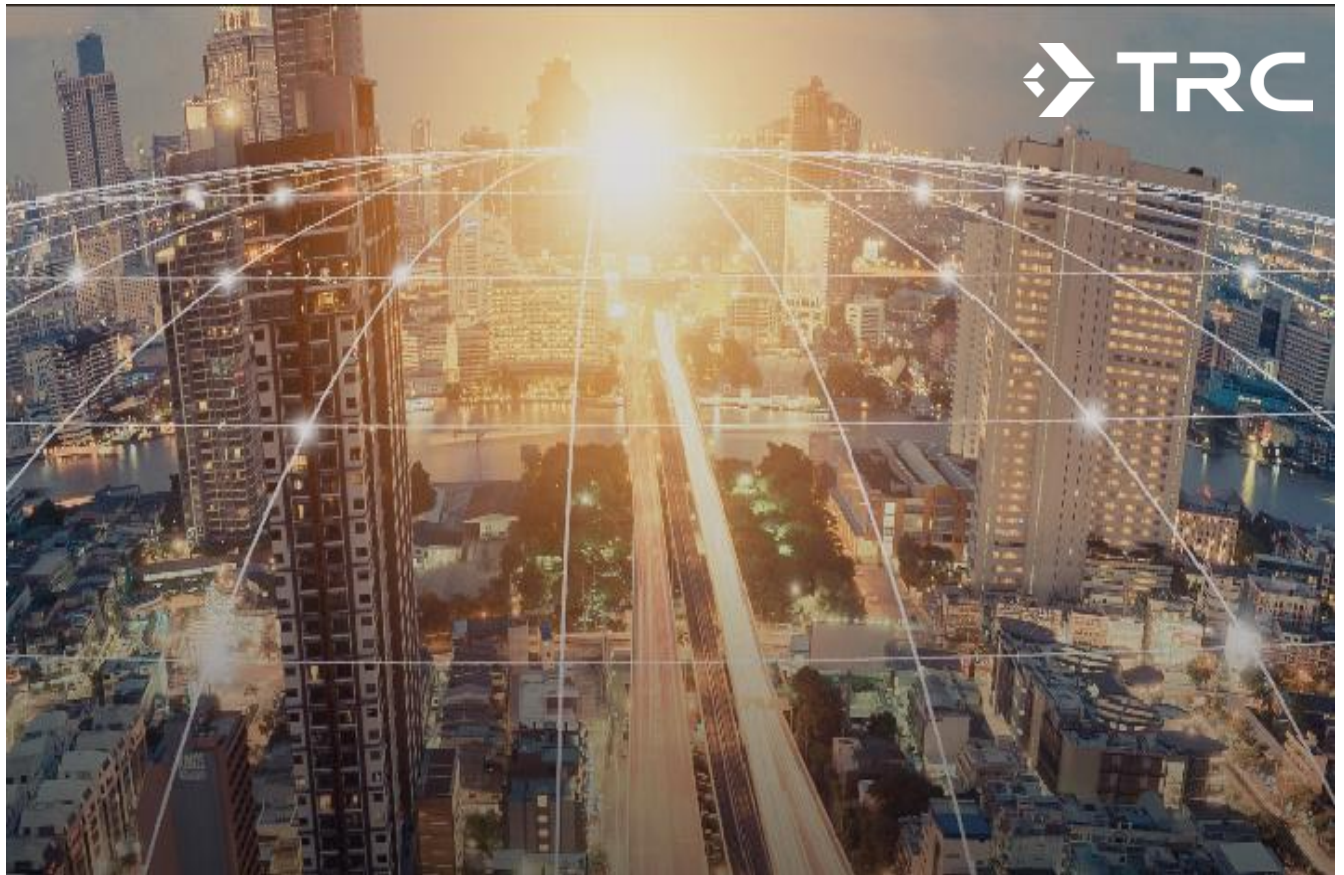




Service Description

GIS Cloud Transition and Support

G-Cloud 15 Framework
Cloud Support Services

Document Reference: G-Cloud 15 - TRC Service Definition - GIS Cloud Transition and Support

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1 OVERVIEW

1.1 OVERVIEW OF GIS CAPABILITIES

TRC Companies Ltd. (TRC) is the UK subsidiary of TRC Companies Inc, a large global, privately held geospatial solution provider. We are one of a few integrators to hold Platinum status in the Esri Partner Network. TRC has more than 30 years of experience in the delivery of geospatial projects.

Thanks to increased data accessibility and affordability, the geospatial industry today has reached an inflection point, with newer technology reaching mainstream adoption worldwide. TRC is expanding our services and products to address this massive uptake in usage across business and consumer applications, putting location intelligence at the heart of enterprise systems.

Location intelligence will help address many of the world's most pressing problems, and we aspire to lead the future of location in this new era. We embrace the many possibilities of proprietary and open-source software; remain committed to leading traditional spatial industries; and embrace the opportunity to serve emerging markets with new solutions. In all cases, we dedicate ourselves to increased product and service innovation. Many of our clients are already seeing the benefits of augmenting their applications with location intelligence across a range of systems from programme management to field services.

We are committed to delivering solutions built on “everything location”.

TRC has consulted with hundreds of worldwide organisations to establish spatial data standards and help organisations create their spatial platforms. From basic needs analysis to enterprise GIS and system integration, TRC has significant experience in many spatial related technologies including spatial data translation and management, surveying, remote sensing, aerial mapping, 3D CAD modelling and mobile systems, and has extended these technologies with our spatial application development capabilities.

TRC has experience across a wide range of GIS platforms from vendors including Esri, GeoCortex, VertiGIS, Autodesk, MapInfo, Bentley, GE Smallworld, Cadcorp, Safe FME, Microsoft and Google. TRC also has experience implementing many open-source GIS solutions.

1.2 PURPOSE OF THIS DOCUMENT

This document defines:

- The services we offer
- The delivery approach
- The resources we can provide
- The ordering process
- The on boarding and off boarding process

2 GIS CLOUD TRANSITION AND SUPPORT SERVICES

2.1 SERVICES WE OFFER

TRC's GIS Cloud Transition and Support Services focus on the design, delivery and ongoing support for your GIS cloud platform. The solution includes the development of a GIS Cloud strategy and the components required to transition / migrate to that platform and support GIS applications.

The service is split in the following components that can be procured separately:

- GIS Cloud Strategy Service
- GIS Cloud Deployment
 - GIS Cloud Build
 - GIS Application Configuration
 - Data Migration
 - GIS Integration and Test Services
 - Training Service
- GIS Application Support

2.1.1 GIS CLOUD STRATEGY SERVICE

TRC works with executives and management to ensure alignment of spatial investment with organisational objectives, enhancing specific processes for business impact. The service consists of the following subcomponents that can be procured separately:

- **Visioning and strategy development** – define a vision for GIS and support the development of a business case for a cloud GIS platform
- **GIS solution assessment** – assess the current GIS platforms and provide guidance on cloud solution adoption strategy
- **GIS Cloud architectures** – design Cloud GIS platform architectures
- **Application configuration requirements definition** – capture configuration user stories for the GIS application to deliver the required business benefits
- **Business Process Integration** – define how spatial capabilities integrate into enterprise business processes and compile standard operating procedures to encourage sustained use
- **Programme management** – provide an optimal mix of on-site or off-site spatial enterprise project and programme management services to fit client needs

2.1.2 GIS APPLICATION DEPLOYMENT

TRC has developed extensive experience deploying GIS solutions to best leverage the power of location and automate spatial analysis to enhance decision-making efficiency and outcomes. TRC will deploy, configure and test GIS solutions on cloud platforms.

TRC utilises the latest and most appropriate technologies and standards to deploy robust GIS solutions:

- **Cloud platforms** – Azure, AWS, ArcGIS online and IaaS private cloud solutions
- **GIS platforms** – including Esri, FME, VertiGIS, Google and open-source components
- **Databases** – MS SQL Server, Oracle, MS Access, MySQL, PostgreSQL RDBMS
- **Access** – desktop, web, mobile (iOS, Android, Windows)
- **Solution architectures** – leveraging SOA, peer-to-peer, n-tier, database-centric, and many other models; REST and SOAP; ESB; various security frameworks

- **Data integration** – point cloud (e.g. Leica, Trimble), CAD (e.g. Bentley, Autodesk), mobile devices, drones, data from a variety of other systems as detailed in the integration services section below
- **Industry compliant data models** – OGC, INSPIRE, IFC, COBie, BIM, Esri Utility Network data model

2.1.2.1 GIS Cloud Platform Build and Test Service

- TRC deploy / upgrade the GIS platform on the Cloud platform
- The deployment is tested following build / upgrade in line with an agreed test strategy (including performance, integration and regression testing)

2.1.2.2 GIS Application Configuration and Test Service

- TRC will configure the GIS applications to meet the defined requirements / user stories
- Configurations are tested and multiple levels in line with an agreed test strategy (including unit test, system test and User Acceptance test)

2.1.2.3 GIS Data Migration Service

- A data migration strategy will be defined and agreed
- ETL tools will be configured to implement the data migration strategy and tested.
- Multiple data migration iterations will be performed and testing conducted to validate that the data has been correctly migrated

2.1.2.4 GIS Integration Services and Test Service

TRC specialises in spatially enabling our client's existing enterprise systems, providing additional value from existing investments. TRC will:

- configure the application APIs and the GIS applications to meet the defined user story / requirement
- test the interfaces and the GIS configured application in line with an agreed test strategy

Our experience includes spatially enabling the following types of enterprise systems:

- Asset management
- Workforce management and field services (also refer to our Lemur cloud software services)
- Enterprise content / document management systems including SharePoint
- Customer Relationship Management (CRM)
- ERP including financial management systems
- Project controls / management including integration with Oracle Primavera P6
- Building Information Modelling (BIM)

2.1.2.5 GIS Application Training Service

TRC will train users (technical and business) in the configured GIS applications. A formal training needs analysis will be performed as part of the service and training courses developed and delivered accordingly.

2.1.3 GIS APPLICATION SUPPORT SERVICE

Our established UK specialist application support desk has been providing support services for GIS solutions for over 10 years. Our support desk follows ITIL process and has been designed to follow on from the implementation of new products, significant upgrades or major configuration changes and works well within our existing clients. The support model follows 3 core stages:

- **Service Design** - before the service starts the TRC Support Service Manager will work with the client's service management team to align the TRC application support model with the client's internal support processes. This will include the following:
 - Establishing governance for the service
 - Agreeing service scope and aligning core processes
 - Agreeing demarcation of responsibilities via a RACI
 - Agreeing SLA and OLAs and service reporting
 - Aligning security policies and training
 - Service desk configuration
 - Transition planning
- **Service Operation** - the support service operation covers the following core process and will normally be operational Monday to Friday 8am to 5pm excluding UK bank holidays but can be customised to client's requirements. Application patching and upgrading will be performed in agreed maintenance windows outside normal operation hours as required.
 - Incident management
 - Problem management
 - Service requests
 - Change management
 - Configuration management
 - Service management – including regular service report of performance against SLAs and OLA
 - Relationship management
- **Service Transition** - TRC will provide transition support to the new provider as set out in the transition plan prior to the end of the service.

2.2 DELIVERY APPROACH

TRC's delivery framework process provides an overarching methodology for all TRC projects and sets rigorous quality standards for project delivery and client satisfaction. Within this framework TRC utilises a number of industry-leading methodologies (including Prince 2 for Project Governance, Agile methodologies for implementation project and ITIL processes for IT Service Management) and blends these together to provide a solution delivery methodology that is tailored to meet the needs of both the problem domain and our client.

Our approaches are innovative and focused on timely delivery, risk mitigation and quality. They include combining the flexibility of agile development with project and quality management activities and the implementation of iterative delivery cycles.

All our projects have a quality plan that details how service quality will be delivered and measured. TRC's UK business is accredited to ISO9001:2015, ISO27001:2017 and Cyber Essentials Plus.

2.3 RESOURCE TYPES

TRC typically offers the following resource types under the GIS Cloud Service Transition and Support Services:

- Programme Manager
- Senior Business Consultant
- Project Manager
- Business Consultant
- Domain Expert
- GIS Manager
- GIS Solution Architect
- GIS Technical Lead
- GIS Analyst
- GIS Technician
- Test Manager
- Tester
- Support Service Manager
- GIS Support Consultant

3 ORDERING PROCESS

For each project we will create a specific Statement of Work (SoW) which will be signed off by both the client organisation and TRC. The SoW will include details of all scope, resources, deliverables, schedule and pricing terms for the project.

We will commence the engagement according to the schedule once we have a valid purchase order.

4 ONBOARDING AND OFF-BOARDING SUPPORT

Our service includes provisions for both onboarding and off-boarding.

TRC will appoint an Account Manager who will put in place and agree the appropriate onboarding plan prior to commencing the service:

- An application support set up plan will be established and agreed for new cloud services.
- A transition plan will be established to ensure a smooth service handover for existing cloud services
- A project implementation plan will be put in place and agreed for cloud product migrations, including configuration and testing services
- A training strategy is established for training services

Our Exit / Transition plan will also be established and agreed at the start of the engagement.

- For support service this will define the support provided to transition to another provider.
- For cloud products, migration, configuration and testing services this will include the support for transitioning to on-going support.

5 COMMERCIALS

5.1 PRICING

Pricing for our GIS Cloud Service Transition and Support Services can be found in our Pricing Document on the Digital Marketplace.

Daily rates for our GIS Cloud Service Transition and Support Services can be found in our SFIA consulting services rate card on the Digital Marketplace.

Quotations against specific requirements or for specified packages of work can be provided on request. Fixed Price options are also available.

5.2 TERMS OF SERVICE

Terms and conditions for our consulting services can be found in our Consulting Services Agreement on the Digital Marketplace.

Our base service does not normally include service credits.

The termination for buyers and sellers is negotiable and dependent on service component purchased and the length of the contract.

END OF DOCUMENT