



**BENSASSON
&CHALMERS**

G Cloud Service Definition Document

LAMP Management Information System

Application Software

January 2026

Bensasson & Chalmers Ltd

Dirac House

St. Johns Innovation Park

Cowley Road

Cambridge

CB40WS

01223 420048

Contents

Table of Contents

1. The LAMP System	1
1.1. Overview - The LAMP Concept.....	1
1.1.1. Introduction	1
1.1.2. Flexibility and Versatility	1
1.1.3. Prime objectives.....	2
1.2. Methodology Overview	3
1.3. LAMP benefits	3
1.3.1. Summary	3
1.3.2. Ease of administration	4
1.3.3. Reporting strategy	4
1.4. Organisation definition.....	5
1.4.1. The organisation structure.....	5
1.4.2. Managing change	6
1.5. Projects/jobs and stages/activity definition.....	6
1.6. Timesheets	7
1.7. Costs and charges	8
1.7.1. Overview	8
1.7.2. The Charge methodology.....	9
1.7.3. Invoicing.....	9
1.8. LAMP Modules	10
2. Service and Technical aspects	12
2.1. Service Definition	12
2.1.1. Software availability – hosting arrangements	12
2.1.2. Service Levels.	12
2.1.3. User Access	12
2.1.4. Upgrades.....	12
2.1.5. Legislative evolution	12
2.1.6. Design and Configuration.	12
2.1.7. System Implementation.....	13
2.1.8. Information Assurance.....	13
2.1.9. Service Management, Data Storage and Processing	13
2.1.10. Backup, Restore and Disaster Recovery.....	13
2.1.11. Data – on boarding	13
2.1.12. Data – off boarding	14
2.1.13. Archiving and data deletion	14
2.1.14. Maintenance and Support	14
2.1.15. Training	14
2.1.16. Customer Responsibilities.....	15
2.2. Technical	15
2.2.1. Software.....	15



2.2.2. Access.....	15
2.3. Pricing and Commercial	15
2.3.1. Module Pricing	15
2.3.2. System Pricing.....	15
2.3.2. Additional services, Consulting and Project Management	16
2.3.3. Training	16
2.3.4. Service Credits	16
2.3.5. Ordering	16
2.3.6. Termination	16

1. The LAMP System

1.1. Overview - The LAMP Concept

1.1.1. Introduction

LAMP is an integrated and flexible **Management Information System** (MIS) developed to assist managers to comprehensively manage, monitor and streamline their:

- Business (income and expenditure)
- Projects (programmes and Project components) and
- Administrative operations (enter data once, use many)

It's key operational functions include:

- Resource Time Recording, Analysis and Costing
- Job Analysis and work evaluation
- Job/project Time Recording, Analysis and Costing
- Job/Project Costing
- Job/Project Charging and Invoicing
- Cost Centre Costing and Income

LAMP is an **established well proven system**, having evolved from core business requirements in conjunction with our consultancy expertise in implementing systems.

Ease of use is facilitated by providing web-based entry screens for project operatives, enabling capture at source - staff timesheets, Job management and Project Manager input screens.

Post system implementation, the system administration is carried out by **local self-service** using simple administrative (non-technical) tools.

Capturing information as near to the 'source' as possible promotes usability, and timeliness of data entry with alerts being delivered to managers as prompts for action. **Source data capture** also ensures single point data entry (with validation checks) to ensure that human error is minimised.

1.1.2. Flexibility and Versatility

In terms of **operational flexibility**, Seeker operations can be deployed by the user utilising self-service tools – the levels of user permissions, menu configuration and User classes are entirely under the customers control. This enables the LAMP system to be implemented to reflect the customers desired style of management control.

The LAMP system encompasses a wealth of project related operations, and this level of **versatility** allows the customer organisation to implement many aspects of operations that formerly were perhaps undertaken by multiple small systems or spreadsheets.

1.1.3. Prime objectives

Lamp enables the organisation to:

- **Optimise** the management and operations of projects and resources
- **Transform** operations with strong emphasis on information flow and dashboards
- **Efficiently manage** daily work operations
- **Plan** future operations to facilitate resource deployment
- Provide an essential golden source of information to **evaluate and improve performance**, thus enhancing organisational sustainability

Organisations, Managers, and Professionals can benefit from LAMP's digitisation which improves efficiency by automating many traditional administrative processes.

LAMP facilitates effective management and the decision-making process at all levels of the organisation by providing access to vital project and resource information.

Both Job/Project and Organisation management is assisted by:

- **Job/Projects** can be:
 - established with clear accountability links (clients and cost centres)
 - their associated details assembled with clarity (definitions, budgets, programmes)
 - and their progress planned and monitored (dates and events)
- **Staff Timesheets** are handled efficiently as they are
 - entered at source by project operatives using a browser-based timesheet
 - monitored by Project managers using browser-based summaries and dashboards
- **Resource and Project expenditure** can be:
 - defined and collected (by staff, cost centre)
 - accurately tracked (date incurred, retrospective actions for accuracy)
 - and analysed and consolidated for output purposes
- **Invoices** can be:
 - assembled using a variety of charging methods (Unit & Margin rates, fee, Time-charge, etc.)
 - reviewed for accuracy by using a Draft and Issued methodology
 - and raised for income generation
- For Job/Project Management, **Project viability** can be analysed from:
 - budgetary and fee allowance comparisons
 - income and expenditure and compared to progress made
- **Current and prospective projects** can be:
 - estimated and planned
 - facilitating the forecasting and budgeting process
- For the organisation, **Cost centre performance** (at all levels) can be assessed from:
 - project achievements and target
 - cost and income data
 - a wide range of BI analysed aspects
- For the **Client**
 - LAMP ensures accuracy in the invoicing process
 - LAMP provides an audit trail of work

- the establishment of a budget for the project ensures that invoices can be tracked against that budget

1.2. Methodology Overview

LAMP's design processes ensure clarity of definition for operational organisations (both cost centre and clients) and projects.

- **Cost / Business centres:**
 - e.g. Directorates, Department, Branches, Sections, etc. using the customers terminology
 - up to 10 levels using a parent / child relationship can be deployed
 - organisation changes are tracked using date of change, so that the organisation hierarchy is correct all times (including retrospective actions)
- **Clients**
 - Can be tri-level, using a parent / child relationship
 - The levels provide accurate billing and reporting
 - The top level is a 'super-client' (e.g. a primary organisation/body), then a billable client within that organisations
 - The third tier is a ledge or budget code
- **Projects can have:**
 - The relevant client and internal cost centre definition, for project control and reporting, costing and invoicing
 - Any number of stages/activities (which can reflect the needs of professional bodies or operations)
- **The project stages / activities can have:**
 - The relevant client and internal cost centre definition, for relevant for project control and reporting, costing and invoicing
 - Cost accumulation, reflecting resource, Expense and purchase costs
 - A choice of charging methods
 - A choice of invoice periodicity
 - A draft/ final invoice methodology – and credit notes

1.3. LAMP benefits

1.3.1. Summary

Organisations, Managers, and Professionals can benefit from LAMP's digitisation which improves efficiency by automating many traditional administrative processes.

LAMP facilitates effective management and the decision-making process at all levels of the organisation by providing access to vital project and resource information. As data is collected at the lower source levels then top-level data for organisational management can easily be obtained by consolidation.

Both Job/Project and Organisation management at all levels is assisted by:

- **Job/Projects** can be:
 - established with clear accountability links (clients and cost centres)
 - their associated details assembled and categorised with clarity (definitions, budgets, programmes)
 - and their progress planned and monitored (dates and events)

- **Resource and Project expenditure** can be:
 - defined and collected, by staff and cost centre (which can be consolidated upwards from the base centre, through 'divisions' to the organisation level)
 - accurately tracked (date incurred, retrospective actions for accuracy)
 - and analysed and consolidated for output purposes with reference to user definable account periods
- **Invoices** can be:
 - assembled using a variety of charging methods (Unit & Margin rates, fee, Time-charge, etc.)
 - reviewed for accuracy by using a Draft and Issued methodology
 - and raised for income generation at the user choice of periodicity
- For Job/Project Management, **Project viability** can be analysed from:
 - budgetary and fee allowance comparisons
 - income and expenditure and compared to progress made
- **Current and prospective projects** can be:
 - estimated and planned
 - facilitating the forecasting and budgeting process
- For the organisation, **Cost centre performance** (at all levels) can be assessed from:
 - project achievements and target
 - cost and income data
 - a wide range of BI analysed aspects
- For the **client**
 - LAMP ensures accuracy in the invoicing process
 - LAMP provides an audit trail of work
 - the establishment of a budget for the project ensures that invoices can be tracked against that budget
- For the **manager and administrator**
 - Automated process for accurate costing
 - Automated process for invoice raising
 - Automated process for invoice reconciliation and review

All of the above is data assembly that can assist with organisation sustainability

1.3.2. Ease of administration

LAMP provides both Departmental and Corporate solutions within a framework of secure access permissions.

Ease of administration is an important factor, with most user data maintenance operations being carried out within the system using non-specialist techniques. This ensures that local support does not need extensive IT knowledge and that the training overhead is minimised. The ability for the organisation to support most of its system administration on a local basis also minimises external support.

1.3.3. Reporting strategy

With LAMP in use the organisation will have access to a substantial bank of information regarding past achievements and current scenarios and operational activities. LAMP provides core application reports to deliver output from this data bank. In addition, LAMP contains its own Report Generator so that users can easily define their own ad-hoc reports, which can be output to PDF and Excel.

LAMP is installed using MS SQL Server and accordingly is Power BI compatible.

1.4. Organisation definition

1.4.1. *The organisation structure*

The LAMP Core allows the organisation to input data into the system that establishes the organisation establishment hierarchy, and associates their assigned jobs/projects, together with a client hierarchy that allows the system to fully define a service providing organisation

The LAMP concept is based around the operational needs of the organisation and its components, and to reflect those needs the organisation's cost centres (departments, divisions, groups, sections etc.) can be defined in LAMP using an integrated multiple level hierarchy (up to 10 levels) that is date stamped to ensure that the accuracy of the parent/child relationship between cost centres is maintained at all times.

To these cost centres the staff can be attached, again being tracked by date of change so that relevancy is ensured. A key part of any organisation's management processes will be the deployment of resources upon jobs. Accordingly, it is critical that the data relating to the organisation's staff is properly defined and maintained.

This relationship definition ensures that:

- current operations
- legacy analysis
- retrospective actions/changes, and
- future changes

can be undertaken at any time – data operations are synchronised with the date of relevancy and not the date of the data input. For example, the cost base for 2026/27 can be changed in 2027/28 if change is required.

The LAMP core defines the inter-relationship between Cost centres and staff, with the ability to maintain data changes by reference to the date of change. In this way the organisation can evolve and change, and the LAMP organisation hierarch facilitates modelling and the effects of future planning whilst maintaining the details of the past. Tracking by date of change is operable from the top of the organisation down to staff level. Staff can be full-time or part-time and can be classified by profession/expertise/trade and grade.

Rate costs are held for each staff member by effective date and historic records are maintained for retrospective updates if required. The latter is important as this means that any job costing or charging scenario can be reviewed and if necessary, have its data 'unpicked' to source. Similarly future rates can be input for hourly rate modelling. Rates can be individually applied or via a scale of rates. External agency staff can have their own rates.

Rates costs consist of two components – staff salaries/wages and overheads. LAMP incorporates a full set of overhead data facilities so that overheads can be applied at one or more levels of the cost centre hierarchy. Overheads rates can be levied by two types of distribution, percentage or fixed amount, and a mixture of the two can be applied if necessary.

Management units (cost centres or business centres) can be set up in LAMP to reflect business operations, and their resource and overhead costs allocated and analysed. Costs and Charges

can be tracked for Profit and Loss assessment. Each unit that is set up can be monitored by their own managers.

1.4.2. Managing change

LAMP facilitates the evolvement of business models and operations by maintaining historical data. This in turn facilitates organisational change, trend analysis, and the effective deployment of BI as each date of change is maintained and tracked.

As organisation changes are tracked by date of change then future changes can be input and modelled to identify the prospective changes to costs and charges.

LAMP is both flexible and scalable- the system is suitable to manage a small base of a hundred or so staff with a hundred jobs to larger corporate style organisations where the volumes are in the thousands.

Volume operations are facilitated by flexible levels of access permissions that provide secure visibility across the organisation. The organisation definitions can evolve as the structure changes (e.g. re-organisation), and the project definition can encompass simple jobs to a complex project infrastructure (e.g. as used by construction professionals).

LAMP can manage many thousands of records; indeed, it is the handling of volumes that are potentially more than hundreds of thousands of records over a large period that allows the system to provide the organisation with usable analytical information.

1.5. Projects/jobs and stages/activity definition

Projects (or jobs) can be setup and assigned to a cost centre. The project can have any number of component stages (activity or tasks) and these can also be assigned to a cost centre –the latter can be different to that assigned for the overall direction of the project thus ensuring that all costs and income can be accurately tracked.

The project stages can be set up to reflect operational functions, a set of professional disciplines or a mixture of the two. The stage setup can employ templates to assist with rapid and consistent setup across the organisation.

Cost centre and project/job costs are accumulated via time recording (which includes organisational cost via overheads booked to project stages) and purchases and expenses where applicable. Each job or project can have an unlimited number of components activities (or stages) so that simple jobs or complex projects can be accommodated. Costing and charging are performed at the project/job stage level so that the component position can be accurately monitored.

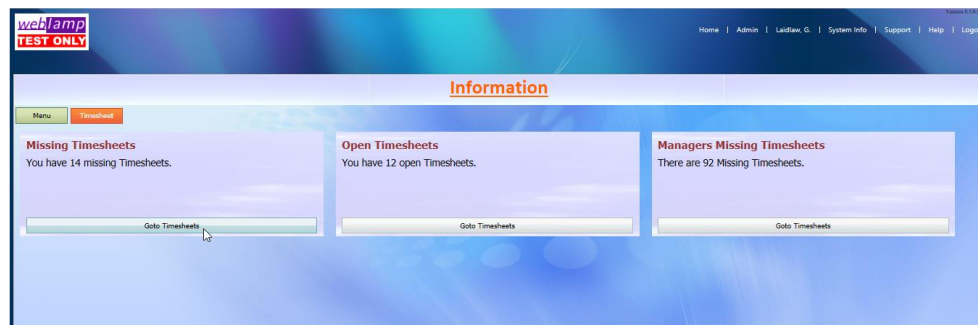
Projects can also be assigned to a client using a client hierarchy so that multiple clients (the organisation that is invoiced) within a client body can be billed thus ensuring budgetary accuracy for the both the supplier and the client body being billed.

Projects can be defined using a flexible set of additional parameters that can be used for categorisation and analytical purposes (linking in with BI as required). These include Programme, Sub-programme, SLA, Classification/work type, Area, etc. Ledger codes can be established to facilitate linkage with a financial system.

Project Teams and events can also be defined and recorded.

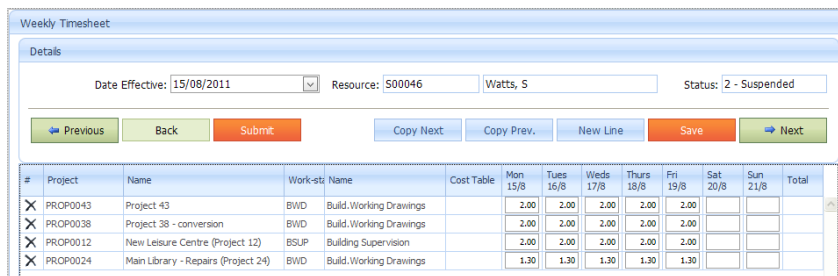
1.6. Timesheets

The browser-based timesheet system is simple to use, aided by timely and relevant system dashboard alerts, so that individual users are alerted to 'missing timesheets' and Managers/Team Leaders can be additionally alerted to the levels of the missing timesheets for their division or group, etc.:



Clicking on the embedded link takes the user to the action required.

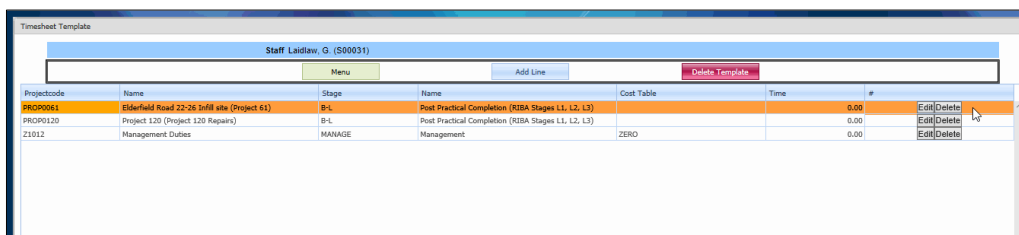
Staff time is collected via a browser-based timesheet so that information is assembled 'at source'. The internal processes of the system convert these into accurate costs that are assigned to projects and activities and in turn are associated with cost centres. Team leader approval can be applied as required (the alerts mentioned above also include the number of Timesheets to be authorised).



The screenshot shows a 'Weekly Timesheet' form. The 'Details' section includes fields for 'Date Effective' (15/08/2011), 'Resource' (S00046), 'Watts, S', and 'Status' (2 - Suspended). Below these are buttons: Previous, Back, Submit, Copy Next, Copy Prev., New Line, Save, and Next. The main table lists project entries with columns for Project, Name, Work-st, Name, Cost Table, and days of the week (Mon 15/8 to Sun 21/8) and a Total column.

#	Project	Name	Work-st	Name	Cost Table	Mon 15/8	Tues 16/8	Weds 17/8	Thurs 18/8	Fri 19/8	Sat 20/8	Sun 21/8	Total
X	PROF0043	Project 43	BWD	Build. Working Drawings		2.00	2.00	2.00	2.00	2.00			
X	PROF0038	Project 38 - conversion	BWD	Build. Working Drawings		2.00	2.00	2.00	2.00	2.00			
X	PROF0012	New Leisure Centre (Project 12)	BSUP	Building Supervision		2.00	2.00	2.00	2.00	2.00			
X	PROF0024	Main Library - Repairs (Project 24)	BWD	Build. Working Drawings		1.30	1.30	1.30	1.30	1.30			

The user can make use of timesheet templates so that oft used projects can be pre-defined to aid rapid and convenient data entry:



The screenshot shows a 'Timesheet Template' form. It has a header bar with 'Staff Laidlaw, G. (S00031)' and buttons for Menu, Add Line, and Delete Template. Below is a table with columns: Projectcode, Name, Stage, Name, Cost Table, Time, #, Edit, and Delete. The table lists three pre-defined project entries.

Projectcode	Name	Stage	Name	Cost Table	Time	#	Edit	Delete
PROF0061	Edenfield Road 22-26 Infill site (Project 61)	B-L	Post Practical Completion (RIBA Stages L1, L2, L3)		0.00		Edit	Delete
PROF0120	Project 120 (Project 120 Repairs)	B-L	Post Practical Completion (RIBA Stages L1, L2, L3)		0.00		Edit	Delete
Z1012	Management Dubes	MANAGE	Management	ZERO	0.00		Edit	Delete

The timesheet is stored with a progressive system of status control so that managers can monitor and authorise time prior to the project being updated with time and costs.

The Time recording and Job costing module allows the organisation to effectively track and monitor resource expenditure and usage. This module is aimed at organisations that require full analysis of cost centre and projects costs but may not have complex charging requirements. Timesheets are tracked by status change that facilitates submission and on-line authorisation by management.

Managers are alerted to issues, and the management summary page allows drill-down to the individual time sheet.

The timesheet manager can have access to current jobs:

Timesheet Admin

Period: 17/05/2019 Status: MISSING
Weeks to look back: 26 Staff: ALL

Authorise Export to PDF Export to XLS Unauthorise

	Staff	Name	Period	Worked	Expected	Difference	Non-Prod	Status	Details
10000001 - Finance & Resources Directorate									
10400005 - Strategic Financial Management Division									
10404017 - Environment & Leisure Services Finance Branch									
		S00067 Patel, S.	11-May-2019 - 17-May-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00099 O'Brien, K.	11-May-2019 - 17-May-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00138 Ogilvy, D.	11-May-2019 - 17-May-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00031 Laidlaw, G.	04-May-2019 - 10-May-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00067 Patel, S.	04-May-2019 - 10-May-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00099 O'Brien, K.	04-May-2019 - 10-May-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00138 Ogilvy, D.	04-May-2019 - 10-May-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00031 Laidlaw, G.	27-Apr-2019 - 03-May-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00067 Patel, S.	27-Apr-2019 - 03-May-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00099 O'Brien, K.	27-Apr-2019 - 03-May-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00138 Ogilvy, D.	27-Apr-2019 - 03-May-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00031 Laidlaw, G.	20-Apr-2019 - 26-Apr-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00067 Patel, S.	20-Apr-2019 - 26-Apr-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00099 O'Brien, K.	20-Apr-2019 - 26-Apr-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00138 Ogilvy, D.	20-Apr-2019 - 26-Apr-2019	0.00	35.00	-35.00	0.00	Missing	View Details
		S00031 Laidlaw, G.	13-Apr-2019 - 19-Apr-2019	0.00	35.00	-35.00	0.00	Missing	View Details

Work in Progress

List of current Jobs with Work in Progress.

Back First Page Export to Excel Export to PDF Select new

Ranges :
Unit - 01370

Job	Job Name	Unapproved Time	Approved Time	Total Time	Unapproved Charge	Approved Charge	Total Charge
33038716	OMAC NEW THEATRE	10.20	0.00	10.20	€610.16	€0.00	€610.16

Project totals are displayed to the Project Manager - the Project Manager can have access to the current level of time, cost and charges whilst working with the project summary that displays and control dates and events.

1.7. Costs and charges

1.7.1. Overview

In LAMP costs are stored discretely to charges this allowing a full financial analysis of operation to take place (i.e. profit / loss comparisons). Both cost and charge data is recorded in the system using a common user-defined set of account periods.

Having established the two primary definition data spines (Cost centres and projects), operations that are regularly conducted on those definitions can be performed by the LAMP system (i.e. Costing and charging):

- Time/Resource/purchase/expenses cost data can be collected, monitored and managed and monitored:
 - By association with cost centres then organisational costs at any level can be tracked and managed
 - By association with project and stages then projects costs can be tracked and managed
- As project are progressed, with time being expended and progress made then:
 - Charges can be raised using a wide variety of charge methods
 - Charges can be billed to client using a draft and issued invoicing regime
 - Credit notes can be raised to rectify any issues
- As costs and charges are held discretely then they can be compared for both costs centres and projects thus allowing Profit and Loss analysis to take place

1.7.2. The Charge methodology

The LAMP Trader module builds on the project operations and allows the organisation to prepare and raise invoices using a commercial infrastructure. Effectively this module allows a charge method to be optionally associated with a project stage and to raise invoices against it. Project stages are 'managed' by an associated 'management unit' (division/section, etc.) so that cost centres can have project costs and charges accumulated by job association.

A wide variety of charging methods can be employed e.g. 10 types including time charging (based on either salary scale or profession type), fees, unit rate and margin rate, retainers and including one-off and recurring charges. The variety allows the organisation to set up the charging model to reflect work type and business requirements.

A variety of Rate tables (with differing operative dates) can be held to implement differential charging to suit operations and reflect changes in recovery level requirements. These rate tables (e.g. time charge rates) are held by operative date so that rates can be updated and retrospective actions performed.

These charge methods are deployed at the project stage/activity so that if required projects that differ in delivery character can be charged in an appropriate way. In this way professional fee scales can be reflected.

1.7.3. Invoicing

The LAMP Trader module builds upon both the Core and the Time Recording and Job costing modules and introduces into the mix a set of tools that allow the organisation to prepare and raise invoices that reflect their commercial operations.

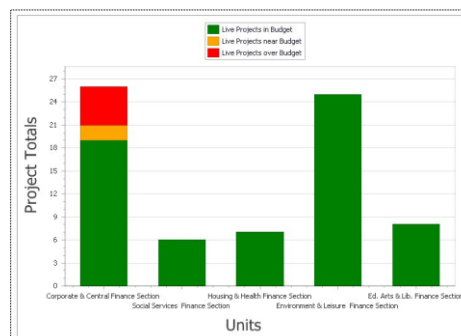
Draft and issued Invoices are calculated and raised by system processes (the automation aspects minimise both human error and assist efficiency when dealing with volume data). The invoices can be raised according to the management needs, so that invoices can be raised as required for individual costs centres, or clients, or for the entire organisation.

A system reconciliation process over project history is provided and reflects the real-world necessity for operations to be viewed in context with the project and client requirements.

Credit Notes are implemented to provide a full client relationship. As with invoices, credit notes are managed by a draft/issued process so that full management control can be exercised.

This module introduces charges into the data analysis arena so that income and expenditure can be evaluated and compared. This comparison begins at the project activity level and can be consolidated all the way to the top tier cost centre level.

Project	Cost	Income	DWH	All Time Cost	All Time Income	DWH
Arlington Road, 17 Boundary wall Repairs (Project 6)	235	0.00	-235.00	6,388	11,603.25	5,215.25
Arlington Terrace, 8 Major Repairs (Project 32) incs Heating & Services renewal	0	0.00	0.00	40	17,215.92	17,175.92
Croft Terrace, 47 Repairs (Project 33)	0	0.00	0.00	0	14.70	14.70
East Coast, High Street, (Project 2)	805	17,500.00	16,694.00	5,381	253,547.00	248,165.00
Harrington Square, 18, 19 (Project 4)	830	17,500.00	16,670.00	5,395	139,889.50	134,494.50
Hill Road, 37 Infill site (Project 11)	940	3,937.50	2,997.50	5,649	71,723.50	66,074.50
Kenton Road, 5 Repairs (Project 34)	0	0.00	0.00	292	39,650.00	39,358.00
King Edward Street, 18 (Project 5)	1,125	6,125.00	5,000.00	6,431	59,047.00	52,616.00
Main Library - Repairs (Project 24)	0	112,000.00	112,000.00	100	210,162.56	210,062.56
Market Street, 19 Infill Site (Project 15)	1,241	13,125.00	11,884.00	6,030	107,343.20	101,313.20
Mill Road, 27-29 (Project 1)	1,335	19,687.50	18,352.50	6,614	163,074.00	156,460.00



1.8. LAMP Modules

To align with typical organisational requirements, LAMP is built using a varying set of data component sets within a common database that meet user requirements. LAMP is supplied in two modules that reflect business intensity

- The **LAMP Core Time Recording & Job Costing module** that incorporates the base setup data – staff, structure, cost centre and job/project setup. This allows the organisation to input data into the system that establishes the organisation establishment hierarchy and associates their assigned jobs/projects, together with a client hierarchy that allows the system to fully define a service providing organisation
- The **LAMP Trader Module** (charging billing & invoicing) is optional. The LAMP Trader module builds on the project operations and allows the organisation to prepare and raise invoices using a commercial infrastructure. Effectively this module allows a charge method to be optionally associated with a project stage and to raise invoices against it.
-

Organisations may vary in their objectives and delivery aspects, so LAMP is built in a flexible way so that the organisation can purchase and operate just the Core Time and Costing module if that is all that is required (Bensasson & Chalmers recognise that public sector bodies may wish only to track costs).

However, as LAMP is built upon a common database and set of programmes, then the organisation can extend operations by purchasing the Trader module that implements charging and invoicing.



The Core and Trader modules both incorporate a set of supplied reports to address the objectives of the module.

The objective is to provide the manager (at any level and at organisational role) with a variety of reports that answer operational issues. The set of reports, supplied as a service tailored to each organisation requirement, is intended to be delivered as embedded reports in the LAMP application and so can be delivered to managers at any level within the system.

2. Service and Technical aspects

2.1. Service Definition

2.1.1. *Software availability – hosting arrangements*

Bensasson & Chalmers' software is available as a G Cloud offering available via a Private Cloud via internal hosting arrangements (i.e. departmental LANs and WANs).

2.1.2. *Service Levels.*

The service is delivered via an internally hosted installation, and the availability of that service is the responsibility of the Customer. The Support service is available 24/7 by the provision of an internet reporting tool.

2.1.3. *User Access*

Access to the service is permission-based and is customer driven. The user and menu configuration is administered by local system administrators.

Various levels of usage can be established giving systems administration, write/read and read only access to some or all of the data. Service access can be linked to the Customer's active directory, enabling it to be accessible via the users' single sign on.

Initial passwords are a randomly generated string of alpha and numeric characters, and they are of sufficient strength to protect the system. Prompting for initial and periodic password changing is available.

2.1.4. *Upgrades*

Bensasson & Chalmers' software, which underpins its service, will be progressively upgraded with a mix of maintenance releases and incremental enhancements.

Service users will be advised fully about these upgrades

2.1.5 *Legislative evolution*

Bensasson & Chalmers undertakes to provide its system with reference to legislative compliance - updates will be issued to cover system evolution.

2.1.6. *Design and Configuration.*

Bensasson & Chalmers provides a full range of design and configuration services, and these also encompass Data Analysis, Business and Workflow Analysis, Business Transformation and Change Management.

2.1.7. System Implementation

Implementations are managed strictly to minimise risks. Stages and roles are clearly defined and agreed for each project and then controlled formally as the implementation proceeds. Each implementation concludes with a formal review to ensure there are no outstanding items.

A successful implementation of a software solution to a 'complex' scenario often requires on-boarding in terms of user training, data assimilation and configuration and all of these activities feature within our standard implementation plan, as defined within our Quality Assurance documentation.

Overall service implementation includes the following:

- Briefing – objectives
- Discovery
- Business Analysis
- Data on-boarding
- configuration (equivalent to installation, setup of database, etc)
- Testing
- user on-boarding, training
- Operational Review

2.1.8. Information Assurance

All browser-based software is subject to regular penetration testing, and Bensasson & Chalmers is in the process of working towards obtaining ISO 9001 accreditation

The assurance of an internally hosted Private Web services is determined entirely by the Customer.

2.1.9. Service Management, Data Storage and Processing

Bensasson & Chalmers' work with customers to ensure that security, integrity of data, and data processing is performed regularly and according to recognised standards.

2.1.10. Backup, Restore and Disaster Recovery

A full audit trail is available, and with system administration permission, proactive audits can be set up.

The data security of an internally hosted Private Web services is determined entirely by the Customer, and we strongly recommend a regime of regular and off-site backup.

2.1.11. Data – on boarding

For data on boarding, Bensasson & Chalmers first map the data to determine exactly how the loading will proceed, how the data will be received, whether from disparate flat file formats and directly from database tables, and which control totals will be used to ensure the transfer has been successful.

During loading, the data insertions are checked via business logic to ensure validations, integrity checks and business rules are adhered to using SSIS' extract transform and load capabilities.

2.1.12. Data – off boarding

Bensasson & Chalmers undertakes to provide an exit plan. For off boarding, Bensasson & Chalmers undertakes to provide a full database backup of customer data using the MS SQL server format. After the successful transfer of data then any data on the Bensasson & Chalmers servers is removed. Similarly, the customer is required to remove any Bensasson & Chalmers software from their systems.

2.1.13. Archiving and data deletion

Data can be archived or deleted when it is no longer required, and both of these policies are Customer driven. Archived data can be restored on demand within the software as a normal user operation (i.e. it is non-technical exercise).

Note however, that the deletion of data is only possible within the regime of data integrity in the database.

When a service ends, all data which has not been off-boarded, will be purged

2.1.14. Maintenance and Support

The customer organisation also benefits from an internet based 24/7 support site provided by Bensasson & Chalmers that can be used to report, track and escalate any support issues, in addition to using the site as a knowledge base.

This portal is accessible through standard browsers, and it is used to register new support issues and track existing issues. The knowledge base allows users to search for resolutions to common issues.

All communications are recorded in the support database and email notifications can be sent automatically to a nominated address when the database is updated by both Bensasson & Chalmers and service users.

Issues which recur are prime candidate enhancements for maintenance releases of the software.

In addition, a service desk is operated during normal working hours (9-5) during the working week (Mon-Fri).

2.1.15. Training

Bensasson & Chalmers provides an extensive range of training options for service users both standard training and bespoke workshops onsite and offsite delivery via remote access tools such as Web portals (Teams and Skype). Training can also be assisted by video aids (short videos on how to use selected features).

2.1.16. Customer Responsibilities

Our customers are responsible for supplying all data required to initiate the service and informing Bensasson & Chalmers of their requirements for back-ups and archiving when using an externally hosted arrangement. For those who elect to run the services over an internally hosted Web, all aspects of service provision lie with the Customer.

Bensasson & Chalmers also encourages its customers to share information about improvements which they would like to add to the service.

Bensasson & Chalmers provide the infrastructure – the customer is responsible for the data entry and is therefore also responsible for GDPR compliance as regards the source data (the LAMP system does not collect or use ‘personal’ data, only that which is appropriate for project control by the customer).

2.2. Technical

2.2.1. Software

Bensasson & Chalmers’ software is developed using Microsoft’s .Net Framework - i.e.in Visual Studio and the latest DevExpress tool kit. It runs optimally on MS SQL 2022 database.

As with all of our software, this area is under constant review for technical advancements that improve delivery to the customer.

2.2.2. Access

Software is tested on all main browsers and access to the service is assured for all major browsers, including MS Internet Edge, Chrome, and Firefox. Client Sever software is required to operate on system with Win 10 and above.

2.3. Pricing and Commercial

All pricing below is shown as net of VAT.

2.3.1. Module Pricing

Modules are sequentially priced to reflect business intensity - the customer initially purchases the CORE Timesheet and Costing module and optionally the Trader module, banded by the appropriate number of users per month.

A system must have minimally a user count of 25. Above 50 users, the numbers of users is placed into two bands as indicated in the pricing document (which gives prices per user per month).

2.3.2. System Pricing

A new installation requires:

- A setup period charge (minimum of five days, e.g. £4,750.00)
- One or both modules

- A minimum live operational period of three months (post acceptance)

2.3.2. Additional services, Consulting and Project Management

Bensasson & Chalmers' team provide a range of supporting services to help users

- Design and Configuration
- Implementation
- Business Intelligence
- Project Management

These services are all priced and charged individually at £1,195 per day. Typically, in a project these items of work will be co-ordinated, and Bensasson & Chalmers will bundle the service prices to reflect the associated efficiencies.

2.3.3. Training

- Standard Training £1,195.00 per day
- Bespoke Training £1,195.00 per day, plus 1 day set up time
- Remote delivery £150 per hour
- Training videos, for each 5 minutes £1,900.00 (One day discovery and one day of production)

N.B. Bensasson & Chalmers recommends that training is delivered to groups with a maximum participation size of 8 trainees.

2.3.4. Service Credits

For each day, or part day, the service is unavailable a credit of one 365th of the current year's annual charge will be given against the following year's charge, providing that this is due to software issues and not the customers hardware.

2.3.5. Ordering

All ordering is dealt with formally – once the requirement is confirmed, a quote is provided, which is valid for 30 days, and during that period of 30 days an order can be placed.

2.3.6. Termination

Termination provisions are as follows:

- the service provider can terminate the services with 3 months written notice,
- the customer can terminate the services with 3 months written notice