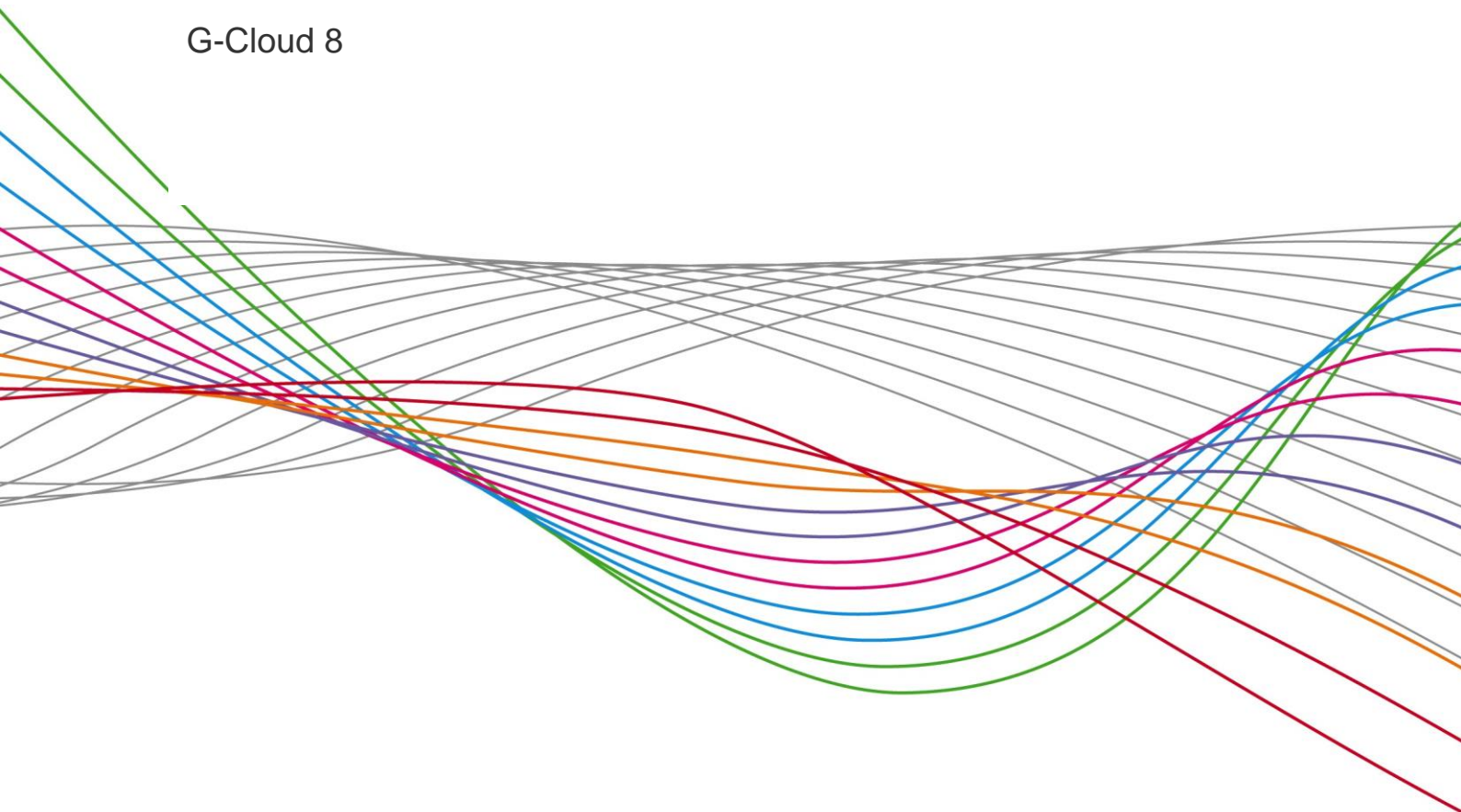


EPIMS Consultancy, Development and Support Services



G-Cloud 8



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1. Overview

CDS provides end-to-end services for the support, maintenance and application development relating to the Government Electronic Property Information and Mapping Service (EPIMS). EPIMS is a cloud-hosted, property data application, mandated for use across central government.

EPIMS is the mandated central civil estate property asset management service operated by the Government Property Unit (part of the Cabinet Office.)

The service has been in operation for more than 10 years, and holds a unique set of data on more than 30,000 properties and associated land. EPIMS enables government to drive efficiencies from the property used by over 1000 public sector organisations.

CDS has been the sole software development partner to the GPU for all EPIMS services for over 10 years, we can therefore offer unique experience and insight into government property data systems, including:

- The government property data schema
- Integration and migration of data between property asset management systems
- Extract, transform and load of large data sets
- Data warehouse, intelligence, reporting and dashboards for property related data
- Energy data
- Lease data
- Efficiency benchmarking
- EPIMS Shared Services Platform

Industry Standards

CDS delivers all our web products to internationally recognised standards, including WCAG 2.0. CDS is also accredited to the following quality standards:

- BS ISO 9001 Quality Management
- BS ISO 27001 Information Security
- BS ISO14001 Environmental Management
- BS ISO 20000 Service Management
- PRINCE2 / Agile

2. Services

Scope of Services

CDS supports the EPIMS private cloud platform, and is able to provide the following services to all government departments in relation to the EPIMS service:

- Property management system integration and data services
- Application enhancements (e.g. additional fields or functions)
- Data extracts and reporting configuration
- Management Information Dashboards
- Additional EPIMS modules
- New applications that re-use core e-PIMS platform functions
- Training
- Associated analysis activities, testing, deployment and project management

Services relating to the support, maintenance and development of the EPIMS platform cover a wide range of disciplines, including:

- Technical strategy consultancy
- Technical Architecture & definition
- User research & UX design
- Application development
- GIS Mapping (ESRI)
- CESG Security Consultancy
- Business Intelligence Dashboard design (Microstrategy)
- Data warehouse (Microsoft SQL Enterprise)
- XML Schema and web services design, build & support
- Transition planning
- Testing
- Training
- Service Management including ITIL service desk provision, certified to ISO20000.

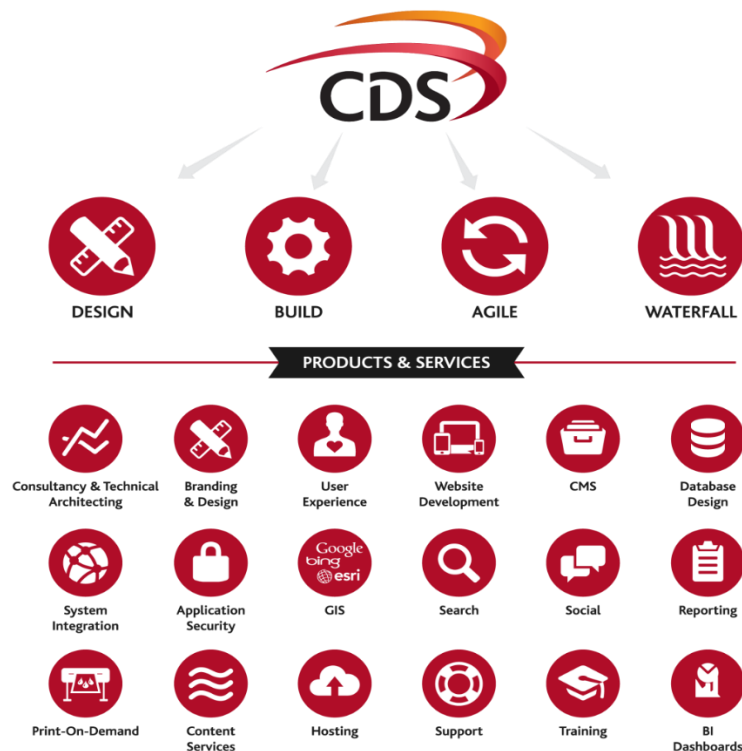
Consultancy – Digital Strategy & Digital Transformation

CDS has a wealth of experience of working with organisations to create medium and long term strategies for effective digital transformation. We advise on the migration of legacy systems and bringing together disparate information systems to facilitate effective, cross-channel communications.

Our objective is to combine customer data with content to make your offer more personal and relevant - thereby driving customer acquisition and retention and enriching the customer experience. Our consultancy extends to developing new operating models that put the customer at the heart of digital content, enabling targeted, timely interactions that increase reach, engagement and conversions.

User Experience Design & Build

CDS Digital provides a full range of services for designing and delivering effective digital communications. We combine our design and communications know-how with best of breed technology to create systems that engage, inspire action and manage online activities. Content management is at the core of this offering, alongside our other disciplines in social media and business intelligence.



The core implementation services we provide for EPIMS, using Agile or Waterfall methods, are:

- **User research & analysis** – Pre-discovery and discovery activities, to identify key audiences and their needs, develop user journeys and associated user stories and specifications. We analyse all the available data from web analytics and search, through to user feedback surveys, to ensure user experience decisions are backed by facts. We jointly agree priorities development ensuring you maximise the value of any given budget.
- **Design & UX** – Iteratively prototyping user journeys through interactive wireframes, user testing and feeding back into the user experience design. Combined with inspirational design style, our designers create award winning designs supported by real user research and data.
- **Development** – UK and worldwide standards are adopted for all HTML development, so that CMS templates are based on well-formed, accessible code. We implement responsive design into the templates to support delivery to multiple devices.
- **Application Development** – .NET, SQL, SQL reporting services, Microstrategy BI dashboard development, GIS mapping and web services
- **Integration** with 3rd party systems
- **Add-ons and extensions** – EPIMS extensions and related applications.

Integration is a core skillset of CDS; one of our key strengths is integrating CMS systems with other systems, to share content with and present content from other systems.

CDS undertakes analysis activities including workshops to understand the technical landscape and design the integration method. We use common open technical standards, at all levels including:

- Web service layers
- APIs and API extensions
- Data layer (e.g. SQL integration services, scheduled synchronisations)
- System-specific e.g. CRM



Transition Services

CDS can support you in transitioning your business to the new system. We can provide a package of services including:

- Transition planning
- User and technical documentation
- Training
- Content migration
- Content process planning & workflow implementation
- Project Board presentations
- Cut-over planning and management
- DNS management

Security Consultancy

All staff assigned to the e-PIM STM project will be SC cleared or will be undergoing the clearance process (as a minimum all staff are BPSS cleared). SC cleared and up to DV available

We provide expert security consultancy including CLAS consultancy for accreditation document sets. We are connected to the PSN enabling us to access government secure segments if required.

CDS also works closely with CESG CHECK accredited providers to undertake IT Security Health checks incorporating penetration testing required annually for reaccreditation or following changes effecting the environment.

Testing

CDS operates a dedicated test team with ISEB qualified test analysts. We can provide a structured test approach that is aligned with either agile or waterfall approach, in order to prove your success criteria have been met.

Our testing services comprise:

- Test strategy and planning – Developed at the outset of the project, confirming how testing will be undertaken through development, pre and post-go-live, and the customer's participation.
- Test plans – development for each sprint or development stage

- Test execution – Testing and defect reporting
- Automated test strategy and implementation
- Manager customer UAT – we assist with the customer's testing activities
- Security (perimeter/application) testing
- Performance & Stress testing

Training

CDS provides expert training services for EPIMS end users and administrators, incorporating:

- Training standard end users of the core EPIMS application
- Training standard end users in the other applications related to EPIMS
- Customised training documentation
- Providing custom and ad-hoc training for advanced/specialist user groups such as SLA signatories/team leaders; advanced reporting users (inclusive of Microstrategy and core reporting); mapping/GIS users; more technical personnel within departments seeking to connect with EPIMS via methods such as XML.

Training is provided on-site or at a CDS training facility.

GIS Mapping Services

CDS provides comprehensive GIS mapping services in relation to EPIMS, including

- Maintenance of current mapping software and map data
- Liaison with GIS software and data suppliers
- Analysis and development a new mapping functions
- Development of prototypes
- Maintenance and support of GIS hardware infrastructure

Service management

CDS operates an accredited ISO20000 Service Management process which is geared towards maintaining the integrity of business-critical, high profile and complex systems, where availability and accuracy are vital.

CDS provides 2nd and 3rd line support as standard through our dedicated service desk and access to support technicians. The Service Desk is based upon ITIL Service Management Methodology and clients can interact with the Service Desk team via email, telephone and an online portal. All CDS Service Managers and Service Desk staff are ITIL certified.

CDS operate every process and policy required by the ISO 20000 standard, including the following key functions:

- Service Desk - Incident and Service Request Management
- Problem Management
- Change Management
- Release and Deployment Management
- Service Level Management and Service Reporting
- Configuration Management
- Service Management Plan
- Service Level Agreement

Support and Maintenance Agreement

Access to the service desk is subject to establishing a Support and Maintenance Contract with us. This would include a minimum level of support provision per month, appropriate to the size and complexity of your project. This provision enables us to maintain the level of resources required in order to provide an efficient and responsive service across all aspects of your delivered system, to the agreed service levels.

The support and maintenance contract entitles you to the equivalent in hours of support time at standard daily rates. Additional time required is chargeable at the agreed contract daily rate.

As support requirements vary, the provision can be reviewed every six months to ensure it fully meets your requirements. The SLA is flexible and can be tailored to customer's requirements.

CDS' typical Service Level Agreement includes Service Desk support Monday - Friday, 9am – 5.00pm (flexible). We can extend our support to include out of hours (on-call) up to 24x7 on prior request.

We can provide direct service desk integration with BMC (Numara) Footprints.

Details of Response Times

Our standard support times are given below, which form part of our SLA, with CDS' definition of the faults:

Priority	Description of incident/problem	Hours of availability	First contact	Target resolution time
1	Business Critical E.g. service unavailable or severely degraded. <i>Please contact us by telephone to confirm the raising of a priority 1 incident.</i>	0830hrs to 1700hrs Monday to Friday, excluding public holidays	15 minutes	2 hours
2	Critical E.g. service partially unavailable or degraded, or a major function inoperable.		1 hour	1 working day
3	High Priority A fault that has clear impact on the live platform and requires a speedy resolution. Can also be used for high priority service requests.		1 hour	3 working days
4	Medium Priority A non-pressing fault or service request that would benefit from a relatively rapid turnaround. This priority can also be used for service requests (e.g. create a short URL).		4 hours	5 working days
5	Low Priority/Problem Management Intended for trivial or cosmetic incidents/service requests, or the management of transactions determined to be underlying problems.		1 day	10 working days
6	Release Management Intended for tickets where it is agreed that the solution(s) will be deployed as part of the next scheduled or agreed code deployment.	0830hrs to 1700hrs Monday to Friday, excluding public holidays	1 day	Next scheduled or agreed code deployment
7	SLA Exempt This priority will be used to capture out of scope items that may benefit from being logged in the Service Desk ticketing system for visibility or audit purposes. E.g. minor change requests, problem Management.		N/A	N/A

Hosting Managed Services

CDS provides a range of consultancy and management services for the design and management of the EPIMS infrastructure, including:

- Technical architecture and implementation
- Server management and maintenance including:
 - Critical security patches
 - OS patches – testing and deployment
 - Application and platform availability
 - Anti-virus updates
- Pro-active monitoring of server performance and function
- Infrastructure orchestration

Off-boarding

CDS provides a range of services to support off-boarding, including:

- Content archiving
- Content exports
- Supply of all IPR materials including designs and content

The above services will be charged for based on effort required and our SFIA rate card.

Contract and Account Management Services

CDS provides expert contract and account management services, adding value to your service through:

- Regular performance reviews
- Joint development of KPIs
- Clear escalation path
- Project board activities
- Strategic consultancy
- Stakeholder engagement



Contact Details

Company Name: CDS

Correspondence Address: 7 Eastgate
Leeds LS2 7LY

Registered Address: As above

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Fax Number: 0113 399 4200

Website: www.cds.co.uk

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Telephone Number: 0113 399 4076 / 4023

Fax Number: 0113 399 4200

Email Address: sales@cds.co.uk