



3 Specification

Contract Reference

T2017TDA

Contract Title

**Asset Management and Facilities
Management System**

Contents

1	Specification	3
1.1	Overall Scope and Nature of the Requirement	3
1.2	Asset Management System.....	3
1.3	Facility Management Module.....	5
1.4	Future optional requirements.....	5
2	System Requirements	6
2.1	Mandatory Requirements	6
2.2	Mandatory Requirements relating to Hosting.....	8
2.3	Technical Requirements.....	9
3	Other Requirements	11
3.1	Contract and Performance Review Requirements.....	11
3.1.1	The Supplier must:	11
3.2	Reporting Requirements	11
3.2.1	The Supplier must provide quarterly reporting to cover the following:.....	11
3.3	Payment Requirements.....	11
3.4	Awarding the Contract on Behalf of Other Contracting Authorities.....	12
3.5	Further Services Offered	12

1 Specification

1.1 Overall Scope and Nature of the Requirement

- 1.1.1 The Authority has a requirement for an externally hosted Asset Management system to include functionality for a Facilities Management system.
- 1.1.2 The system will be used by the Authority, Torbay Development Agency (TDA), other Authority subsidiary companies and Authority shared services.
- 1.1.3 Access to the system is currently required as follows:
 - a) 5 TDA Administrators with access to the whole system but with the facility to restrict permissions as required;
 - b) 20 users with mobile devices responding to FM Helpdesk calls and performing Condition Surveys; these are either Authority or TDA staff members or Contractors for the Building Service Term Contracts; and
 - c) The remainder of the Authority's staff, TDA's staff and TDA clients will require limited access via a web portal or similar.
- 1.1.4 Additional users may need various types of access to the system as requirements change.
- 1.1.5 A desirable option will provide links to Active Directory for Authority Staff (Single Sign On).
- 1.1.6 The system is required to embrace modern technology such as the use of mobile devices both for Condition Surveys and for recording and updating details of faults with assets and facilities.
- 1.1.7 Acceptance of the System will be as defined within the Acceptance Tests in Schedule 6 of the Terms and Conditions of this Tender.

1.2 Asset Management System

- 1.2.1 The System will be used to record the details of the following:
 - a) All Authority, TDA and other Authority subsidiary company owned property assets;
 - b) Lettings Information and Condition Surveys carried out on the property assets; and
 - c) Land holdings that are owned by the Council and leased out, owned and kept for our own use or not owned but leased by a third party.
- 1.2.2 The System must have the following functionality for Asset Management **as a minimum requirement:**
 - a) Assets to be defined in hierarchical structure – minimum of 4 levels;
 - b) Recording floor and room areas e.g. GIA, GEA, NIA, Site Area;
 - c) Ability to store summary asset valuation data;
 - d) Site contacts / responsible person details;

- e) A detailed asset search and filter function; and
- f) Link to a layer in MapInfo and presentation of the asset on a map.

In addition it would be desirable to have the facility to include a photograph of the asset on the top level asset page.

1.2.3 The System should have the following functionality for **Condition Surveys as a minimum requirement:**

- a) Ability to carry out Corporate surveys (assets in Asset Management module) or surveys for third parties (assets not in Asset Management module).
- b) Functionality to perform surveys on mobile IOS devices for separate disciplines:
- c) Web portal to maintain and allocate surveys and merge surveys for individual disciplines back into one Report:
- d) Condition Survey Report with static information, site plans, summary of costs and photos as well as the information obtained from each discipline Survey;
- e) Storage and maintenance of Condition Survey data:
- f) Ability to collate condition survey data, for all or specific assets, in a report.

1.2.4 The System must have the following functionality for **Lettings as a minimum requirement:**

- a) CRM Functionality (notepad for correspondence);
- b) Rent Review Reports & all lettings (diary bring ups);
- c) Storage and maintenance of core lease data including some customisable data fields; and
- d) Diary function which highlights key lease events to specific surveyors to aid scheduling of work.

1.2.5 The System must have the following functionality for **Service Charge Accounting & Management as a minimum requirement:**

- a) Financial reporting to include the following reports:
 - i. Cashbook reconciliation and reports (monthly, in accordance with RICS regulations);
 - ii. Service charge reports, service charge year end accounts;
 - iii. Cash analysis reports;
 - iv. Interest calculation reports;
 - v. Arrears reports;
 - vi. Direct recharge apportionment reports and data exports; and
 - vii. Anticipated expenditure reports/ Functionality to produce service charge budgets for the forthcoming years;
- b) Facility to produce client statements including payment records;

- c) Split and group transactions (e.g. if banked various cheques with one paying in slip);
- d) Automatic client liability and client funding where no sinking/reserve funds exist;
- e) Diary facility – for all service charge relevant critical dates; and
- f) Handling of service charge accounts, income and expenditure.

1.3 Facility Management Module

1.3.1 The purpose of this module is to enable the Authority to store details of both planned and reactive maintenance on the assets to cover the following:

- a) Access to information about Incident status;
- b) Access for Contractors, including to view reports;
- c) Mobile functionality;
- d) KPI Reporting;
- e) Uploading our own logos onto works orders/reports as orders raised can be for a variety of clients to include schools, Local Authorities and so on;
- f) Restricting permissions to separate helpdesks as there may be a number of separate clients that should not access certain information on the system;
- g) Adding photographic images to works orders for both contractors and internal work teams to view;
- h) Linking reactive works orders generated to all programmed works within the system including notification of reactive call received while planned work is in progress;
- i) Flagging any hazards automatically on both reactive and planned maintenance calls;
- j) Flagging duplicated work requests;
- k) Flagging that work permits are required on maintenance works for both planned and reactive calls i.e. working at height, hot works;
- l) Showing which team members are available to undertake work requests;
- m) Customer satisfaction/feedback/survey forms;
- n) Reminders when a planned maintenance work is due;
- o) Ability for mobile workers to forward/close off works orders;
- p) Facility for TDA/Torbay Council to amend SLA times on works orders for various contractors;
- q) Facility to track mobile workers in line with lone working procedures;
- r) Optional functionality for staff users to request works to the helpdesk where the administrator then receives and amends the order as necessary and assigns it to the relevant contractors;
- s) Traffic light system to track orders, green – raised, amber – works due, red – works overdue.

1.4 Future optional requirements

1.4.1 Future functionality may be required as follows:

- a) Management of the Authority's vehicles and plant;

- b) A further requirement may be a Customer Relationship Management (CRM) system to support the wide range of activities undertaken by the TDA; and/or
- c) A Room Booking module.

1.4.2 Applicants may suggest additional modules that fit within the system being proposed, which could be included in the Contract or at a later date, should they be of interest to the Authority.

2 System Requirements

The solution provided will comprise a software system, implementation (including Project Management, Data Migration, Training and other consultancy) and annual support and maintenance, plus Hosting services.

2.1 Mandatory Requirements

2.1.1 The System (specifically the Version being proposed for the Authority) must comply with the following:

- a) be fully developed and currently in Live use (not Beta Testing) in at least two sites in the European Union;
- b) contain modules for Assets Management and Facilities Management with seamless integration between the two modules, with no double entry of information required;
- c) be supplied with at least one environment in addition to the Live environment, to be used for Testing and Training purposes;
- d) be 100% browser based but allow for support of Mobile iOS devices with off-line capability;
- e) Include the ability to store documents, plans, photos, drawings in all modules;
- f) Be able to extract all data into reports including Excel output;
- g) Include customisable and/or user definable data fields;
- h) include audit trail functionality;

- i) be kept fully functional with all supported versions of third party components, systems etc, for example, databases, operating systems including mobile devices, report tools, browsers or any other products;
- j) be covered by a Service Level Agreement (SLA) for providing comprehensive technical support for the System with efficient response and resolution of problems. The SLA needs to cover method(s) of incident reporting, incident categorisation, response times, methods of support (including remote support), out-of-hours support, escalation processes, volume of use restrictions and any occasions where additional costs would be applicable;
- k) be capable of supporting Batch interface feeds into and out of the System, to be executed in accordance with agreed timetables;
- l) contain parameters which can be set to enforce timeouts; and
- m) have a password policy which should incorporate encryption, use of mixed case, numbers and special characters, minimum length, expiry, limit on login attempts and logging of unsuccessful login attempts.

2.1.2 Training must be available to support the implementation of the System.

2.1.3 Data must be migrated from the Authority's current in-house developed Asset Management system in an accurate, correct and timely manner. Authority resources will be provided to extract data from the existing system.

2.1.4 The Supplier must have technical and procedural security measures in place to prevent:

- Unauthorised or unlawful processing of Personal Data; and
- Accidental loss or destruction of or damage to Personal Data.

2.1.5 For web functionality the following are required:

- a) the Authority must have full editorial capability over the style of the web pages and the content must fully adopt responsive web design;
- b) the Supplier must provide up-to-date documentation from a Penetration test undertaken by a reputable third party security vendor and evidence that any high priority (or above) items have been addressed. If this is not immediately available the Supplier must guarantee that this will be in place by the time the Contract is signed; and
- c) the Authority is striving towards maintaining W3C html, CSS and AA accessibility standards. The Supplier must provide assurance that any enforced format or layout requirements imposed by them will meet at least AA standards.

2.1.6 The Supplier must be working towards making the system GDPR (General Data Protection Regulation) compliant before the May 2018 deadline.

2.2 Mandatory Requirements relating to Hosting

2.2.1 The Authority must:

- a) have free (of additional charge) access to its data for raw extraction. This can be supplied by any of the following:
 - By the Supplier providing full read access (not limited to standard working hours) to the Authority's dataset for a limited number of individuals within the Authority; or
 - Local replication; or
 - Remote replication to the Authority's site.
- b) be supplied with all of its production data (in a format and time to be specified), with an appropriate database schema, at the end of the Contract Period.

2.2.2 The Supplier must have:

- a) a Service Level Agreement (SLA) in place for the hosting of the System. As a minimum the SLA needs to cover the following:
 - I. Back-Ups;
 - II. System Restore;
 - III. Integration with other Systems;
 - IV. System Availability/Reliability - the Authority's minimum requirement is 99.5 availability (excluding planned downtime);
 - V. Service Credits;
 - VI. Turnaround Time for Live to Test/Training Environment refreshes. The Authority's requirement is within 2 working days;
 - VII. Turnaround time for changes in access rights to data or services. The Authority's requirement is within 2 working days;
 - VIII. Loading of Patches and Upgrades (including Patches and Upgrades to Operating Systems and Third Party Components) regardless of the environment; and
 - IX. Reaction to information on potential security breaches and Provision of Data at end of Contract period.
- b) general security procedures in place. These must include adherence to recognised standards, for example ISO/IEC 27001 (proof of compliance to be made available upon contract award). Also, audits by a reputable third party (details of audits to be made available upon request).
- c) robust Business Continuity procedures in place such that a maximum down time of no more than 24 hours will be guaranteed in the event of a major incident (e.g. a flood or fire that results in the loss of computers, telephones, premises etc.)

2.2.3 The Supplier must:

- a) ensure that only the Authority and approved personnel can access its own dataset; and
- b) ensure that the Authority's data will not be transferred to a country or territory outside the European Economic Area.

2.2.4 The Solution must:

- a) enable new interface feeds/data extraction processes to be created to run on the hosted system. This includes creating the gateways to allow data to be placed for collection and or directly accessed (via web interface in real time);
- b) provide an availability level of at least 99.5% measured over a calendar month: twenty four hours a day/seven days a week (24*7);
- c) provide for the automatic recovery of application files following a system break and the ability to automatically re-update files to the point of the break without the necessity for manual re-keying of data by the users. A way of achieving this could be to incorporate a mechanism for holding data messages (and making a speedy recovery) in the case of systems, connections or other components being out of action preventing normal data flow from one site to the other; and
- d) ensure that all data is encrypted in transit.

2.3 Technical Requirements

2.3.1 The Supplier should provide the following information on how the System will be initially implemented and then supported during the term of the Contract with the Authority:

- a) a clear overview of each component of the System (i.e. modules, Apps, etc) and how it is licensed (e.g. site wide, named user, concurrent user) so the Authority knows exactly what it needs to purchase in order to meet the functionality required. Ideally to include an infrastructure diagram showing how the components are interconnected;
- b) a high level Implementation plan for the software to be implemented for the Authority, giving an indication of the main processes required and estimates of the time required;
- c) details of the System "Roadmap", i.e. a plan of future changes and enhancements, which should span at least 12 months in the future;
- d) details of the Service Level Agreement (SLA) for supplying comprehensive technical support for the System. The SLA needs to cover method(s) of incident reporting, incident categorisation, response times, methods of support (including remote support), out-of-hours support, escalation processes, volume of use restrictions and any occasions where additional costs would be applicable;
- e) details as to the frequency of changes to the software (Releases/Versions, and patches) as well as details of the circumstances in which new Releases will be

charged for (if any). Also details on the extent to which previous and alternative versions of the System are supported and the level of control the Authority will have in terms of the timing of the installation of patches and new releases;

- f) confirmation that Client software application components (if any) provided as part of the solution are capable of unattended install;
- g) a list of the mobile devices supported by the System;
- h) a list of the Browsers (and versions) that are supported by the web functionality in the System; and
- i) confirmation that System documentation is provided – as a minimum, this should be a User Manual and a database schema, in hard copy or electronic format.

2.3.2 The Supplier should describe the security measures which have been adopted when designing, developing, implementing and supporting the system:

- a) Infrastructure;
- b) Technology;
- c) Security Protocols and Security Standards utilised (e.g. ISO/IEC 27001);
- d) Any relevant policies and procedures;
- e) Equipment Audits by a reputable third party (details of audits to be made available on request);
- f) Penetration Testing, including documentation from the latest testing undertaken by a reputable security vendor and evidence that any high priority items have been addressed;
- g) How all information provided by your Organisation is accessible only through secure network links;
- h) details of the system's password policy, including encryption, use of mixed case, numbers and special characters, minimum length, expiry, limit on login attempts, logging of unsuccessful login attempts and "forgotten password" functionality.

3 Other Requirements

3.1 Contract and Performance Review Requirements

3.1.1 The Supplier must:

- a) Provide a named contract manager;
- b) Conduct regular contract review meetings at a frequency to be agreed post contract award;
- c) In support of the contract review meetings, the Authority will require management meeting reports, the structure and format will be agreed at the first contract meeting.

3.2 Reporting Requirements

3.2.1 The Supplier must provide quarterly reporting to cover the following:

- a) Incidents – split by severity with the total number of incidents resolved within the SLA and those not resolved; and
- b) Hosting– a list of all downtimes in the last quarter.

3.3 Payment Requirements

3.3.1 The Payment Schedule will be as follows:

a) Software Products – Perpetual Licence

- 50% on signature of the Contract;
- 25% on the expiry of the period set out in Acceptance Testing sign-off;
- 25% on implementation of the Software by the Authority in live mode.

OR

b) Software Products – SAAS (Software as a Service)

- 50% of first years' subscription on signature of the Contract;
- 50% of first years' subscription on implementation of the Software by the Authority in live mode;
- Software Subscription Charges shall be paid annually on the anniversary of the system go-live date.

c) Third Party Software (if appropriate)

- Full Payment on delivery

d) Hardware Products (if appropriate)

- Full Payment on delivery

e) Other Products (if appropriate)

- Full Payment on delivery

f) Implementation Services

- To be paid as days are taken, with 20% to be retained until the Software is in live mode.

g) Maintenance

- The first year's Charges will be paid from the system go-live date. Maintenance Charges shall be paid annually on the anniversary of the system go-live date.

h) Hosting

- The first year's Charges will be paid from the Date that any Torbay site is made available. Hosting Charges shall be paid annually on the anniversary of this date.

3.3.2 Service Credits

The Authority expects the Supplier to make provision for Service Credits where the service in respect of Support and Hosting does not meet specified levels.

3.4 Awarding the Contract on Behalf of Other Contracting Authorities

3.4.1 This Contract is for use by Torbay Council and Torbay Development Agency.

3.4.2 Applicants should note that, whilst Torbay Council is running this tender process, any resultant Contract may be with Torbay Development Agency and not the Authority.

3.5 Further Services Offered

The Applicant will be expected to suggest as part of its response to the Evaluation Questions any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Authority. Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.