



MARKET TESTING QUESTIONNAIRE

FOR THE SUPPLY OF:

A Project and Time Management Software Tool

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Contact:	All Contact Must be via The Chest		

1. INTRODUCTION

- 1.1 Warrington Borough Council has identified a need to implement a project / programme management software tool to aid in the delivery of their capital programme. This will also have the requirement to have inbuilt or add on timesheet, resource profiling and reporting modules.
- 1.2 The information obtained from this Market Testing Questionnaire (MTQ) will be used to inform the approach to a procurement process.
- 1.3 The information provided in this MTQ is for research purposes only (and will be treated in the strictest confidence), respondents are advised that by submitting an MTQ neither they nor the Council are under any obligation to provide the proposed service within the indicative price provided.

2. INSTRUCTIONS

- 2.1 Organisations may express an interest in providing this service by completing and submitting the following information:
 - A statement of **no more than 1,000 words** which details:
 - a brief summary of the Project and Time Management software tool;
 - how your service meets the requirements outlined in Sections 4 and 5;
 - any additional features the service may offer which add substantial value to the offering.
 - Indicative prices for delivering the service.
- 2.2 A one hour presentation to a user group followed by a 30 minute question and answer session may be requested following MTQ submission and assessment.
- 2.3 Presentations are planned to take place on the **19th September 2016** at the Council's premises. Confirmation of presentations and further details will be issued to those suppliers who are invited to present.
- 2.4 Should you have any queries regarding this MTQ or the information required, please submit these via 'The Chest'.

3. RETURN OF MTQs

- 3.1 The information required for return in Section 2 above should be returned via The Chest, by **12 noon on Friday 26th August 2016**.
- 3.2 The Council will assess all responses to this MTQ within 2 weeks of the return date in 3.1 above.

4. GENERAL SERVICE OBJECTIVES

- 4.1 The tool must allow the Council to effectively and easily manage projects and programmes in terms of their milestones, finances and resourcing.
- 4.2 The tool should also incorporate a simple user focused time management system that captures time against individual projects and where appropriate invoices this by means of hourly rate fees.
- 4.3 The tool should incorporate an effective resource profiling system that will allow management to monitor where potential shortfalls may occur.
- 4.4 The tool should be able to integrate with the Council's existing technical infrastructure (see Appendix A). The integration of the tool within the current budget monitoring

system (SAP) for the purposes of direct invoicing of professional fees would be advantageous.

5. TECHNICAL AND FUNCTIONAL REQUIRMENTS

- 5.1 The service must be robust with high availability and proven disaster recovery mechanisms.
- 5.2 The service must be able to control and segment access, so that each project, manager, service or business is only aware of and can only access areas that they are explicitly granted access to.
- 5.3 It is envisaged that each segment (project / service area) will be administered by an overall administrator as well as 'super users' within project/service areas. 'Super Users' must not be able to access or administrate other segments, but should be able to grant and control access within their 'segment'.
- 5.4 Pricing for licenses should be based upon a provisional 150 users with an optional cost of upscaling up to 400 users.
- 5.5 The following specification has been drafted in consultation with the user group:

Terminology	
R1	<ul style="list-style-type: none"> ▪ Level 1 (L1): Programme – Transport & Environment (T&E) or others if system used elsewhere (non-mandatory) ▪ Level 2 (L2): Sub Programme – individual business unit capital programmes such as Local Transport Plan (LTP), Parks etc., (mandatory) ▪ Level 3 (L3): Theme – groups of projects that achieve LTP theme objectives e.g. Active Travel, Safety & Security, etc., (non-mandatory) ▪ Level 4 (L4): Project – individual scheme or a group of similar schemes delivered as part of the same project on the same SAP finance code (mandatory) ▪ Level 5 (L5): Scheme (mandatory)
Indicative Governance Structure	
R2	<p>The following to approve projects to move from 'Feasibility to Live':</p> <ul style="list-style-type: none"> ▪ Manager ▪ Directorate Management Team (DMT) ▪ Capital Investment Programme Group (CIPG) ▪ Portfolio Holder ▪ Programme Boards ▪ Executive Board (over £250k)
General / Accessibility	
R3	Ability to be remotely accessed to enable home or mobile working through web portal or hand held devices (iOS and non-iOS).
R4	Ability to be integrated within the Council's existing SAP system for financial reporting or exported to a Microsoft Excel spreadsheet.
R5	Individual username and password access.
Individual Project Information Fields	
R6	<p>Main fields to contain:</p> <ul style="list-style-type: none"> ▪ Unique Reference ▪ (L4) Project Name / Title ▪ Description ▪ Ward/s ▪ SAP code – set revenue code and / or capital code ▪ Feasibility / Live (only if finance code input) / Closed ▪ (L1) Programme – T&E (so that others can be included should the system be more widely used)

- Business Unit
- (L2) Sub Programme – Parks, LTP etc.
- (L3) Theme – i.e. highway maintenance, priority infrastructure, Local Sustainable Transport Fund etc.
- (L5) Scheme Name
- Project Sponsor
- Project Manager
- Approved budget (to be entered by senior level rather than Project Manager)
- Estimated Outturn cost (automatically populated from finance section)
- Funding source
- Priority Scale (to be editable at programme level)
- Project Brief and reference yes/no and ability to upload into the system
- Update report frequency reminder – monthly, quarterly etc.
- Date of last update
- Approval level: 1 (low) 2 (medium) 3 (high)
- Approval process:
 - Level 1. Approval by designated manager only – enter date approved
 - Level 2. Plus DMT approval – enter date approved
 - Level 2. then Portfolio Holder – enter date approved
 - Level 2. then CIPG approval (any over £50k) – enter date approved
 - Level 3. Plus Executive Board (over £250k) – enter date approved
- Overall status summary – drop down list to enable sorting by scheme progress = concept, consultation, bid process, feasibility, detailed design, procurement, construction/implementation, close down/handover, post scheme monitoring.
- Overall status – Red Amber Green status and open field for descriptive notes.
- General notes/records field to assist Project Manager
- Initial Risk Log with severity ranking and Management Plan – 5 main risks
- Overall risk value included in the Estimated Value above.
- Recording of information required by Construction Design Management (CDM), notifiable or not, appointed duty holders, notification status, complete with ability to print off and send for sign-off.

Programme

- R7** All programmes able to be developed and be shared between Client and Delivery roles from an early stage so each understand other's timescales.
- R8** Template for individual programme at project / scheme level with standardised sub headings, as a minimum: concept, consultation, bid process, feasibility, detailed design, procurement, construction/ implementation, close down/handover.
- R9** Bespoke milestones to be shown on programme for reporting.
- R10** Changes to individual project programmes automatically update higher level (L1 – L4) programmes without need for manual input.
- R11** Able to export individual project, themes, sub programme and whole programme to Microsoft Project.

Resource profiling

- R12** Ability for project managers to assign projected hours to each stage of individual project, then sub programme managers can understand where resource being used. At a higher level L1 / L2 programme leads can determine where resource deficiencies are likely to occur longer term.
- R13** Ability to interrogate to find out where peaks and troughs in resource are likely to occur across L1 and L2 programmes in order that the profile can be 'smoothed' by reallocation wherever practicable.

Timesheets

- R14** Project managers can book time to projects to which they are assigned and break this down to sub sections to enable greater understanding of which stage of certain types of project is most resource intensive.

R15	Ability to simply enter time for multiple projects and multiple days via one screen rather than having to go into each project area or each day to enter data.
R16	Timesheets linked to hourly fee rates calculating real time fee costs per project which can be reported – by scheme, project, theme, sub-programme, programme, and by line manager.
R17	Project Manager to be able to identify/limit the people who can charge to their project.
R18	Reporting of annual leave requests so that line managers can more clearly manage staff resource during busy periods.
Financial	
R19	Ability to set up projects on time charge, fixed fee or non-recharge basis.
R20	Ability to assign hourly rates fees per staff member for recharge.
R21	Scheme cost breakdown table (to include fee estimate, consultation costs, construction costs, risk estimate, etc.,) – as forecast final cost.
R22	Historic spend by year.
R23	Spend profile forecast over next 10 years.
R24	Extracts from SAP costs to date and committed cost.
R25	Extract from SAP of Purchase Orders with Vendor and Purchase Order amount, payments made by Purchase Order.
R26	Assign projects and project stages, with project hours, % completion on fixed fee so they can be recharged.
R27	Automatic invoicing of professional fees for timesheets against each active SAP code, based on information entered in to each project manager's timesheet.
R28	Construction / Implementation costs incurred and details – e.g. "valuation no.1 paid 01/01/2015, paid by, comments etc.," – this should enable a report to understand actual and committed spend for budget holders and finance teams.
Reporting	
R29	Standard suite of templates to be set up for reporting on the following: <ul style="list-style-type: none"> ▪ Individual project status ▪ Separate sub programme / theme status – financial and progress ▪ Business Unit programme status – financial and progress ▪ T&E overarching project programme ▪ Monthly reports to finance to track spend, committed and variance against budget with brief written update ▪ Timesheet completion status ▪ Timesheet reports for projects and for line managers. ▪ Work in Progress (WIP) reports
R30	Project templates already set up or ability to copy a previous project which may be similar in nature.
R31	Automatic updates at set intervals to prompt Project Manager's to update their scheme information in readiness for report running to CIPG etc., with notification to line manager or programme coordinator simultaneously.
R32	Ability to display information for multiple projects, sort by various categories (e.g. sort by theme, by start date, by ward, by project manager, by service area) and export and print project information for multiple projects as an Microsoft Excel spreadsheet.

6 INDICATIVE PRICE

6.1 Please indicate below the following **indicative costs**:

Please state initial implementation costs for software and user licenses. Pricing for licenses should be based upon a provisional 150 users with an optional cost of upscaling up to 400 users.	£
Please state unit rate cost for Provider support during implementation and post implementation.	£
Please state cost of additional individual user licenses.	£
Please state the annual maintenance costs, based on user license requirements.	£

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Appendix A: Infrastructure Technical Specification

1. The information within this document defines the current technical infrastructure standards that apply to relevant information systems and information technologies within the Council's networks.

1.1. Technical Infrastructure – Corporate Network (PSN & N3 connected)

Control	Standard
PC Operating System(s)	Windows 7 Enterprise sp1 ActiveDirectory Group Policy Users log on with Roaming Profiles
Public Access PC Operating System	Windows 7 Enterprise sp1 DeepFreeze Enterprise Public vlan only
Server Operating System(s)	Microsoft Windows Server 2008, 2008 R2, 2012(new server requests) Linux (Redhat and CentOS 5 & 6)
Data Storage	Storage Area Network (iSCSI SAN) Direct Attached Storage (DAS)
Database Management System(s)	Microsoft SQL Server 2008, 2008R2, and 2012 Oracle 11g commitment to Microsoft SQL Service Packs mandated
Network	Extreme Summit Stack Switched 1000Mbps Fast Ethernet 100mbps to desktop Dual 1000Mbps Internet connection (peer connections for failover/resilience)
Server Virtualisation Platform(s)	VMware VSphere ESXi 6 New servers are built as VMs unless there is a specific requirement for physical.
Desktop Application Suite	Microsoft Office 2010 Professional
Application Platform(s)	Email – Microsoft Exchange Server 2010 sp3 EDM – Civica Comino CRM – Microsoft Dynamics ERP – SAP
Website Development	JADU Galaxy (externally hosted) Umbraco CMS (Warrington hosted)
Voice Systems	Voip - Avaya One / OneX Communicator Mobile network gateway - Packet Media Voicemail – Netcall Directory – Netcall
Mobile Network Operators	EE Vodafone O2
Remote Access Gateway	Managed endpoint, fixed site: Aruba RAP Managed endpoint, mobile: Juniper NetworkConnect Third-Party endpoint : Juniper SSLVPN

Only the council Top-23 business systems have a recovery time objective of between next day out to ten recovery days. All other business systems are subject to best efforts recoveries from day eleven onwards.

1.2. Technical Infrastructure – Customer Network (not connected to PSN/N3)

Control	Standard
PC Operating System(s)	Windows 7 Enterprise sp1 (customer licence) Windows XP Embedded for POS Customer AD group policies Users log on with Roaming Profiles
Public Access PC Operating System	Windows 7 Enterprise sp1 (customer licence) DeepFreeze Enterprise (PN) Public vlan only
Server Operating System(s)	Microsoft Windows Server 2008 R2, 2012(new server requests) Solaris
Data Storage	Storage Area Network (iSCSI SAN) (Customer data group) Direct Attached Storage (DAS)
Database Management System(s)	Microsoft SQL Server 2008R2 Oracle 10 (Sirsi)
Network	Virgin Media Business WAN (MAVPN) BT WAN (LES) Extreme Summit Stack Dual 1000Mbps Internet connection (peer connections for failover/resilience)
Server Virtualisation Platform(s)	VMware VSphere ESXi 6 New servers are built as VMs unless there is a specific requirement for physical.
Desktop Application Suite	Microsoft Office 2010 Professional
Application Platform(s)	Email – Microsoft Exchange Server 2010 sp3 <i>Specific to Customer Business</i>
Website Development	JADU Galaxy (externally hosted) Umbraco CMS (Warrington hosted)
Voice Systems	TBA. Voip – Daisy Communications Directory
Mobile Network Operators	EE Vodafone
Remote Access Gateway	Third-Party endpoint : Juniper SSLVPN

Only the council Top-23 business systems have a recovery time objective of between next day out to ten recovery days. All other business systems are subject to best efforts recoveries from day eleven onwards.

1.3. Technical Environment – Website transactional (Web-DMZ protection)

Control	Standard
PC Operating System(s)	None
Server Operating System(s)	Microsoft Windows Server 2008, 2008 R2, 2012(new server requests) Linux (CentOS 5)
Data Storage	Storage Area Network (iSCSI SAN) (Web-DMZ data group) Direct Attached Storage (DAS)
Database Management System(s)	None
Network	Switched 1000Mbps Fast Ethernet. Dual 1000Mbps Internet connection (peer connections for failover/resilience)
Server Virtualisation Platform(s)	VMware VSphere ESXi 6 (Web-DMZ cluster) New servers are built as VMs unless there is a specific requirement for physical.
Desktop Application Suite	None
Application Platform(s)	MandoForms
Website Development	Umbraco CMS (Warrington hosted)
Voice Systems	None
Mobile Network Operators	N/A
Remote Access Gateway	Third-Party endpoint : Juniper SSLVPN

Only the council Top-23 business systems have a recovery time objective of between next day out to ten recovery days. All other business systems are subject to best efforts recoveries from day eleven onwards. Web-DMZ environment depends upon Primary Data Centre, no alternate Web-DMZ has been provisioned.

1.4. Technical Environment – Legacy (Internal DMZ protection, No Internet)

Control	Standard
PC Operating System(s)	Microsoft Windows XP Professional Local Group Policy
Server Operating System(s)	Microsoft Windows Server 2000, 2003 Unix(Solaris)
Data Storage	Direct Attached Storage (DAS)
Database Management System(s)	Microsoft SQL Server 2000, SQL Server 2005
Network	Switched 1000Mbps Fast Ethernet. No access from the Internet
Server Virtualisation Platform(s)	None provided
Desktop Application Suite	Microsoft Office 2003 Professional Microsoft Office 97 Professional

Only the council Top-23 business systems have a recovery time objective of between next day out to ten recovery days. All other business systems are subject to best efforts recoveries from day eleven onwards. Legacy environments would be recovered in the last phase.