

# Foundations™ Software Development Services - Service Definition

---

## 1 Terms of Reference

This Service Definition describes the Foundations™ Software Development Services offered as Specialist Cloud Services by Professional Data Management Services Limited (PDMS).

It describes:

- The Foundations™ Software Development Services PDMS provides;
- More general information that applies to all services offered by PDMS including Support Mechanisms and Training.
- Additional services available from PDMS through the G-Cloud.

These development services can be used in conjunction with PDMS' **Hosting and Managed Services** to procure a complete end-to-end service for the development and delivery of your Foundations™ based web-application.

The **Version History** of the document is included in the Appendix.

The Standard Terms and Conditions for using any PDMS Software Development Services are posted on the PDMS website at [www.pdms.com/Resources/PDMSSTC.pdf](http://www.pdms.com/Resources/PDMSSTC.pdf).

## Contents

1	Terms of Reference .....	1
2	Foundations™ Software Development Services for Cloud Implementations .....	3
2.1	Overview .....	3
2.2	Foundations™ - Approach .....	3
2.3	Foundations™ - Technology .....	4
2.4	About PDMS .....	4
2.5	Information Assurance .....	5
2.6	Business Continuity .....	5
2.7	On-Boarding and Off-boarding .....	5
2.8	Pricing.....	6
2.9	Service Management Details .....	6
2.10	Service Constraints.....	6
2.11	Service Level Agreement.....	6
2.12	Financial Recompense Model for not meeting Service Levels .....	6
2.13	Support.....	7
2.14	Training.....	7
2.15	Ordering.....	8
2.16	Invoicing .....	8
2.17	Consumer Responsibilities.....	8
2.18	Data Restoration / Service Migration.....	8
2.19	Technical Requirements .....	8
2.20	Trial Service.....	8
3	Appendices.....	9
3.1	Appendix 1 – Additional Services.....	9
3.2	Appendix 2 – Document Version History.....	10

## 2 Foundations™ Software Development Services for Cloud Implementations

### 2.1 Overview

PDMS specializes in developing web-based business systems using our secure and scalable Foundations™ platform to meet complex requirements delivered quickly and to budget, without sacrificing flexibility and performance. By combining our extensible Foundations™ enterprise platform and components with a proven delivery process, we can deliver line-of-business applications that help automate processes, with significantly less risk than a traditional bespoke software development project or a heavily customised off-the-shelf package.

PDMS' Foundations™ platform is used in a wide variety of public sector projects for clients including: the Government Procurement Service, NHS Pharmacy, West Midlands Police and the Police National Legal Database team.

PDMS also provide a complete **Hosting and Managed Service** offering for all our Foundations™ software developments (please see separate Hosting and Managed Service entry for more information).

If you are looking to move legacy systems into the Cloud, or are considering a new development, please talk to us about the savings to be made by working with PDMS and our Foundations™ platform.

### 2.2 Foundations™ - Approach

Most business systems, whatever their function, have a common set of basic requirements – like capturing data, storing it securely, processing it and reporting it. In most systems you also need to set up and administer users' permissions, authenticate those users and audit their activity.

Foundations™ handles these core activities, and many more, straight out of the box, leaving PDMS to focus on delivering the unique elements specific to your needs – the areas where we can add real value to your organisation.

In many ways, we are like a builder. To create your house, we'd start with a timber frame, we'd add components like doors and windows, and we'd bring the tools for the job like hammers and saws. Foundations™ provides the framework, the components and the tools – and we add the rest, like your vaulted windows, or the conservatory, or whatever else your home needs.

Whilst we've invested significant time, expertise and capital in creating Foundations™, it doesn't come with a huge fee. In fact, we typically don't charge our clients for using it – only for the time we take to build the extras and to bring everything together into one coherent and cohesive system.

However, it's not an approach we have developed purely to keep your costs low. Using a standard basis for unique systems is best practice within all engineering disciplines – because having tried and trusted systems, processes and components means we don't have

to start from scratch every time. And, because we have built on those same Foundations™ so many times, we know that it's a robust and reliable system.

Foundations™ is both effective and cost-effective, both flexible and secure, and both unique to you and proven by us.

## 5 ways our Foundations™ platform will deliver value to you

1. **It's faster.** We can develop and deploy your business system considerably faster than an ordinary bespoke development.
2. **It's high-quality.** Our components are tried, tested and trusted – and less coding from scratch means less potential for error.
3. **It delivers real 'bang for your buck'.** Foundations™ is home to all of our experience and expertise which means you don't have to pay for time spent on reinventing the wheel.
4. **It will change when you do.** It's solid and secure when it needs to be, but flexible enough to adapt. So when your business, market or regulatory obligations change, the functional requirements, organisational structure and scale of your system can change with them.
5. **It will improve.** With ongoing Research and Development, we are always looking for, and building, the next development, evolution or upgrade for the Foundations™ platform and components.

## 2.3 Foundations™ - Technology

Foundations™ is based on Microsoft's .Net platform. Foundations™ based applications are completely scalable using standard industry components, either at the database level or in the application tier, where 2 or more load balanced application servers can be configured to provide resilience, scalability and application upgrades and patching without the need for system downtime.

Foundations™ has been tested in a wide range of environments from PNLD, accessed by 200,000 Police users to internal applications supporting only a few users. In terms of data stored, existing PDMS applications range from 10s of Megabytes of data and thousands of records to 100 Gigabytes of data and millions of active records.

## 2.4 About PDMS

PDMS is a well-established provider of software solutions with a core expertise in software development. We deliver secure, scalable, online business systems for a wide range of public sector clients. We have been working within the Cloud environment for a number of years. We take a pragmatic, common sense approach and can help with the practicalities of moving legacy systems to the Cloud. Our Foundations™ platform includes a number of "as-a-service solutions" which we can develop to meet the exact needs of our customers' business.

We provide a complete end-to-end service and host and manage the systems we develop. We have an excellent track record, stretching over 20 years, of building and operating sophisticated scalable enterprise business solutions for public sector clients.

A Microsoft Partner with a 'Gold' competency in Application Development, PDMS specialises in secure, browser-based, enterprise-scale systems using Foundations™, our tried and

tested Application Development framework (based on Microsoft. Net) and suite of business components.

Our approach to software delivery is supported by PRINCE2 and ISO accredited systems for quality, security and environmental management.

We work in close collaboration with our customers and select the development methodology which best meets their individual requirements and circumstances.

Our public sector clients include Government Procurement Service, Centrica, Police National Legal Database, West Midlands Police and the NHS Commercial Medicines Unit.

For more information on our clients and projects, please visit <http://www.pdms.com/track-record>.

## **2.5 Information Assurance**

PDMS is certified to ISO/IEC 27001:2005 for “activities related to the provision of a specialist business application development, software framework and products, application hosting, managed services and support, IT Consultancy, design and project management”.

We are in the process of obtaining IL2 accreditation for our Hosting facilities.

## **2.6 Business Continuity**

PDMS provides business continuity services from two geographically separated hosting facilities which are connected by a ring of private circuits. Nightly backups of data are taken to remote disk, and weekly backups of data are taken to tape and kept securely and remotely from the production servers. These tape backups form a “grandfather-father-son” tape set, which enables recovery of data from previous weeks or months.

## **2.7 On-Boarding and Off-Boarding**

Any requirements for on-boarding data (content) can be discussed during the development project. On completion or termination of the service, all data will be provided in an appropriate format.

## 2.8 Pricing

PDMS is providing a licence to use the Foundations™ platform and pre-existing Foundations™ components free of charge under the terms of the G-Cloud framework.

The rates for PDMS' Foundations™ Software Development Services are as per the accompanying PDMS SFIA Rate Card.

PDMS offers a variety of commercial models ranging from fixed price and time and materials approaches through to a monthly managed service arrangement and shared risk and reward models.

## 2.9 Service Management Details

PDMS will appoint a Project (Service) Manager responsible for the delivery of the services.

## 2.10 Service Constraints

The services will be delivered under the terms and conditions set out in PDMS' Standard Terms and Conditions for Software Development which are posted on PDMS' website at [www.pdms.com/Resources/PDMSSTC.pdf](http://www.pdms.com/Resources/PDMSSTC.pdf).

## 2.11 Service Level Agreement

PDMS will normally deliver the Software Development Services during normal UK working hours (i.e. between the hours of 09:00 and 17:30 on a day that is not a weekend day or a UK public holiday).

Service Level Agreement for the provision of Hosting and Managed can be agreed as per a customer's requirements.

## 2.12 Financial Recompense Model for not meeting Service Levels

Any financial recompense for failure to deliver by PDMS are set out in PDMS' Standard Terms and Conditions for Software Development which are posted on PDMS' website at [www.pdms.com/Resources/PDMSSTC.pdf](http://www.pdms.com/Resources/PDMSSTC.pdf).

## 2.13 Support

PDMS offers comprehensive technical support arrangements. We have a dedicated Support Team and can tailor packages to meet the precise needs of our clients.

Support is typically available during office hours, but can be extended to provide 24/7 coverage, if required by the customer.

Whilst the actual Service Level Agreement (SLA) and Key Performance Indicators (KPIs) will vary with the requirements of our customers and system criticality, our typical priority ratings/service levels include:

- Priority 1: Loss of Operation: All or a significant proportion of operational functionality is lost.
  - Response: 30 minutes
  - Resolution: 4 working hours
  - Report: Hourly
- Priority 2: Major Fault: The majority of operational functionality is correct, but the normal operation for some users has been lost or there is reduced functionality.
  - Response: 4 working hours
  - Resolution: 2 working days
  - Report: Every 4 hours
- Priority 3: Minor Problem: A minor fault/inconsistency in the data has arisen. All other operations can continue.
  - Response: 1 working day
  - Resolution: 5 working days, or as agreed
  - Report: Weekly
- Priority 4: Software Enhancement: A 'Change Request'
  - Response: 5 working days

Issues will be handled in accordance with an agreed prioritisation process which focuses on keeping the Contracting Body operational. An interim fix may be implemented quickly, followed by a longer-term solution. Any fix will be tested by PDMS then released to the Contracting Body, and appropriate third parties, to test/sign off prior to it being implemented in the live system.

## 2.14 Training

PDMS can provide training for our Cloud solutions for both the end-users and the system administrators. We provide a range of flexible training options including:

- Train the trainer
- User Guides
- Classroom training
- One to one coaching
- Remote training via video conference
- Training videos
- Context sensitive help

## 2.15 Ordering

The services can be ordered by contacting Bruce McGregor or Giles Milner at PDMS via the following mechanisms:

1. By use of the Contact Form ([www.pdms.com/ContactUs](http://www.pdms.com/ContactUs)) on the PDMS web-site;
2. Via e-mail to [sales@pdms.com](mailto:sales@pdms.com);
3. Via the telephone number +44(0)1624 664000 (Working hours only).

## 2.16 Invoicing

Unless agreed otherwise, PDMS will invoice monthly in arrears for the services under the terms and conditions set out in PDMS' Standard Terms and Conditions for Software Development which are posted on PDMS' website at [www.pdms.com/Resources/PDMSSTC.pdf](http://www.pdms.com/Resources/PDMSSTC.pdf)

## 2.17 Consumer Responsibilities

The consumer responsibilities are set out in PDMS' Standard Terms and Conditions for Software Development which are posted on PDMS' website at [www.pdms.com/Resources/PDMSSTC.pdf](http://www.pdms.com/Resources/PDMSSTC.pdf).

## 2.18 Data Restoration / Service Migration

Not applicable.

## 2.19 Technical Requirements

Not applicable.

## 2.20 Trial Service

Not applicable.



### 3 Appendices

#### 3.1 Appendix 1 – Additional Services

As part of our Foundations™ Software Development offering, PDMS can provide the following services:

- **Consultancy**, solution reviews, business process re-engineering
- **Application design**: application architecture, database design, functional and interface design
- **Application Development**, including testing, implementation, support and maintenance. Technologies include: C#, .NET, VB.NET, ASP.NET MVC, Visual Basic, C++, Javascript, HTML, SQL Server.
- **Analysis**: requirements gathering, feasibility analysis, process analysis, system design, infrastructure consultancy, data security appraisals
- **Training**: workshops, train-the-trainer, manuals, web/electronic formats
- **Project Management**: PRINCE2-based
- **Testing**: feasibility, unit and acceptance testing, UAT support
- **Documentation**: requirements, design, deployment, flow and administration
- **Support/Maintenance**: user support, help desk, SLA agreements
- **Data Management/Migration**: data handling/validation, loading/importing and storage; systems integrations
- **Design/Web Services**: usability testing, accessible interface design
- **Hosting**: virtualised infrastructure; secure, modern, Data Centres
- Tailored complete Managed Service Agreements

PDMS offers a wide range of additional services on G-Cloud including:

- **DoxShare (Software-as-a-Service)** – a solution for sharing, managing and controlling key documents securely.
- **MARIS (Software-as-a-Service)** – our Marine Administration and Registry Information System.
- **Software Development Services (Specialist Services)**
- **Umbraco (Specialist Services)** – an open source content management system
- **UCommerce (Specialist Services)** – a comprehensive e-commerce platform
- **Hosting & Managed Services** – we have the expertise, infrastructure, systems and security accreditations to host the systems we develop on a fully managed-service basis.

For more information, contact PDMS via the following mechanisms:

1. By use of the Contact Form ([www.pdms.com/ContactUs](http://www.pdms.com/ContactUs)) on the PDMS web-site;
2. Via e-mail to [sales@pdms.com](mailto:sales@pdms.com);
3. Via the telephone number +44(0)1624 664000 (Working hours only).

### 3.2 Appendix 2 – Document Version History

Version Number	Date of Version	Change
1.0	20/09/2013	First version
1.1	24/03/2014	Minor text changes, addition of other services on G-Cloud
1.2	12/02/2015	Removed references to Agile