



SYSTEM
ASSOCIATES

Map Based Search
Product Description



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1. SUMMARY

Name	Map based search
Supplier Code	SAS005
Supplier	System Associates
Service type	SaaS
Category	Un-listed, Search
Short Description	A map based search solution using either Microsoft Bing Maps or Google Maps backed up by a fast UK wide search that includes resolution of postcode, full address, local authority, parish and other zones. Bespoke popups on maps. No data stored with map provider.

2. OVERVIEW: MAIN FEATURES

Comprehensive search in the following modes

- Find my nearest
- In my area
- Directory of servicers or providers
- Jurisdiction (providers that serve my location)

Standard features include

- Supports multiple object types and icons on a single page selectable / delectable from menu
- Facetted search results by
 - Area
 - Category
 - Distance
 - Jurisdiction (Authority etc.)
 - Other criteria as required
- Details page
- Advanced search
- Accessible text rendering of map results
- Dynamic zoom
- Multiple co-ordinate systems
- Integration with map-provider objects
- Address lookup with disambiguation
- Multiple data sets
- Data editing interface, including easy tuning of locations
- Image database
- Interfaces to Journey planners and other services



2.1. Options

Options include

- Redundant and live failover DR options

3. TECHNICAL INFORMATION

3.1. Capacity

Option	Pricing model
Address resolution and disambiguation low volume	Fixed price
Address resolution and disambiguation high volume	Base cost plus per click
Integrated map solution, low volume	Fixed price
Integrated map solution, high volume	Base cost plus per map session charges

- Each data set can hold up to 100,000 objects
- Any schema can be incorporated
- Mobile interfaces are available

3.2. Technical requirements

- Access to target websites.
- Addition of crawlers to web site white list
- Any metadata schema in process
- If the service is to operate on a sub-domain then a DNS alias is required
- If the user wishes to add live DR failover then a DNS alias is required

3.3. Open standards

In choosing standards we follow the Perens definition, which covers not only what an Open Standard is, but protects against certain well known areas of abuse of standards, where suppliers seek to take advantage of customers.

- **Availability:** Open Standards are available for all to read and implement.
- **Maximize End-User Choice:** Open Standards create a fair, competitive market for implementations of the standard. They do not lock the customer in to a particular vendor or group.
- **No Royalty:** Open Standards are free for all to implement, with no royalty or fee. Certification of compliance by the standards organisation may involve a fee.
- **No Discrimination:** Open Standards and the organisations that administer them, do not favour one implementer over another for any reason other than the technical standards compliance of a vendor's implementation.



Certification organizations must provide a path for low and zero-cost implementations to be validated, but may also provide enhanced certification services.

- **Extension or Subset:** Implementations of Open Standards may be extended, or offered in subset form. However, certification organisations may decline to certify subset implementations, and may place requirements upon extensions (see Predatory Practices).
- **Predatory Practices:** Open Standards may employ license terms that protect against subversion of the standard by embrace-and-extend tactics. The licenses attached to the standard may require the publication of reference information for extensions, and a license for all others to create, distribute, and sell software that is compatible with the extensions. An Open Standard may not otherwise prohibit extensions.

Standards we implement include, but are not limited to:

- W3C (HTML, XML, CS, WAI etc.)
- Java as published by SUN
- .NET as published by Microsoft
- All popular file formats (ODT, XML, JPG etc.)
- Interface APIs where published
- Internet, HTTP and other protocols

3.4. Open Source

We create solutions using a wide range of Open Source modules. Our default practice is to seek an Open Source library or module component before turning to a commercial offering. The majority of software we have developed does not rely on commercial components and typically these will only be used when customers require interfaces to proprietary systems.

The list of Open Source components we have integrated is very long, below are a few examples

- Solr/Lucene - search)
- MySQL - SQL database
- MongoDB - non-sql database
- JQuery and JQuery - Mobile- Javascript library
- Axis – web services
- JBOSS - application framework
- Spring – Java MVC Framework
- Eclipse – flexible IDE

3.5 Government Standards

System Associates has developed this offering to meet the needs of the Public Sector. As such, we actively support the following standards where appropriate:

- Information principles for the public sector
- Government ICT Strategy
- Greening Government ICT Strategy



4. HOSTING AND SUPPORT

4.1. Service Management

ISO20001-compliant Support service, providing as standard:

- Named contact, level 2 support
- Service desk available, Mon-Fri 9am-5.30pm (excluding public holidays) with 24/7 option, via:
 - Direct support telephone line
 - Online
 - Email
- Online issue logging and tracking system
- Full monitoring and alert system

4.2. Service Levels

- Performance: see capacity
- Availability: 99.95%
- Support hours: 9am – 5.30pm excluding public holiday. An out of hours service is available
- Severity definitions:

Severity	Description	Response time
1	Service unavailable	15 minutes
2	Service significantly impaired	30 minutes
3	Minor effect on service	60 minutes
4	Minor issues, including cosmetics	60 minutes

4.3. Information Assurance & Security

This service is IL2+

Systems are protected by EAL4+ firewalls, IDS and IPS. Unified threat management package. Systems are hosted at secure data centres already in use for other Government systems.

4.4. Back-up, restore and Disaster Recovery

- All systems are backed up over the wire and an offsite secure tape service is utilised to store long term copies.
- A live failover DR option is available



4.5. Management information & reporting

Search-specific reporting is provided within the product.

In addition, usage statistics are provided through integration with third party reporting packages, e.g. Google analytics.

Other MI options are available on request, subject to quotation.



5. ONBOARDING

5.1. Demonstrations

Demonstrations are available to interested parties.

5.2. On-boarding / Off-boarding process

On boarding process includes

- Consultation
- Initial data migration / import

A typical onboarding process takes 3-4 weeks

Off-boarding – 1 months' notice

Either party (Consumer or System Associates) shall provide three months written notice of any intention to terminate the service, subject to a minimum 12 month contract.

5.3. Training

Training is provided in the following manner:

- Onsite training
- User manual
- User wiki/forum (coming soon)

5.4. Ordering and invoicing process

Orders should be placed by emailing sales@systemassociates.co.uk or by calling 01628 876700 and asking for the Sales department.

Invoices are sent out by email or post, monthly in arrears.



5.3. Termination terms

Either party (Consumer or System Associates) shall provide three months written notice of any intention to terminate the service, subject to a minimum 12 month contract.

6 Government ICT Strategy and Greening

System Associates provides solutions and develops software to use open standards systems to be re-used in multiple applications in line with the Government ICT strategy and Information principles for the public sector. Our hosted systems are based on virtual server and cloud technologies that foster the efficient use of equipment. We use datacentres that use as high a percentage of renewables as possible and use offsetting to account for additional carbon use.