

**THE LONDON CONSTRUCTION  
PROGRAMME  
MAJOR WORKS 2019 FRAMEWORK  
PLATFORM MEMBERS  
USER GUIDE**

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## 1. Introduction to the LCP Portal

The LCP Platform was developed to review and monitor performance of those suppliers on the framework. LCP Members are required to register their projects on the LCP Portal and update this information once a contract has been awarded.

The system now enables the LCP to work with and support suppliers in meeting the required standards and provides LCP members a single solution for managing all LCP activity.

The functionality of the platform includes:

- Future Opportunities/Market place
- Project Registration
- Contract Award details
- Invoice triggers
- KPI triggers throughout project lifecycle

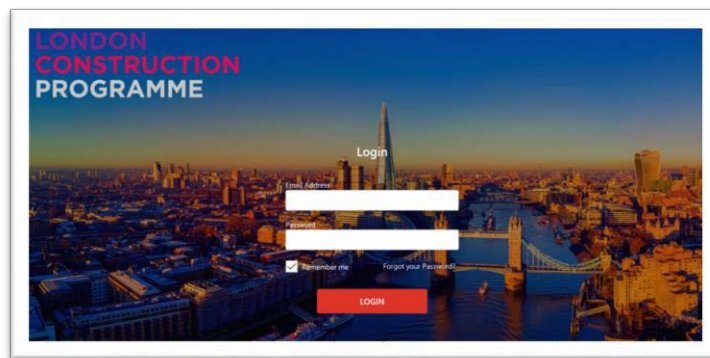
## 2. Logging on

The LCP team will setup your first user on the platform, an email will then be sent to your mailbox, which will contain your username and a temporary password.

Using the link below, click to get access to the platform.

<https://lboh.outsystemsenterprise.com/MajorWorks>

**Hints & tips:** We recommend that you use **Microsoft Edge** or **Chrome** to access the platform.

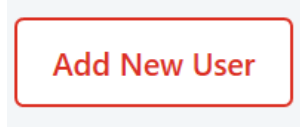


Complete your personal details and click **submit**.

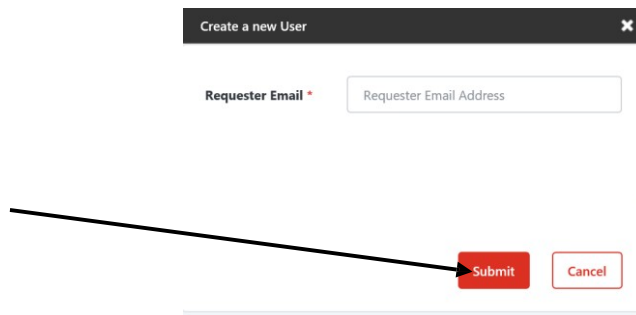
### 3. Creating a new user

The first user will be created by the LCP team, this will then generate an email to enable the members to start creating their own teams.

3.1 To add a new member of your team click on **Add new user**.



3.2 A popup box will appear, enter the email address of the user. Then click **Submit**.

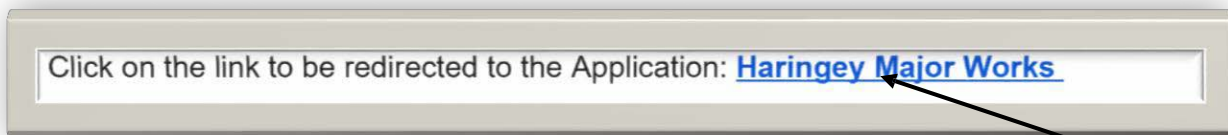


**Hints & Tips:** You can only enter an email address once, if you have entered the incorrect email address you will need to contact the LCP team ([see contact details](#))

3.3 An email will be sent to the new user, with a username and temporary password.

#### New Users:

3.4 Click on the link from the notification email (see below)



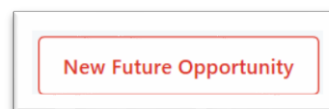
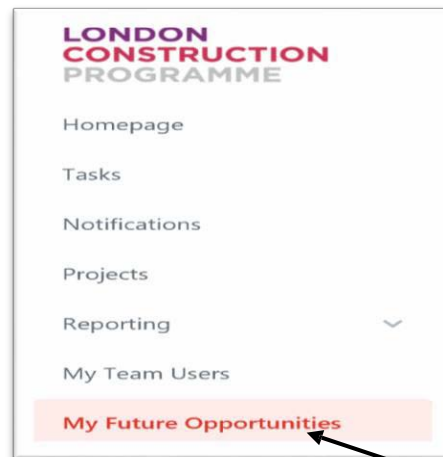
3.5 Enter personal details to complete registration process.

----- End of Process -----

## 4. Future Opportunities

Pipeline of projects will be displayed as future opportunities. This enables members to update and publish any upcoming projects. This is visible for suppliers to view and plan.

4.1 Select **My Future opportunities** from the task bar.



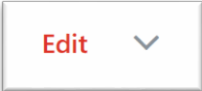
4.2 Click on **New Future opportunity**

4.3 Complete the details on the form.

Details to be populated (\*) mandatory fields

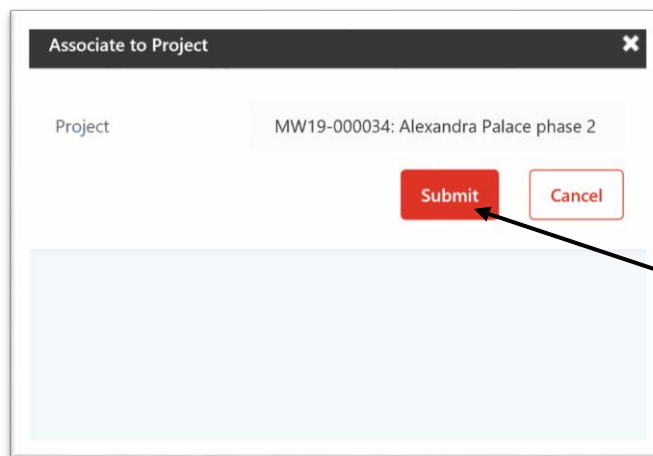
New Future opportunities form *
Project Type *
Type of Works *
Name *
Description *
Scope *
Estimated Value *
Estimated Procurement Date *
Address *
Postcode *
Area *
Lot *
Select and Image (see options available) *

4.4 Select **Submit** to continue.

4.5 To **edit opportunity**, click on  details previously submitted. Edit the details and click on **save** to publish.

4.6 **Move to project** – This will take you to complete the mandatory fields in the [Project notification form](#), click on **submit** to continue.

4.7 **Associate to project** – Select a project that you want to associate, this can only be done for two stage projects. Select the second stage project the click **submit**.

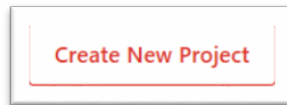


**End of process (next steps [Project notification form](#))**

## 5. Project Notification Form (PNF)

The Project Notification Form must be filled in by the Commissioning Organisation prior to contacting the contractor(s) or carrying out any procurement process. You should follow the next step if you haven't created and converted a future opportunity.

### 5.1 Click on **Create New Project**



5.2 The Project notification form require you to provide details on the project you are about to submit.

See below for information that will need to be completed as part of the PNF.

#### Details to be populated (\*) mandatory fields

Organisation name: - (pre populated) *
Single Project or Programme (drop down)*
Project Type: (drop down) <ul style="list-style-type: none"> <li>• Capital Projects</li> <li>• Education and Leisure</li> <li>• Highways and Public Realm</li> <li>• Heritage and Historical</li> <li>• Housing and Residential</li> </ul>
Contract / Project Manager:*
Project Name:*
Project Description * (150 characters)
Project Address:*
Post Code:*
Area: (drop down)* <ul style="list-style-type: none"> <li>• North</li> <li>• South</li> <li>• East</li> <li>• West</li> <li>• Central</li> </ul>
Lot Number: - (drop down of all available lots)*

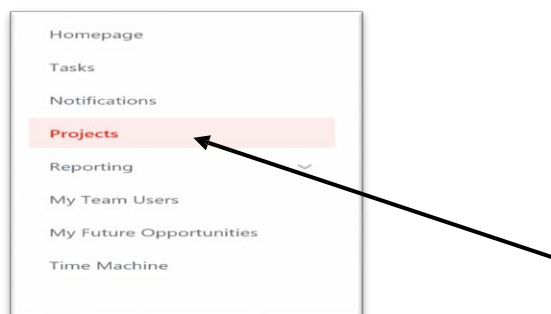


Type of Works: (drop down)*
Form of Contract:* <ul style="list-style-type: none"><li>• ACA</li><li>• ACE</li><li>• ECC</li><li>• GC</li><li>• JCT</li><li>• NEC</li><li>• PPC</li></ul>
Estimated Value:*
Estimated start of EOI date (if applicable):
Estimated Contract Award date:*
Estimated Start on Site date:*
Procurement Route:* <ul style="list-style-type: none"><li>• Mini-Comp - D&amp;B - Single Stage</li><li>• Mini-Comp - D&amp;B - Two Stage</li><li>• Mini-Comp Traditional</li><li>• Direct Award - D&amp;B - Single Stage</li><li>• Direct Award - D&amp;B - Two Stage</li><li>• Direct Award Traditional</li></ul>

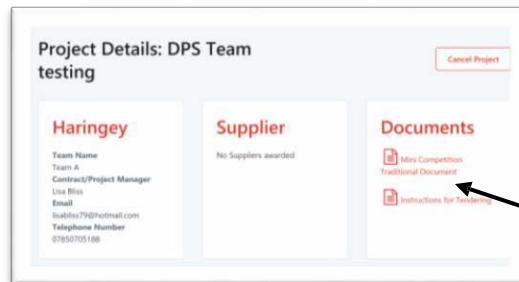
**Hints & tips:** *If at any point you are not sure or not ready to submit the information that you have entered, you have the option to **Save as draft**, this will allow you to take note of the project number and revisit at any point.*

5.3 Click on **Submit** to proceed

5.4 Click on **Project** in menu



5.5 Select the project ID which you have created and download the templates document for the procurement route and lot prices that you selected in the PNF.



**Hints & Tips** – *Templates are provided but are not mandated by the LCP.*

5.6 Carry out your procurement process, using your internal procurement solution.

**End of process (next steps [Awarding a Contract](#))**

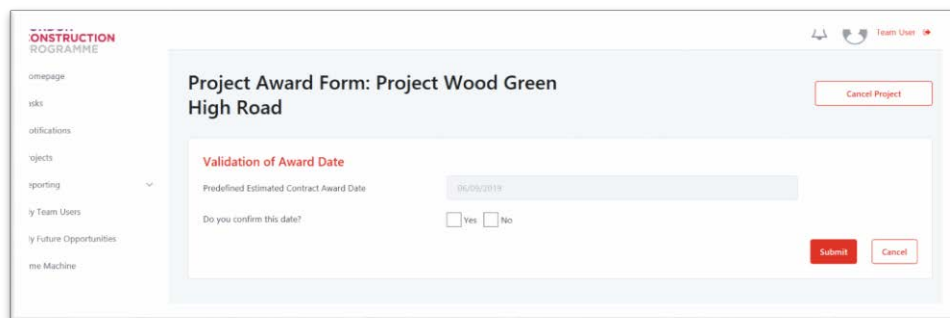
## 6. Awarding a contract.

The PNF will contain an estimated contract award date, on this date you will be sent a notification email asking for validation of the project award.

You have options to:

- Cancel project – if you are no longer delivering the project.
- Update with another date by selecting **No**, this will give you a calendar to update the revised date.- drop down

6.1 To confirm the date is correct click on **Yes**, then click on **Submit**.

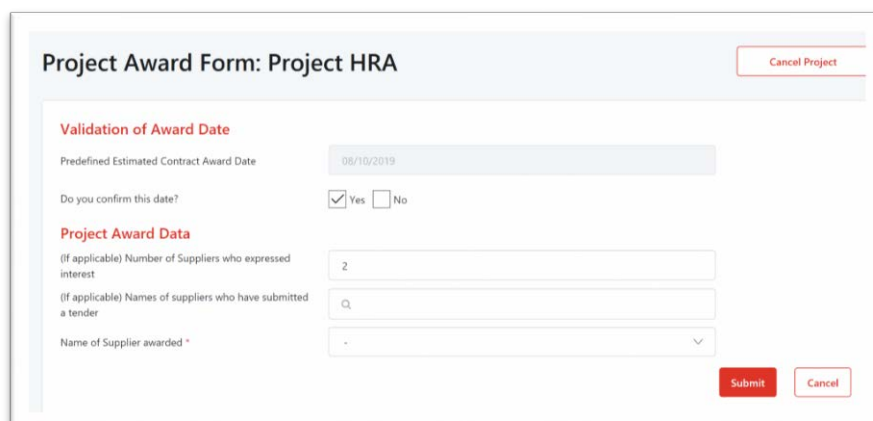


The screenshot shows a web interface for 'Project Award Form: Project Wood Green High Road'. The main content area is titled 'Validation of Award Date'. It contains a 'Predefined Estimated Contract Award Date' field with the value '06/09/2019'. Below this is a question 'Do you confirm this date?' with two radio button options: 'Yes' (which is selected) and 'No'. At the bottom right of the form, there are two buttons: 'Submit' and 'Cancel'. A 'Cancel Project' button is also visible in the top right corner of the form area.

6.2 Confirm the number of suppliers who have expressed interest by entering the number in the box provided.

6.3 Select names of suppliers who have submitted a tender form the search field

6.4 Select the name of the supplier who has been awarded a contract by clicking in the box and select the supplier name from the drop down.



The screenshot shows a web interface for 'Project Award Form: Project HRA'. The main content area is titled 'Validation of Award Date'. It contains a 'Predefined Estimated Contract Award Date' field with the value '08/10/2019'. Below this is a question 'Do you confirm this date?' with two radio button options: 'Yes' (which is selected) and 'No'. Below the 'Validation of Award Date' section is the 'Project Award Data' section. It includes three fields: '(If applicable) Number of Suppliers who expressed interest' with the value '2', '(If applicable) Names of suppliers who have submitted a tender' with a search icon, and 'Name of Supplier awarded' with a drop-down menu. At the bottom right of the form, there are two buttons: 'Submit' and 'Cancel'. A 'Cancel Project' button is also visible in the top right corner of the form area.

6.5 Click on **submit** to proceed

----- End of Process ([next steps KPIs](#)) -----

## 7. KPI's

The LCP is committed to achieving high quality and best value on this framework and has stringent requirements in place to ensure high quality performance. Members and suppliers record performance on a project are continually assessed via monthly reports and adherence to a pre-agreed set of Key Performance Indicators (KPIs).

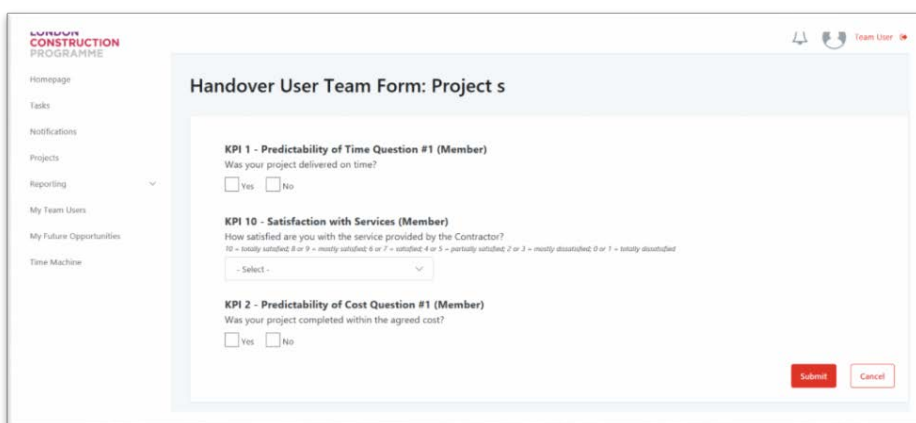
These KPIs are:

- Predictability of Time
- Predictability of Cost
- Fair Payment
- SME Spend
- SME Engagement
- Health and Safety
- Environmental
- Social Value
- Defects
- Customer Satisfaction

### Handover form

At the end of each project there is a requirement where the suppliers' will hand over the project back to the PM. The PM must confirm the KPI's have been met by updating the handover form.

7.1 Answer the questions by clicking within the box or by selecting the drop down. Once completed click on **Submit**.



The screenshot shows a web application interface for the 'Handover User Team Form: Project s'. The interface includes a sidebar on the left with navigation options: Homepage, Tasks, Notifications, Projects, Reporting, My Team Users, My Future Opportunities, and Time Machine. The main content area contains three KPI questions:

- KPI 1 - Predictability of Time Question #1 (Member)**  
Was your project delivered on time?  
 Yes  No
- KPI 10 - Satisfaction with Services (Member)**  
How satisfied are you with the service provided by the Contractor?  
No = totally satisfied 8 or 9 = mostly satisfied 6 or 7 = satisfied 4 or 5 = partially satisfied 2 or 3 = mostly dissatisfied 0 or 1 = totally dissatisfied  
- Select -
- KPI 2 - Predictability of Cost Question #1 (Member)**  
Was your project completed within the agreed cost?  
 Yes  No

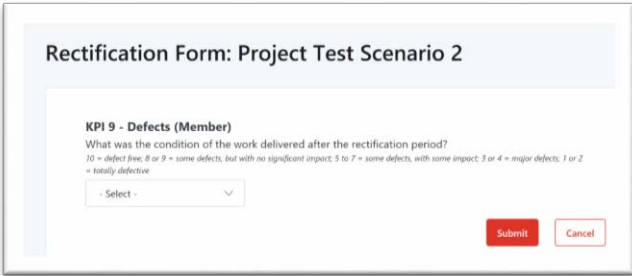
At the bottom right of the form, there are two buttons: 'Submit' (in red) and 'Cancel'.

**Rectification form**

The rectification form is a set of KPIs that are capture 6 months from the date of the hand over.

7.2 Select the dropdown and complete the KPI

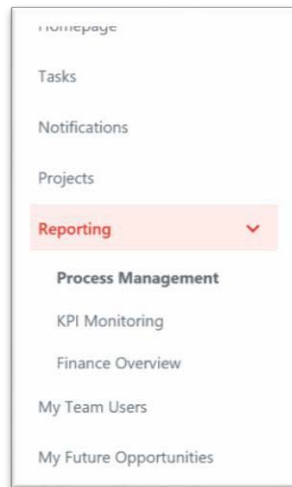
7.3 Click on submit to proceed.



----- End of Process -----

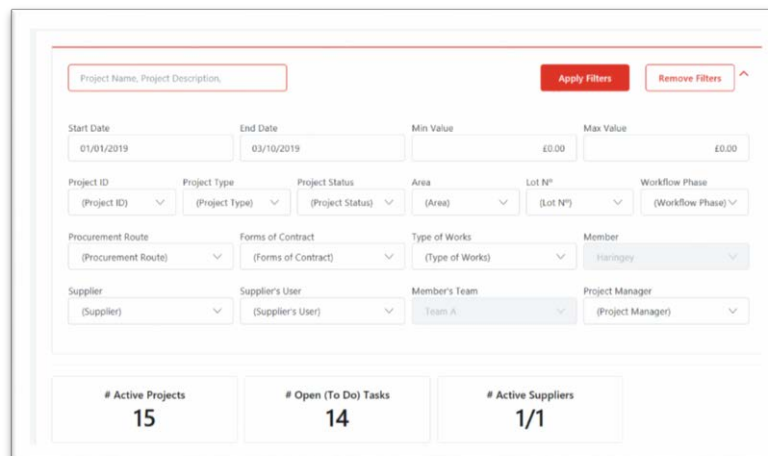
## 8. Reporting

The reporting section gives you an overview of the project and the different stages you are at, you can apply filters and export into an excel spreadsheet.



### Reporting - Process management

You will be provided with an overview of the Project, Tasks & Suppliers. With the ability to apply filters and export the data in a excel spreadsheet by clicking on **Export**.

A screenshot of a web application interface for reporting. At the top, there is a search bar for 'Project Name, Project Description' with 'Apply Filters' and 'Remove Filters' buttons. Below this are several filter sections: 'Start Date' (01/01/2019) and 'End Date' (03/10/2019); 'Min Value' (£0.00) and 'Max Value' (£0.00); 'Project ID', 'Project Type', 'Project Status', 'Area', 'Lot N°', and 'Workflow Phase' (all dropdown menus); 'Procurement Route', 'Forms of Contract', 'Type of Works', and 'Member' (dropdown menus); and 'Supplier', 'Supplier's User', 'Member's Team' (Team A), and 'Project Manager' (Project Manager) (dropdown menus). At the bottom, there are three summary boxes: '# Active Projects' with the value 15, '# Open (To Do) Tasks' with the value 14, and '# Active Suppliers' with the value 1/1.

**Hints & Tips** – By clicking on the project ID you will be taken straight to that specific project, gives you an overview of the full project.

## Reporting – KPI Monitoring

An overview of the KPI's target will be displayed, this can also be filtered by clicking the search box, the search fields will appear to allow you to carry out an advanced search filter.

The screenshot shows a dashboard for KPI Monitoring. At the top, there is a search box for 'Project Name, Project Description' with 'Apply Filters' and 'Remove Filters' buttons. Below this are several filter sections:

- Start Date:** 01/01/2019
- End Date:** 03/10/2019
- Min Value:** £0.00
- Max Value:** £0.00
- Project ID:** (Project ID)
- Project Type:** (Project Type)
- Project Status:** (Project Status)
- Area:** (Area)
- Lot N°:** (Lot N°)
- Workflow Phase:** (Workflow Phase)
- Form Type:** (Form Type)
- Procurement Route:** (Procurement Route)
- Forms of Contract:** (Forms of Contract)
- Type of Works:** (Type of Works)
- Member:** Haringey
- Supplier:** (Supplier)
- User Supplier:** (User Supplier)
- Member's Team:** Team A
- Project Manager:** (Project Manager)

At the bottom, there are five KPI cards:

- # Projects Delivered On Time:** 7/8
- # Projects Delivered Within Budget's Target:** 7/8
- Members' Satisfaction On Average:** 6
- # Projects Within Defects' Target:** 6/6
- # Projects Within Incidents' Target:** 2/4

**Hints & Tips** – In order to view a specific project, click on the project ID (in red) this will take you directly to the project details.

## Finance Overview

The finance overview

The screenshot shows a dashboard for Finance Overview. At the top, there is a search box for 'Project Name, Project Description' with 'Apply Filters' and 'Remove Filters' buttons. Below this are three summary cards:

- Estimated:** Project Value £591,257,030.133, Rebate £591,254,669
- Projected:** Project Value £10,000,000, Rebate £0
- Invoiced:** Project Value £51,941,989, Rebate £24,567

Below the summary cards is a table titled 'Projects':

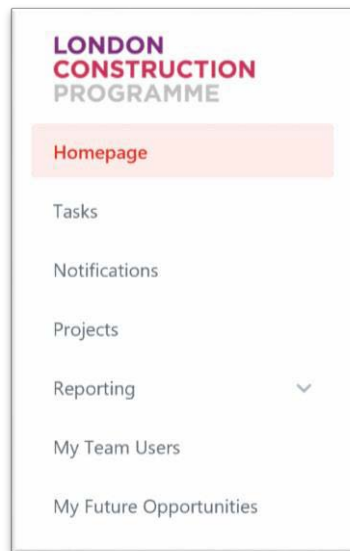
Project id	Project Name	Supplier	Member	Lot N°	Start Date	End Date	Estimated Project Value	Project Award Value	Final Project Cost	Project Status	Rebate
MW19-000025	rebuild the civic	Supplier A	Haringey	4.1	30/07/2019	30/07/2019	£2,300,000.00	£24,500,000.00	£24,567,000.00	Completed	£24,500.00

## 9. Help & Contacts

The portal has quick access to each section of which you can click and will take you directly to each section.

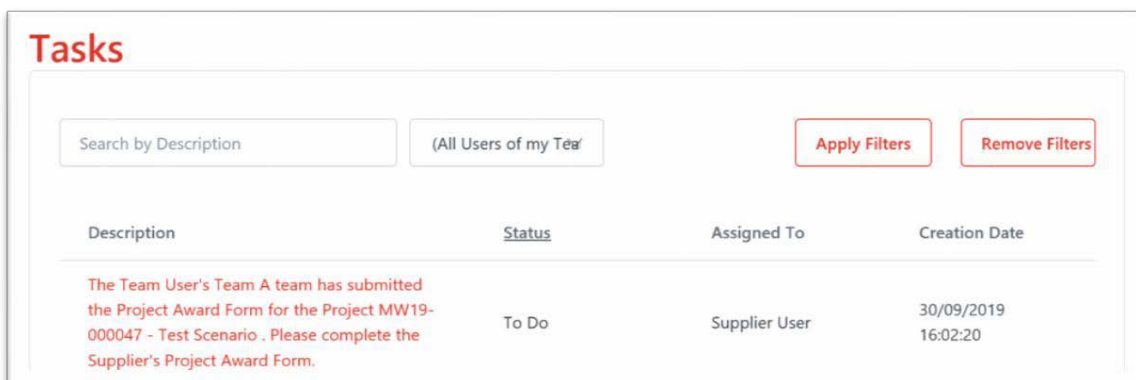
### Navigation

9.1 Using the menu tab, you can move to different sections.



### Filters

9.2 The user will have the ability to use and apply filters. By clicking on the search field and then start selecting the option required





## Notifications

9.3 At various points you will receive notifications, these will also be sent to your email account, you can view these at the top of the homepage. See the bell icon below



## 9.4 Resurrective notifications

A reminder will be sent after 7 days (5 working days) if the task is not done.

## Contact details

To obtain further information or support and guidance on this framework please contact [LCP@haringey.gov.uk](mailto:LCP@haringey.gov.uk) or Please feel free to contact us on: 0208 489 3322

## 10. Glossary

**Member** - Members of the London Construction framework (MW19), these include Local authorities or Home counties who have signed and adhere by an access agreement.

**Supplier** - Providers who have been awarded a contract under MW19 framework

**PNF** - Project Notification form, completed by member to notify the LCP team they have an upcoming project

**Tasks** – Actions to be completed, this can be found on the homepage or task menu

**Notifications** – Emails or alerts that will be sent once a task requires action or completed

**Projects** – Generated from a Project notification form,

**My Team Users** – Members of your team who can view and see projects you have created, this can be found on the menu section

**My Future Opportunities** – Pipeline or Market place