



RPC Support Terms and Conditions

Complete Oracle Primavera P6 application support service

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Date	May 2024	

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SUMMARY

This document sets out the terms and conditions associated with the RPC Support service and forms an important part of the relationship between the Client and RPC, enabling the two parties to work together effectively.

G-CLOUD FRAMEWORK AGREEMENT

As per the terms of the G-Cloud Framework Agreement, a Call-Off Contract between a Customer and RPC UK Ltd will be signed for each engagement. Each Contract will reference the following documents in order of contractual precedence:

1. Framework Agreement (between the Authority and RPC)
2. Order Form (setting out the details of the order)
3. General Terms and Conditions
4. Terms and Conditions Schedule (this document)

Each schedule sets out specific terms that pertain to each service, in this instance RPC Support.

APPLICATION OF SCHEDULE

Where the Order includes RPC Support, then in addition to the main body of this agreement, each party shall comply with their obligations in this Schedule, RPC Support Services, below.

RPC SUPPORT SERVICES

RPC Support is a ticket based subscription service that enables RPC to offer the following services for one simple price.

RPC offers support, training and consulting services to help manage all Oracle Primavera Cloud Applications such as P6 EPPM, Aconex, Oracle Primavera Cloud (OPC) and Unifier. This includes accompanying products, such as Analytics.

We provide Strategic Consulting, Implementation, Configuration, Training, Administration, Data Management, Migration, Application Support and Integration services.

- Oracle Specialized Primavera product implementation, integration and reporting consultancy expertise
- Oracle Primavera application support
- Oracle Primavera product education and training

Designated project team members can submit Support requests to our service desk via phone or email.

With **RPC Support** our Oracle Primavera product certified specialists are available to assist you with any of the Oracle Primavera Products

The Service can be purchased separately or can be added to complement RPC's other G Cloud Offerings such as Oracle Licences for

- Oracle Aconex
- Oracle Primavera P6 EPPM
- Oracle Primavera Unifier
- Oracle Primavera Cloud (OPC)
- Oracle Primavera Risk Analysis (PRA)
- Hosting

APPLICATION SUPPORT

Clients who purchase maintenance with their Oracle Primavera product licences are entitled to access the Oracle Primavera Helpdesk for technical support. However, the Oracle Primavera Helpdesk may not be able to assist with application usage queries.

Similarly, for an Oracle Primavera application user, more in-depth support may be needed than is offered from attendance on a training course or via ancillary sources such as discussion forums.

RAPID DEPLOYMENT UNIFIER SOLUTION SETS

RPC have created award winning solution sets for Unifier for managing critical business areas such as

- Contract Management (NEC4, FIDIC, JCT and bespoke forms of contract)
- Earned Value Management
- Asset Management
- Strategic Risk Management
- Cost Management

SERVICE TERM AND ACCESS

Subject to the provisions of this agreement and receipt of the applicable Charges, RPC shall provide the RPC Support Services to the Customer during the Support Hours for the Service Term.

The RPC Support Services shall comprise all support as outlined in the Service Definition in relation to Oracle Primavera software, Oracle Software and RPC Software including advice and assistance in respect of the operation of such software via the RPC Helpdesk.

The Customer shall contact the RPC Helpdesk using the following methods:

1. Office telephone: 01943 222 001
2. Support email: support@rpc.uk.com

RPC SUPPORT USAGE

All RPC Support Services shall be purchased in 8-hour packages as set out on the relevant Order Form. RPC shall not be obliged to provide any support services once the limit of the support hours package has been reached unless the Customer places a further Order for an additional package of 8 hours.

RPC will not be obliged to reimburse or honour any unused hours after the Service Term.

SERVICES PROVIDED (IN SCOPE)

DIAGNOSIS

To the extent possible, RPC support staff will work in partnership with client personnel to diagnose the root cause of a reported Oracle Primavera application functionality support request.

REMEDIAL ACTION

RPC support staff will recommend appropriate remedial actions to client personnel to resolve a reported Oracle Primavera application functionality support request or mitigate its impact.

ADVICE AND GUIDANCE

RPC support staff will provide advice and guidance in respect of:

- Oracle Primavera configuration questions
- Oracle Primavera customisation questions
- Oracle Primavera product benefits realisation
- Oracle Primavera upgrade advice
- Reporting using Oracle Primavera data

ADMINISTRATOR TASKS

Subject to agreement, RPC support staff may undertake designated Oracle Primavera administrator activities.

SERVICE DESK ACCESS

Designated client personnel can contact the RPC Service Desk to submit or progress Support Requests via phone (01943 222001) or email (support@rpc.uk.com) during normal business hours (Monday-Friday, 09:00-17:00, excepting public holidays).

TICKET STATUS AND AGREEMENT UPDATES

RPC will provide regular updates to client personnel regarding the status and progress of each Support Request plus a regular summary of Support Requests submitted within the current **RPC Support** agreement and remaining unconsumed included Support Requests.

SERVICES NOT PROVIDED (OUT OF SCOPE)

RPC Support does not cover the activities listed below:

INFRASTRUCTURE SUPPORT

Clients who purchase maintenance with their Oracle Primavera product licences are entitled to access the Oracle Primavera Helpdesk for technical support.

RPC Support addresses Oracle Primavera P6 application use only and, unless originally supplied by RPCuk and agreed with RPCuk, does not cover the infrastructure or environment used to support the Oracle Primavera applications.

APPLICATION MONITORING

RPC Support does not include periodic monitoring of production applications to assess application availability.

ENHANCEMENTS TO PRODUCTION APPLICATION SOFTWARE

RPC Support does not cover enhancements or upgrades to any third-party solutions used by the client.

PREVENTATIVE MAINTENANCE

RPC Support does not cover preventative software maintenance.

CHANGE MANAGEMENT

RPC cannot accept responsibility for new or changed processes, practices or policies introduced by a client that may adversely impact upon the reliability or performance of the Oracle Primavera applications.

SYSTEM MANAGEMENT

RPC cannot accept responsibility for the operation or suitability of the Oracle Primavera solution implemented by the client.

RPC is unable to provide the RPC Support service to customers who utilise either a non-RPC Hosted or Oracle SaaS cloud solution.

TERMINATION

In the event that the client wishes to terminate this agreement, a 30-day written notice of intent to terminate must be delivered by the client to RPC.

Please note that RPC will not refund RPCSupport subscription fees, either in whole or in part, under any circumstances.