G-Cloud 14 Service definition document: Planning Services

1. Solution Overview

1.1.　TerraQuest delivers Planning Application services to Local Authorities either via long term contracts or short term on demand services.

1.2.　Our Officers can support Planning departments handle their increased workload, validate and clear application backlogs or work on new live incoming applications to ensure maintenance and act as an extra source of resource.

1.3.　Whether it be to assist with the validation of planning applications, or to process and determine applications from registration through to decision, TerraQuest will help improve productivity, reduce the strain placed on Planning teams and enhance Planning performance increasing overall operational efficiency.

1.4.　Using Local and National guidelines, TerraQuest's Planning Application Validation and Case Evaluation teams will work through all types of planning applications and the specific Local Planning Authority's checklist to determine the validity of an application.

1.5.　TerraQuest's Planning Support are remote services, performed by Officers whom are home or office based. Site visits to required destinations can also be included as part of the service.

2. Onboarding and Offboarding Support

2.1.　During onboarding, the Client will have regular contact and support with TerraQuest employees from Account Management, Delivery, Service and Project departments.　This will allow both parties to discuss and agree the necessary processes and expectations on goals, priorities and project milestones.

2.2.　During offboarding, once a contract is due to expire, appropriate steps will be taken to agree next steps including the return of any kit, accounts, including passwords, and data. A relationship will always be upheld for the long run.

3. Implementation & Maintenance

3.1.　During the implementation stage, project initiation meetings will take place with the purpose of agreement roles and responsibilities between Company and Client.

3.2.　Prior to the commencement of the project, our Planning Officers and Validation team, and the Planning team at the Local Planning Authority will have a training session to ensure processes and use of systems is

understood to a high level including noting any nuances.

3.3. TerraQuest's Planning Validation & Case Evaluation Teams will be given access to the appropriate processing system, either via remote access or hardware provided by the Client. Our Service Manager will then set up weekly update calls/meetings with the Client to discuss progress and ensure SLAs are constantly being met.

3.4. It is responsibility of both the Client and TerraQuest to ensure that system setup is achieved within an agreed timescale.

4. Ordering and Invoicing Process

4.1. Orders and requests for any additional information can be raised through our registered contact on the G-Cloud Service. Our sales and support team can determine the usage and the service levels required and help with any additional requirements. A contract will then be agreed based on Clients requirements, i.e. the length of contract and any specifics to meet tailored expectations

4.2. A Purchase Order number will be required prior to onboarding.

4.3. Customer's will be invoiced on a monthly basis. All invoices shall include VAT; added at the prevailing rate as applicable at the time of invoicing.

5. Contract Termination

5.1. The Customer can terminate the contract in accordance with agreed break clauses within the contract terms. No further charges shall be payable as a result of such termination.

5.2. At the end of the contract all data and information will be handled in line with agreed contract terms and GDPR requirements.

6. Service Support

6.1. We are committed to achieving the highest levels of customer service and understand that to achieve and maintain this the service must be supported and managed to high standards.

6.2. With each contract a project team formed of a Service Delivery Manager, an Account Manager and a service desk/customer support team is created. TerraQuest ensures that excellent customer support is always at the forefront of service provision via telephone and email.

6.3. For Planning Application Validation completion of applications will be within 48 hours of receipt of valid information; TerraQuest achieves minimum 95% within each service period.

6.4. As part of our commitment for continuous service improvement Clients will receive weekly updates on progress on applications and the overall

project as part of our after sales support. The Account Management team will also provide support/reviews on a regular basis.

7. Technical Requirements

7.1.   TerraQuest require access to the Client's application processing system. How access is obtained can be agreed but the Customer IT department will be required to provide details for TerraQuest's Planning Technicians and Officers to gain access and perform the service.