

Stopford

Service Definition

Online Booking Systems



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Confidential

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1.0 Overview of the Service

Established in 1999, Stopford have been creating software to enhance local government for almost 20 years. Through development and cooperation with councils across the UK Stopford have created a suite of 3 booking systems, designed to either work as standalone systems or to integrate together to offer a complete booking facility across all council services.

1.1 Appointment Booking

The Stopford appointment booking system is developed to give councils a generic appointment system that spans any number of services while still offering service specific functions that ensure staff gets the support they need to fulfil their duties.

Unlike other companies that charge for the creation of new offices and diaries; Stopford's appointment system is fully customisable and scalable, allowing users to create their own offices and diaries whenever they need, putting control in the hands of the users.

The system can generate significant savings for many services by shifting the channels of customer engagement through online appointment booking and by reducing the number of late or missed appointments by sending SMS appointment reminders to customers the day before their appointment.

The system comes with a wide variety of features as standard including traffic light arrival system, self-check-in, automatic correspondence, KPI reporting, online appointment booking and payment management. There are also a number of service specific functions available for services such as pest control and bulk waste management that ensure the system reflects the services structure and functions.

1.2 Facility Booking

The Stopford Facilities Booking system is used by councils throughout the UK to centralize the management of multiple facilities, rooms and other resources such as pool vehicles, which are often spread over a large geographical area.

Facilities managers can set up locations and rooms within the system and then assign layouts, schedules, cost schedules, set up times, cleaning times, opening times, static equipment, catering providers and equipment providers.

Once set-up, facilities managers can choose to make rooms available for booking internally or online through the council website. Automatic emails will inform facilities managers when a room has been booked and inform any providers and janitorial staff of the booking requirements.

The system reduces the need for staff oversight and enables councils to make their facilities available to the public.

1.3 Course and Event Booking

The Stopford Course & Event booking system creates an environment where organisers can promote courses and events either internally for council staff or through their council's website for members of the public; advertising through subject or event categories, publicising vital information and taking payments online.

Course organisers can build their course from the ground up, specifying the course requirements, key stage levels, costs and target demographic. Advertising flags can be placed against a course or event to ensure attendees understand the type of course or event they are booking.

2.0 Service Management

2.1 Terms of the Service

The term of the service will commence upon providing the services to the customer. The initial term will be for 12 months and a further 12 months thereafter until terminated. The minimum term is 12 months and can be terminated by 3 months notice.

2.2 Ordering and Invoicing Process

Customers are advised to contact Stopford to obtain a formal quotation before placing an order via the G-Cloud Service.

For new clients, 50% of the contract value for year 1 will be invoiced on contract signature, with the remaining 50% paid on acceptance of phase 1, or 1 month after delivery to TEST, whichever is earlier.

For existing clients, annual fees are invoiced in advance and are due prior to the anniversary of the service.

2.3 Implementation and Project Management

2.3.1 Initiation

Once the project has been initiated and an order received, a project manager will be assigned to act as a point of contact for the council during the initial implementation stage and as a liaison between Stopford and the council's IT department.

2.3.2 Definition

At the beginning of the first phase of the project, key customer stakeholders will be provided with examples of existing systems to give them an understanding of how the system has been implemented previously and to form the foundation of their own specifications. Stopford will then arrange a customisation meeting with members of staff, during this meeting the customer will outline their working practices and the information that needs to be collected during the booking process, allowing Stopford to understand how the system can be shaped to fit the services more specific needs.

2.3.3 Design

Stopford will use the customisation specification created during the council's customisation meeting to modify the software to fit with the customer's working procedures. Throughout this process the project manager will keep the council's primary contact informed of the progress and provide timescales for providing a test copy to the client for user acceptance testing.

2.3.4 Design

If additional development is found to be needed, then the assigned project manager will contact the customer with the outline of the work required and costs if applicable. Once the development has been accepted by the client the work is scheduled by Stopford and the client informed of the estimated delivery date.

2.3.5 Implementation

Once all customisation and development work has been completed, the client will be provided with a test version of the software. This software should be exact to the specifications of the software that will be used by the customer live. A member of Stopford staff will then liaise with the customer to arrange a training session at the customer's location, using the test system as a basis for the training. Once the training is complete the staff will then perform user acceptance testing on the test system and relay their findings to the Stopford project manager. Once the staff are satisfied that the software is in working order, Stopford will install a live version of the system for the customer and the point of contact at Stopford will change from the project manager to the Stopford support desk.

2.3.6 Follow Up

After the live system is installed, members of staff will be able to call or email the Stopford support desk for assistance on using the system or to report any errors that they find within the system. As part of the support agreement members of staff will be informed when a new version is available and what upgrades the new version includes.

2.4 Quality Management

Stopford are accredited to ISO9001:2008 (Quality Assurance) and ISO27001:2013 (Information Security Management).

We are committed to providing a quality and secure service to our customers and regularly review our policies and procedures accordingly to ensure customer satisfaction.

We are audited every six months by an external body.

2.5 Information Assurance

We are accredited to ISO27001:2013 and accordingly ensure that all our information is secure and protected including the transfer of data.

External penetration tests are performed on servers including requirements for self-assessment for PCI compliance

2.6 Training

As part of the design specification, a training plan will be devised covering all areas of the system the customer has ordered. Stopford are able to provide administrator training for a 'train the trainer' approach or can train end users as well if required.

User documentation is also provided at this stage. We also maintain a permanent test system in addition to the live environment, to allow additional users to be trained after the system has gone live.

2.7 Backup and Restore

The service is hosted on UK-based cloud servers operated by Stopford using approved UK hosting providers. Data is backed up automatically on a daily basis, with encrypted backups stored in a separate, UK-based data centre using geographically separate storage. Backups are encrypted at rest and in transit, retained in line with defined retention policies, and restoration processes are documented and tested to support a Recovery Point Objective (RPO) and Recovery Time Objective (RTO) of up to 24 hours.

2.8 Customer Responsibilities

- Providing one or more key contacts who the project manager will liaise with
- Providing adequate resources and personnel to ensure the project is successful
- Providing resources for the design specification and approving the design of council web templates for online processes
- Providing all required specifications for third party integrations and liaising with third party suppliers
- Providing availability of resources to ensure the project is completed to the project plan
- Providing resources for user acceptance testing of the design
- Providing resources for user acceptance testing of the live system
- Providing the required technical infrastructure to access the system
- Providing adequate resources for the configuration of the live environment, for testing and appropriate training for additional users of the system
- Identifying design changes that are out of scope and approving change notices accordingly where agreed

2.9 Termination

After the initial 12 month period, the service may be terminated by giving three months' notice.

2.10 On-boarding and Off-boarding Processes

We can provide checklists for both on boarding and off boarding of data into the system.

Where specific migration is required from a third party system, we will require a sample of the data and raise a change notice accordingly. Stopford often perform data migrations for our customers.

When the customer terminates the service, we will provide all their data in either csv or SQL Server database format.

2.11 Service Constraints

Maintenance of the system and servers are performed out of hours and where upgrades are required, these are performed out of hours where appropriate. We always give at least a weeks' notice unless the customer agrees otherwise (such as urgent patches).

The system is highly configurable and customisable. However where additional customer specific customisation is required and development time to be allocated, this is controlled by our change control procedure. Stopford will raise a change notice stating costs and timescales and only implement after approval by the customer.

2.12 Trial Service

There is no trial service available.

2.13 Service Level Agreements

Stopford will provide a telephone support service and support desk for the investigation of the customer's queries and issues with the software.

We offer 99% uptime with our virtual servers and aim for 100%.

In order for Stopford to be able to diagnose faults, the error condition needs to be reproducible.

Each Incident will be assigned a Severity that is agreed between Stopford and the customer, which determines the urgency with which the log will be handled. Severities are defined as:-

Severity	Description	Target Response Time	Target Fix Time
1 Business Critical Impact	- System down or unusable - All users and/or the Licensee sites affected	2 Working Hours	1 Working Day
2. Major Operational Impact	- Part of the system is unusable preventing users from carrying out their duties - Multiple users and/or the Licensee sites affected	2 Working Hours	2 Working Days
3. Minor Operational Impact	- Part of the system is unusable but not preventing users from carrying out their duties - Software error causing incorrect operation or function	2 Working Hours	30 Working Days
4. Minor Operational Inconvenience	- Minor problems that do not affect the day-to-day use of the system - Software error causing inconvenience but no lack of function - Test/Trainer system faults	2 Working Hours	60 Working Days
5. System Operation Not Impeded	- General the Licensee queries / requests for advice - Follow up fault investigations - Change requests	40 Working Hours	Date of New Release or mutually agreed timeframe on a case by case basis

3.1 Technical Requirements

3.2 Minimum Desktop Specification

Standard desktop PC running a modern browser.

4.1 About Stopford

Established in 1999, Stopford Information Systems is a technology company offering a comprehensive range of software services to organisations in both the public and private sectors.

We operate in partnership with our clients to evaluate their requirements and deliver imaginative, cost-effective long term solutions.

We have a highly skilled and dynamic team of developers and software engineers that can provide bespoke software development. Our expertise encompasses a wide range of activities to help companies identify and solve business issues in a highly successful way.

A key element in our strategy is the continual evaluation of new technologies and products. Our clients can therefore be confident that we are in a position to advise on the implications or benefits of new technologies as they become available.

We provide online booking systems to over 100 local authorities for appointments, facility booking and course and event booking. It is our highly flexible approach and feature rich software that has earned us an excellent reputation within the industry