



Service Definition

Ongoing Support & Web Development

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1. Rocktime Web Development

1.1 Overview

We develop bespoke business software and application systems that aim to provide our clients with business solutions that:

- Create bottom line savings
- Improve internal efficiency and flow of communication
- Develop new or existing revenue streams
- Resolve business critical issues
- Take advantage of new technology

We achieve this we apply:

- Modelling Tools: Design and development of the Software framework using UML (Unified Modelling Language tool)
- Mapping Tools: Allowing for the connection from relationship databases to object and applications using object relational mapping technology.
- Migration Work: Customised routines to enable the migration of data between relational databases.
- Industry Standard Protocols

1.2 Consultative Approach

Our Approach enables us to consult with our clients at an early stage to establish the aims and objectives for the business whilst also offering the strategy to ensure that it is in line with business goals and ambitions.

Additionally, we view the entire digital landscape and are able to ensure that all sites and systems are on brand and, where necessary, integrated.

With 17 years of developing complex browser-based systems we have a real understanding of business workflows and approach each and every project using the following:

- IT Infrastructure Audit
- Formulate IT Development Strategy
- Plan Software Architecture Review
Define Application Security
- Produce Project Requirements and Design
- Determine choice of technology and framework
- Outline business process analysis and formulation

1.3 Use of Technology

Our solution uses the latest Microsoft technology (.NET V4.8/ SQL 2019) to ensure that your bespoke platform is both robust and reliable. The use of modern web technology also enables the system to be compatible with not only the latest browser technology, but also with mobile and tablet devices using a Responsive Framework.

Developed systems are also configured to enable compatibility with older browsers (-3 releases as standard), compatibility with even older browsers can be enabled however this will require additional programming and some functionality may be omitted due to the limitations of those older browsers.

1.4 Built to Open Standards

The demand for open standards, open data and shared API's in local government has seen a big rise over the recent years. More and more local government organisations are inevitably moving towards web-enabled, "platform-based" models of delivering services to cut costs and improve services.

Our bespoke platforms are built to open standards, and uses a common database architecture. Put simply, this means as an organisation you are not tied to any one vendor for ongoing support. Any Microsoft developer will be able to make changes to the system should you wish to explore the market.

2. Rapid Application / Prototype Development

2.1 Built to Open Standards

We run simulations based on business workflows to ensure that the developed system will behave as intended and will conform to defined UX and UI frameworks.

Generally, we use an agile methodology (see later point) to support such activity delivered by:

2.1.1 Static Mock-up Layouts and Interface

Our dedicated and professional QA team deliver a comprehensive and accurate set of documentation outlining an understanding of the requirements for review and acceptance.

2.1.2 Active Wireframe

A visual process meant to depict features and functions and their interdependencies and as is meant to support a dynamic prototype as the following process.

2.1.3 Managed Investments

Creation of an interactive model that uses agreed logic to depict user and data behaviour. This process also helps to improve usability and user experience which simulating data processing.

3. Rapid Application / Prototype Development

3.1 Enterprise Application Development

Rocktime is an expert in the development of complex Cloud, Data and Mobile Enterprise Systems focussing on innovation to deliver:

- New growth – using cloud connected scenarios for intelligent systems and mobile devices
- Swift time to market – with new solutions deployed to the cloud using industry standard development capabilities.
- Extend value of existing assets – we assess existing software and migrating of data and determine what (if any) would be carried forward.
- Ensure business flexibility - offering flexible managed service options tailored to exact requirements.
- Reduce risk and manage complexity – expertise across cloud systems addressing identity, security.

4. Rapid Application / Prototype Development

Rocktime is a full-cycle software product development agency that offers:

- Feasibility Study
- Prototype and Design
- Development
- Optimisation
- Customisation
- Deployment
- Support
- Maintenance

The engagement process involves initially being involved in assisting in the calculation of budgets. Thereafter, based on client commitment, the project team are introduced and become familiar with the client and the project before rollout.

Under certain circumstances it is possible to 'rescue' an existing project where there is incomplete documentation and/ or source code.

Rocktime offers the facilities of either an internal QA full cycle service and/ or an independent QA.

5. Enterprise Application Integration

Rocktime provides a full range of integration services where there is a need to involve differing applications and data sources to ensure seamless data interchange and integration of business rules. The intention is to reduce ineffective routine operations, assist in the verification of data validity and consistency across data warehouse applications and geographical locations through:

- A process of consultation and analysis we are able to map out the data landscape and provide a clear understanding of the effort (and therefore costs) associated.

Centralised integration as part of a development process ensures that both databases and applications are synchronised to perform standard business processes. This is supported by:

- Custom API Integration
- Custom middleware development
- Custom database connector development
- Customisation of existing applications to enable integration

6. System Training

Prior and/ or upon system deployment Rocktime will provide user training as part of the delivery of the system.

6.1 Assessing end user activity

Rocktime will create a training plan based on evaluation of the technical skill level required to operate the system on a daily basis. As it is expected that there will be differing roles and responsibilities this will be organised based on their individual tasks and access rights to the system.

6.2 Assessing end user activity

As part of the aforementioned process the delivery method will be determined based on:

- User skill levels established as part of the needs assessment
- Numbers of user to be trained
- Timeframe for rollout of system (and whether this will be carried out in phases)

As part of the aforementioned process the delivery method will be determined based on:

- Individual training – one on one basis walking the user individually through the process of performing common tasks.
- Group training – multiple user approach based on the aforementioned.
- Train the trainer – a more intensive programme which accounts for the above but with the intention of empowering an individual to carry out internal training themselves.

Delivery method considers the location of individuals and costs associated with its delivery which can be carried out as:

- Classroom training – located at the offices of the client with provision for tools to facilitate it or at the office of Rocktime.
- Webinar - Using a shared desktop inviting one or more individuals to participate. This option is often preferable as it removes the need for travel and allows individual(s) to remain at their workstation with little or no impact on their daily tasks.

6.3 Tailored Training Programme

All training programmes are tailored according to the system deployed.

6.4 Tailored Training Programme

Rocktime is able to provide a scalable training programme to account for such circumstances where a small number of users require training (for instances prior to deployment) and thereafter a larger number (for instance on organisational rollout).

6.5 Ongoing Training Support

Rocktime is able to provide periodic or 'point in time' training to support new user introductions to the system or refresher training. Such service is tailored according to the specific needs identified.

7. Security

The developed system will be supplied with SSL security as standard. Rocktime will supply a new SSL certificate with each system, however the client has the option to supply an existing certificate to be installed on the system if needed.

- All of our passwords are 'salted' prior to encryption. This makes the pre-generated look-up lists of encrypted passwords useless and makes even weak passwords virtually impossible to crack.
- Access to the database (where encrypted passwords are kept) is restricted through 3 different levels of security: 'read only', 'read and write' and 'secure'. This means that the encrypted passwords are not 'exposed' to the web site in general and only specific password protected calls can access this data. This protects against the type of leak that LinkedIn suffered in 2012.
- Access to secure data is sealed in our core code and this software cannot even be inadvertently compromised by our own developers.
- We implement a password strength technology to help users pick memorable but strong passwords. This protects against hackers trying to login by 'guessing' passwords. Once encrypted, all passwords are equally difficult to crack.

- In addition to passwords, all personal data (emails, mobile numbers, names, addresses etc.) are also encrypted. No personal data stored in the database is of any use without the secure key installed on the web server itself.
- Rocktime's systems employ a multi-tiered SQL access methodology. This provides an additional layer of protection against attempts to gain access to the SQL database and therefore the back end of the developed system.
- 99% of all general database access is to low level data so uses read only general access and therefore has no access to the password tables.

With regards to the internal development team access to system database is monitored and reviewed for each member of staff who all form part of the agency's Data Protection Policy and which is also highlighted to them within their contract of employment.

8. Warranty & Ongoing Support

We are committed to providing effective and timely product support to our clients, and both telephone and email support services will be available to you during standard working hours. Included in the development of the system is a period of ongoing client and stakeholder support.

All systems developed by Rocktime are provided with an inclusive bug-fix warranty. This is designed to provide timely support to eliminate niggles or bugs that only come to light once the developed system has been used in anger

To enable us to react appropriately to incoming support issues we prioritise support work and assign resources to investigate issues within a defined timeframe. We take this approach to give our customers the comfort of knowing the level of service we work to and to help them understand how we prioritise issues.

8.1 Priority levels

The support types are prioritised according to potential business impact and are identified as follows:

Priority Level 1

- Critical bug fixes (errors that prevent the site from functioning)
- Ecommerce (errors that prevent the site from functioning)
- Payment platform (errors that prevent the site from functioning)
- Server Diagnosis (if on Rocktime Hosting)

Priority Level 2

- Minor Bug fixes
- Validation issues
- JavaScript issues

Priority Level 3

- Simple text changes (for static content)
- Graphical amendments (for static content)
- Minor usability changes
- Simple programming changes
- Browser compatibility issues (for static content) for past and / or future browsers
- Minor layout alterations (for static content)

Priority Level 4

- Core updates
- Module updates (core and control panel)
- Security updates

Each support issue will have a 'ticket' raised and the appropriate resolution/work will be scheduled within our standard work schedule and communicated to the client.

8.2 Response Times

Our response times for each support issue raised during normal working hours are as follows:

- Priority Level 1: Within 36 hours
- Priority Level 2: Within 50 hours
- Priority Level 3: Within 1 Week
- Priority Level 4: Updates applied every 6 months (unless critical)

Critical updates are applied at short notice, but in full consultation with the client. These are response times for incident notification; they are not times for incident resolution. Due to the complexity of the systems we develop, we are unable to provide specific resolution times.

However during the process of investigation and completion of any fixes or restorations, our Project Manager will keep you continually informed of the progress and provide an estimated timeframe for the completion of the work.

8.3 Standard Working Hours

Our Support Services Team is available during the following standard working hours:

- Monday to Friday 08.00 – 18.00 hours.

At all other times including weekends, Bank Holidays, Christmas Day, Boxing Day, New Year's Day and other Public Holidays we can provide optional cover if requested by the client at an additional cost. Full details of our office closing times and holidays are available on the rocktime.net client extranet.

Our aim is to provide a flexible and tailored service to our clients and as such we are open to adapting our offering to meet your individual requirements. To this end on award of contract we will be happy to discuss the implementation of a Service Level Agreement to provide the most appropriate level of support.

9. Screen Resolution and Browser Compatibility

It is proposed that the system is built to 1280 x 1024 pixels.

This option may not necessarily benefit the proposed system at this point however it is possible that further expansion in the future may encounter problems by not having expanded it.

The site will be built & tested for the latest browsers on both PC & Mac:

10. Hosting

Rocktime will supply the system with a hosting environment either through hosting on one of Rocktime's low populated servers, the rental of a Rocktime-owned server, or the installation of a client-owned server behind Rocktime's hardware firewall. Although Rocktime uses the services of a data centre to house its servers, we retain total control over the welfare of the client's site and hardware. Rocktime is able to offer this service due to its investment in the right skill sets within its staff.

Bandwidth capacity will not limit internet browsers' ability to access the site. Web server availability will be offered to a minimum of 99.5% access (subject to influences outside our control, or interruption of access to server to perform essential maintenance).

10.1 Information Assurance IL Impact

Rocktime maintains a cluster of dedicated virtual machines for development / staging and live environments and have isolated these for the exclusive use of the secure public sector projects undertaken. Some of the data hosted by Rocktime is graded IL3 (specifically children's data and data pertaining to the UK Diplomatic service) Our servers and infrastructure has been subjected to penetration testing by the LB Camden's IT team, and external sources commissioned by central government to carry out independent pen testing.

Dedicated servers do not share their disk space with other websites as such. Therefore client data is completely separate from other hosted sites and data

Depending on the client's requirement for hosting, we are able to offer either shared or dedicated server hosting with our Public sector cluster at our Datacentre. Our recommendation for this site would be to host the site on a scalable shared server within our server cluster (Windows server 2015 / SQL 2015 / IIS 8). As such we have considered the costs for this and have included three years hosting within our project costs

In regards to Data protection, our servers use the following security mechanisms:

- Encryption
- Optional SSL Certificate
- Compilation
- 5 Level SQL Access

In transit data between client and server is encrypted using SSL, whilst data in transit between web servers is encrypted using TLS, this is in line with our Data Protection Policy.

10.2 SSL Certificate

Rocktime will include an SSL Certificate to encrypt traffic between the client and the server

10.3 System Backup

Rocktime SQL servers and sites are automatically backed-up and archived each night. These files are kept on a daily rotation for 1 week.

Rocktime has based on 1 backup per week with 35Gig requiring 175Gig backup space. The SQL server performs a full back up every 12 hours and transaction log backups every 15 minutes. The backup will be taken on to a separate dedicated drive (it is possible to house this in a separate data location, client is required for this if felt necessary).

Any particular backup can be discussed separately.

11. Web Server Maintenance

Rocktime's proposed development ensures that the client will have a comprehensive tool through which they will be able to manage all data themselves. This being said it is expected that a level of maintenance will be required for small developments to the system and for the general maintenance should problems arise. With the example of a Rocktime hosted solution it consists of Rocktime monitoring the web server for performance issues and reacting to resolve any issues that might affecting the server.

Rocktime monitors its servers on a 24/7 basis and aims to resolve issues as speedily as is realistically possible (It should be noted that out of office hours the technical team are contacted via SMS from the server and are able to remotely access and resolve issues).

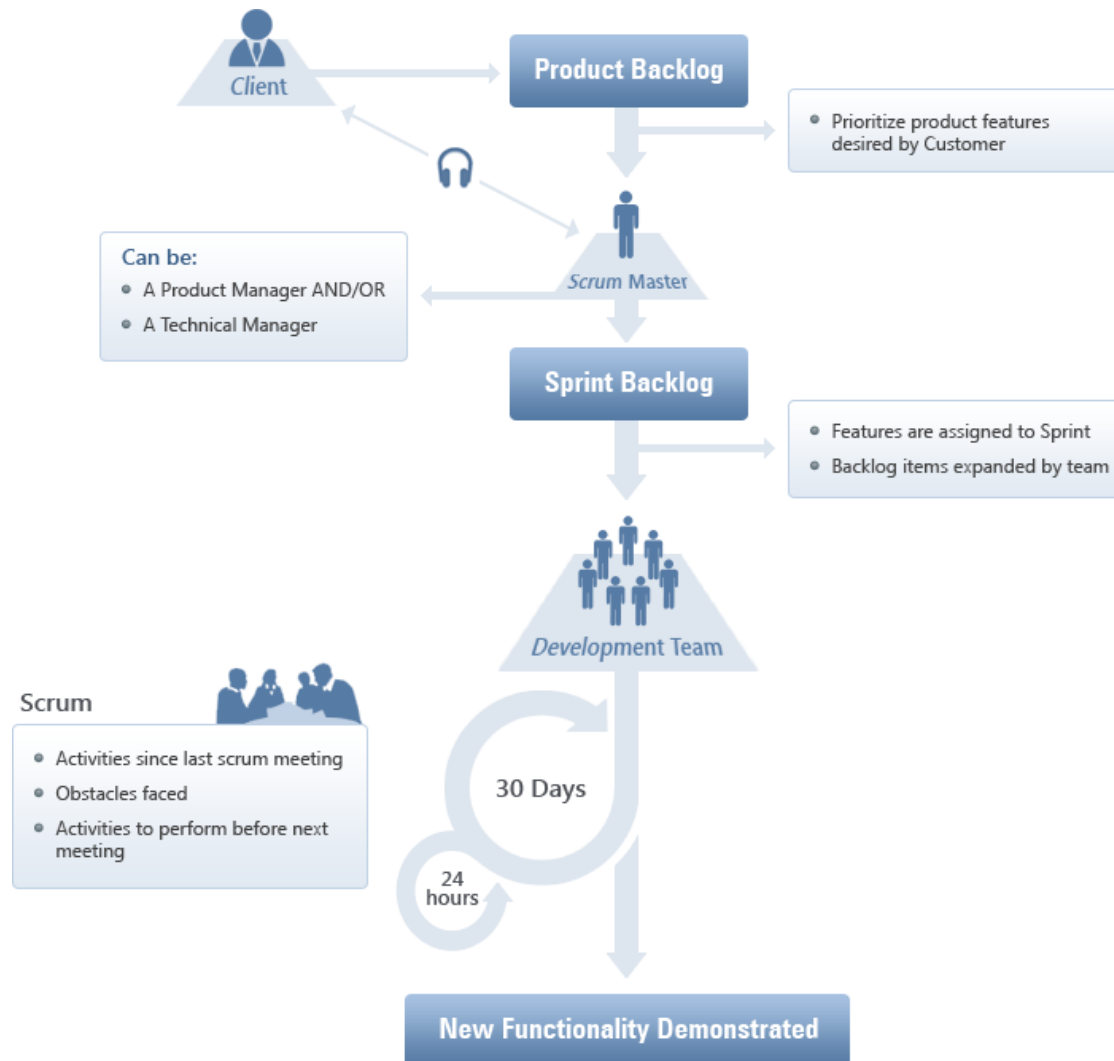
Rocktime is uniquely placed to provide its clients with not only the service of web development but also the skills in-house to build and host web servers; this removes the need for clients to communicate with various different suppliers regarding particular issues.

For developments on the website that fall outside the General Maintenance Agreement these are seen as being project in its own right and quoted upon as such.

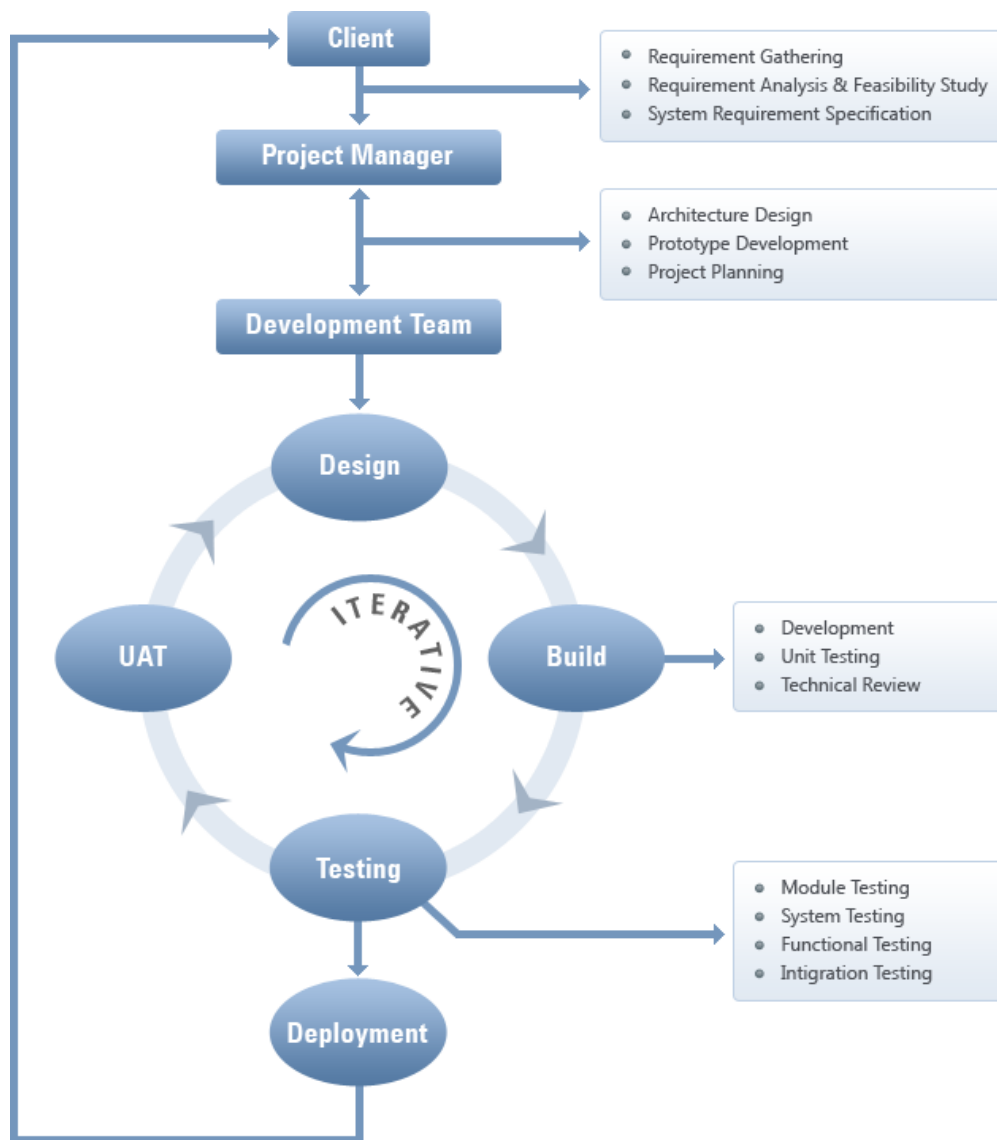
12. Rocktime Methodology for On-boarding and Off-boarding

Rocktime has developed its own processes and procedures to ensure the successful completion of any projects undertaken. We use either a customer 'Waterfall' or 'Agile' approach depending on the needs of the client as suggested by the following models:

Scrum Approach



Waterfall Approach



12.1 Project Initiation Document (PID)

On acceptance of a proposal Rocktime creates a Project Initiation Document which outlines exactly what the development will entail. This detailed outline will then be reviewed with the client to ensure that both parties are clear about what is actually going to be produced. This document then requires signoff by the client.

12.1.1 Gantt Chart / Project Plan

Rocktime works with Microsoft Project which allows a project to be broken down in to its component parts assigning both time and individuals to them. Each part is linked and presented to show the entire lifespan of the project. Milestones and testing stages are identified and indicate the points at which the client is required to have direct involvement. This system helps to ensure that a project is undertaken to the satisfaction of the client, who is also able to keep track of the progress of the project.

The team will continually update the client during the duration of the project either via email or by telephone.

Additionally, the client has direct access to the project team to discuss points relating to the project whenever necessary.

12.2 Rocktime Operating Methodology

12.2.1 Focus – Steering Group

If successful with being awarded the project Rocktime would attend an orientation meeting to absorb the client's full requirements, user base, and to gain input from the client to establish the boundaries for development.

This meeting would consist of a number of members of staff client side proposed as the steering group who will be involved in the shaping of the proposed development. This group will be provided with access (username and password) to one of Rocktime's development servers on which the system will be developed going forward.

The steering group will have the ability to access the developed system during the entire course of the project lifecycle and thereafter with regards to further developments.

Weekly reports will be circulated to ensure all participants in the projects development are kept abreast of progress and aware of any individual responsibilities with supporting it. At key milestones identified at the beginning of the project members of staff will be required to provide feedback with the view of reaching a decision on a direction in order to move forward. These are predominantly testing points for modular elements offering functionality to the system

12.2.2 Conception

Initial design phase with full specification agreed.

Rocktime will circulate design concept for the system which with feedback will develop into concepts for all areas of the system.

The client/ steering group will be required to sign off designs in order to progress.

12.2.3 Development and Testing

During this development process a clear plan of what areas of the system are being worked on will be made available to the client/ steering group and with regular email and telephone communication will ensure review of progress and agreed actions.

Once completed each module will be tested internally and then circulated amongst the client/ steering group.

12.2.4 Implementation

The completed site will be uploaded to a test live web server and made available to the client for final testing, content entry and database import.

Only on final sign off of the system will the site be uploaded to the live web server.

12.2.5 Agency Project Overview

All of Rocktime's developments are built in-house to ensure quality, consistency and maintainability. The Technical department is split into teams of two developers with additional teams for design and quality assurance.

Rocktime has developed an agency culture based around freedom of staff to express themselves, innovate and take pride in the success of their work directly from clients and rewards from the business as a consequence. A low staff turnover has meant that many of the team have been employed with Rocktime for over 4 years. The benefits present themselves as clear and effective inter-team communication through to an assurance for the client that a long term development relationship forms part of the proposition.

Rocktime like to build up a close relationship with its clients offering direct access to the developer team working on the project so that communication is expedited and first-hand.

Following the production of the PID, Rocktime proposes to build the project in a modular approach so as to release working sections that can then be independently tested, refined and accepted. The design process for the front end interface will be worked on by the design team while the database is created, followed by the rest of the functionality. When a section is completed it is passed to a lead developer to inspect and then on to the quality assurance team for approval.

12.2.6 Quality Assurance

Rocktime's testing procedure involves a separate team not involved in developing the code. Though familiar with the project and its output the team will provide independent and objective analysis of the developing system recording all results escalating any issues found as a consequence of it.

Each module is unit tested to make sure it functions as expected on its own before being also being tested as part of the whole system.

Before the system goes fully live Rocktime would recommend that both systems, old and new, are run in parallel. The new system will be put in to "test" mode so that it can process the data at the same time as the existing systems, without affecting live systems, and the outputs can then be compared.

12.2.7 Delivery and Roll Out

Some projects require the release of developed projects in phases. Rocktime agrees with the client areas of the system which can be released in a staged roll-out. Under such circumstances it is possible to test each of these releases independently once completed. Parallel testing can be performed once all parts are ready to be tested.

12.2.8 Active Data Migration

Prior to launch the user groups will be migrated to the new system.

The project will be considered completed once all of the required existing data has been migrated and the new system is live.

13. Software and Tools

The foundation of Rocktime's tools and software are built upon the security and power provided by the Microsoft .NET 4.0 Framework combined with the robust and performant Microsoft SQL Server 2012 database server.

Rocktime has a core set of common methods and functions (Rocktime Core) that underpin the agency's database-to-object mapping tool (Rocktime Make) which creates the classes and basic database queries required for general data manipulation. These have been created to focus primarily on security and performance ensuring that the software has a solid foundation and built in a modular way for easy maintenance and expansion. Using this Core foundation, recent web site and web application projects Rocktime has built that were vulnerability and penetration tested by third party auditors were passed with no faults.

Rocktime uses the Microsoft Visual Studio 2010 development environment to write the agency's code which is then safeguarded using the Subversion source control system. The committed source code is fed to the agency's 'JetBrains Team City' build servers where any build errors are investigated and assigned to the relevant developer to address. The build servers perform current builds, code screening and unit testing where applicable.

When building the web front end to the system, Rocktime will use the user interface controls from the Telerik RadControls collection. These provide award-winning controls give a rich and familiar interface to the application. Examples of controls used would be the Input control to capture user entered data with customisable client and server side validation, DateTimeInput to provide robust date entry with popup calendars and Menu and TabStrip for easy navigation control.

The Telerik RadControls, as well as the agency's own custom validation and client side functions, utilise the JQuery JavaScript library to provide powerful, cross-platform capabilities that enhance the end user experience to make the web system as responsive as a native desktop application.

Ajax will be used to improve the user experience, without affecting performance and only if deemed appropriate.

Using the latest HTML5 structure and tags, whilst the agency ensures backward compatibility with older browsers, the web system will be ready for the next generation of desktop and Smartphone devices.

14. Ongoing Support – ISO Accreditation (9001 & 27001)

Rocktime is ISO 9001: 2015 accredited and ISO 27001:2013. This investment in processes and procedures has also enabled us to develop our own CRM System. The purpose of this is to maintain a clear approach to developing long term relationships with clients on future projects both large and small.

15. Disaster Recovery RPO & RTO

In line with our Disaster Recovery policy, Rocktime servers are backed up in the form of a VM (Virtual Machine) snapshot every 6 hours. A full backup of SQL data takes place once a day with incremental backups taken every 2 hours, however we can create a custom backup schedule for you if required. Rocktime's RPO for server failure is 12 hours, RPO for SQL data failure is 2 hours. Because Rocktime maintains full control of its hosting environment and are able to react to issues quickly we expect an RTO of 4 hours for sites hosted upon Rocktime servers.

15.1 Data Recovery process

With regards to the Data Recovery process having determined the fault was caused by Rocktime or a system failure then there is no cost the client, however if the fault was caused by the client (typically using FTP incorrectly) then recovery costs are based on the time it takes Rocktime to correct the fault, this is chargeable and will be costed in 15 minute increments. We would typically make a charge of 2 hours to allow for investigation time, and then quote the customer a cost for repair of the site/database.

16. Technical Specification

16.1 Database Architecture / Platform

16.1.1 Architecture

The architecture of the core database is extremely important, as this will dictate the functionality and scope of the finished product. The design will allow for future scalability and integration into other management information systems.

As this portal will hold many records and will experience high volumes of users and traffic as it develops, we recommend that the database is designed in a DBMS (such as MS SQL Server). These are high performance relational databases designed to support high volume transaction processing. They are stable and capable of handling large numbers of simultaneous users. They offer DBMS enforced data integrity, ensuring that data is not fragmented or orphaned.

The agreed specification would be used as the basis for the design. We would apply normalization to the data (as defined by DR E. F. Codd), to the third normal form to ensure that no redundant data would be produced.

16.1.2 Database Functionality

The database will hold all the relevant fields.

Data will comprise both structured items (in terms of filling in predetermined information) and unstructured items (which will be held in free text fields).

Data entry will require mandatory fields to be filled in to move forward through the process of entering information.

Data will be accessible in a form that will allow it to be included within an email or mail campaign. The data will require a separate program to handle its delivery.

16.1.3 User Tracking

Details of the activity within the database (e.g. who has logged in and when) will be automatically recorded.

Reports will be output for individuals with full administration access to the application.

Levels of reporting will need to be agreed according to the Client's requirements.

16.1.4 Database Reporting

The database will allow for a degree of reporting which will need defining as part of the scoping period of the project.

16.1.5 Future Database Integration

Rocktime applies an open source policy to its programming with the view of ensuring that, where possible, data can be shared across platforms, databases and sites.

All program development is undertaken to the highest level to maintain a clean and efficient structure which benefits the client in the future with additional developments.

16.1.6 Cookies

The website will use cookies to store an individual's visiting session (for the duration of that visit and no more). The website control panel will use cookies in relation to client admin username and password.

16.1.7 Javascript

Javascript is used to assist with data entry for mandatory field formats.

16.2 Use of Cookies Policy

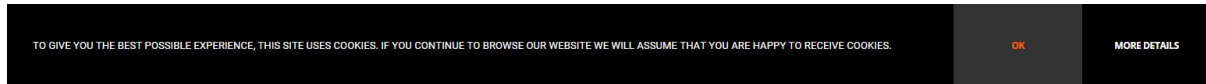
Rocktime is offering its clients the option to accept the use of either of the above forms of Cookies acceptance though it is expected that the latter (version 2 – implied acceptance) will be required:

1. A statement informing the visitor that they must choose to either accept or reject the use of cookies by clicking on one of two buttons (below is an example of such a statement)

2. A statement informing the visitor that by continuing to use the site it is deemed that they have accepted the use of cookies. This statement can either be removed by clicking on a button or will not be displayed again on subsequent visits.

Note: The presentation of the statement will be in line with the design layout of the website in question.

Image 1: Required acceptance or rejection



Copy: To give you the best possible experience, the site uses cookies. If you continue to browse our website we will assume that you are happy to receive cookies.

- OK (I agree to accept cookies)
- More Details (link to dedicated web page outlining policy)

16.3 Responsive Framework

Rocktime develops as standard marketing websites and browser based business systems using a Responsive Framework. The intention is to provide an optimal view and interactive experience that is both easy to read and navigate with a minimum of resizing, panning and scrolling on the chosen device (desktop computer monitor, tablet, smartphone).

Using fluid, proportion based grids with flexible images and CSS3 media queries the viewing environment can be adapted to accommodate the device accessing the system.

Rocktime employs a 'mobile first' approach rather than rely on graceful degradation to allow complex, image heavy website function appropriately on smartphone devices.

17. Ordering and Invoicing

Following a process of discussing and determining the full requirements of the client Rocktime agrees to enter into a contract with the client to deliver a defined solution based on requirements laid out by the client and responded to by the agency.

Upon signed contract(s) Rocktime will produce a PID (Project Initiation Document) which, once through the evaluation, feedback and signoff process meets the first payment point requiring a 25% invoice to be raised and sent to the client for payment.

Subsequent payments are associated with development milestones (generally 2 identified) each with 25% invoice.

Final settlement of 25% is raised upon successful completion of the project.

18. Termination

In the event that either the agency or the client considers a breach to have occurred the agreed contract can be terminated by either party giving 14 days' notice to the other party.

In the event that the agency gives notice of termination the agency will be required to return the appropriate proportion of fees or costs paid in advance that have not at that time been accounted for in the production process.

In the event that the client gives notice of termination the client will be required to make payment for any appropriate proportion of fees or costs equating to the amount of work carried out by the agency as part of the production process.

19. Data Extraction/ Removal

Under such circumstances where a client wishes to move to a new supplier Rocktime will assist in the process of data migration providing full details of the developed system/ schema and data (and format) held within.

The client will have the option of passing responsibility for the ongoing maintenance and development of the system to another supplier or the supply of agreed data held within it for the purpose of populating a newly developed system.

Rocktime will identify, with the client, any data (considered as being page content and imagery, metadata, documents and structured data) that is held within the developed system which is considered important and either export such data using pre-developed routines or, write custom routines to facilitate it. Export formats would include CSV and XML. Results would need to be subjected to data verification by the alternative supplier to determine whether data was accurately translated, is complete. During this process it may require that both systems are run in parallel to identify areas of disparity and thus forestall erroneous data loss. If required, this process may be repeated before the new system is deployed.

Once the process of data extraction has taken place successfully Rocktime confirms that it will carry out a full purge and deletion of all client data from all and any device used as part of the development and ongoing support of the system in question both held locally within the agency's working environment as well as within hosted environments.

20. Data Storage and Processing Locale

Rocktime owns and supports its own cluster of servers located in a state of the art data centre. As part of the service of offering a hosting solution Rocktime will discuss the requirements for the hosting environment with the ability to offer dedicated web server(s), failover, load balancing and co-location options.

20.1 Persistence of storage

Supporting the above position Rocktime is able to adapt storage provided to a client's system(s) web server configuration on an ongoing basis with rapid provisioning of additional storage resourcing or altering existing storage units.

20.2 Utilisation monitoring/ reporting

Supporting the above service provisioning Rocktime accesses 'real-time' management information concerning service consumption and provides visibility to clients to understand their historic usage.

21. Service Roadmaps

Rocktime has a commitment to the marketplace to continually evolve and enhance its e-commerce platform to take advantage of new technology as well as sustain a stable base supporting existing client instances. As such Rocktime's service roadmap is largely 'fluid' with improvements being carried out constantly not only to the base e-commerce platform but also client instances where such updates are considered applicable and appropriate. Additionally customisation can continue to evolve an instance of the client system in line with business requirements and vision for it.

Rocktime implements a regular release schedule every 3-4 months. This is driven by the following:

21.1 Use of Technology

Technology is developing at such a rapid pace that as an innovation company Rocktime understands the importance of understanding how this can be harnessed for the betterment of itself as well as existing and potential clients. The company has various initiatives which enable 'free thinking' and innovation to push the boundaries of what is possible whilst also retaining an understanding of the commercial and user experience/ education parameters.

21.2 Governance for Sustainability

Rocktime understands its position with supporting its client's ambitions in relation to environmental and social issues and by doing so the importance of engaging with stakeholders to explore opportunities and address sustainability issues. Innovation carried out by Rocktime can disrupt positively business models creating platforms for enabling 'collaborative' or 'sharing' which reduces consumption by replacing ownership with temporary access to goods and services.

21.3 Stakeholder Engagement

Rocktime actively engages with client stakeholders on a regular basis (at least quarterly) to review performance and measure current and future expectations. Such provision offers clients a means to continually evaluate activity and strategy whilst establishing an understanding of a development roadmap and associated costs.

21.4 Performance – Operations

Rocktime continually evaluates its power consumption both locally as well as at data centre(s).

21.5 Performance – Supply Chain

As part of regular interactions Rocktime explores opportunities with its clients improve upon the environmental and social impacts of their supply chain to establish how future developments might improve upon their sustainability performance.

21.6 Performance – Produces & Services

Rocktime is continually investing in innovation in product and service offerings and through doing this engaging with client stakeholders to establish their opportunities. New innovation delivered for a client has real opportunity to benefit other clients within the public sector.

21.7 Performance – Employees

Rocktime has developed a culture of engaging and empowering employees to drive sustainability initiatives that not only benefit the company but also clients at large. Various schemes are in place to support such activity.