CARPS Service Definition Document for G-Cloud 15

Who are Purcell Radio Systems Ltd?

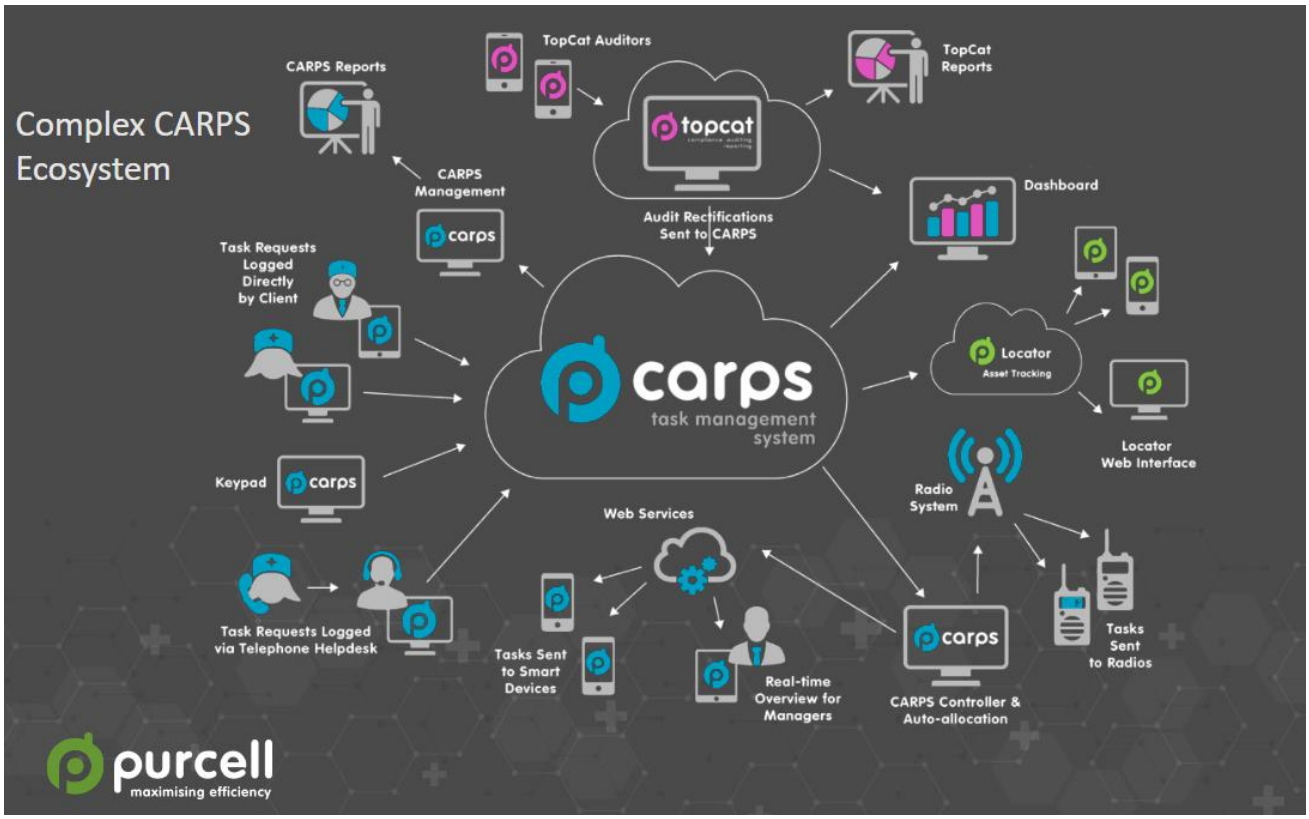
Established for more than 20 years as an innovative private radio and business software technology company, we are a trusted partner to major UK clients in healthcare, facilities management, entertainment, and beyond. Our clients range from large national and multinational companies, through to hospitals, local government, and small businesses. You'll find that we are easy to work with and can be relied upon to help you achieve what you need.

Our wealth of experience has led us to understand the demands of managing the mobile workforce - from the front line to director level. Your needs and situation are unique, so a "one-size-fits-all" solution will not deliver the best results. Purcell are passionate about understanding where you are, where you want to be and getting you there in a way that works for you.

What is CARPS (SaaS)?

CARPS is a fast response task management system for busy healthcare environments that allows you to efficiently manage all your mobile staff via Professional Mobile Radio and Smart Devices.

CARPS is currently trusted and used in over 70 hospitals throughout the UK, Australia & New Zealand for Portering, Domestic Services, Security, Estates Services, Catering, Waste Management and Clinical Task Management.



Purcell Radio Systems Ltd
Suite 4 • 5th Floor • City Reach
5 Greenwich View Place • Millharbour
London • E14 9NN
t 020 7739 8060 w purcellradio.com

Key benefits include:

- Increase staff utilisation
- Improve response times
- Evidence service delivery and demand
- Submit service requests quickly and accurately
- Allocate tasks to the best placed operatives
- View workflow in real-time, across multiple platforms
- Access over 100 standard reports with custom reports/dashboards also available
- Use workflow data to manage staffing and drive improvement
- Flexible and scalable deployment
- Easy to use, minimal training required

CARPS SaaS Core System Package

Note: The *CARPS SaaS Core System Package* includes the *CARPS Core Package* Annual Software Licence (CS9000) and the *CARPS SaaS Stack* Annual Hosting & Network Service (PC/C50) from the pricing document.

Modules include:

- Hosted CARPS Database & Core Applications (MS Azure UK data centres)
- Up to 15 x Cloudservice user accounts (access to hosted desktop applications)
- 1 x CARPS Controller Application (SaaS)
    - Manage Operatives (front-line mobile staff)
    - Log task requests
    - Allocate tasks to Operatives
    - Visibility of all live task requests across all Service Categories
        - Pre-booked
        - Pending
        - Allocated
        - Active
        - Paused
        - Completed
    - Edit/Cancel/Duplicate tasks
    - Add Task Notes
    - Access Admin & Reports
- 3 x CARPS Management Application (SaaS)
    - Visibility of all live task requests across all Service Categories
        - Pre-booked
        - Pending
        - Allocated
        - Active
        - Paused
        - Completed
    - Log task requests
    - Edit/Cancel/Duplicate tasks
    - Add Task Notes
    - Access Admin & Reports

Optional System Modules Include:

- Radio System Integration
  - Receive / Progress / Complete tasks via compatible integrated UHF DMR radio devices
- CARPS Operative App (Android/iOS)
  - Receive / Self-allocate / Progress / Complete /Handover tasks
- Additional Campus
  - Required for each additional site in a multi-site system
- Web-Logger (Self-service task booking portal)
  - Web app used by Nurses, Ward Clerks and Departments to request and monitor the progress of tasks
- Mobile Management app
  - Android & iOS app which allows managers / supervisors visibility of tasks and operatives. Includes task logging and Operative features as required. Cellular or Wi-Fi coverage required.
- Mobile Controller app
  - Log & allocate tasks and manage Operatives from an Android or iOS device
  - Supports CARPS Controller
  - Manage Porters, Bed Cleaning, Domestics, ED, Facilities, Imaging, Security & Theatre Departments
  - Perform Operative duties eg; self-allocation of tasks
- Keypad app
  - Android based Kiosk Logger
  - Simple & quick method of booking tasks, designed for fast paced areas like ED, Medical Imaging, etc
- CARPS Go app & Web-UI
  - Configure multi-location tasks, such as cleaning, security, or waste rounds, to generate "checkpoint" tasks at location by scanning a QR code
- Custom Dashboard Webpage
  - Custom built Dashboard web page with filters
  - Can show data such as tasks by type / department / service category / completion times, etc according to requirements.
- Report Scheduling
  - Upgrade to allow "favourite" report configurations to be saved and emailed to contacts periodically.
- Bed Management/Bed Cleaning/Patient View Modules
  - Manage beds and patient flow in the web-logger
- Patient Administration System Interface & HSCN Integration
  - Integrate with hospitals systems such as PAS via HL7 for enhanced efficiency, accuracy and positive patient ID.
- Loan Store
  - System module for managing equipment loans.
- Abatement Reports Module
  - Reporting suite for calculating costs and financial penalties for healthcare FM support service contracts.

CARPS - Service Level Agreements

CARPS service tickets are accepted by telephone or email.

T: 02077398060

E: support@purcellradio.com

Low & Medium priority service request hours - 9.00am till 5.00pm Monday to Friday excluding all public and bank holidays.

High priority service request hours – 08.00am till 20.00pm Monday to Sunday including all public and bank holidays.

Requirements

Service level agreements are valid when:

- Local IT infrastructure, including Wi-Fi for smart devices, to manage connection to the CARPS data-base is operational.
- CARPS client is connected to the internet (where required) with permissions allowing access to the CARPS database.
- There is no interruption to the local mains power supply, where required.
- The customer has provided a purchase order for the contract.
- The service request is received by PRS Ltd within a valid contract period.
- Remote access has been provided to PRS Ltd, where required.
- Client devices are charged and connected to the appropriate network.
- The service ticket refers to an expected service or function that forms part of the CARPS contracted service.

Service Tickets

All calls or emails for CARPS service requests will be recorded with:

- Unique reference number
- Priority
- Service request details

Priority

Low priority service requests

- Where the system is working as expected[1] but assistance is required managing any aspect of the system that may be found in the CARPS user reference materials (available on request) or has been covered in training, including but not limited to:
    - Assistance with task logging process
    - Managing tasks allocation, status updates and messages
    - Managing Operatives
    - Assistance with Global Configuration
    - Assistance running or downloading CARPS Reports
    - Assistance with exporting data

Medium priority service requests

- Where core system functionality[2] is available, but some elements are unavailable or not working as expected, including but not limited to:
    - CARPS Reports unavailable or not working as expected
    - Unable to contact individual Operative device(s) (smart devices or radios, limited users[3])
    - Issues with CARPS Android or iOS apps (limited users)
    - Issues with *CARPS Web-Logger* (limited users)
    - Issues with CARPS Integrations with third party systems
    - Issues relating to *PRS Cloudservice User Accounts*
    - Issues with CARPS radio voice communication, where radio data transmit/receive (Tasks) is working as expected

High priority service requests

- Where core system functionality is unavailable or not working as expected, including but not limited to:
    - CARPS Database unavailable
    - Unable to Log tasks (majority of users[4])
    - Unable to Allocate tasks (majority of users)
    - Status updates from Operative devices (radios or smart devices) not being received by CARPS Controller (majority of users)

Response & Action

Office hours 09.00am - 17.00pm Monday to Friday, excluding public and bank holidays

Out-of-hours is everything outside of office hours, which falls within *High Priority* hours

Low priority

Office hours only

Telephone request	Email request
Response[5] within 1 minute Action[6] within 4 hours[7] Update[8] every 24 hours Resolution[9] 48 hours	Response within 1 hour Action within 4 hours Update every 24 hours Resolution 48 hours

Medium priority

Office hours only[7]

Telephone request	Email request
Response within 1 minute Action within 2 hours Update every 12 hours Resolution 48 hours	Response within 1 hour Action within 2 hours Update every 12 hours Resolution 48 hours

High Priority

Office hours[7]

Telephone request	Email request
Response within 1 minute Action within 1 hour Update every 8 hours Resolution 48 hours	Response within 1 hour Action within 1 hour Update every 8 hours Resolution 48 hours

Out-of-hours[7]

Telephone request	Email request
Response within 1 minute Action within 1 hour Update every 8 hours Resolution 48 hours	Response within 1 hour Action within 1 hour Update every 8 hours Resolution 48 hours

Definitions

Appearing anywhere in this document:

1. "as expected" means the system is operational and available, as agreed according to site specifications. This does not include system availability or performance being impacted by outside factors such as local or third-party network or power issues.
2. "core system functionality" means system elements relied on to perform day-to-day running of the service(s) CARPS is supporting, according to site specifications. For example, this may include availability of Web-Logger, where Web-logger is integral to service delivery. It is highly recommended that users have internal business continuity processes in place in case of interruption to core system functionality (e.g. wards and departments call helpdesk if Web-Logger is unavailable).
3. "limited users" means one or more users, where the service(s) supported by CARPS may reasonably be considered to continue as usual with some mitigation for affected users.
4. "majority of users" means the majority of users are affected, or sufficient users are affected that this can reasonably be expected to seriously impact delivery of the service(s) that CARPS is supporting.
5. "Response" means that the phone is answered or email is responded to by a human agent of PRS Ltd to confirm and clarify (where required) service request details, and to provide the service request unique reference number.
6. "Action" means the service ticket is assigned to an appropriate agent of the PRS support team and the process of investigating the issue is undertaken.
7. "Hour(s)" means working hours ("Office hours"/ "Out-of-hours"), as defined by the assigned SLA priority.
8. "Update" means you will be contacted by an appropriate agent of the PRS support team to advise of progress with unresolved service ticket. Additional information or feedback may be requested from you to assist with the service ticket investigation/resolution. *Note that SLA times are suspended while we are waiting for information or feedback requested from you that is critical to investigating or resolving the issue.*
9. "Resolution" means you will be contacted by an appropriate agent of the PRS support team with an Update including the required information (Low Priority) or to advise that the issue or request has been:
    a. Resolved: *you will be required to test the resolution and feedback whether the relevant services are now working as expected. In some cases, hardware may need to be sent to us to investigate and resolve service tickets (e.g. Smart Device software issue). In these cases, SLA times are suspended while the hardware in in transit from and to site.*
    b. Escalated: *on rare occasions, service tickets may need to be escalated where a direct resolution cannot be found due to issues with third parties, such as software providers/developers or cloud hosting platform providers. Where practical, we will provide you with the option of a workaround, which may include some loss of functionality, to support your service delivery*

while we work with the third parties for a full resolution. We will continue to update you in line with the assigned priority, unless mutually agreed otherwise.