

RESILIENCE PLANNING SERVICES LTD

Support Desk & Out of Office Hours Pricing Document

Please refer to the table below which details the pricing structure for a fully functional and effective Support Desk & Out of Office Hours service to work with the web-based service ResilienceDirect or equivalent products encompassing full geographical flexibility as well as being receptive to users' needs and requirements. All prices are in UK Pounds Sterling and are exclusive of VAT.

Resilience Planning Services will manage a range of support functions when dealing with enquiries from user communities. These enquiries can range from an online email ticketing system, an answering telephone enquiry solution and the opportunity to resolve enquiries via on-line web chat all utilising experienced members of staff.

The core hours of business that Resilience Planning Services will maintain for email, telephony and on-line web chat enquiries are 07:00hrs – 19:00hrs Monday to Friday.

As part of the Out of Office Hours Support service, email enquiries received through the ticketing system will be managed to a maximum of 1 hour on a Saturday and 1 hour on a Sunday to answer general email enquiries, this is in addition to the emergency telephone support as detailed below. The Out of Office Support service operates between the hours of 19:00hrs – 07:00hrs Monday – Friday as well as Bank Holidays and Saturdays and Sundays based on a 24/7/365 provision.

Resilience Planning Services will provide a first line support functionality to all the User community offering the services detailed in the table below predominantly via email, although telephony and Chat services are also available for ResilienceDirect and other support desk products. Resilience Planning Services remain highly receptive of users' needs and requirement and is wholly focused on being receptive to the user community needs.

LEVEL OF SERVICE	DESCRIPTION	RATE
Support Desk & Out of Office Hours Support	• Management of new accounts for Collaborate, Mapping and Single Sign on accounts or equivalent support desk products • Resolution of all User enquiries for both Collaborate & Mapping or equivalent support desk products • Amendments to User profiles and Groups for all support desk products	£27,792.00 per month

	• Management of deactivation for Collaborate, Mapping and Single Sign On accounts or equivalent support desk products, when appropriate • Creation of Group pages for all support desk products • Creation of new Groups & Working Groups for support desk products where applicable • Providing advice to stakeholders regarding business continuity management • Provide best practice to user communities through collaboration with multiple stakeholders • User Acceptance Testing (UAT) as directed by the buyer which is carried out by Resilience Planning Services. • Weekly analytical report on enquiries received for all support desk products • Appropriate checks to ensure that the systems are running correctly • Advice to the User community on best practice, design, and usage of the service • Collation of all user stories from the user community reported to the Client. • Comprehensive management and support out of office hours • Guaranteed maximum response times • Supporting a coordinated response and reporting of known issues • Ensure the web-based service is fully functional at regular intervals during Bank Holidays and weekends. • Initial 60 minutes support to buyers National On-Call colleagues from dedicated and experienced staff. • Provide emergency contact telephone number for buyers On Call colleagues • Assisting with an on-going emergency or live incident to key stakeholders as directed by buyer. • Experienced resource to manage telephone enquiries daily between the hours of 09:00hrs – 17:00hrs if requested • Experienced resource to manage on-line web chat enquiries daily between the hours of 09:00hrs – 17:00hrs once technical requirements are managed via the buyer	
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Prices and service descriptions are subject to the Supplier Terms and Conditions