

TERMS AND CONDITIONS

Service Definition FORM – CCaaS (Omni Channel)

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1) SERVICE DESCRIPTION

Supplier shall provide the Client with a cloud-based Contact Centre as a Service, delivering a secure, scalable, and resilient omni-channel contact centre platform. The service enables the Client to modernise customer interactions, improve service responsiveness, and flex capacity on demand without the need for on-premise infrastructure.

Supplier shall procure all the necessary licences to enable the platform and the agreed access route for the users.

Supplier shall be responsible for monitoring the platform and service availability in accordance with the SLA schedule and shall ensure that the infrastructure is compliant with the SLAs through the Suppliers Business Continuity and Disaster Recovery plans.

Supplier shall provide a detailed project plan within ten (10) working days of signing the contract to allow all stakeholders to plan accordingly.

Supplier shall also provide the Client with access to a support desk to allow the Client to raise changes, problems, incidents and service requests associated with the service.

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Overview of the Service elements:

Service Element	Service Description
Procurement Framework (if applicable)	G-Cloud 11/12/13/14/15
Service Location	Century House, Gadbrook Business Centre, Northwich, Cheshire, CW9 7TL
Location of Client Data (if applicable)	United Kingdom / Metadata to AWS Ireland
Quality Standards	ISO 27001 GDPR PCI
Technical Standards	ISO 27001 PCI-DSS
Managed Backup	Yes, frequency can be modified based on requirements.
Business Hours	09:00-17:00 Monday to Friday excluding England's Public Holidays
Extended Business Hours (if appropriate)	Extended hours can be arranged at additional cost
Service Hours	24/7 x 365
Maintenance windows	20:00-08:00 Monday to Friday excluding England's Public Holidays
Onboarding Process	1) Before using Incline-IT Technology G-Cloud Services, a sales representative or account manager will work with you to identify the services on the Digital Marketplace that best aligns to your business objectives. 2) Incline-ITs consultants can assist with the definition of an Architecture to align with your long-term transformation goals
Service	1) Weekly availability report through Monitoring Service 2) Monthly report on incident SLAs
Change Process	ITIL standard change process
Transformation	Prince or Agile Delivery Methods
Exit	As per G-Cloud T&Cs
Audit requirements	The Supplier will provide the Client with reporting on the service availability and overall service performance.

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	Direct access will not be provided to the Client or any alternative suppliers into the Client. Documentation audits are at the Clients discretion to request with five working day notice provided to the Supplier prior to such an audit. Client shall not request a documentation audit more than twice a year. The Supplier will maintain relevant documentation in the Clients own Knowledge Management solution.
Roles & Responsibilities	To be defined for each contract
Management of the Network carrier	TBC
Acceptable Use Policy	The Supplier shall adopt acceptable use policies of the client. In the absence of such policies the Supplier and Client shall cooperate to create these policies.

All change requests will be assessed and the Supplier reserves the right to request additional funding for all changes. Pricing for change requests will be undertaken using the Supplier **rate card**.

2) SUPPORT

Supplier will provide service in line with the Service Levels identified below.

Supplier shall provide standard support provided Client is current in payment of Service Charge as stated in the **Pricing & Payment Terms** section of the Order Form. Failure to make payments promptly for services provided will grant the Supplier the right to suspend service until such time as payments are up to date.

3) SERVICE LEVELS

Service Levels

Service	Target Level	Minimum Level	Assessment period	Measurement criteria
Availability of Hosting Service	99.99%	99.50%	Monthly Real-time checks available	Downtime measured by supplier
Availability of Service Desk/Support Desk	99.99% within Business Hours	99.50% within Business Hours	Monthly	Downtime measured by supplier
Backup Retention period	7 Days	7 Days	Daily	Reporting from toolsets

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Recovery Objective (RTO)	Time	30 minutes	1 Hour	Real-time and through scheduled Disaster Recovery/Business Continuity testing	Downtime measured by supplier
Recovery Objective (RPO)	Point	4 Hours	1 Day	Real-time	Procedural checks annually
Response rates to incidents		See Incident Response Matrix below	See Incident Response Matrix below	monthly	Service Desk report

Incident Prioritisation Matrix

			Impact	
		High	Medium	Low
	High	1	2	3
Urgency	Medium	2	3	4
	Low	3	4	5

Incident Response Matrix

definitions below this table

Priority Code	Description	Target Response Time	Target Resolution Time (inside Business hours)	Target Resolution Time (outside Business hours)
1	Critical	Immediate	1 Hour	2 Hours
2	High	10 Minutes	4 Hours	N/A
3	Medium	1 Hour	8 Hours	N/A
4	Low	4 Hours	24 Hours	N/A
5	Very Low	1 Day	1 Week	N/A

Incident Urgency

Category	Description
High	- The damage caused by the Incident increases rapidly. - Work that cannot be completed by staff is highly time sensitive. - A minor Incident can be prevented from becoming a major Incident by acting immediately. - Several users with VIP status are affected.
Medium	- The damage caused by the Incident increases considerably over time. - A single user with VIP status is affected.
Low	- The damage caused by the Incident only marginally increases over time. - Work that cannot be completed by staff is not time sensitive.

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Incident Impact

Category	Description
High	• A large number of staff are affected and/or not able to do their job. • A large number of Clients are affected and/or acutely disadvantaged in some way. • The damage to the reputation of the business is likely to be high. • Someone has been injured.
Medium	• A moderate number of staff are affected and/or not able to do their job properly. • A moderate number of Clients are affected and/or inconvenienced in some way. • The damage to the reputation of the business is likely to be moderate.
Low	• A minimal number of staff are affected and/or able to deliver an acceptable service but this requires extra effort. • A minimal number of Clients are affected and/or inconvenienced but not in a significant way. • The damage to the reputation of the business is likely to be minimal.

* time sensitive work is defined by roles/activities – dictated by compliance to legislation & regulation and impact to tenant/resident welfare

** VIP is defined as Board member or Director