

FCS Software

Service Definition Document

CaseworkPro

Version 1.0.0

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1. About CaseworkPro

1.1. The Service

CaseworkPro has been purpose-built from the ground up specifically for the local government sector. Our goal was clear: to deliver a modern, affordable platform that allows councils to manage all complaint, enquiry and request types in one centralised system-eliminating the need for multiple tools, spreadsheets, or legacy systems.

CaseworkPro is made up of three modules: ComplaintsPro; EnquiriesPro; and RequestPro. These three modules are all delivered in a secure web-based, fully hosted, legislatively compliant solution.

1.2. Service Features and Benefits

CaseworkPro is fully customisable and can be accessed remotely 24 hours a day, 7 days a week. The system is fully auditable, delivers real-time data and reporting, provides integration with a range of third parties including, email i.e., Outlook, Gmail, integration with SMS and integration with the GOV.UK Notify service.

As a cloud-based solution, the system is quick to deploy and access and there is zero infrastructure required, delivering lower upfront costs. Updates are delivered seamlessly, and a robust SLA provides customers with guaranteed levels of availability of 99.5% and contractual assurances that any issues will be dealt with in a timely and efficient manner.

1.3. Business Continuity and Disaster Recovery

FCS Software operates in both a fixed office and remote locations. The business has a comprehensive business continuity plan in place as part of our ISO 27001 certification. To mitigate against any unforeseen disaster i.e., natural disaster, pandemic etc., the business will implement this plan in conjunction with our disaster recovery plans, which also include increased security, through hosting both the application and customer data in geographically separated data centres.

2. Onboarding and Offboarding

2.1. Onboarding Support (including the implementation plan)

At the point of awarding the contract, FCS will appoint a dedicated Project Delivery Manager (PDM) to oversee the migration to FCS Software. The PDM will do the following,

- Liaise directly with all stakeholders
- Compile both the draft and agreed Project Delivery Plans

- Participate in regular catchups
- Hold weekly progress reports
- Assist the customer with the user acceptance testing process
- Oversee the customer from a TRAINING environment to a LIVE environment
- Complete the handover process to the FCS Software support team and service

Online training courses can be delivered remotely by an FCS Software training specialist or if preferred, onsite training service can be delivered at the business premises or at an agreed training location. To support the training received, a full and comprehensive user document that covers all aspects of the application and its use is provided at the point of delivery of the LIVE system.

2.2. Offboarding Support

An end of contract scenario (termination or otherwise) will trigger our Data Extraction Plan. This plan assumes a 'big bang' approach, meaning that everything happens in a one-time boxed event. This approach acknowledges the restricted timescales that the user is typically bound by and so allows them to migrate their data to another supplier in the most practical, timely and efficient manner possible. An overview of the process is as follows,

- FCS will assign a Contract Transition Manager (CTM)
- The CTM will liaise with the user and agree the data extraction plan
- The CTM will communicate this to all stakeholders involved in the data extraction process
- THE CTM will ensure that detailed supporting documentation is provided to assist the user's incumbent supplier in auditing the data, in readiness for the migration, by identifying the following,
 - What the data fields are
 - What does and doesn't need to be mapped
 - Any missing data
 - Any inaccuracies
- FCS Software will extract the data and deposit it in a secure location (as agreed and provided by the user i.e., a secure FTP)
- FCS Software will provide a consultative service to assist the user during their migration process

In conjunction with the data extraction service, the following process will be implemented, all of which is included in the price of the contract.

At the point of successfully extracting the data, securely delivering it to the user and receiving confirmation from the user that the data has been successfully extracted and delivered, FCS Software will commence a 'fold up' service, which will include the following,

- The removal of any and all user data backups
- Redaction and service archiving of any related information or documentation that we are legally bound to retain (for any set period of time)
- Revoking of any and all user access to the FCS Software, software and services

3. Pricing Overview

3.1. Pricing

The CaseworkPro pricing is based on the following metrics,

- Local Authority type i.e., London Borough, Metropolitan District, District / Borough, County Council or Unitary Authority
- Population of authority

A one-off fee of £8,000 is applicable for the onboarding services.

An annual fee ranging between £20,000 - £45,000 is applicable for the CaseworkPro complaints and enquiries modules, the hosting services and the support and maintenance.

The RequestPro module (FOI, SARs and EIR) is available as either an additional, or standalone module.

A one-off onboarding fee of £2,000 is applicable if purchased as an additional module and a £4,000 one-off onboarding fee is applicable if purchased as a standalone system.

As an additional module an annual fee of between £7,500 and £13,750 is applicable for RequestPro, the hosting services and the support and maintenance. As a standalone system an annual fee of between £10,000 and £22,500 is applicable for RequestPro, the hosting services and the support and maintenance.

To obtain a quote and pricing breakdown based on your specific metrics, please contact sales@fcssfotware.co.uk.

4. Service Levels

4.1. Goals and Objectives

The purpose of establishing clear and concise service levels is to ensure that the appropriate commitments are in place to enable FCS Software to provide the consistent delivery and support service to the Customer.

This is achieved through the provision of the following:

- Clear reference to service ownership, accountability, roles and/or responsibilities
- Clear, concise, and measurable description of service provision to the customer
- Matching perceptions of expected service provision with actual service support & delivery

4.2. Periodic Review

FCS Software review the service levels provided routinely, but at a minimum of once per fiscal year.

4.3. Service Availability

The Service Availability provided is as follows:

- Telephone support: 09:00 to 17:00 Monday – Friday
Calls received out of office hours will be forwarded to a voicemail and a response will be provided on the next Business Day
- Email support: Monitored 09:00 to 17:00 Monday – Friday
Emails received outside of office hours will be acknowledged and responded to on the next Business Day.
- Emergency Support: Monitored outside of the Business Hours
An emergency telephone support service will be available to address urgent issues e.g., where the system is down and inaccessible.

4.4. Service Requests

In support of services outlined FCS Software respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- 0-4 hours (during business hours) for issues classified as **High** priority.
- Within 1 working day for issues classified as **Medium** priority.
- Within 2 working days for issues classified as **Low** priority.

4.5. Guaranteed Availability

FCS Software provide guaranteed levels of availability of 99.5%. The customer can apply for a 10% credit or 25% credit if the guaranteed level of availability falls below 99.5% or 95% respectively.

4.6. Service Credits

Service credits are the sole remedy for any performance or availability issues for any service provided under the agreement. The service credit percentage is calculated per month and based on the following formula,

- $\text{Annual fee} \div 12 \text{ (months)} \div 100 \times 10 \text{ or } 25 \text{ (percentage amount dependant on the downtime)}$

Service Levels do not apply to any performance or availability related to the following,

- Factors outside our control i.e., natural disasters, acts of terrorism
- Use of software or services not provided by us i.e., inadequate bandwidth

- Failure by the customer to modify their use of service after being advised to modify their use of service
- During pre-release, beta, or trial versions
- Unauthorised or lack of action when required resulting in failure to follow appropriate security practices
- Faulty input i.e., accessing files that do not exist Service credits claims will need to detail the incident, specify the time and duration of downtime and a describe what attempts were made to resolve the incident

5. Ordering and Invoicing

5.1. Ordering

To place an order, an email confirming the award of contract should be sent to sales@fcssoftware.co.uk. Acknowledgement and acceptance of the order will be provided, and a Project Manager will be assigned.

5.2. Invoicing

FCS Software will issue invoices for the charges to the customer, on or after agreed invoicing date i.e., delivery of a service. The customer will have 30 days in which to pay FCS Software, following the issue of an invoice. If the customer fails to pay any amount due, FCS Software may at their own discretion apply interest to any overdue amount.

6. Termination

6.1. Customer Termination Process

To terminate the contract, the customer must provide FCS Software with written notice in line with any contractual termination notice period.

6.2. Joint Termination Process

Both the customer and FCS Software can terminate the contract immediately if the other party commits a material breach of the contract or if the other party,

- is dissolved;
- ceases to conduct all (or substantially all) of its business;
- is or becomes unable to pay its debts as they fall due
- is or becomes insolvent or is declared insolvent; or

- convenes a meeting or makes or proposes to make any arrangement or composition with its creditors;

or;

- an administrator, administrative receiver, liquidator, receiver, trustee, manager or similar is appointed over any of the assets of the other party;
- an order is made for the winding up of the other party, or the other party passes a resolution for its winding up (other than for the purpose of a solvent company reorganisation where the resulting entity will assume all the obligations of the other party)

7. After Sales

7.1. After Sales Support

FCS Software operate an extensive after sales service to ensure the customer gets as much use and value as possible out of the software and services procured. The after sales services include,

- Help Desk and Technical Support Services
- Real-time online support
- Automated Support Resources (online help etc)

8. Technical Specifications

8.1. Technical Specifications

- Azure SQL Database
- Azure App Service (Core Application)
- Azure App Service (Core Application API)
- Azure App Service (Residents' Portal)