

SIM RESOURCE BOOKING SERVICE DEFINITION

G-Cloud 15 Framework

Lot 2b: Software as a Service (SaaS)

Bounce Agency Ltd

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1. SERVICE OVERVIEW

1.1 Service Description

SIM Resource Booking is a cloud-based platform for managing bookings, asset tracking, and access control across any venue. The service combines resource reservations with comprehensive asset lifecycle management—tracking equipment location, maintenance, and utilisation alongside room and workspace bookings. Automated safety inductions, permissions, and comprehensive reporting make it ideal for schools, NHS sites, councils, libraries, labs, and venues managing shared resources and assets.

1.2 Service Components

The platform includes:

- Resource booking for rooms, desks, labs, studios, and equipment
- Asset lifecycle management with tracking, maintenance scheduling, and depreciation
- Safety inductions and access control for equipment and spaces
- Integrated payment processing for chargeable bookings and events
- Subscription and membership management (e.g., hot desk passes, gym memberships)
- Public and private event booking with attendee limits and waitlists
- Barcode/QR code asset identification and check-in/check-out
- Real-time availability calendar with location filtering
- Comprehensive reporting: bookings, payments, audit trails, asset utilisation

1.3 Service Delivery Model

SIM Resource Booking is delivered as a fully managed Software as a Service (SaaS) solution hosted on AWS UK regions. The service is accessed via standard web browsers on desktop, tablet, and mobile devices with no software installation required. All infrastructure, maintenance, security updates, and data backups are managed by Bounce Agency Ltd.

1.4 Target Users

The service is designed for UK public sector organisations including NHS trusts, local authorities, educational institutions, emergency services, libraries, community centres, and any organisation managing shared spaces, equipment, or assets that require booking coordination, safety compliance, and asset tracking.

2. SERVICE FEATURES AND CAPABILITIES

2.1 Resource Booking

Comprehensive booking management including:

- Multi-resource booking: rooms, hot desks, meeting spaces, labs, studios, sports facilities
- Drag-and-drop calendar interface with real-time availability
- Visual floor plans for space selection
- Recurring bookings with flexible patterns (daily, weekly, monthly)
- Booking rules based on user roles, groups, or eligibility criteria
- Approval workflows for restricted resources
- Waitlist management for fully-booked resources
- Self-service kiosk mode for walk-in bookings
- Calendar synchronisation (Outlook, Google Calendar, iCal)

2.2 Asset Lifecycle Management

Complete asset tracking and management:

- Asset register with categories, types, and custom fields
- Barcode and QR code identification for check-in/check-out
- Location tracking and transfer management between sites
- Maintenance scheduling with service history logs
- Depreciation tracking and replacement planning
- Asset status management (available, in use, maintenance, retired)
- Equipment utilisation reporting and cost analysis
- Asset assignment to departments, users, or projects

2.3 Safety and Access Control

Automated safety compliance:

- Configurable induction workflows for equipment and spaces
- Competency tracking and certification requirements
- Access restrictions based on completed inductions
- Safety briefing materials and acknowledgment tracking
- Induction expiry reminders and renewal notifications

2.4 Payment Processing

Integrated payment functionality:

- Stripe payment integration for card processing
- Configurable pricing for rooms, equipment hire, and events
- Free, paid, and deposit-based booking options

- Subscription and membership pass management
- Automated invoicing and payment receipts
- Refund processing and cancellation policies
- 2% transaction fee + Stripe fees for paid bookings
- Payment reporting and reconciliation

3. USER ACCESS AND AUTHENTICATION

3.1 Authentication Methods

Secure user authentication via:

- Username and password with configurable complexity requirements
- Multi-Factor Authentication (MFA) for enhanced security
- Single Sign-On (SSO) integration with Azure AD, SAML 2.0, OAuth 2.0
- Session timeout and automatic logout after inactivity

3.2 Role-Based Access Control

The platform implements granular role-based permissions allowing administrators to control access to features and data. Standard roles include:

- System Administrator: Full system configuration and user management
- Location Manager: Manage resources and bookings for specific sites
- Asset Manager: Manage asset register, maintenance, and tracking
- Booking Coordinator: Approve bookings and manage schedules
- Standard User: Make bookings and view personal schedule
- Public User: Limited access for community bookings (optional)

Custom roles can be created with specific permission combinations tailored to organisational needs.

3.3 User Management

Comprehensive user administration:

- Bulk user import via CSV
- Integration with Active Directory for automated provisioning
- User groups for simplified permission management
- User activity logging and audit trails
- Account suspension and deactivation workflows

4. DATA MANAGEMENT AND SECURITY

4.1 Data Storage and Processing

All data is stored and processed within AWS UK regions (London and Manchester) ensuring compliance with UK data sovereignty requirements. Data is stored in logically isolated environments with:

- Separate databases per customer
- Individual encryption keys per customer environment
- Automated daily backups retained for 30 days
- Point-in-time recovery capability

4.2 Data Security

Data security measures include:

- Encryption at rest using AES-256
- Encryption in transit using TLS 1.2 or above
- Regular vulnerability scanning and penetration testing
- Annual IT Health Check by CREST-approved providers
- ISO 27001 aligned security management
- Cyber Essentials certification

4.3 Data Ownership and Privacy

All booking, asset, and user data belongs to the customer organisation. Bounce Agency Ltd processes data solely for service delivery purposes and in accordance with UK GDPR and Data Protection Act 2018. We maintain comprehensive data processing agreements and act as a data processor for customer organisations.

4.4 Backup and Recovery

Automated backup procedures ensure data resilience:

- Daily automated backups of all customer data
- Backup retention period of 30 days
- Backups stored in geographically separate AWS availability zones
- Recovery Time Objective (RTO): 4 hours
- Recovery Point Objective (RPO): 15 minutes
- Regular disaster recovery testing

4.5 Audit and Compliance

Comprehensive audit capabilities:

- All user actions logged with timestamps
- Admin activity tracking and reporting

- Data access logs retained for minimum 12 months
- Real-time audit information available to administrators
- Compliance with NCSC Cloud Security Principles

5. INTEGRATION AND INTEROPERABILITY

5.1 RESTful API

SIM Resource Booking provides a comprehensive RESTful API enabling integration with third-party systems. The API supports:

- Booking creation, modification, and cancellation
- Availability queries across resources and locations
- Asset management (CRUD operations)
- Maintenance activity recording
- User and permission management
- Report generation and data extraction
- Webhook support for real-time notifications

API access is authenticated via OAuth 2.0 tokens and rate-limited to 2,000 requests per hour per customer. Full API documentation is provided in HTML and PDF formats with code examples and an API sandbox for testing.

5.2 Calendar Integration

Native integration with calendar systems:

- Microsoft Outlook/Exchange synchronisation
- Google Calendar integration
- iCal/ICS feed export
- Two-way synchronisation for booking updates

5.3 CRM Integration

Integration with Customer Relationship Management systems including Microsoft Dynamics 365, Salesforce, and custom CRM platforms. Integration ensures booking activity, user engagement, and payment data can sync into broader organisational systems.

5.4 Payment Gateway Integration

Stripe payment processing integration for secure card payments. The service handles PCI DSS compliance for payment processing with no card data stored in the SIM Resource Booking platform.

5.5 Single Sign-On (SSO)

SSO integration supported via:

- SAML 2.0
- Azure Active Directory
- OAuth 2.0 / OpenID Connect

6. SUPPORT AND SERVICE LEVELS

6.1 Standard Support

All customers receive comprehensive standard support included in the subscription:

- Online ticketing system with priority management
- Email support: support@bounceagency.co.uk
- Telephone support: 020 3488 0555
- Web chat support during business hours
- Service hours: Monday to Friday, 09:00–17:00 UK time
- Response time: 4 working hours for all queries
- Named support contact for continuity

6.2 Support Response Times

Response times by priority level:

- Critical (multiple users affected): 4 hours
- High (individual user issues): 4 hours
- Medium (minor issues with workarounds): 8 hours
- Low (general queries, enhancements): Next working day

Queries received outside standard hours are responded to by 10:00 on the next working day.

6.3 Onboarding Support

Comprehensive onboarding included as standard:

- Discovery session to define requirements and workflows
- System configuration and customisation
- Data migration assistance
- Remote training for administrators and users
- Documentation and video tutorials
- Dedicated onboarding lead
- 30-day bedding-in period with enhanced support
- Standard implementation timeline: 3 weeks from order to go-live

6.4 Enhanced Support Options

Optional enhanced support available:

Technical Account Manager (TAM) or Cloud Support Engineer:

- Dedicated technical resource: £650 per day
- Performance reviews and optimisation guidance
- Integration planning and API support
- Custom development consultation: £850 per day

- Onsite training: £750 per day
- Quarterly business reviews

Enhanced Support Packages:

- Silver Support: £2,500/year (1-hour critical response)
- Gold Support: £5,000/year (30-minute response, 24/7)

6.5 Service Documentation

Comprehensive documentation provided:

- User guides and administrator manuals
- Video tutorials and walkthrough guides
- API documentation with code examples
- Knowledge base and FAQs
- All documentation WCAG 2.2 AA compliant
- Documentation formats: HTML and PDF

7. AVAILABILITY AND RESILIENCE

7.1 Service Level Agreement

We guarantee 99.9% availability of SIM Resource Booking, measured monthly. This equates to maximum allowable downtime of approximately 43 minutes per month (excluding planned maintenance windows, force majeure, or customer-induced issues).

7.2 Service Credits

If availability falls below the guaranteed threshold:

- 99.0%–99.89% uptime: 5% service credit
- 95.0%–98.99% uptime: 10% service credit
- Below 95.0% uptime: Up to 50% service credit

Service credits are calculated as a percentage of that month's subscription fee and applied as credit against future invoices. Customers can request service credits by raising a support ticket within 10 business days of the affected month.

7.3 Infrastructure Resilience

The platform is hosted on AWS UK infrastructure providing:

- Multiple Availability Zones for redundancy
- Automated failover between zones
- Auto-scaling to meet demand
- Load balancing across infrastructure
- Real-time monitoring and alerting

7.4 Planned Maintenance

Planned maintenance is scheduled outside UK business hours with at least 5 working days' notice. We use zero-downtime deployment processes to minimise service impact. Customers are notified via email and the service status dashboard.

7.5 Incident Response

Our incident response protocol activates within 15 minutes of detecting a potential service issue. Response includes:

- Immediate triage and impact assessment
- System isolation if required to prevent further impact
- Root cause analysis
- Customer notification via email and status dashboard
- Post-incident report with timeline and mitigation steps

7.6 Outage Reporting

Real-time outage notifications via:

- Automated email alerts to technical contacts
- Public-facing status dashboard (updated in real-time)
- Optional status API for integration with customer monitoring systems
- Post-incident summaries published on dashboard

8. OFFBOARDING AND DATA EXTRACTION

8.1 End-of-Contract Process

At contract end, customers are notified in advance and provided with a clear offboarding plan. The process ensures smooth transition with no disruption to operations.

8.2 Data Extraction

Comprehensive data extraction available including:

- All booking records (past, present, and future)
- Asset registers and inventory records
- Equipment maintenance history and service logs
- Asset transfer and location history
- User accounts and permissions
- Audit logs and activity trails
- Documents and attachments
- System configurations and custom settings
- Payment and transaction records
- Induction completion records
- Reports and analytics data

8.3 Data Formats

Data is provided in open, non-proprietary formats:

- CSV (Comma Separated Values)
- JSON (JavaScript Object Notation)
- XML (Extensible Markup Language)
- PDF (Portable Document Format)

Exports can be filtered by date range, location, or department.

8.4 Data Extraction Process

Data extraction is available via:

- Self-service via admin dashboard
- Full export requested from support team
- API-based extraction

All exports are encrypted in transit (TLS 1.2+) and access-controlled via role-based permissions. We provide step-by-step guidance, export templates, and data dictionaries.

8.5 Post-Contract Access

Read-only access to the system is provided for up to 30 days post-contract, giving customers time to complete data extraction or handover. There is no additional charge for standard end-of-contract data exports.

8.6 Data Deletion

After the 30-day post-contract period, accounts are deactivated and all customer data is securely deleted in line with our ISO 27001-compliant data destruction policy. Deletion methods include:

- Cryptographic erasure
- Secure overwriting of storage
- Physical media destruction where applicable

8.7 Optional Post-Contract Services

Available for separate charge:

- Bespoke data transformation or formatting
- Extended access beyond 30 days
- Formal decommissioning reports
- Workflow documentation workshops
- Technical consultancy for data migration to new systems

All optional services are quoted in advance and delivered in collaboration with the customer's technical team.

9. PRICING SUMMARY

9.1 Subscription Pricing

SIM Resource Booking pricing is based on the number of resources (bookable spaces, equipment, assets) managed within the platform. The subscription includes unlimited bookings, unlimited users, and all standard features.

Resources Managed	Annual Fee	Monthly Equivalent
1-20	£2,400	£200
21-50	£3,600	£300
51-100	£6,000	£500
101-200	£9,600	£800
201-400	£15,600	£1,300
401-800	£24,000	£2,000
801+	POA	-

What counts as a resource:

- Meeting rooms and conference spaces
- Hot desks and workspaces
- Equipment (laptops, projectors, cameras, lab equipment, workshop machines)
- Labs, studios, workshops
- Sports facilities and gyms
- Vehicles and parking spaces
- Event spaces and community rooms

What's Included:

- Unlimited bookings and users
- Safety inductions and access control
- Calendar sync (Outlook, Google)
- Mobile-responsive interface
- API access (2,000 requests/hour)
- Data exports (CSV, JSON, PDF)
- Standard support (Mon-Fri 09:00-17:00, 4-hour response)
- 99.9% uptime SLA

9.2 Setup Fee

A one-off setup fee of 10% of the Year 1 subscription is charged to cover system configuration, data migration, integration setup, and onboarding.

9.3 Payment Processing

For organisations using the integrated payment functionality for paid bookings or events:

- Transaction fee: 2% + Stripe fees
- Covers payment processing and PCI DSS compliance
- No fee for free bookings
- Settlement: Direct to customer bank account within 2-7 days

9.4 Enhanced Support Options

Support Level	Annual Cost
Silver Support (1-hour critical response)	£2,500
Gold Support (30-minute response, 24/7)	£5,000

9.5 Professional Services

Service	Day Rate
Technical Account Manager	£650
Custom Development	£850
Onsite Training	£750
API Development/3rd Party Connection	£950

9.6 Discounts

Available discounts (cannot be combined):

- Multi-year contracts: 5% (2-year), 10% (3+ years)

9.7 Payment Terms

- Annual subscription: Invoiced in advance, Net 30 days
- Setup fee: Invoiced upon contract acceptance, Net 30 days
- Transaction fees: Invoiced monthly in arrears
- Professional services: Invoiced upon completion, Net 30 days
- Prices fixed for 12 months, then capped at 5% or CPI per annum
- All prices exclusive of VAT

9.8 Example Pricing

Small Primary School (18 resources):

Annual subscription: £2,400

Setup fee (10%): £240

Total Year 1: £2,640

Secondary School (45 resources):

Annual subscription: £3,600

Setup fee (10%): £360

Total Year 1: £3,960

NHS District Hospital (350 resources):

Annual subscription: £15,600

Setup fee (10%): £1,560

Total Year 1: £17,160

Large University (650 resources):

Annual subscription: £24,000

Setup fee (10%): £2,400

Total Year 1: £26,400

County Council Multi-Site (85 resources):

Annual subscription: £6,000

Setup fee (10%): £600

Total Year 1: £6,600

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This Service Definition is subject to the Terms and Conditions of service.