

SERVICE DEFINITION DOCUMENT

Analyse Local

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What is the service?

Inform Holdings Limited are the UK's leading provider of business rates database software.

Inform Holdings Ltd's services are utilised by Local Authorities through the 'Analyse Local' application; a dedicated and secure web portal providing access to a range of invaluable tools.

The services within 'Analyse Local' include:

- **Forecasting**
Tools to accurately meet the requirements of DCLG and satisfy the rigour of their external auditors in preparing prudent budgetary arrangements. The tools provide analysis to cover the 2005, 2010 and 2017 rating lists.
- **RV Finder**
Identification of missing and undervalued Commercial hereditaments within the Council's jurisdiction, ensuring maximisation of the opportunities provided under the terms of the business rate retention arrangements. This service is complimented by a full case-management system.
- **SBRR Audit**
Validation and audit of all accounts where Small Business Rates Relief has been awarded, as well as verification for new claims. This gives Councils the ability to target and prevent fraudulent activity.
- **Virtual Rates Manager**
Business Rates consultancy through the use of technical forums and Q&As, caselaw directory and archives of published content.
- **CT Finder**
Identification of missing assessments within the Council's Council Tax List, complimented by a full case-management system.

The services are delivered by a large team, with experience across a range of developed environments; from the smallest rural districts to the largest of urban London Boroughs and City Councils.

A dedicated Client Management team offer Councils support across all services, carrying out training and review sessions at the discretion of the Council.

Business Continuity, Disaster Recovery and Data Back up

Inform Holdings Ltd recognises that it is vital to identify all potential threats to business continuity and prepare adequate arrangements to ensure that any impact on the productivity of the company is mitigated.

An effective business continuity plan and information security policy provides a sound basis for defining and regulating the management of staff, buildings and information systems and other information assets. This is necessary to ensure that productivity and information is appropriately secured against the adverse effects of man-made and natural disasters, failures in confidentiality, integrity, availability and compliance which would otherwise occur.

The documents in the business continuity and information security policy set apply to:

- all material, information and human assets which are owned or employed by Inform Holdings Ltd, are used for business purposes or which are connected to any networks managed by Inform Holdings Ltd;
- all assets and information which the company processes, irrespective of ownership or form; and
- all employees of Inform Holdings Ltd and any others who may process information on behalf of the company.

This top-level document lists a set of other sub-policy documents which together constitute the business continuity and information security policy of the company. All documents are of equal standing. Although this policy set should be internally consistent, for the removal of any doubt, if any inconsistency is found between this overarching policy and any of the sub-policies, this overarching policy will take precedence.

Each of the sub-policy documents only contains high-level descriptions of requirements and principles. They do not and are not intended to include detailed descriptions of policy implementation. Such details will, where necessary, be supplied in the form of separate procedural documents which will be referenced from the relevant, individual sub-policy documents.

Types of disaster

- Natural disaster – effecting buildings, communications and transport networks
- Man-made disaster – effecting buildings, communications and transport networks, employees
- Information security breach

Denial of premises and evacuation of buildings

In the event of an action taking place that results in access to business premises being denied the incident management team will take the following steps:

- Evaluate severity of the situation by liaison with the appropriate authorities
- Decide on the appropriate course of action
- Communicate to all staff the action to be taken

Information Security Principles

Inform Holdings Ltd has adopted the following principles:

- Information will be protected in line with all relevant Inform Holdings Ltd policies and current legislation, notably those relating to data protection, human rights and freedom of information.
- Each information asset will have a nominated owner who will be assigned responsibility for defining the appropriate uses of the asset and ensuring that appropriate security measures are in place to protect the asset
- Information will be made available solely to those who have a legitimate need for access.
- All information will be classified according to an appropriate level of security.
- The integrity of information will be maintained.
- It is the responsibility of all individuals who have been granted access to information to handle it appropriately in accordance with its classification.
- Information will be protected against unauthorised access.
- Compliance with the business continuity and information security policy will be enforced.

Governance

- Responsibility for the production, maintenance and communication of this top-level policy document and all sub-policy documents lies with Inform Holdings Ltd's management team and substantive changes may only be made with the further approval of the management team.
- The business continuity and information security policy set will be reviewed on a regular basis.
- Changes or additions to the business continuity and information security policy may be proposed by any member of staff via their line manager.
- Any substantive changes made to any of the documents in the set will be communicated to all relevant personnel.

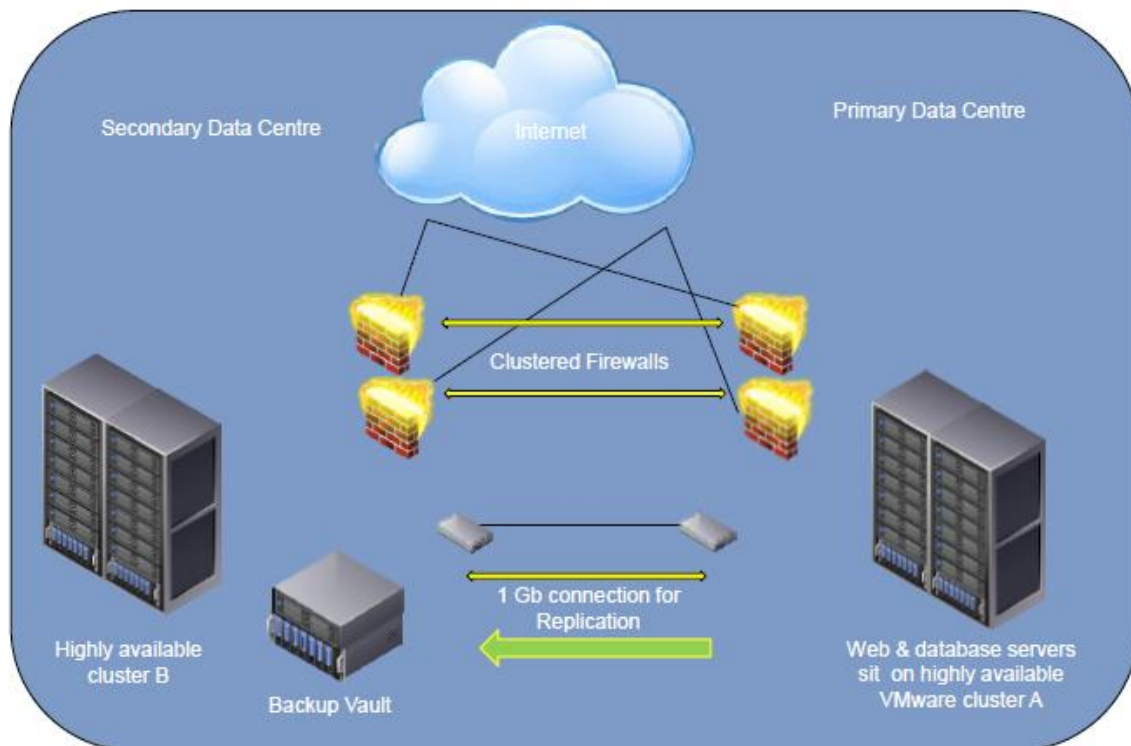
Analyse Local Infrastructure resilience

The Analyse Local service is hosted on a highly available platform which resides across two data centres connected by high speed communication links.

The service is delivered from the primary data centre using a highly available VMware infrastructure. All the infrastructure is designed to cope with single points of failure, hence should any hardware component fail, whether it be server or network, the service will continue to be made available on alternate equipment.

Each data centre is also designed to be highly available in its own right.

- Power is backed up by N+1 UPS and generators
- Three levels of air conditioning ensure cooling is optimised
- Fire suppression systems protect all areas
- 24-hour operations staff man the buildings
- Physical security starts with perimeter fencing, CCTV, biometric access to halls and locked racks.



Backups of servers are taken off to a backup vault located in the secondary data centre. The secondary site also holds a complete replica of the hardware in the primary site. In the unlikely event that a whole data centre should be lost, the machines are simply restored from disk to the secondary cluster and made available.

Inform Holdings Ltd – Business Continuity and Information Security Policy

Sub-Policy List (available on request)

- Data Protection
- Data Quality
- Anti-Fraud and Bribery

Onboarding and Offboarding support

All services are provided based on the requirements of the client. Working with the Client Director, Chief Executive and Sales Teams, the Client Manager will discuss specifications and requirements with the Local Authority from the outset. This will allow the Local Authority to "build" the Analyse Local services around their own functions and internal teams.

As part of this initial discussion, any specific technical issues can be resolved directly with the Local Authority and the IT Support team within Analyse Local. Since working Local Authority clients to date, there has so far been no occasion where 'technical issues' have prevented the roll out of the services offered; only testifying to the effectiveness of the initial discussions to understand the Council's requirements.

Each Council is allocated to a dedicated Client Manager to oversee the onboarding processes, ensure that the services is utilised in the correct manner and support the Council throughout.

The Client Manager also offers full support during offboarding to ensure the Council are fully satisfied at the end of the project. This will involve undertaking an internal checklist, extracting and deleting data and providing updates on outstanding tasks with the project.

The Client Manager, Client Director and Chief Executive are available to Councils throughout the onboarding and offboarding processes.

Implementation Plan

As part of the onboarding process, the Client Manager will look to implement the project with the Council as smoothly as possible. The focus of all services is to prevent vast amounts of administration and reduce the impact on the resources required for delivery. As a result, the roll out of the services for new clients is quick with the product being very much ready to use from the start of a contract.

The onboarding process includes:

Proposal & Contract

Ensuring that each party has the required documentation to proceed.

Onboarding Meeting

To discuss Council requirements and contract specifics.

Training and Initial Rollout meeting

A training session is offered to all prospective users to assist with navigation and answer any general questions.

Data and Resource transfer

Any requested data from the Council is transferred and processed.

Roll out

User login information is setup and provided.

Review and performance monitoring (ongoing)

Access to the services is monitored internally, with any support available as required.

Review meetings offered at the discretion of the Council, with any further performance data available through discussion with the Client Manager.

Pricing Overview

The standard costs of the services provided are as follows:

Service	Price
Forecasting	£25,000.00
RV Finder	Variable – please refer to below
SBRR Audit	£10,000.00
Virtual Rates Manager	£10,000.00
CT Finder	Variable – please refer to below

Unless otherwise described, all costs are based on a subscription period of one year from the contract start date.

Please refer to the below for pricing for the RV Finder and CT Finder services.

RV Finder

Analyse Local provides alternative pricing models to best fit with Local Authority finances.

Option 1:

The RV Finder service is offered on a 'no-win-no-fee' basis. Therefore, if there are no successful cases referred through 'Analyse Local' there are no fees due.

Where a case is successfully referred into the rating list, a one-off fee of 10% of the additional rateable value added to the list will be charged:

Example:

Rateable Value Added	=	10,000 RV
Fee (at 10%)	=	£1,000.00

There are no setup or maintenance costs associated with this service.

Option 2:

The RV finder service is also offered as a hybrid model;

- A 'Monitoring Subscription fee' based on size of portfolio of Local Authority. Subscription starts at £1 per property.
- A 'Success fee' between 5.5-10% of the additional rateable value brought into the list
- 'Discovery Credit' – a caseload provided free of 'success fee'
- Discount for reliefs (Small Business Rates Relief, Mandatory Charity Relief and Rural Relief)
- Additional discount on other services if taken at the same time.

CT Finder

The RV Finder service is success-based and offered on a ‘no-win-no-fee’ basis. Therefore, if there are no successful cases referred through ‘Analyse Local’ there are no fees due.

Where a case is successfully referred into the Council Tax list, a one-off fee of 50% of the full years’ charge for the associated banding will be charged. This will be based on the charge for the financial year added to the list, regardless of backdating and future charges:

Example:

Assessment (Band D)	=	£1,750.00
Fee (at 50%)	=	£850.00

Alternatively, a ‘price per case’ option is available.

There are no setup or maintenance costs associated with this service.

Service Constraints

All service constraints, maintenance or customisation is covered within the terms and conditions, service level agreements or elsewhere within the submission.

Service Level Agreement

The service level agreement is available to users of the Analyse Local system across all services, as provided by Inform Holdings Ltd.

The SLA may be subject to change. In such cases, users will be given at least 30 days' notice of any planned change.

System availability

The Analyse Local system is designed to be available 24 hours a day, seven days a week. Inform Holdings Ltd will monitor and maintain its service up-time to be no less than 98%.

The SLA does not cover disruptions in service due to the performance of the user's network or internet provision, hardware or other equipment not provided by Inform Holdings Ltd.

There may be service disruption due to:

- Planned maintenance
- Service interruptions that are outside of the control of Inform Holdings Ltd
- User accounts being suspended or closed

Planned maintenance relates to the update of Informs Holdings' internal network or the Analyse Local software.

Inform Holdings Ltd will attempt to give a minimum of 24 hours' notice of any planned maintenance.

Inform Holdings Ltd may need to suspend service temporarily to repair or improve network or service. Where this is required, users will be kept informed and disruption will be minimised; however, Inform Holdings Ltd cannot always guarantee to do so.

Inform Holdings Ltd may need to change the service as a result of legislative, regulatory or other changes. Inform Holdings Ltd will endeavour to provide users with 21 days' notice in advance of such alterations taking effect but cannot always guarantee to do so.

Support

Standard system support is provided as follows:

- Telephone support – standard hours for support calls is 8.30am to 5.00pm, Monday to Friday (excluding public holidays)
- Email – contact can be made by email at any time. If contact is made out of hours, a response will be made during the standard hours on the next working day
- Online portal – contact can be made via the Inform online portal. If contact is made out of hours, a response will be made during standard hours on the next working day.

Users will also have access to a dedicated Client Manager during standard support hours (see above).

Faults resulting in the service being unavailable will be responded to within 2 hours. The target times for these faults to be resolved is within 4 hours of the call being acknowledged, where possible.

Other faults will be resolved within 4 hours of the call being acknowledged, where possible. Where this is not possible, a resolution or work around will be provided by the end of the next working day

or within an agreed timescale.

Performance measures

System performance will be monitored internally to ensure agreed levels of service are maintained. The Client Manager will discuss satisfaction levels relating to functionality and overall service provision during scheduled review meetings.

Complaints process

All complaints in the first instance should be made in writing to the Managing Director. Where necessary, escalation will be to the Systems Development Director.

Contact details

Mark Kelly
Systems Development Director
Tel: 0161 669 8165
Email: m.kelly@inform.services

Luke Gorham
Managing Director
Tel: 0203 056 6890
Email: l.gorham@analyselocal.co.uk

Ordering and Invoice process

Following the procurement of the services, all agreements and documentation must be signed and provided to Inform Holdings Ltd prior to the engagement of work.

On confirmation of the procured services, through the signed documentation, the Client Manager will issue invoices relating to the subscription services. This will be sent to the Council's designated contact or through an alternative invoicing procedure as requested by the Council.

Invoicing related to other non-subscription services (RV Finder and CT Finder), invoices will be issued on an ad-hoc basis determined by cases being referred to the rating or Council Tax list. Invoices will be issued by the RV Finder team by email to the Council's designated contact, unless otherwise agreed prior to engagement.

Invoices will be sent once the submission has been confirmed as resulting from the case referred through 'Analyse Local' and in line with terms and conditions of the service.

Termination of agreement

Without affecting any other right or remedy available to it, either party may terminate the Contract with immediate effect by giving written notice to the other party if:

- the other party commits a material breach of any term of the Contract and (if such a breach is remediable) fails to remedy that breach within 14 days of that party being notified in writing to do so; or
- the other party takes any step or action in connection with its entering provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business or, if the step or action is taken in another jurisdiction, in connection with any analogous procedure in the relevant jurisdiction.

Without affecting any other right or remedy available to it, Inform Holdings Ltd may terminate the Contract with immediate effect by giving written notice to the Council if the Council fails to pay any amount due under the Contract on the due date for payment.

Without affecting any other right or remedy available to it, Inform Holdings Ltd may suspend the supply of Services under the Contract or any other contract between the Council and Inform Holdings Ltd if the Council fails to pay any amount due under the Contract on the due date for payment, the Council becomes subject to any of the events listed in the terms and conditions, or Inform Holdings Ltd reasonably believes that the Licensee is about to become subject to any of them.

Consequences of termination

On termination of the Contract the Licensee shall:

- immediately pay to Inform Holdings Ltd all the outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, Inform Holdings Ltd shall submit an invoice, which shall be payable by the Council immediately on receipt;
- permanently delete or return (at Inform Holdings Ltd's option) all documentation (including materials, VRM Documents, SBRR Reports and SBRR Templates) (whether saved electronically or otherwise)

Termination of this Contract, howsoever arising, shall not affect the Council's obligation to pay the Contingency Fees to Inform Holdings Ltd in accordance with the terms and conditions.

Termination or expiry of the Contract shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination or expiry.

Any provision of the Contract that expressly or by implication is intended to come into or continue in force on or after termination or expiry of the Contract shall remain in full force and effect.

Further Technical Requirements

There are no specific technical requirements to allow users access or implementation of the services provided.

The performance of the applications used for each service is based on the most recent versions of web browsers and it is recommended that these be available to users. However, all applications/services are backwards compatible for previous version too.