Department for Work & Pensions

DWP Estates

DEPARTMENT FOR WORK AND PENSIONS

INTEGRATOR 2 AGREEMENT

SCHEDULE 2.1C – HELPDESK AND WORK ORDER MANAGEMENT

STATEMENT OF REQUIREMENTS

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1. INTRODUCTION

1.1. Objectives

1.1.1. The Supplier shall provide a "**Helpdesk Solution**" that will

(a) play a key role in the management and maintenance of all services across the Authority Estate by acting as an interface for all building users to request reactive maintenance or support and raise any workplace, property, security and FM-related issues and queries; and

(b) operate as both strategic management and quality monitoring tool and be the focus and key interface for all day-to-day operational activities across all aspects of Estates services.

1.1.2. The Supplier shall provide a proactive and efficient management of the Work Orders ("**Work Order Management**") to provide integration between building users, the Authority and the Authority Supply Chain Members to support the management of the Authority Estate and Authority Estate services.

1.2. Overview of Requirement

1.2.1. The Supplier shall provide a Helpdesk Solution, which shall be the single point of contact for all building users in relation to all workplace, property, security and FM-related service requests (excluding for some third party or Landlord-managed properties). This shall include the end-to-end management of planned, condition-based, reactive, statutory, periodic or billable ad hoc works, maintenance projects including scheduling, and any other Work Orders relating to the occupation of the relevant Authority Premises.

1.2.2. The Supplier shall provide a Work Order Management system and service that enables the raising, tracking and completion of Work Orders to ensure high levels of customer service and deliver overall value for money. The Supplier System(s) will enable robust financial control and governance of all spend by the Authority.

1.2.3. The Supplier shall provide Services that are not only automated by the System(s) Solution but also require Supplier Personnel in order to be delivered to support the Authority with strategic and operational planning, providing deeper insight and prediction to support decision making. This may include providing recommendations to the Authority through insightful and commercially astute data analysis, participating in Authority meetings and supporting strategic decision making with industry knowledge, data analysis and business intelligence.

1.2.4. This Statement of Requirements sets out the general service scope, response and completion times associated with the provision of Helpdesk and Work Order Management Services.

1.2.5. The Authority requires the Supplier, in compliance with and using the standard of care and Good Industry Practice required by this Agreement, to carry out all activities, operations and functions expressly stated in or reasonably to be inferred as required by this Statement of Requirements.

1.2.6. Nothing contained in this Schedule 2.1C (Helpdesk and Work Order Management), irrespective of its terms, shall limit or reduce the Supplier's obligations and responsibilities set out in the Clauses or Schedule 1 (Definitions) of this Agreement and the remainder of this Schedule 2.1 (Statement of Requirements).

1.2.7. Without prejudice to the above, the Supplier shall provide Helpdesk and Work Order Management Services as part of the Services and in accordance with this Agreement, using efficient business processes and ways of working having regard to the Authority's obligation to ensure value for money. The Supplier shall ensure the Helpdesk and Work Order Management Services shall comply with all requirements set out in this Agreement, including, without limitation, this Schedule 2.1C (Helpdesk and Work Order Management).

1.2.8. The Supplier shall provide the Helpdesk and Work Order Management Services as specified in this Agreement in accordance with the values and behaviours set out in the Account Management Statement of Requirements (Schedule 2.1B (Account Management).

1.2.9. The Supplier shall, during the Mobilisation Phase (as stated in Schedule 6.1 (Mobilisation)), provide for Approval by the Authority a "Helpdesk and Work Order Management Detailed Solution" that shall include details on how quality assurance (including legal assurance) and management will be deployed in the delivery of the Agreement and be used to ensure the Services are delivered:

(a) to a legally compliant and fit for purpose standard;

(b) on time;

(c) within budget; and

(d) in accordance with all contractual and statutory obligations.

1.2.10. Once Approved by the Authority, the Supplier shall execute, deliver and manage the Helpdesk and Work Order Management Detailed Solution in line with requirements of this Agreement.

1.2.11. This Statement of Requirement, sets out the Service requirements for the following:

(a) Helpdesk;

(b) Work Order Management; and

(c) third party helpdesk interaction.

1.2.12. The Supplier shall provide Helpdesk and Work Order Management Services to enable the Authority to:

(a) act as an escalation point for managing Helpdesk and Work Order failures, and any service failures;

(b) be responsible for Authority Supply Chain Member liaison and coordination to manage resolution of Helpdesk and Work Order disputes;

(c) proactively monitor Work Order status;

(d) undertake strategic review of any identified trends from Helpdesk call reviews (using information and reports provided by the Supplier);

(e) be responsible for managing Authority Supply Chain Members' performance;

(f) update the Supplier on agreed corrective actions;

(g) approve estimates and implement the Delegated Financial Authority ("DFA") process using the Supplier's System;

(h) validate any operational requirements of Work Orders; and

(i) validate the nature and extent of Work Orders and value for money.

2. SERVICE REQUIREMENTS – HELPDESK

2.1. General Requirements for Helpdesk

2.1.1. The Supplier shall provide a Helpdesk Solution utilising multiple ways for all building users to report for the purpose of notifying faults, potential issues requiring attention, or to request the provision of new or replacement equipment. All such events shall be initiated via a Work Order.

2.1.2. The Supplier shall provide a robust, customer-focused Helpdesk which will be the main point of contact between building users and the Authority Estate team, and must therefore be quick, simple and intuitive to use for all building users.

2.1.3. The Helpdesk Solution should be able to record inbound requests received in a variety of methods, including (without limitation):

(a) email;

(b) telephone; and

(c) through a secure self-service portal (the self-service portal is not required for the Operational Services Commencement Date; this requirement is to be discussed further during the Mobilisation Phase and developed with the Authority).

2.1.4. The Helpdesk Solution will provide services in, but not limited to, the following areas:

(a) reactive management, including for example where a security guard or cleaner does not arrive to the Authority's Premises;

(b) planned maintenance management;

(c) catalogue of item requests;

(d) works requiring an estimate from the Authority Supply Chain Members;

(e) Work Orders requiring purchase orders from the Authority;

(f) general information about the Authority Estate and Authority Estate services;

(g) utilities data for example meter reading information; and

(h) other requests that the Authority may require during the term of this Agreement.

2.1.5. The Helpdesk shall be available 24 hours per day, every day of the year, to accommodate the Authority's requirements. The Supplier shall provide dedicated resource, for example a Helpdesk team that does not work on

other accounts for the Supplier during Core and Non-Core business hours. The Supplier acknowledges that during Non-Core business hours the Authority Estates Field Team will co-ordinate the required response to Helpdesk requests.

2.1.6. Throughout the Term the Supplier shall demonstrate to the Authority that the Helpdesk Service capability is appropriately matched to the prevailing business need. The Supplier shall have the capability to expand and/or reduce the Helpdesk Service as agreed with the Authority and in particular the capability should have sufficient flexibility to deal with the varying demands placed on the Helpdesk Service by events and matters such as Covid-19 or any other factors increasing or decreasing business need.

2.1.7. The Helpdesk shall operate in line with and use the Response Times set out in Annex 1 – Response Times to this Statement of Requirements when raising and allocating Work Orders.

2.1.8. The capability of the Helpdesk Solution shall include (but is not limited to):

(a) providing a single point of contact for all building users in relation to all property/facilities management related service requests;

(b) the ability for the nominated members of the Authority Estates Field Team or Authority Supply Chain Members to raise a new Work Order directly themselves, view the progress of a Work Order and re-open any Work Order believed to have been closed in error;

(c) dealing effectively with Authority building users' requests;

(d) the ability to raise a complaint or compliment;

(e) providing an easy to use, helpful and intuitive service for building users;

(f) promoting service delivery efficiency;

(g) efficient routing of Work Orders to where they can most appropriately be resolved;

(h) limited disruption to the Authority in relation to minor issues or queries;

(i) visibility of all service lines allowing synergies to be identified and realised;

(j) the ability to manage and challenge demand of Work Orders and ensure costs are allocated accurately;

(k) prioritising customer care by allowing building users to contact the Helpdesk to follow up on queries and concerns;

(l) creating customer satisfaction surveys to drive service delivery quality and effective performance management;

(m) providing clear ownership and audit trail of queries and issues through to resolution;

(n) an appropriately staffed, qualified, Authority-intelligent and supervised helpdesk service;

(o) the capture of and monitoring and escalation of active requests; and

(p) the ability to use data captured from the Helpdesk to create flexible and comprehensive reporting.

2.1.9. In addition, the Helpdesk shall:

(a) provide Incident Triage data capture and incident notification (to the Authority including Authority Estates Building Managers and where relevant the Authority Supply Chain Members);

(b) have the ability to capture details on any incident to support triage and send status notification to the Authority and Authority Supply Chain Members;

(c) create and store (in line with data retention requirements) incident reports for the Authority to access; and

(d) enable the Authority to manage responses to any incidents.

Incidents are currently classified as “minor”, “major” and “extreme”.

2.1.10. The Supplier personnel operating the Helpdesk shall be friendly, polite, responsive, willing to help and behave in a professional manner and customer focussed manner.

2.1.11. The Helpdesk Solution shall have the ability to record, report and analyse the performance of the Helpdesk Services. For example, the Supplier will monitor the response rate to both telephone calls and email requests.

2.1.12. All Helpdesk requests (call, email or other) shall be recorded and kept for a period to be proposed by the Supplier and Approved by the Authority.

2.1.13. The Supplier will use a response script Approved by the Authority for requests made to the Helpdesk for both telephone calls and emails. This script will aim to automate the most effective and appropriate allocation of Helpdesk requests. The questions in the script should be able to be made mandatory or optional.

2.1.14. The Supplier shall determine the most appropriate solution to any request or ticket raised, depending on the circumstances. In particular, the

Helpdesk must be able to give an appropriate response to reported issues such as:

(a) ensuring faults and/or potential issues are resolved during the call where possible by providing real-time status updates for previously logged calls/emails for the same fault and/or where a Work Order has already been raised or assigned, or guidance as to the Authority policy regarding (for example) heating and/or cooling policy, spending controls and demand management limitations);

(b) advice and guidance as to measures that can be taken locally by the Authority to rectify the issue, with due regard for health and safety and competence required to enact the measures;

(c) where an issue cannot be resolved during the request, the most economic and effective solution should be instigated and assigned a Response Time and a Work Order should be assigned to the most appropriate Authority Supplier Chain Member to undertake the work. The Work Order may be assigned to the Authority Supply Chain Member locally to undertake a “first response” type diagnosis and/or first fix;

(d) The Supplier shall ensure that requests / tickets are dealt with and accurately categorised on a priority basis, for example, lift entrapments should be dealt with quicker than requests for new white goods. For the avoidance of doubt, the Authority shall advise on the requirement for this during the Mobilisation Phase;

(e) where the issue does not relate to an estates, property or facilities issues, re-direct request / ticket to the most appropriate channel for them to use, such as for personal I.T. related issues, transfer or refer the individual to the Authority’s “DWP Place”, or third party providers;

(f) if a request / ticket is not authorised, it shall be formally rejected; and

(g) details of all requests / tickets, (accepted and rejected), shall be logged to enable demand tracking.

2.1.15. The Supplier shall ensure the telephone Helpdesk channel is accessible via a single UK-based landline number to be agreed with the Authority. If required, (to be advised by the Authority during the Mobilisation Phase), a “short-dial” number for access within the Authority’s telecoms network will be provided.

2.1.16. The Supplier shall ensure the Helpdesk channel is accessible via email using a single email address for all non-urgent requests such as requests for goods.

2.1.17. The Supplier shall ensure all requests / tickets raised to the Helpdesk are acknowledged, and regular updates are provided to the requestor.

2.1.18. The Authority's responsibilities are as per paragraph 1.2.12 of this Statement of Requirements, Schedule 2.1C (Helpdesk and Work Order Management).

3. SERVICE REQUIREMENTS – WORK ORDER MANAGEMENT

3.1. General Requirements for Work Order management

3.1.1. The Supplier shall provide a service for the end-to-end management of all Work Orders including planned, condition based, reactive, statutory, periodic or billable ad hoc works, maintenance projects including scheduling and any other Work Orders relating to the occupation of the Authority's Premises.

3.1.2. The Supplier shall deliver a Work Order Management Solution that includes, but is not limited to:

(a) the orchestration of reactive / planned works to the Authority's Supply Chain Members based on the Master PPM Schedule and Work Orders generated by the Helpdesk or directly by nominated Authority personnel such as the Authority Estates Field Team;

(b) the ability to monitor and track all Work Orders; and

(c) reporting to reflect Work Order status, progression, completion and any non-compliance.

3.1.3. The Supplier's Work Order System must be available to Authority Supply Chain Members, to use as their primary Work Order management system. The majority of Authority Supply Chain Members will use their own system and be linking, integrating and interfacing to/with this Solution.

3.1.4. The Authority requires a Work Order Management Solution that enables the raising, tracking and completion of Work Orders to ensure high levels of customer service and overall value for money. The Supplier Solution will enable robust financial control and governance of all spend by the Authority. This will be achieved by the following:

(a) utilising the Supplier's skills, experience and expertise to actively manage Work Orders from initiation through to final close-out within the specified timescales;

(b) aligning the Authority Supply Chain Members and others, (such as Authority partners in Co-Locations) to the overall Work Order management process and the associated Service Level Agreements ("**SLAs**");

(c) use a systematic approach when responding to requests made via the Helpdesk to ascertain the appropriate information needed to accurately raise and allocate Work Orders;

(d) proactively manage Work Orders to support the Authority to drive Authority Supply Chain Member performance; and

(e) ensure building users are made aware of any potential SLA failure.

3.1.5. The Authority, Authority Supply Chain Members and other parties may make the initial report via the Helpdesk channel and be the recipient of subsequent Services and/or Authority Supply Chain Services arising from Work Orders and receive Work Order updates as and when they arise.

3.1.6. The Supplier shall execute, deliver and manage the Work Order Management Solution in line with the values and behaviours referred to in Schedule 2.1B (Account Management).

3.1.7. The Authority's responsibilities are as per paragraph 1.2.12 of this Statement of Requirements, Schedule 2.1C (Helpdesk and Work Order Management).

3.2. Raising Work Orders

3.2.1. In line with the business process included in Annex 4 of Schedule 2.1B (Account Management) of this Agreement, Work Orders can be raised by the Supplier using best professional judgement as to whether a Work Order is required and if so, which Authority Supply Chain Member(s) or others, (such as Landlords), are most suitable to deliver the Services and which Response Times are appropriate.

3.2.2. Potential issues, faults, events or requests can only be notified to the Supplier via the Helpdesk by:

(a) Authority personnel;

(b) Other Government Departments who may be tenants of the Authority Premises or occupy their own space in a shared property forming part of the Authority Premises. In these instances, as the Authority will advise during the Mobilisation Phase, a cost centre or other identifier may be required to be captured during the call into the helpdesk telephone channel;

(c) commercial tenants, (the Authority shall advise on who these are during the Mobilisation Phase);

(d) Authority Supply Chain Members;

(e) Landlords of the Authority;

(f) the Supplier or the Authority Supply Chain Member raising Work Orders proactively or Work Orders that may be required (which shall be treated in the same way as all other Work Orders);

(g) in emergency situations, the emergency services, (i.e. Police, Fire Brigade etc). In these circumstances, the Supplier shall notify the Authority as soon as possible; and

(h) other third parties nominated by the Authority (to be advised during the Mobilisation Phase).

3.2.3. When receiving a request to Helpdesk either through telephone call, email or the self-service portal, the Supplier will execute, via an agreed script, a full diagnostic of the issue in order to ascertain which Response Times (as referenced in Annex 1 – Response Times) should be assigned and to which Authority Supply Chain Member the Work Order should be allocated. Within this process, full consideration should be given to any and all issues that may be required including liaison with Landlords or tenants, (pursuant to the Landlord and Tenant Act 1954). Work Orders shall be issued to the most suitable Authority Supply Chain Member or Landlord as soon as practicably possible. Whilst the Authority is responsible for ensuring that the response and completion Service Levels for the relevant Work Order are achieved, the Supplier shall act proactively to help ensure these measures are met.

3.2.4. The Supplier shall, during a request into the Helpdesk, ensure full details of the request are accurately captured within the Supplier Solution and ensure time-stamping of this and all subsequent updates to the Work Order to enable accurate performance measurement and management, and reporting.

3.2.5. The Work Order Management Solution will be able to produce auto-generated updates to the call initiator via email, if the initiator has opted in to such emails. These will be triggered by select Work Order status changes and should be based on differing pre-defined templates.

3.2.6. For the avoidance of doubt, the Authority has a DFA with value limits across cost objects. Where a Work Order results in a purchase order a Delegated Purchasing Authority needs to be applied based on category codes. These are maintained within the Authority finance system, (which, for information, is currently Oracle RM12). Refer to Schedule 2.1E (Cost and Finance Management) for details of finance processes and requirements. During the Mobilisation Phase the Authority will clarify these business rules and processes.

3.2.7. The Supplier's Solution shall have the capability to categorise and track the status of Work Orders including but not limited to the following:

(a) Core Services (i.e. included in Authority Supply Chain Members Core Services and / or covered by the Authority Supply Chain Member comprehensive liability threshold ("**CLT**"));

(b) Variable Services (i.e. included in the Authority Supply Chain Members Variable Services and / or ***not*** covered by the Authority Supply Chain Member CLT), being works requiring an estimate from the relevant Authority Supply Chain Member(s) or works requiring purchase orders from the Authority. The Supplier Solution must be capable of generating a single or multiple purchase order request form;

(c) Chargeable Services;

(d) Remedial;

(e) reactive management (including where e.g. a security guard or cleaner does not arrive at site, and the Helpdesk is notified);

(f) incidents and incident management as per paragraph 2.1.9;

(g) planned preventative maintenance ("**PPM**"); and

(h) requests/other e.g. moves and equipment removal Work Order.

3.3. Transmission of Work Orders

3.3.1. The Supplier shall receive and then transmit Work Orders as soon as practicable to/from the most appropriate Authority Supply Chain Member via (in order of preference):

(a) integration with the relevant Authority Supply Chain Member's system;

(b) via a Supplier Portal and provide access to this portal for all Authority Supply Chain Members; and

(c) email to a nominated email account (to be advised by the Authority during the Mobilisation Phase). The format of the email shall be proposed by the Supplier as part of the Supplier's System Detailed Solution.

3.3.2. The Supplier shall then ensure that the Work Order Management Solution allows the Authority Supply Chain Members to update the Work Order in the Supplier Solution in "Near Real Time" using any method listed above. The intention being that any operative of the Supplier Solution has the most up to date information regarding any Work Order. Update events should include (without limitation):

(a) any scheduling of Work Orders by Authority Supply Chain Members;

(b) starting of Work Order in Authority Supply Chain Members' systems;

(c) temporary fix applied;

(d) awaiting parts;

(e) parts and/or labour added to Work Order;

(f) any notes added to Work Order;

(g) indication if the SLA for the Work Order will be missed;

(h) financial status (e.g. invoice paid); and

(i) completion of Work Order.

3.3.3. For the avoidance of doubt, the relevant Response Time (from Annex 1 – Response Times to this Statement of Requirement), shall start upon transmission commencing as per paragraph 3.3.1 (a) – (c) of this Statement of Requirements.

3.4. Managing Work Orders

3.4.1. The Authority shall manage all Work Orders to ensure that work is completed in line with the Response Times.

3.4.2. The Supplier shall proactively seek updates from and liaise with the Authority Supply Chain Members, on-site contacts and the Authority's employees, Landlords, tenants and other Government departments or public bodies, to ensure they proactively update the status of Work Orders and accurately complete Work Orders.

3.4.3. The Supplier's Work Order Management Solution shall have the capability to provide automated prompts to Authority Supply Chain Members for updates on Work Orders. For the avoidance of doubt, "proactively update" includes inserting a contemporaneous narrative description to provide an accurate audit trail including (without limitation):

(a) for Work Orders completed within the Response Times, details of any work undertaken outside of normal parameters, for example an explanation of why certain things were done; and

(b) for Work Orders not completed or not likely to be completed within the Response Times an update on why the work has not been completed, how the Authority Supply Chain Member is expediting a solution and an estimated time of completion.

3.5. Completion of Work Orders

3.5.1. Upon completion of a Work Order, the Supplier shall ensure the relative Authority Supply Chain Member or others, (such as Landlords/Warranty holders), formally "completes" or requests "completion" of the Work Order ensuring this is time-stamped to enable SLA, KPI and SPI performance tracking.

3.5.2. The Authority will keep the Supplier updated if any investigation proves the work has not been completed or not been completed to the required quality standard, the Work Order Response Time will continue from the time/point of the initial closure, i.e. the time taken to investigate shall be included in the time taken to undertake and complete the work. The Supplier and the Authority Supply Chain Member or others, (such as Landlords), shall be made aware of the outcome of this process by the Authority.

3.5.3. The Supplier shall ensure only fully and satisfactorily completed Work Orders are verified for payment, thereby ensuring value for money.

3.5.4. The Supplier shall ensure that in any circumstance where Work Orders have been "completed" (or closed) by the Authority Supply Chain

Member(s) or by other parties (such as Landlords), and the Authority (including the initial requestor) does not agree that the Work Order has been completed or can confirm that the Work Order has not been completed, or has not been completed satisfactorily, that Work Order is classified as “disputed”. The Supplier will then instigate the remedial activity set out in paragraph 3.7. In these circumstances, the Authority shall ensure full satisfactory resolution is achieved (i.e. the Work Order is closed to the satisfaction of all parties) within 2 (two) months from the original date of the Work Order and shall provide updates to the Supplier as required.

3.5.5. If the investigation proves the work has not been completed or has not been completed to the required quality standard, the Work Order Response Time will be continued from the time/point of the initial closure, i.e. the time taken to investigate shall be included in the time taken to undertake and complete the work. The Authority and the Authority Supply Chain Member or others, (such as Landlords), shall be made aware of the outcome of this process.

3.5.6. For clarity, there may be occasions where a Work Order may need to be re-opened, amended, replaced or status changed in other stages of its lifecycle. The Supplier Solution shall have the capability to provide an audit trail of any such changes to a Work Order.

3.5.7. The Work Order Management Solution should provide the capability that when a reactive Work Order is raised and assigned to a location in the first instance, the Asset which was repaired must be recorded against the Work Order before it can be closed. Where possible an Asset should be associated to a Work Order from inception.

3.5.8. The Work Order Management Solution should not allow PPM Work Orders to be closed when a Compliance Documentation is uploaded until the Compliance Documentation has been verified by the Authority as valid and compliant.

3.5.9. All maintenance, labour and replacement parts costs must be recorded against an Asset during maintenance or fault remediation irrespective of cost and whether or not within the CLT and be transmitted back and stored in the Supplier Solution against the Work Order and Asset Register Asset records, and / or other records as required.

3.5.10. The Supplier Solution must have the ability to manage Schedules of Rates linked to Authority Supply Chain Services. Refer to the Cost and Finance Management Statement of Requirements (Schedule 2.1E (Cost and Finance Management)) and key processes in Annex 4 of Schedule 2.1B (Account Management) for additional information relating to Work Orders.

3.5.11. The Supplier Solution shall have the capability to identify and report on Work Orders that relate to non-compliant assets where an asset has been isolated or taken out of use.

3.5.12. The Supplier Solution shall have the capability to identify and report on operational impacts of Work Orders. For example, where a Work Order relates to a lift not functioning and requiring urgent maintenance, and it is the only lift in the building.

3.6. Proactive management of Work Orders

3.6.1. The Supplier shall adopt a proactive approach to managing Work Orders in particular those which remain unresolved (i.e. not completed) and are approaching their Response Time / SLA timeframe. In this regard, the Supplier shall establish and maintain an "about to breach" type system and process, so that potential Work Order failures are avoided. This system and process shall include but not be limited to:

(a) the Supplier undertaking a daily review of all open (i.e. not completed) Work Orders to identify Work Orders that may be about to breach, for example, those Work Orders that have only 25% of their original Response Time remaining and / or those that are related to or associated with high risk services or "priority 1" and "priority 2"[1] services or elements, (e.g. lifts, heating, lighting and security equipment etc),

(b) upon identification of such Work Orders, the Supplier shall notify the nominated Authority personnel. The Authority will instigate urgent and rapid communication with the Authority Supply Chain Members to agree a suitable plan of action that will ensure the relevant Work Order does not fail. The Authority shall notify the Supplier of the actions being undertaken to prevent failure of the Work Order; and

(c) the Supplier shall communicate with the individual who raised the Work Order the detail of the actions being taken to prevent the likely failure of the Work Order.

The Work Order Management Solution must have the ability to enforce actions/processes and notifications via a workflow capability.

3.7. Managing breached or failed Work Orders

3.7.1. The Supplier shall establish and maintain a system and processes, to manage failed Work Orders, i.e. those Work Orders that are either not completed within the allocated Response Time and or that the work was not of a satisfactory standard. This system and process shall without limitation:

(a) notify the Authority and at the same time seek an explanation from the Authority Supply Chain Member(s) as to why the Work Order has failed in order to understand whether: i) the Work Order has in fact been completed but the Authority Supply Chain Member has not updated the System (i.e. categorised the Work Order as

[1] Note the details of these classifications to be provided during Mobilisation Phase if not in the Virtual Data Room (if used).

closed); or ii) the Work Order has not been completed and has in fact failed;

(b) provide for the Authority to inform the Supplier of alternative options for completing the Work Order as soon as possible including delivering a temporary fix;

(c) where a Work Order has or is likely to fail to meet the assigned Response Time, unless a particular individual has 'opted out' of such requirement, notification (via email or telephone as appropriate) to the individual who made the original call into the Helpdesk with a status update triggered by certain status changes on the Work Order. The individual shall be contacted again at regular intervals until the Work Order has been completed. If appropriate the individual shall be informed of the Complaint Process (as detailed at Schedule 2.1B (Account Management); and

(d) throughout the remaining life of the Work Order continue to seek regular updates from the Authority Supply Chain Member until the work has been satisfactorily completed.

3.7.2. Post event, the Authority may:

(a) investigate the root cause for the failure, and put appropriate management measures in place to reduce the probability of future failures of a similar nature; and

(b) ensure any systematic measures are recorded and learning shared across the Authority Supply Chain Members and with the Supplier.

3.7.3. The Supplier shall support the Authority in any such investigations, and where any changes or improvements are required to the Supplier's system or process, work with the Authority to address these.

3.7.4. The Supplier shall ensure performance-related reporting related to that Authority Supply Chain Member (responsible for the failure) which accurately records the failure.

3.7.5. The Supplier shall provide a summary report each month to the Authority of activity related to managing open and overdue Work Orders. This may require requesting information from the Authority and or Authority Supply Chain Members. Refer to Schedule 2.1F (Data, Analytics and Reporting) for detailed report requirements.

3.8. Authority Supply Chain Member Requirements

3.8.1. The Supplier acknowledges that a number of Authority Supply Chain Members will use also their own system in relation to Asset Register Assets.

3.8.2. The Supplier acknowledges that the current Security Authority Supply Chain Member may rely on the use of and access to the Supplier System(s) Solution for the assets, tasks, activities and/or works associated with the Security Services. The Supplier acknowledges that the current Security Authority Supply Chain Member is currently developing its approach to an asset register that can be integrated with the Supplier System(s) Solution.

3.8.3. The Supplier shall identify in Schedule 7.7 (Pricing Template), any additional costs associated with the requirement set out in paragraph 3.8.2. Such costs (if any) shall only be payable during the term of the current Security Authority Supply Chain Member's contract.

3.8.4. The Supplier acknowledges that during the Mobilisation Phase the Authority shall notify the Supplier if there is any change to the requirement set out in paragraph 3.8.2.

3.8.5. The Supplier acknowledges that there may be other Authority Supply Chain Members during the Term who will also not use their own system and may require use of and access to the Supplier System(s) Solution. The Authority shall notify the Supplier when this may be the case.

4. SYSTEM REQUIREMENTS

4.1. Helpdesk Solution

4.1.1. The Supplier must provide a Helpdesk Systems(s) Solution that has multiple channels for raising requests, for example all Helpdesk requests must be raised either by email, self-service portal[2] or telephone call. This must include (without limitation) facility to:

(a) raise new tickets / helpdesk requests;

(b) view the progress of previously raised tickets;

(c) re-open tickets that are believed to be closed in error;

(d) complete customer satisfaction survey; and

(e) raise a compliment/complaint.

4.1.2. The Supplier shall, during a report into the Helpdesk, ensure full details of the report are accurately captured within the System and ensure time-stamping of this and all subsequent updates to the Work Order to enable accurate performance measurement and management, and also reporting.

4.1.3. The Solution should be able to ensure that when a message is passed from an Authority Supply Chain Member, the details of the person who created that message are passed across the interface and stored in the System.

4.2. Work Order Management Solution

4.2.1. The Work Order Management element of the Solution must have the capability for managing and recording Work Orders from inception to completion and payment. The Solution shall include but not be limited to the:

(a) assessment of the need and allocation of the most appropriate Response Time by the Supplier;

(b) identification and management of repeat/duplicate calls for the same issue/request;

(c) identification as to whether the Work Order is for an Asset under warranty;

(d) identification as to whether the Work Order is the liability of a Landlord;

[2] Note – the requirement for a self-service portal is to be agreed with the Authority during Mobilisation Phase and is not required at Operational Services Commencement Date

(e) allocation of the Work Order to the most appropriate Authority Supply Chain Member, Landlord or Warranty holder, by the Supplier;

(f) facility to enable and apply Authority-allocated levels of DFA to the Authority Business Areas to ensure accurate budget holder approvals;

(g) receipt of Work Orders by the Authority Supply Chain Member(s) through transmission of the Work Order by integration, Supplier Portal and/or email or other mechanism as recommended by the Supplier to the Authority;

(h) facility to provide updates from Authority Supply Chain Members on the progress of Work Order(s) to enable proactive customer management by the Supplier and allow Authority personnel with access to the Supplier System to view updates. Updates shall include but not be limited to changing the status of the Work Order(s) based on progress, adding update notes for use in communication to Authority personnel and or Authority Supply Chain Member(s) and the time of final closure and/or completion;

(i) Work Order progress tracking by the Supplier and Authority and if appropriate, automated updating the Authority personnel or person who made the original report where the Work Order was subsequently raised;

(j) ability to re-allocate Work Order priority levels if required;

(k) ability to re-allocate Work Orders to different Authority Supply Chain Members;

(l) ability to enable the retrospective approval of a chargeable Work Order governed by the criticality of the task; and

(m) facility to ensure accurate and timely closure of Work Orders by the relevant Authority Supply Chain Member.

4.2.2. The Solution must be made available to Authority building users to be able to track and monitor Work Orders (both reactive and PPM), action approvals appropriate to the building users' designated authority level and review Work Order details at a property level in order that the building users can perform their day to day management of the Authority Supply Chain Services.

4.2.3. Other Government Departments may be tenants of the Authority or occupy their own space in a shared property forming part of the Authority Premises. In these instances, as the Authority will advise during the Mobilisation Phase, a cost centre or other identifier may be required to be captured during the helpdesk process.

4.2.4. The Supplier Solution will have the capability to have additional User Defined Fields on a Helpdesk/Work Order.

4.2.5. The Supplier shall ensure that the System has the functionality to identify Work Orders associated with the property that are the responsibility of a Landlord or another third party. Work Orders should then be directed to the Landlord or third party and managed appropriately.

4.2.6. A secure online supplier portal shall be provided by the Supplier to enable Authority Supply Chain Members to have the ability to (without limitation):

(a) receive (and reject) Work Orders;

(b) manage/upload Work Order updates;

(c) track progress and financial status;

(d) review PPM information and scheduling;

(e) submit applications for payment for validation by the Supplier and the Authority for approval;

(f) consolidate and submit electronic invoices, including VAT where applicable;

(g) create, upload and manage quotes and estimates;

(h) submit invoices for validation prior to a consolidated invoice being submitted to the Authority; and

(i) review payments (or outstanding invoices).

4.2.7. The Supplier Solution should have the ability to apply differing rules to SLAs depending on business rules. This should allow the SLA to be paused and restarted depending on Work Order status; Not paused, irrespective of Work Order status; have the ability to agree and change the SLA target manually (with appropriate Audit logs).

4.2.8. The Supplier Solution should have the ability for Authority nominated personnel to agree and change the SLA target manually (with appropriate audit logs).

4.2.9. The System should enable a financial authority work-flow as defined in the Cost and Financial Management Statement of Requirements (Schedule 2.1E (Cost and Finance Management)).

4.3. System Access

4.3.1. The Supplier shall provide access for the Authority and nominated Authority Supply Chain Members to the Helpdesk and Work Order Management System Supplier’s Solution.

4.3.2. The Supplier’s Solution shall provide an appropriate security model that enables different user rights and access. More information regarding Security is included in Schedule 2.1G (System Requirements).

4.3.3. Nominated Authority personnel may need to be provided with ability to close Work Orders.

4.3.4. User groups are to be defined during Mobilisation Phase.

4.3.5. Access should be possible from Authority Supply Chain Member and Authority mobile devices.

5. DATA AND REPORTING REQUIREMENTS

5.1. General Reporting

5.1.1. This section should be read in conjunction with the reporting requirements detailed in Schedule 2.1F (Data, Analytics and Reporting). Note this list is not exhaustive and it is expected that the Authority's reporting requirements will change over the Term.

5.1.2. Frequency, users and report type shall be agreed during the Mobilisation Phase.

5.2. Helpdesk and Work Order Reporting

5.2.1. The Supplier will be expected to hold and maintain data to produce dashboards and/or reports for the Authority that provide the information on the Helpdesk and Work Order Management Services. Refer to Schedule 2.1F (Data, Analytics and Reporting) and Annex 1 to this Schedule for the requirements.

Annex 1 – Response Times

Note these response times may be updated and if so the Authority shall update the Supplier during the Mobilisation Phase.

“On-Site” Services describes reactive response times for Authority Premises where an Authority Supply Chain Member has an on-site presence, (usually but not exclusively head office-type properties).

“Off-Site” Services describes the response times for Authority Premises where there is not any on-site presence.

During the Mobilisation Phase the Authority shall make the Supplier aware of which properties do and do not have on-site presence via the Service Matrix.

Priority Level	Type	Definition	On-Site Services			Off-Site Services		
			“Respond” (Attendance)	“Fix” (Temporary Fix)	“Complete” (Final Fix / Resolve)	“Respond” (Attendance)	“Fix” (Temporary Fix)	“Complete” (Final Fix / Resolve)
1	Call	Time to answer a call into the Helpdesk	23 Seconds	NA	NA	23 Seconds	NA	NA
2	Information	Ad-hoc information request over and above the requirements set out in the SOR	Two Hours	One Day	To be agreed with DWP at time of request but no longer than five Days	Two Hours	One Day	To be agreed with DWP at time of request but no longer than Five Days
A	Critical	Matters giving rise to an immediate health and safety, business critical or security risk.	Fifteen Minutes	One Hour	For H&S Issues within twelve hours. Security Issues within six hours.	Thirty Minutes	One Hour	For H&S Issues within Twenty Four hours. Security Issues within Eighteen Hours.
B	Emergency	Matters that prevent or severely restrict the Authority from conducting normal operations.	Thirty Minutes	Two Hours	One Working Day	One Hour	Four Hours	Next Working Day
C	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users	Two Hours	Next Working Day	Two Working Days	Four Hours	Next Working Day	Five Working Days
D	Routine	Matters of a routine nature.	Five Working Days	n/a	Ten Working Days	Ten Working Days	n/a	Fifteen Working Days

Priority Level	Type	Definition	On-Site Services			Off-Site Services		
			"Respond" (Attendance)	"Fix" (Temporary Fix)	"Complete" (Final Fix / Resolve)	"Respond" (Attendance)	"Fix" (Temporary Fix)	"Complete" (Final Fix / Resolve)
E	New Works	New Work, change or cosmetic requests.	Ten Working Days	n/a	Initial attend and schedule completion date within Ten Working Days of request (completion has no SLA)	Ten Working Days	n/a	Initial attend and schedule completion date within Ten Working Days of request (completion has no SLA)
F	Consumables	Requests for restocking of toilet or other consumables.	Thirty Minutes	n/a	Toilet to be restocked within Thirty Minutes.	Two Hours	n/a	Toilet to be restocked within Two Hours.
G	Equipment	All requests for assistance with equipment which is in-scope or problems at conferences, meetings etc.	Fifteen Minutes	One Hour	One Working Day.	Fifteen Minutes	One Hour	One Working Day.
H	Small Moves	Requests for the booking of porters or drivers.	Thirty Minutes	n/a	Three Working Days	Thirty Minutes	n/a	Three Working Days
I	Messengers	Request for Messenger or Courier Services	Ten Minutes	n/a	Ten Minutes	Thirty Minutes	n/a	Thirty Minutes
J	Complaint	A failure in delivery of any service, at any time.	Two Hours	n/a	Satisfactory Outcome within Two Days	Two Hours	n/a	Satisfactory Outcome within Two Days
K	Ad Hoc	Matters of an Ad hoc or unplanned nature; by the virtue of its category DO NOT require an enhanced response above that of Routine.	Five Working Days	n/a	Fifteen Working Days	Ten Working Days	n/a	Ten Working Days
L	Uncompleted Task	A Scheduled task not completed as announced / described requiring a higher than Routine response.	Three Working Days	n/a	Five Working Days	Three Working Days	n/a	Ten Working Days

Priority Level	Type	Definition	On-Site Services			Off-Site Services		
			"Respond" (Attendance)	"Fix" (Temporary Fix)	"Complete" (Final Fix / Resolve)	"Respond" (Attendance)	"Fix" (Temporary Fix)	"Complete" (Final Fix / Resolve)
M	Call Back	A failure in delivery of any service, at any time, which requires a re-attendance of the technician	Two Hours	n/a	Four Hours	Four Hours	n/a	One Working Day