**Lightning Protection and Fall Arrest Maintenance Contract**

**Appendix 18:**  **ICT Requirements**

**1.0 Introduction**

* 1. The RBKC utilise the Keystone Asset Management System (“Keystone) and “Service Connect” in the management of works and the maintenance and on-going capture of data.
	2. The following sets down the Service Provider requirements that the Service Provider shall adhere to in the delivery of the Works.

**1.3** The Service Provider shall be responsible for any costs required to adapt their existing systems to interface with Keystone and Service Connect and meet the requirements of the RBKC in relation to data transfer and management as set out in this Appendix.

**1.4** The RBKC’s specific, technical requirements are detailed within the document **Annexure 1** entitled: “Configuring and Monitoring Keystone Servicing, and Service Connect and Inspection Interfaces”. This is the technical framework upon which a Tenderer will base their price/cost within their tender for this aspect of their service and if successful shall be required to work to.

**1.5** The following is intended as a broad overview only and all of the following sections must be read in conjunction with **Annexure 1.**

**1.6** All information uploaded to Keystone, and Service Connect shall be the property of the RBKC and may be viewed by third parties appointed by the RBKC and passed to a new Service Provider on cessation of this Contract.

**2.0 Requirements**

**2.1** From the date of appointment, the Service Provider shall provide the information as set out in **Annexure 1**.

**2.2** All the reports from the QA Engineer shall be uploaded regularly to the relevant register.

**2.3** All data shall be updated expeditiously so that it is available to the RBKC as soon as is reasonably practical. **Testing Certificates shall be provided to** the RBKC **within 24 hours of the Planned Maintenance taking place**. Payment for installation works shall not be made until the relevant certificates have been provided in the format required in this Appendix.

**2.4** In the event that the Service Provider discovers any discrepancies in the list of assets provided or replaces, removes, or adds any additional equipment, then the Service Provider shall update the system providing all relevant details, with an accompanying statement confirming all changes made and why.

**2.5** Any asbestos inspection and removal information shall be provided to the RBKC using the data and document transfer method specified. This information will be delivered to the RBKC within one week of the asbestos assessment/inspection taking place.

**3.0 Information Format**

**3.1** The information shall be provided in a format set out in **Annexure 1**. The data provided shall be used by the RBKC to update their Asset Register via the Keystone Generic Interface (“KGI).”

**3.2** On receipt of the relevant data, the RBKC will update the Asset Register by populating data against the appropriate KGI, property, component, and date records.

**3.3** The RBKC shall provide the Service Provider with access to “Keystone Kiosk” in order to access the health and safety information held by the RBKC in relation to the properties. The majority of this information comprises of asbestos survey reports.

**4.0 Mobilisation**

**4.1** In order to develop any required data systems, the Service Provider shall make provision for an appropriately experienced senior Information Technology resource to work with the Employer during the Mobilisation Period.

**4.2** This work will involve agreeing the format of the data to be uploaded (potentially by the use of “Dropbox” or ftp) with any necessary protocols regarding such uploads (such as how updates are notified and the frequency of uploads).

**4.3** The costs associated with these preparatory works are estimated to be a minimum of 4 days and will be included within the Planned Maintenance costs.

**5.0 Performance management**

**5.1** All KPI data shall be entered expeditiously on the relevant register so regular KPI reports can be collated and passed to the Performance Management Team.

**6.0 Complaints**

**6.1** Details of all complaints (verbal or written) shall be entered on to the relevant register within the timescales set out in the Brief. This data shall include:

* The UPRN number
* The name of the complainant
* The time and date of the complaint
* The nature of the complaint
* Any actions taken as a result of the complaint
* Comments

**7.0 Arrangement of meetings**

**7.1** The RBKC requires the ability to make some appointments with the Service Provider on behalf of residents (who may attend the RBKC offices or telephone the RBKC direct). The RBKC therefore require visibility of the Service Provider’s appointment diary. If an appointment is made this will be confirmed to the Service provider via Keystone within 2 hours.

**8.0 Post Contract Review of Data Capture**

**8.1** The RBKC and the Service Provider shall review the operation of the data capture arrangements three months after the commencement of the Contract and the Service Provider shall make provision for an appropriately experienced Information Technology staff resource to undertake this joint review with the RBKC (estimated to take in the region of 2 days).

**8.2** Following the review referred to in 8.1 above, the Service Provider will implement any recommendations arising in line with The RBKC’s requirements.