

COLIN[®] Service Agreement

Department for International Trade
Service Term: 2021 - 2023

Table of Contents

1	Introduction.....	3
1.1	Purpose of document.....	3
2	Agreement.....	3
2.1	Service definition	3
2.1.1	Service charges	3
2.2	Cost of service	3
2.3	User licences	3
2.4	Operational hours.....	4
2.5	Out of hours support.....	4
2.6	Additional terms	4
3	Scope.....	4
3.1	COLIN Services	4
3.2	Out of scope.....	4
4	Severity descriptions	4
4.1	Priority 1 – Urgent.....	4
4.2	Priority 2 – High.....	4
4.3	Priority 3 – Normal.....	5
4.4	Priority 4 – Low	5
5	Service response times	5
6	Service contacts	5
6.1	Contacting Intelogy	5
6.2	Support manager	6
6.3	Authorised support users.....	6
6.4	Escalations.....	6
7	Invoicing.....	6
8	Validity	6
9	Termination	7
10	Service owner	7
11	Signatures.....	7

1 Introduction

1.1 Purpose of document

COLIN® Press Office Solution is a Software as a Service application provided by Intelogy Limited. This document outlines the Assurance Agreement between Intelogy and Department for International Trade (DIT) for the provision of COLIN.

2 Agreement

2.1 Service definition

Intelogy agree to provide assurance and support services for COLIN for the term of this agreement in accordance with the scope definitions set out in section 3 below.

2.1.1 Service charges

To provide this service, Intelogy impose a **service charge** on a monthly usage basis for the duration of the **service period**. Included in the service charges are:

- **Licenses to use COLIN**, the secure press office system for the named individuals allocated to the system. Each user should have an associated NCSC email address and cannot be a shared account.
- **All hosting** charges for COLIN, including Azure storage and backup, web application, Active Directory, multifactor authentication services and SSL certification.
- **A monthly support ticketing allowance** (see cost of service section). This allowance is designed to ensure that Intelogy have adequate systems, processes and resources in place to provide the requested services. Unused support time cannot be carried forward into the next service period, except by prior arrangement. In the unlikely event, that the total effort invested by Intelogy exceed the capped limit in any given service period, an agreed daily or hourly rate will apply as set out below. Intelogy will only proceed with support services over and above the capped limit on approval from the **service owner** on a case-by-case basis.

2.2 Cost of service

Component	Service Period	Service Charge (GBP ex VAT)
COLIN Service	Monthly	£88 per user

2.3 User licences

The initial level of user licences will be **22**.

Additional user licences can be added at any time on request by the service owner via the support desk. New licences will be charged pro-rated, based on the remaining term of the agreement at the time of request.

Additional user licences £88 per user, per month (pro-rated)

The minimum number of user licences on the service is 10.

2.4 Operational hours

Unless otherwise stated, standard operational support hours are: 0900-1700 UK time* Monday to Friday (excl. Bank Holidays)

* UK time is either GMT or BST (GMT+1) as appropriate.

2.5 Out of hours support

If Department for International Trade (DIT) requires support outside of the times specified above, this will only be provided by prior arrangement with the Intelogy support team.

There are no guaranteed response times for support outside of operational hours.

2.6 Additional terms

Intelogy will provide DIT with free upgrades during the course of the term. The scope of the upgrades will be in line with all other Departments. DIT is welcome to make suggestions as to how they would like COLIN to be improved in the future.

3 Scope

Intelogy will provide a completely managed service for COLIN. Support requests must be provided by authorised support users, as listed below in section 6.3.

3.1 COLIN Services

- Provide access to a DIT instance of the COLIN application for the number of users specified in this agreement, including hosting, licensing and support
- Provide application-level support for the COLIN application in case of error messages or software defects
- Provide advice and consultancy to the core customer support team or individuals in supporting the wider user base
- Liaise with and manage the hosting operation
- Provide 1 x refresher / training session on site during the course of the term.

3.2 Out of scope

- End user queries or feedback
- Any other web applications or databases not covered by this agreement

4 Severity descriptions

4.1 Priority 1 – Urgent

An incident that has a major impact on the business, where work cannot reasonably continue or trading is prevented by a critical application or infrastructure failure or an incident that has a financial or reputational loss to the business.

4.2 Priority 2 – High

An incident which has an impact on the business by causing a severe loss of service that results in some important functionality of a critical system becoming unavailable. There is no acceptable workaround for the business, however operations can continue in a restricted fashion.

4.3 Priority 3 – Normal

A problem that has an impact on the business, as described above for priority 2, but there is a feasible short-term workaround to resolve the problem which is known to the user and is deemed reasonable to the business and the support team) or a minor loss of service where the impact on the business is an inconvenience, minimal degradation in system performance.

4.4 Priority 4 – Low

A problem that has very little or no impact on the operations of the business, and therefore requires a very low priority. This may constitute a data set-up issue, question or query where there are no pressing circumstances.

5 Service response times

Priority	Response Time	Target Resolution Time
P1 – Urgent	2 hours	90 % within 1 day
P2 – High	4 hours	90 % within 2 days
P3 – Normal	10 hours	90 % within 3 days
P4 – Low	10 hours	90 % within 5 days

Our service response targets are guidelines for resolution times for incident tickets which Intelogy intend to meet or beat.

They rely on the assumption that the raiser of the incident is able to provide, or make available a member of the client's team that can provide, any additionally requested information, testing or other appropriate collaborative input to assist with the satisfactory resolution of the request.

6 Service contacts

6.1 Contacting Intelogy

- Online using the Service Desk**
 Issues can be logged directly on the [service desk](#) by visiting [support.intelogy.co.uk](#) and logging in with your username and password. A username and password will be provided to all authorised support users listed in section 6.3.
- Via email to the Service Desk***
 Emails sent to [redacted] will be logged on the service desk. The subject of the email should be relevant, and a good description of the issue should be provided within the email body. Screenshots or documents as attachments can be provided.
- By phone to the support team**
 The support team is available via phone [redacted] between **0900-1700 UK time Monday to Friday** (excluding Bank Holidays). The issue will be logged on the service desk on the caller's behalf.

* Please note that **ONLY** authorised support users listed in section 6.3 will be able to log tickets via email to [redacted]. Any requests sent to [redacted] from an email address not registered with our Service Desk will be rejected.

6.2 Support manager

The support team is available to discuss any aspect of the agreement of the support services received:

6.3 Authorised support users

To ensure efficient processing and turnaround of support issues, the users listed below will be the only individuals or groups that are:

- Provided with a username and password to access the [Service Desk](#)
- Recognised automatically by the service desk when emailing [REDACTED]
- Authorised to report issues to the [support team](#) and make use of the support budget

6.4 Escalations

Any priority escalation on tickets accepted and assigned to Intelogy support staff should be addressed via the support communications channel or to the [support manager](#).

[REDACTED]

[REDACTED]

7 Invoicing

This agreement will be invoiced [Annually](#) in advance at a value of [£23,232](#) per year* plus any excess users above the number defined section 2.3 used in the previous quarter.

Invoices will be sent directly to the service owner or specified procurement channel. The fees are exclusive of VAT, which will be charged at the applicable rate.

* Correct at time of writing. Varying the number of user licences up or down will adjust this cost accordingly.

Expenses necessarily incurred to render the required services would be reimbursed by the client at cost. Travel by car will be reimbursed at the agreed allowance rate of £0.45 GBP per mile.

8 Validity

This contract is valid for [24 months](#), effective [01/04/2021](#).

9 Termination

The service owner or Intelogy may terminate this agreement at any time by giving 3 months' written notice. Any fees beyond the 3 months termination point to the point of renewal will be refunded pro rata.