

OFFICIAL: SENSITIVE - COMMERCIAL



Order

ORDER NO: SER/0484

DATE OF ORDER: 6 March 2015

(to be quoted on all invoices and correspondence relating to this Order)

FROM: (name and address of Customer)

Water Services Regulation Authority (Ofwat)
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

Telephone No: 0121 644 [REDACTED]

Email: [REDACTED]@ofwat.gov.uk

TO: (name and address of Supplier)

Condeco Ltd
8th Floor Exchange Tower
2 Harbour Exchange Square
London
E14 9GE

Mobile: 07876 [REDACTED]

Email: [REDACTED]@condecosoftware.com

DELIVERY ADDRESS

As above and

4th floor
21 Bloomsbury Street
London
WC1B 3HF

INVOICE ADDRESS

Finance Team
Water Services Regulation Authority (Ofwat)
Centre City Tower
7 Hill Street
Birmingham
B5 4UA

The Agreement arising from this Order shall be governed by the: Water Services Regulation Authority's Conditions of Contract for IT Hardware and Solutions attached at Appendix A; the Customer's Invitation to Tender dated 6 February 2015; clarification paper attached at Appendix B; the Supplier's proposal dated 17 February 2015; email correspondence between the Customer and the Supplier dated 24 - 26 February 2015 and 6 March 2015; and any enhancements thereto and provisions expressly listed herein.

IT Hardware and Solutions:

Resource Booking System (Hosted) - PROC.02.0087

The IT Goods and Services to be delivered are as set out in Appendix C.

Term:

The commencement date shall be 6 March 2015. The Term will be 3 years from 6 March 2015 to 5 March 2018, with the option to extend in 12 month increments up to a maximum of 5 years, unless terminated earlier in accordance with the provisions of this Agreement.

Charges:

The Initial total fixed Charge for the IT Goods and Services (as detailed in Appendix C) is

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or 3 years excluding travel & subsistence and VAT.

The option to extend in 12 month increments is [REDACTED] per year excluding travel & subsistence and VAT. For the avoidance of doubt the annual charges shall not be subject to indexation. A breakdown of the Charges is set out in Appendix C.

In the event that there are changes to the Deliverables during the Term then the Parties will agree any changes to the Charges in the form of an agreed 'Variation Form'.

In addition to the Charges above, the Supplier shall be entitled to be reimbursed by the Customer for reasonable travel and subsistence expenses properly and reasonably incurred in the performance of any on-site professional services related to this requirement. Any Travel and Subsistence will be reimbursed in accordance with Ofwat's standard travel and subsistence rates as set out in Appendix D.

Any travel undertaken as a consequence of performance of the contract must utilise the most cost effective means (taking into account the cost of travel, the cost of meals and accommodation and savings in time) for the whole journey.

The Customer will not pay for:

- Any mark-up on disbursements;
- Travelling time unless the Customer representative has authorised in advance the payment of travelling time.

Payment Profile:

Year 1:

Set-up Charges and Annual Charges

Invoices for set-up Charges and Year 1 annual Charges including any implementation services will be due upon acceptance by the Customer of the Solution in accordance with the provisions of Clause 9 of the Terms and Conditions of Contract for IT Hardware and Solutions.

Year 2 and 3:

Annual Charges

Annual Charges will be payable annually in advance. The Charges for the second and third years (and fourth and fifth years if Agreement extended) shall be billed annually in advance on the anniversary of the previously billed annual fee.

Invoicing

All Invoices shall contain the following information:

- the Order Number (as stated above);
- a summary of the IT Goods and Services including where applicable the payment milestone; and
- the line value; total value excluding Value Added Tax (VAT), the VAT percentage and total value including VAT;

Invoices must not contain the Supplier's terms and conditions, nor can reference be made to the Supplier's terms and conditions. Invoices with the Supplier's terms and conditions printed on them or referred to therein will not be accepted by the Customer.

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Implementation Plan:

The Parties shall agree the Implementation Plan within (2) days after the kick-off meeting. Once agreed, the Implementation Plan shall be deemed part of the Agreement.

Both Parties shall perform all their obligations under the Agreement in accordance with the dates and timeframes specified in the Implementation Plan.

Acceptance Testing:

The Customer shall be entitled to conduct Acceptance Tests on the Supplier's Solution to test whether the Solution meets the requirements set out in the Specification.

Service Levels:

Details of the Supplier's Service Request Management Service Level Agreement are set out in Appendix E.

Key Personnel:

The Key Personnel for the provision of the related Services hereunder shall be:

[REDACTED]	Senior Project Manager
[REDACTED]	Contract Manager

Project Management:

The Customer's Project Manager shall be:

[REDACTED] – Associate, Operations

T: 0121 644 [REDACTED]

E: [REDACTED]@ofwat.gsi.gov.uk

The Supplier's Senior Project Manager shall be:

[REDACTED]

T: 0207 001 [REDACTED]

M: 07876 [REDACTED]

E: [REDACTED]@condecosoftware.com

The Supplier's Contract Manager shall be:

[REDACTED]

T: 07876 [REDACTED]

E: [REDACTED]@condecosoftware.com

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Signed for and on behalf of Customer

Name: [REDACTED]

Title: Principal - Operations (Finance)

Signature: [REDACTED]

Date: 12/03/2015

Signed for and on behalf of Supplier

Name: [REDACTED]

Title: Major Accounts Manager

Signature: [REDACTED]

Date: 12-3-15

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Appendix A

Terms and Conditions of Contract for IT Hardware and Solutions

Attached as a separate document.

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Appendix B

Clarification Paper

Attached as a separate document.

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Appendix C

Supplier's Quotation

Attached as a separate document.

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Appendix D

Travel & Subsistence rates

Receipts must be submitted with all claims and must be in accordance with these rates

Meal Allowance:

Paid on actual expenditure within the following prescribed ceilings:

Breakfast	£10
Lunch	£8
Dinner	£25

These amounts cover the cost of purchasing meals and beverages. Receipts must be submitted.

Accommodation:

Paid on actual expenditure within the following prescribed ceilings:

London	£165
Elsewhere	£115
Private residence	£25

These rates cover a 24 hour period for accommodation only, inclusive of VAT. Receipts must be submitted.

Mileage Rates:

25p per mile

Rail Travel:

The actual cost of public transport (normally rail) may be reimbursed. Economy Class (second class) rail tickets should be purchased.

Service Request Management SLA's

Services requests are classed as a request from a user for information, or advice, or for a standard change. They are communicated or logged with Condeco in the standard manner either by email or telephone.

Service request will be handled by Service Desk and do not require an RFC to be submitted. Table 2 outlines the Service Request SLA

Priority	Description	Response Time SLA	Resolution Time SLA
High	Urgent service request, i.e.: short-notice IMAC request (Install/modify/add/change user) which needs to be expedited above standard response to prevent undue impact to individual and/or business process.	2 hours	24 hours
Medium	Standard service request, i.e.: request for information, ad-hoc report or IMAC when 10- days turnaround is acceptable to individual and/or business process	4 hours	60 hours
Low	Non-urgent request, i.e.: request for information or other non-IMAC service request, which can be managed over longer 15-day turnaround with no impact to individual and/or business process	Next day	240 hours

Appendix E

Declaration Form

Tender for: Resource Booking System

Project Ref.: PROC.02.0087

To the Water Services Regulation Authority

On behalf of [Conduco] I offer to provide the Goods and Services specified in your ITT documents. I understand that our offer and any Agreement, which may result from it, will be based upon the documents listed below:

- a) Invitation to tender letter;
- b) Specification and any appendices; and
- c) Terms and Conditions of Contract for IT Hardware and Solutions

1. Any other terms and conditions

I agree that any terms or conditions of contracts or any general reservations which may be printed on any correspondence originating from me/us in connection with this tender or with any contract resulting from this tender, will not be applicable to the Agreement.

2. Law

I agree that any Agreement made will be subject to the law of England and Wales.

3. Tendered Price

The tendered price is valid for [60] days from the tender returnable date.
[The tenderer is to insert the number of days which must be no fewer than 21 days; if no validity period is stated, it will be assumed that the offer is firm for 90 days from the tender returnable date.]

4. I agree that the Customer may disclose our information/documentation (submitted to the Customer during this procurement) more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.



Name: [Redacted]

Signature: [Redacted]

Position: Major Account Manager

Date: 23/2/15

Annex D: Information handling checklist

Information handling measure	Confirmation
Where we are involved in projects involving Ofwat sensitive information we shall operate local procedures that control the access and egress of all personnel. Visitors to our premises will not be permitted within secure areas unless they have the appropriate Security Clearance or are under full escort.	<input checked="" type="radio"/> YES <input type="radio"/> NO
Where our premises hold Ofwat sensitive information our personnel/sub-contractors shall be required to undergo security vetting to a minimum of the Baseline Personnel Security Standard (BPSS).	<input checked="" type="radio"/> YES <input type="radio"/> NO
We will operate a clear desk policy in all premises where Ofwat sensitive information is held, such that all material, regardless of protective marking will be removed from the user's desk at the end of the day and stored in an appropriate lockable container for the type of material held.	<input checked="" type="radio"/> YES <input type="radio"/> NO
Where information disposal, of Ofwat sensitive information, is required, we will use appropriate disposal methods specific to the requirements of the protective marking.	<input checked="" type="radio"/> YES <input type="radio"/> NO
All electronic Ofwat sensitive information residing on our ICT network accessed remotely will be secured as per commercial best practice set out in ISO 18028-4 and audited/accredited as a minimum annually.	<input checked="" type="radio"/> YES <input type="radio"/> NO
Where Ofwat sensitive information resides on laptops, it will be secured using full hard disk encryption with a minimum FIPS 140-2 compliant standard software.	<input checked="" type="radio"/> YES <input type="radio"/> NO
Where Ofwat sensitive information resides on mobile devices, such as Blackberry, Android, Apple or Windows, the devices will be secured using the appropriate encryption service for that device to a minimum level of AES 256.	<input checked="" type="radio"/> YES <input type="radio"/> NO
All electronic Ofwat sensitive information residing on our ICT network will be secured using best practice controls, developed in accordance with the principles of ISO27001, and audited/accredited annually.	<input checked="" type="radio"/> YES <input type="radio"/> NO
Where Ofwat sensitive information is transferred to CD-ROM removable media it will first be compressed and encrypted using zip strong encryption (AES 256).	<input checked="" type="radio"/> YES <input type="radio"/> NO
Where Ofwat sensitive information is stored on USB removable media (or other flash storage) the removable media will be secured using a minimum of FIPS 140-2 standard software.	<input checked="" type="radio"/> YES <input type="radio"/> NO
Where Ofwat sensitive information is attached and sent via email it must first be compressed and encrypted using Zip strong encryption (AES 256).	<input checked="" type="radio"/> YES <input type="radio"/> NO
Where Ofwat sensitive information requires posting it will be issued by recorded post in a double envelope and issued with a transmittal. The cover will show no marking or descriptor other than Personal or Addressee only, if appropriate. The inner envelope will be marked with the appropriate protective marking and be suitably addressed.	<input checked="" type="radio"/> YES <input type="radio"/> NO
Ofwat sensitive information may be issued by fax within the UK but only with the written permission of the originator. The recipient must be able to receive the fax immediately. The transmittal fax machine must issue a transmittal receipt. Anything above the OFFICIAL-SENSITIVE marking must never be faxed.	<input checked="" type="radio"/> YES <input type="radio"/> NO
Name	Date
	25/2/15
Company	Signature
Condero	

Terms and Conditions of Contract for IT Hardware and Solutions

1 Interpretation

1.1 In these terms and conditions:

"Acceptance Test Criteria"	means the test criteria agreed by the Parties in writing prior to the Acceptance Test Period;
"Acceptance Test Period"	means the period agreed by the Parties in writing during which the Acceptance Tests shall be performed;
"Acceptance Tests"	means the acceptance test agreed by the Parties in writing prior to the Acceptance Test Period;
"Agreement"	means the contract between (i) the Customer acting as part of the Crown and (ii) the Supplier constituted by the Supplier's countersignature of the Order;
"Central Government Body"	means a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: (a) Government Department; (b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); (c) Non-Ministerial Department; or (d) Executive Agency;
"Charges"	means the charges for the Goods and Services as specified in the Order;
"Confidential Information"	means all information, whether written or oral (however recorded), provided by the disclosing Party to the receiving Party and which (i) is known by the receiving Party to be confidential; (ii) is marked as or stated to be confidential; or (iii) ought reasonably to be considered by the receiving Party to be confidential;
"Critical Service Failure"	shall have the meaning given in the Order;
"Customer"	means the Water Services Regulation Authority;
"Customer Data"	(a) data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which: (i) are supplied to the Supplier by or on behalf of the Customer; or (ii) the Supplier is required to generate, process, store or transmit pursuant to the Agreement; and/or (b) any Personal Data for which the Customer is the Data Controller (the terms 'Data Controller' and 'Personal Data' shall have the meanings prescribed under DPA);
"Customer System"	means the Customer's computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Customer or in respect of which access may be granted to the Supplier to provide the Goods and Services;
"Deliverables"	means anything delivered or to be delivered by the Supplier to the Customer, as

	specified in the Agreement;
"Delivery"	means the time at which the Goods and Services have been installed by the Supplier and the Customer has accepted the Solution in accordance with Clause 9. "Deliver" and "Delivered" shall be construed accordingly;
"DPA"	means the Data Protection Act 1998;
"Expiry Date"	means the date for expiry of the Agreement as set out in the Order;
"FOIA"	means the Freedom of Information Act 2000;
"Goods"	means the goods to be supplied by the Supplier to the Customer under the Agreement;
"ICT Environment"	means the Customer System and the Supplier System;
"Information"	has the meaning given under section 84 of the FOIA;
"Implementation Plan"	means the implementation plan set out in the Order (or subsequently agreed by the Parties);
"Key Personnel"	means any persons specified as such in the Order or otherwise notified as such by the Customer to the Supplier in writing;
"Malicious Software"	means any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence;
"Order"	means the order for Goods and Services set out on the front cover hereof;
"Order Number"	means the Customer's unique number relating to the supply of the Goods and Services;
"Party"	means the Supplier or the Customer (as appropriate) and "Parties" shall mean both of them;
"Personal Data"	means personal data (as defined in the DPA) which is processed by the Supplier or any Staff on behalf of the Customer pursuant to or in connection with the Agreement;
"Pre-Existing Intellectual Property Rights"	means any Intellectual Property Rights vested in or licensed to: <ul style="list-style-type: none"> a) the Supplier prior to or independently of the performance by the Supplier of its obligations under the Agreement; and b) the Customer prior to or independently of the performance by the Customer of its obligations under the Agreement;
"Project Specific IPRs"	means: <ul style="list-style-type: none"> a) IPRs in the Services, Deliverables and/or Goods provided by the Supplier (or by a third party on behalf of the Supplier) specifically for the purposes of the Agreement and all updates and amendments of these items created during the Term; and/or b) IPRs arising as a result of the provision of the Services, Deliverables and/or Goods by the Supplier (or by a third party on behalf of the Supplier) under the Agreement, including the rights in or to any database developed and supplied by the

	Supplier to the Customer in accordance with the terms of the Agreement;
"Request for Information"	has the meaning set out in the FOIA or the Environmental Information Regulations 2004 as relevant (where the meaning set out for the term "request" shall apply);
"Security Policy"	means the Customer's current security policy as updated from time to time;
"Service Credits"	means the sums referred to in the Order as being payable by the Supplier in respect of any failure by the Supplier to meet one or more Service Levels;
"Service Levels"	means any service levels applicable to the provision of the Services;
"Software"	means the Supplier Software and the Third Party Software as described in the Order;
"Solution"	means the Supplier's solution for the provision of the Goods and Services as referred to in the Order;
"Specification"	means the specification for the Goods and Services (including as to quantity, description and quality) as specified in the Order;
"Staff"	means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any sub-contractor of the Supplier engaged in the performance of the Supplier's obligations under the Agreement;
"Staff Vetting Procedures"	means vetting procedures that accord with good industry practice or, where requested by the Customer, the Customer's procedures for the vetting of personnel as provided to the Supplier from time to time;
"Supplier"	means the person named as the Supplier in the Order;
"Supplier Software"	means any software in which the Intellectual Property Rights are owned by the Supplier;
"Supplier System"	means the information and communications technology system used by the Supplier in providing the Goods and Services (but excluding the Customer System);
"Term"	means the period from the start date of the Agreement set out in the Order to the Expiry Date as such period may be extended or terminated in accordance with the terms and conditions of the Agreement;
"Third Party Software"	means any software in which the Intellectual Property Rights are owned by a third party;
"VAT"	means value added tax in accordance with the provisions of the Value Added Tax Act 1994; and
"Working Day"	means a day (other than a Saturday or Sunday) on which banks are open for business in the City of London.

1.2 In these terms and conditions, unless the context otherwise requires:

- 1.2.1 references to numbered clauses are references to the relevant clause in these terms and conditions;
- 1.2.2 any obligation on any Party not to do or omit to do anything shall include an obligation not to allow that thing to be done or omitted to be done;
- 1.2.3 the headings to the clauses of these terms and conditions are for information only and do not affect the interpretation of the Agreement;
- 1.2.4 any reference to an enactment includes reference to that enactment as amended or

replaced from time to time and to any subordinate legislation or byelaw made under that enactment; and

the word 'including' shall be understood as meaning 'including without limitation'.

2 Basis of Agreement

- 2.1** The Order constitutes an offer by the Customer to purchase the Goods and Services subject to and in accordance with the terms and conditions of the Agreement.
- 2.2** The offer comprised in the Order shall be deemed to be accepted by the Supplier on receipt by the Customer of a copy of the Order countersigned by the Supplier within 7 days of the date of the Order.

3 Due Diligence

- 3.1** The Supplier acknowledges that it:
 - 3.1.1** has made and shall make its own enquiries to satisfy itself as to the accuracy and adequacy of any information supplied to it by or on behalf of the Customer;
 - 3.1.2** has raised all relevant due diligence questions with the Customer before the start date of the Agreement; and
 - 3.1.3** has entered into the Agreement in reliance on its own due diligence alone.

4 Supply of Goods and Services

- 4.1** In consideration of the Customer's agreement to pay the Charges, the Supplier shall supply the Goods and Services to the Customer for the Term subject to and in accordance with the terms and conditions of the Agreement.
- 4.2** In supplying the Goods and Services, the Supplier shall co-operate with the Customer in all matters relating to the Goods and Services and comply with all the Customer's instructions.
- 4.3** The Supplier shall supply the Goods and Services in accordance with the Implementation Plan.
- 4.4** In the event that the Supplier fails to fulfil an obligation by the date specified in the Implementation Plan for such fulfilment, the Supplier shall, at the request of the Customer, and without prejudice to the Customer's other rights and remedies arrange all such additional resources as are necessary to fulfil the said obligation as early as practicable thereafter at no additional charge to the Customer.
- 4.5** The Supplier shall supply the Goods in accordance with the Specification. The Supplier warrants, represents, undertakes and guarantees that the Goods supplied under the Agreement shall:
 - 4.5.1** be free from defects (manifest or latent), in materials and workmanship and remain so for 12 months after Delivery;
 - 4.5.2** be of satisfactory quality (within the meaning of the Sale of Goods Act 1979) and comply with any applicable statutory and regulatory requirements relating to the manufacture, labelling, packaging, storage, handling and delivery of the Goods;

- 4.5.3 conform with the specifications (including the Specification), drawings, descriptions given in quotations, estimates, brochures, sales, marketing and technical literature or material (in whatever format made available by the Supplier) supplied by, or on behalf of, the Supplier;
 - 4.5.4 be free from design defects;
 - 4.5.5 be fit for any purpose held out by the Supplier or made known to the Supplier by the Customer expressly or by implication, and in this respect the Customer relies on the Supplier's skill and judgement. The Supplier acknowledges and agrees that the approval by the Customer of any designs provided by the Supplier shall not relieve the Supplier of any of its obligations under this sub-clause.
- 4.6 In supplying the Services, the Supplier shall:
 - 4.6.1 perform the Services with all reasonable care, skill and diligence in accordance with good industry practice in the Supplier's industry, profession or trade;
 - 4.6.2 use Staff who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Supplier's obligations are fulfilled in accordance with the Agreement;
 - 4.6.3 ensure that the Services shall conform with all descriptions and specifications set out in the Specification;
 - 4.6.4 comply with all applicable laws; and
 - 4.6.5 provide all equipment, tools and vehicles and other items as are required to provide the Services.
- 4.7 The Supplier shall provide the Services to meet or exceed the Service Levels and any failure to meet the Service Levels shall entitle the Customer to Service Credits calculated in accordance with the provisions of the Order or in the event of a Critical Service Failure shall give rise to a right for the Customer to terminate the Agreement with immediate effect upon giving written notice to the Supplier.
- 4.8 The Supplier shall implement all measurement and monitoring tools and procedures necessary to measure and report on the Supplier's performance of the Services against the applicable Service Levels at a level of detail sufficient to verify compliance with the Service Levels.
- 4.9 The Customer may by written notice to the Supplier at any time request a variation to the scope of the Goods and Services. In the event that the Supplier agrees to any variation to the scope of the Goods and Services, the Charges shall be subject to fair and reasonable adjustment to be agreed in writing between the Customer and the Supplier.

5 Customer's Obligations

- 5.1 Subject to the provisions of Clause 16, the Customer undertakes to provide to the Supplier all information, services, facilities and responses reasonably required by the Supplier.
- 5.2 The Supplier shall not be liable for any loss, damage or delay in providing the Goods and Services caused by or arising from the Customer's failure to comply with its obligations under the Agreement and the time for performance of the Supplier's obligations under the Agreement shall be extended by the Supplier as a result thereof.

6 Term

- 6.1** The Agreement shall take effect on the date specified in the Order and shall expire on the Expiry Date, unless it is otherwise extended or terminated in accordance with the terms and conditions of the Agreement.

7 Charges, Payment and Recovery of Sums Due

- 7.1** The Charges for the Goods and Services shall be as set out in the Order and shall be the full and exclusive remuneration of the Supplier in respect of the supply of the Goods and Services. Unless otherwise agreed in writing by the Customer, the Charges shall include every cost and expense of the Supplier directly or indirectly incurred in connection with the supply of the Goods and/or performance of the Services, including but not limited to the costs of packaging, insurance, delivery, unloading, stacking and carriage.
- 7.2** Following Delivery of the Goods, the Supplier shall invoice the Customer as specified in the Agreement. Each invoice shall include such supporting information required by the Customer to verify the accuracy of the invoice, including the relevant Order Number and a breakdown of the Goods and Services supplied in the invoice period.
- 7.3** In consideration of the supply of the Goods and Services by the Supplier, the Customer shall pay the Supplier the invoiced amounts no later than 30 days after receipt of a valid invoice which includes a valid Order Number. The Customer may, without prejudice to any other rights and remedies under the Agreement, withhold or reduce payments in the event of unsatisfactory performance.
- 7.4** All amounts stated are exclusive of VAT which shall be charged at the prevailing rate. The Customer shall, following the receipt of a valid VAT invoice, pay to the Supplier a sum equal to the VAT chargeable in respect of the Goods and Services.
- 7.5** If there is a dispute between the Parties as to the amount invoiced, the Customer shall pay the undisputed amount. The Supplier shall not suspend the supply of the Goods and Services unless the Supplier is entitled to terminate the Agreement for a failure to pay undisputed sums in accordance with clause 24.4. Any disputed amounts shall be resolved through the dispute resolution procedure detailed in clause 27.
- 7.6** If a payment of an undisputed amount is not made by the Customer by the due date, then the Customer shall pay the Supplier interest at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998.
- 7.7** If any sum of money is recoverable from or payable by the Supplier under the Agreement (including any sum which the Supplier is liable to pay to the Customer in respect of any breach of the Agreement), that sum may be deducted unilaterally by the Customer from any sum then due, or which may come due, to the Supplier under the Agreement or under any other agreement or contract with the Customer. The Supplier shall not be entitled to assert any credit, set-off or counterclaim against the Customer in order to justify withholding payment of any such amount in whole or in part.

8 Delivery

- 8.1** The Supplier shall Deliver the Goods and provide the Services in accordance with the Implementation Plan.

- 8.2 Time of delivery in relation to commencing and/or supplying the Goods and Services shall be of the essence and if the Supplier fails to deliver the Goods and Services within the time specified in accordance with clause 8.1 and as set out in the Order and without prior written Approval, the Customer may release itself from any obligation to accept and pay for the Goods and Services and/or terminate the Agreement, in either case without prejudice to any other rights and remedies of the Customer.
- 8.3 Except where otherwise provided in the Agreement, the Goods shall be installed and the Services provided by the Staff or the sub-contractors at such place or places as set out in the Order.
- 8.4 Where the Goods are delivered by the Supplier, the point of delivery shall be when the Goods are removed from the transporting vehicle at the premises. Where the Goods are collected by the Customer, the point of delivery shall be when the Goods are loaded on the Customer's vehicle.
- 8.5 Except where otherwise provided in the Agreement, delivery shall include the unloading, stacking or installation of the Goods by the Staff or the Supplier's suppliers or carriers at such place as the Customer or duly authorised person shall reasonably direct.
- 8.6 In the event that not all of the Goods and Services are Delivered by the relevant milestone dates specified in the Implementation Plan ("Undelivered Goods and Services") then the Customer shall be entitled to withhold payment of the Charges for any Goods and Services that were not Delivered in accordance with the corresponding milestone date until such time as the Undelivered Goods and Services are Delivered.
- 8.7 The Customer shall be under no obligation to accept or pay for any Goods Delivered in excess of the quantity specified in the Order. If the Customer elects not to accept such over-Delivered Goods it shall give notice in writing to the Supplier to remove them within five (5) Working Days and to refund to the Customer any expenses incurred by the Customer as a result of such over-Delivery (including but not limited to the costs of moving and storing the Goods), failing which the Customer may dispose of such Goods and charge the Supplier for the costs of such disposal. The risk in any over-Delivered Goods shall remain with the Supplier.
- 9 Acceptance**
- 9.1 The Supplier shall, during the Acceptance Test Period, make available the Solution for the Acceptance Tests to be performed. If the Customer fails to accept the Solution within the Acceptance Test Period and such failure is wholly and solely due to the actions or inactivity of the Customer, the Acceptance Tests shall be deemed to have been completed successfully.
- 9.2 The Customer will conduct the Acceptance Tests on the Solution with the co-operation of the Supplier to test whether they meet all the Acceptance Test Criteria.
- 9.3 The Acceptance Tests shall be recorded as successful and the Supplier notified in writing where all the Acceptance Test Criteria are met.
- 9.4 The Acceptance Test shall be recorded as unsuccessful and the Supplier notified in writing where any of the Acceptance Test Criteria are not met.
- 9.5 In the event that the Acceptance Tests in respect of the Solution or any part thereof, have not been recorded as successful pursuant to Clause 9.3 by the end of the relevant Acceptance Test Period, the Customer shall extend the Acceptance Test Period by a period

of ten (10) Working Days (or such other period as the Parties may agree) during which the Supplier shall correct the faults which caused the Acceptance Tests to be recorded as unsuccessful and the Acceptance Tests shall be re-performed.

- 9.6 In the event that after the Customer has extended the Acceptance Test Period pursuant to Clause 9.5, the relevant Acceptance Tests have not been recorded as successful by the end of that period, the Customer shall have the option, in addition to any other remedies that may be available to it under the Agreement or otherwise, to elect one or more of the following remedies:

9.6.1 to extend the Acceptance Test Period for a period or periods specified by the Customer during which the Supplier shall correct the faults which caused the Acceptance Tests to be recorded as unsuccessful and the Acceptance Tests shall be re-performed; or

9.6.2 to accept such part of the Solution as the Customer may decide and pay a pro-rated Charge therefore or such other charge as may be agreed between the Parties.

At its sole discretion the Customer may, in respect of any of the Solution that has not been so accepted extend, the Acceptance Test Period for a period specified by the Customer during which the Supplier shall correct the faults which caused the Acceptance Tests to be recorded as unsuccessful and the Acceptance Tests shall be re-performed; or

9.6.3 to terminate the Agreement and receive a refund of any sums paid under the Agreement.

- 9.7 If the Customer extends the Acceptance Test Period for a period or periods pursuant to Clause 9.6.2 and the Acceptance Tests have not been recorded as successful by the end of that period, the Customer shall have the option, in addition to any other remedies that may be available to it under the Agreement or otherwise, to elect one or more of the remedies specified in Clause 9.6.

10 Ownership and Title

- 10.1 Subject to Clause 10.5, ownership and passing of title in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer on the earlier of payment by the Customer of the Charges or the Solution passing the final Acceptance Tests.

- 10.2 Risk in the Goods shall, without prejudice to any other rights or remedies of the Customer pass to the Customer at the time of acceptance of Delivery.

- 10.3 In the event that the Customer requires any of the Goods which are the subject of the Order to be the subject of a lease, loan or hire purchase agreement, the Customer and the Supplier will discuss and jointly select a lessor/third party and will agree the terms of that lease, loan or hire purchase.

- 10.4 Where the Customer is entering into any other terms and conditions with any such third party, the Customer shall inform the Supplier of the terms and conditions of any such third party leasing, loan or hire purchase contract that it shall be expected to comply with and the Supplier shall ensure that no act or omission by itself, any Supplier Staff or its sub-contractors in anyway invalidates or affects (including causing or likely to cause the Customer to breach) such terms and conditions.

- 10.5 Where any Goods are leased, loaned or hired from a third party either directly to the Customer or via the Supplier (in which case the identity of the third party shall be disclosed

to the Customer), title to those Goods shall remain with the lessor and risk shall be determined in accordance with the relevant third party terms and conditions.

11 Premises

- 11.1 If necessary, the Customer shall provide the Supplier with reasonable access at reasonable times to its premises for the purpose of supplying the Goods and Services. All equipment, tools and vehicles brought onto the Customer's premises by the Supplier or the Staff shall be at the Supplier's risk.
- 11.2 If the Supplier supplies all or any of the Goods and Services at or from the Customer's premises, on completion of the Services or termination or expiry of the Agreement (whichever is the earlier) the Supplier shall vacate the Customer's premises, remove the Supplier's plant, equipment and unused materials and all rubbish arising out of the provision of the Services and leave the Customer's premises in a clean, safe and tidy condition. The Supplier shall be solely responsible for making good any damage to the Customer's premises or any objects contained on the Customer's premises which is caused by the Supplier or any Staff, other than fair wear and tear.
- 11.3 If the Supplier supplies all or any of the Goods and Services at or from its premises or the premises of a third party, the Customer may, during normal business hours and on reasonable notice, inspect and examine the manner in which the relevant Services are supplied at or from the relevant premises.
- 11.4 The Customer shall be responsible for maintaining the security of its premises in accordance with its standard security requirements. While on the Customer's premises the Supplier shall, and shall procure that all Staff shall, comply with all the Customer's security requirements.
- 11.5 Where all or any of the Services are supplied from the Supplier's premises, the Supplier shall, at its own cost, comply with all security requirements specified by the Customer in writing.
- 11.6 Without prejudice to clause 11, any equipment provided by the Customer for the purposes of the Agreement shall remain the property of the Customer and shall be used by the Supplier and the Staff only for the purpose of carrying out the Agreement. Such equipment shall be returned promptly to the Customer on expiry or termination of the Agreement.
- 11.7 The Supplier shall reimburse the Customer for any loss or damage to the equipment, furniture fixtures and fittings (other than deterioration resulting from normal and proper use) caused by the Supplier or any Staff. Equipment supplied by the Customer shall be deemed to be in a good condition when received by the Supplier or relevant Staff unless the Customer is notified otherwise in writing within 5 Working Days.

12 Staff and Key Personnel

- 12.1 If the Customer reasonably believes that any of the Staff are unsuitable to undertake work in respect of the Agreement, it may, by giving written notice to the Supplier:
 - 12.1.1 refuse admission to the relevant person(s) to the Customer's premises;
 - 12.1.2 direct the Supplier to end the involvement in the provision of the Goods and Services of the relevant person(s); and/or
 - 12.1.3 require that the Supplier replace any person removed under this clause with another

suitably qualified person and procure that any security pass issued by the Customer to the person removed is surrendered,

and the Supplier shall comply with any such notice.

12.2 The Supplier shall:

12.2.1 ensure that all Staff are vetted in accordance with the Staff Vetting Procedures;

12.2.2 if requested, provide the Customer with a list of the names and addresses (and any other relevant information) of all persons who may require admission to the Customer's premises in connection with the Agreement; and

12.2.3 procure that all Staff comply with any rules, regulations and requirements reasonably specified by the Customer.

12.3 Any Key Personnel shall not be released from supplying the Services without the agreement of the Customer, except by reason of long-term sickness, maternity leave, paternity leave, termination of employment or other extenuating circumstances.

12.4 Any replacements to the Key Personnel shall be subject to the prior written agreement of the Customer (not to be unreasonably withheld). Such replacements shall be of at least equal status or of equivalent experience and skills to the Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.

13 Assignment and sub-contracting

13.1 The Supplier shall not without the written consent of the Customer assign, sub-contract, novate or in any way dispose of the benefit and/ or the burden of the Agreement or any part of the Agreement. The Customer may, in the granting of such consent, provide for additional terms and conditions relating to such assignment, sub-contract, novation or disposal. The Supplier shall be responsible for the acts and omissions of its sub-contractors as though those acts and omissions were its own.

13.2 Where the Supplier enters into a sub-contract for the purpose of performing its obligations under the Agreement, it shall ensure that a provision is included in such sub-contract which requires payment to be made of all sums due by the Supplier to the sub-contractor within a specified period not exceeding 30 days from the receipt of a valid invoice.

13.3 Where the Customer has consented to the placing of sub-contracts, the Supplier shall, at the request of the Customer, send copies of each sub-contract, to the Customer as soon as is reasonably practicable.

13.4 The Customer may assign, novate, or otherwise dispose of its rights and obligations under the Agreement without the consent of the Supplier provided that such assignment, novation or disposal shall not increase the burden of the Supplier's obligations under the Agreement.

14 Intellectual Property Rights

14.1 Save as granted under the Agreement, neither the Customer nor the Supplier shall acquire any right, title or interest in the other's Pre-Existing Intellectual Property Rights. The Supplier acknowledges that the Customer Data is the property of the Customer and the Customer hereby reserves all Intellectual Property Rights which may subsist in the Customer Data.

- 14.2 The Customer shall not acquire title to the Intellectual Property Rights in the Supplier's Software, any Third Party Software or any Project Specific IPRs supplied hereunder.
- 14.3 The Supplier:
- 14.3.1 hereby grants to the Customer a licence to use the Supplier's Software on its standard licence terms;
 - 14.3.2 hereby grants, or shall procure the direct grant, to the Customer of a non-exclusive perpetual licence to use any Project Specific IPRs as supplied to the Customer hereunder for any purpose relating to the Services;
 - 14.3.3 shall procure that the owners or the authorised licensors of any Third Party Software hereby grant a licence to the Customer on the Third Party software owner's standard licence terms;
 - 14.3.4 hereby grants to the Customer a non-exclusive licence to copy the descriptions of the Software, including technical specifications; user manuals; operating manuals; process definitions; and procedures, for any purpose that is connected with or otherwise incidental to the exercise of the rights granted to the Customer under this Clause 14.3.
- 14.4 To the extent that the Supplier creates any materials (in whatever form or media), including training, marketing, promotional or publicity materials, relating to the provision of the Goods and Services ("Materials") it shall provide copies of all Materials to the Customer promptly and the Supplier hereby grants to the Customer a royalty free, irrevocable, non-exclusive licence for such term as the Customer shall require to use all and any Intellectual Property Rights in the Materials as it shall reasonably require with the ability to sub-licence the same.
- 14.5 The Customer shall not make any copies of the Software except such copies as are incidental to the normal use of the Software and such number of copies of the Software as is reasonable for the purpose of back-up and operational security. All such copies of the Software shall include the original machine readable copyright notice.
- 14.6 The Supplier shall indemnify, and keep indemnified, the Customer in full against all costs, expenses, damages and losses (whether direct or indirect), including any interest, penalties, and reasonable legal and other professional fees awarded against or incurred or paid by the Customer as a result of or in connection with any claim made against the Customer for actual or alleged infringement of a third party's intellectual property arising out of, or in connection with, the supply or use of the Goods and/or Services, to the extent that the claim is attributable to the acts or omission of the Supplier or any Staff.
- 14.7 The Customer shall promptly notify the Supplier of any infringement claim made against it relating to any Goods or Services and, subject to any statutory obligation requiring the Customer to respond, shall permit the Supplier to have the right, at its sole discretion to assume, defend, settle or otherwise dispose of such claim. The Customer shall give the Supplier such assistance as it may reasonably require to dispose of the claim and shall not make any statement which might be prejudicial to the settlement or defence of the claim.
- 15 Governance and Records**
- 15.1 The Supplier shall:

- 15.1.1 attend progress meetings with the Customer at the frequency and times specified by the Customer and shall ensure that its representatives are suitably qualified to attend such meetings; and
 - 15.1.2 submit progress reports to the Customer at the times and in the format specified by the Customer.
- 15.2 The Supplier shall keep and maintain until 6 years after the end of the Agreement, or as long a period as may be agreed between the Parties, full and accurate records of the Agreement including the Goods and Services supplied under it and all payments made by the Customer. The Supplier shall on request afford the Customer or the Customer's representatives such access to those records as may be reasonably requested by the Customer in connection with the Agreement.

16 Confidentiality, Transparency and Publicity

- 16.1 Subject to clause 16.2, each Party shall:
 - 16.1.1 treat all Confidential Information it receives as confidential, safeguard it accordingly and not disclose it to any other person without the prior written permission of the disclosing Party; and
 - 16.1.2 not use or exploit the disclosing Party's Confidential Information in any way except for the purposes anticipated under the Agreement.
- 16.2 Notwithstanding clause 16.1, a Party may disclose Confidential Information which it receives from the other Party:
 - 16.2.1 where disclosure is required by applicable law or by a court of competent jurisdiction;
 - 16.2.2 to its auditors or for the purposes of regulatory requirements;
 - 16.2.3 on a confidential basis, to its professional advisers;
 - 16.2.4 to the Serious Fraud Office where the Party has reasonable grounds to believe that the other Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010;
 - 16.2.5 where the receiving Party is the Supplier, to the Staff on a need to know basis to enable performance of the Supplier's obligations under the Agreement provided that the Supplier shall procure that any Staff to whom it discloses Confidential Information pursuant to this clause 16.2.5 shall observe the Supplier's confidentiality obligations under the Agreement; and
 - 16.2.6 where the receiving Party is the Customer:
 - a) on a confidential basis to the employees, agents, consultants and contractors of the Customer;
 - b) on a confidential basis to any other Central Government Body, any successor body to a Central Government Body or any company to which the Customer transfers or proposes to transfer all or any part of its business;
 - c) to the extent that the Customer (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions; or

d) in accordance with clause 17.

and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Customer under this clause 16.

16.3 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of the Agreement is not Confidential Information and the Supplier hereby gives its consent for the Customer to publish this Agreement in its entirety to the general public (but with any information that is exempt from disclosure in accordance with the FOIA redacted) including any changes to the Agreement agreed from time to time. The Customer may consult with the Supplier to inform its decision regarding any redactions but shall have the final decision in its absolute discretion whether any of the content of the Agreement is exempt from disclosure in accordance with the provisions of the FOIA.

16.4 The Supplier shall not, and shall take reasonable steps to ensure that the Staff shall not, make any press announcement or publicise the Agreement or any part of the Agreement in any way, except with the prior written consent of the Customer.

17 Freedom of Information

17.1 The Supplier acknowledges that the Customer is subject to the requirements of the FOIA and the Environmental Information Regulations 2004 and shall:

17.1.1 provide all necessary assistance and cooperation as reasonably requested by the Customer to enable the Customer to comply with its obligations under the FOIA and the Environmental Information Regulations 2004;

17.1.2 transfer to the Customer all Requests for Information relating to this Agreement that it receives as soon as practicable and in any event within 2 Working Days of receipt;

17.1.3 provide the Customer with a copy of all Information belonging to the Customer requested in the Request for Information which is in its possession or control in the form that the Customer requires within 5 Working Days (or such other period as the Customer may reasonably specify) of the Customer's request for such Information; and

17.1.4 not respond directly to a Request for Information unless authorised in writing to do so by the Customer.

17.2 The Supplier acknowledges that the Customer may be required under the FOIA and the Environmental Information Regulations 2004 to disclose Information concerning the Supplier or the Services (including commercially sensitive information) without consulting or obtaining consent from the Supplier. In these circumstances the Customer shall, in accordance with any relevant guidance issued under the FOIA, take reasonable steps, where appropriate, to give the Supplier advance notice, or failing that, to draw the disclosure to the Supplier's attention after any such disclosure.

17.3 Notwithstanding any other provision in the Agreement, the Customer shall be responsible for determining in its absolute discretion whether any Information relating to the Supplier or the Services is exempt from disclosure in accordance with the FOIA and/or the Environmental Information Regulations 2004.

18 Protection of Personal Data and Security of Data

18.1 The Supplier shall, and shall procure that all Staff shall, comply with any notification requirements under the DPA and both Parties shall duly observe all their obligations under the DPA which arise in connection with the Agreement.

18.2 Notwithstanding the general obligation in clause 18.1, where the Supplier is processing Personal Data for the Customer as a data processor (as defined by the DPA) the Supplier shall:

18.2.1 ensure that it has in place appropriate technical and organisational measures to ensure the security of the Personal Data (and to guard against unauthorised or unlawful processing of the Personal Data and against accidental loss or destruction of, or damage to, the Personal Data), as required under the Seventh Data Protection Principle in Schedule 1 to the DPA;

18.2.2 provide the Customer with such Information as the Customer may reasonably request to satisfy itself that the Supplier is complying with its obligations under the DPA;

18.2.3 promptly notify the Customer of:

(a) any breach of the security requirements of the Customer as referred to in clause 18.3; and

(b) any request for personal data; and

18.2.4 ensure that it does not knowingly or negligently do or omit to do anything which places the Customer in breach of the Customer's obligations under the DPA.

18.3 When handling Customer data (whether or not Personal Data), the Supplier shall ensure the security of the data is maintained in line with the security requirements of the Customer as notified to the Supplier from time to time.

19 Security Requirements

19.1 Where required by the Customer, the Supplier shall comply, and shall procure the compliance of its Staff, with the Security Policy.

19.2 The Customer shall notify the Supplier of any changes or proposed changes to the Security Policy.

19.3 If the Supplier believes that a change or proposed change to the Security Policy will have a material and unavoidable cost implication to the provision of the IT Products it may notify the Customer. In doing so, the Supplier must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate these costs. Any such change shall then be agreed in accordance with the change procedures previously agreed between the Customer and the Supplier.

19.4 Unless and/or until such a change is agreed by the Customer pursuant to Clause 19.3 the Supplier shall continue to perform the Services in accordance with its existing obligations under the Agreement.

20 Malicious Software

- 20.1 The Supplier shall, as an enduring obligation for the Term, use the latest versions of anti-virus definitions available from an industry accepted anti-virus software vendor to check for and delete Malicious Software from the ICT Environment.
- 20.2 Notwithstanding Clause 20.1, if Malicious Software is found, the Parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of Customer Data, assist each other to mitigate any losses and to restore the Services to their desired operating efficiency.
- 20.3 Any cost arising out of the actions of the Parties taken in compliance with the provisions of Clause 20.2 shall be borne by the Parties as follows:
- (a) by the Supplier where the Malicious Software originates from the Supplier System or the Customer Data (whilst the Customer Data was under the control of the Supplier); and
 - (b) by the Customer if the Malicious Software originates from the Customer System or the Customer Data (whilst the Customer Data was under the control of the Customer).

21 Customer Data

- 21.1 The Supplier shall not delete or remove any proprietary notices contained within or relating to Customer Data.
- 21.2 The Supplier shall not store, copy, disclose, or use Customer Data except as necessary for the performance by the Supplier of its obligations under the Agreement or as otherwise expressly authorised in writing by the Customer.

22 Liability

- 22.1 The Supplier shall not be responsible for any injury, loss, damage, cost or expense suffered by the Customer if and to the extent that it is caused by the negligence or wilful misconduct of the Customer or by breach by the Customer of its obligations under the Agreement.
- 22.2 Subject always to clauses 22.3 and 22.4:
- 22.2.1 the aggregate liability of the Supplier in respect of all defaults, claims, losses or damages howsoever caused, whether arising from breach of the Agreement, the supply or failure to supply the Goods and/or Services, misrepresentation (whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed a sum equal to 125% of the Charges paid or payable to the Supplier; and
 - 22.2.2 except in the case of claims arising under clauses 14.6 and 26.3, in no event shall the Supplier be liable to the Customer for any:
 - (a) loss of profits;
 - (b) loss of business;
 - (c) loss of revenue;
 - (d) loss of or damage to goodwill;

(e) loss of savings (whether anticipated or otherwise); and/or

(f) any indirect, special or consequential loss or damage.

22.3 Nothing in the Agreement shall be construed to limit or exclude either Party's liability for:

22.3.1 death or personal injury caused by its negligence or that of its Staff;

22.3.2 fraud or fraudulent misrepresentation by it or that of its Staff;

22.3.3 breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or

22.3.4 any other matter which, by law, may not be excluded or limited.

22.4 The Supplier's liability under the indemnity in clause 14.6 and 26.3 shall be unlimited.

23 Force Majeure

23.1 Neither Party shall have any liability under or be deemed to be in breach of the Agreement for any delays or failures in performance of the Agreement which result from circumstances beyond the reasonable control of the Party affected. Each Party shall promptly notify the other Party in writing when such circumstances cause a delay or failure in performance and when they cease to do so. If such circumstances continue for a continuous period of more than 30 days, either Party may terminate the Agreement by written notice to the other Party.

24 Termination

24.1 The Customer may terminate the Agreement at any time by notice in writing to the Supplier to take effect on any date falling at least 1 month (or, if the Agreement is less than 3 months in duration, at least 10 Working Days) later than the date of service of the relevant notice.

24.2 Without prejudice to any other right or remedy it might have, the Customer may terminate the Agreement by written notice to the Supplier with immediate effect if the Supplier:

24.2.1 (without prejudice to clause 24.2.5), is in material breach of any obligation under the Agreement which is not capable of remedy;

24.2.2 repeatedly breaches any of the terms and conditions of the Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Agreement;

24.2.3 is in material breach of any obligation which is capable of remedy, and that breach is not remedied within 30 days of the Supplier receiving notice specifying the breach and requiring it to be remedied;

24.2.4 undergoes a change of control within the meaning of section 416 of the Income and Corporation Taxes Act 1988;

24.2.5 breaches any of the provisions of clauses 12.2, 16, 17, 18 and 25; or

24.2.6 becomes insolvent, or if an order is made or a resolution is passed for the winding up of the Supplier (other than voluntarily for the purpose of solvent amalgamation or reconstruction), or if an administrator or administrative receiver is appointed in

respect of the whole or any part of the Supplier's assets or business, or if the Supplier makes any composition with its creditors or takes or suffers any similar or analogous action (to any of the actions detailed in this clause 24.2.6) in consequence of debt in any jurisdiction.

24.3 The Supplier shall notify the Customer as soon as practicable of any change of control as referred to in clause 24.2.4 or any potential such change of control.

24.4 The Supplier may terminate the Agreement by written notice to the Customer if the Customer has not paid any undisputed amounts within 90 days of them falling due.

24.5 Termination or expiry of the Agreement shall be without prejudice to the rights of either Party accrued prior to termination or expiry and shall not affect the continuing rights of the Parties under this clause and clauses 2, 4.5, 4.6, 11.1, 11.2, 11.6, 11.7, 12, 14, 15.2, 16, 17, 18, 22, 24.6, 25.4, 26.3, 27 and 28.7 or any other provision of the Agreement that either expressly or by implication has effect after termination.

24.6 Upon termination or expiry of the Agreement, the Supplier shall:

24.6.1 give all reasonable assistance to the Customer and any incoming supplier of the Services; and

24.6.2 return all requested documents, information and data to the Customer as soon as reasonably practicable.

25 Compliance

25.1 The Supplier shall promptly notify the Customer of any health and safety hazards which may arise in connection with the performance of its obligations under the Agreement. The Customer shall promptly notify the Supplier of any health and safety hazards which may exist or arise at the Customer's premises and which may affect the Supplier in the performance of its obligations under the Agreement.

25.2 The Supplier shall:

25.2.1 comply with the reasonable requirements of the Customer's security arrangements;

25.2.2 comply with all the Customer's health and safety measures while on the Customer's premises;

25.2.3 notify the Customer immediately in the event of any incident occurring in the performance of its obligations under the Agreement on the Customer's premises where that incident causes any personal injury or damage to property which could give rise to personal injury;

25.2.4 perform its obligations under the Agreement in accordance with all applicable equality Law and the Customer's equality and diversity policy as provided to the Supplier from time to time;

25.2.5 take all reasonable steps to secure the observance of clause 25.2.4 by all Staff; and

25.2.6 supply the Goods and Services and any packaging in accordance with the Customer's environmental policy as provided from time to time.

25.3 The Goods shall be packed and marked in a proper manner and in accordance with any

instructions specified in the Order, any statutory requirements and any requirements of the carriers. All packaging materials shall be considered non-returnable. The Supplier shall indemnify the Customer against all actions, suits, claims, demands, losses, charges, costs and expenses which the Customer may suffer or incur as a result of, or in connection with, any breach of this clause 25.3.

- 25.4 The Supplier shall comply with, and shall ensure that its Staff shall comply with, the provisions of:

25.4.1 the Official Secrets Acts 1911 to 1989; and

25.4.2 section 182 of the Finance Act 1989.

26 Prevention of Fraud and Corruption

- 26.1 The Supplier shall not offer, give, or agree to give anything, to any person an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the Agreement or for showing or refraining from showing favour or disfavour to any person in relation to the Agreement.

- 26.2 The Supplier shall take all reasonable steps, in accordance with good industry practice, to prevent fraud by the Staff and the Supplier (including its shareholders, members and directors) in connection with the Agreement and shall notify the Customer immediately if it has reason to suspect that any fraud has occurred or is occurring or is likely to occur.

- 26.3 If the Supplier or the Staff engages in conduct prohibited by clause 26.1 or commits fraud in relation to the Agreement or any other contract with the Crown (including the Customer) the Customer may:

26.3.1 terminate the Agreement and recover from the Supplier the amount of any loss suffered by the Customer resulting from the termination, including the cost reasonably incurred by the Customer of making other arrangements for the supply of the Services and any additional expenditure incurred by the Customer throughout the remainder of the Agreement; or

26.3.2 recover in full from the Supplier any other loss sustained by the Customer in consequence of any breach of this clause.

27 Dispute Resolution

- 27.1 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Agreement and such efforts shall involve the escalation of the dispute to an appropriately senior representative of each Party.

- 27.2 If the dispute cannot be resolved by the Parties within one month of being escalated as referred to in clause 27.1, the dispute may by agreement between the Parties be referred to a neutral adviser or mediator (the "Mediator") chosen by agreement between the Parties. All negotiations connected with the dispute shall be conducted in confidence and without prejudice to the rights of the Parties in any further proceedings.

- 27.3 If the Parties fail to appoint a Mediator within one month, or fail to enter into a written agreement resolving the dispute within one month of the Mediator being appointed, either Party may exercise any remedy it has under applicable law.

28 General

- 28.1 Each of the Parties represents and warrants to the other that it has full capacity and authority, and all necessary consents, licences and permissions to enter into and perform its obligations under the Agreement, and that the Agreement is executed by its duly authorised representative.
- 28.2 A person who is not a party to the Agreement shall have no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of the Parties.
- 28.3 The Agreement cannot be varied except in writing signed by a duly authorised representative of both the Parties.
- 28.4 The Agreement contains the whole agreement between the Parties and supersedes and replaces any prior written or oral agreements, representations or understandings between them. The Parties confirm that they have not entered into the Agreement on the basis of any representation that is not expressly incorporated into the Agreement. Nothing in this clause shall exclude liability for fraud or fraudulent misrepresentation.
- 28.5 Any waiver or relaxation either partly, or wholly of any of the terms and conditions of the Agreement shall be valid only if it is communicated to the other Party in writing and expressly stated to be a waiver. A waiver of any right or remedy arising from a breach of contract shall not constitute a waiver of any right or remedy arising from any other breach of the Agreement.
- 28.6 The Agreement shall not constitute or imply any partnership, joint venture, agency, fiduciary relationship or other relationship between the Parties other than the contractual relationship expressly provided for in the Agreement. Neither Party shall have, nor represent that it has, any authority to make any commitments on the other Party's behalf.
- 28.7 Except as otherwise expressly provided by the Agreement, all remedies available to either Party for breach of the Agreement (whether under the Agreement, statute or common law) are cumulative and may be exercised concurrently or separately, and the exercise of one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.
- 28.8 If any provision of the Agreement is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from the Agreement and rendered ineffective as far as possible without modifying the remaining provisions of the Agreement, and shall not in any way affect any other circumstances of or the validity or enforcement of the Agreement.

29 Notices

- 29.1 Any notice to be given under the Agreement shall be in writing and may be served by personal delivery, first class recorded or, subject to clause 29.3, e-mail to the address of the relevant Party set out in the Order, or such other address as that Party may from time to time notify to the other Party in accordance with this clause:
- 29.2 Notices served as above shall be deemed served on the Working Day of delivery provided delivery is before 5.00pm on a Working Day. Otherwise delivery shall be deemed to occur on the next Working Day. An email shall be deemed delivered when sent unless an error message is received.

- 29.3** Notices under clauses 23 (Force Majeure) and 24 (Termination) may be served by email only if the original notice is then sent to the recipient by personal delivery or recorded delivery in the manner set out in clause 29.1.

30 Governing Law and Jurisdiction

- 30.1** The validity, construction and performance of the Agreement, and all contractual and non contractual matters arising out of it, shall be governed by English law and shall be subject to the exclusive jurisdiction of the English courts to which the Parties submit.

Condeco Enterprise Technical Overview



Version 2.0

Condeco
2 Harbour Exchange Square London E14 9GE
www.condecosoftware.com

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1. Introduction

This document provides a technical overview of the Condeco Enterprise product. The document is authored for technical resources tasked with implementing Condeco Enterprise as an on premise solution.

Scope

A technical overview for the Condeco Enterprise product including additional details for digital signage, mobile applications and outlook integration.

2. At a Glance

A simple table populated with questions, answers, requirements and technical information designed to give a snap shot of technical information most commonly requested.

Question	Answer
What servers do I need to run Condeco Enterprise in my environment?	Condeco Enterprise is a Microsoft based product running on IIS with a MS SQL database. Typically these are installed on two different servers but additional servers can be added for resiliency and capacity
What version of Windows Server / IIS do you support?	Condeco Enterprise supports IIS7.5 and above which is available on Windows Server 2008R2 and above
What version of SQL do you support?	Condeco Enterprise supports MS SQL 2008 and above
Do I need to set up any accounts for the Condeco Enterprise Application?	Condeco Enterprise requires a domain account to run the AD Authentication Service. This account should have local administrator rights and a password that does not expire.
What kind of specification is needed on the servers to support the product (RAM, Processor and Storage)	Please see the Server Specifications section for minimum recommendations.
How do users access Condeco Enterprise?	Condeco Enterprise is Integrated with Active Directory via LDAP and Windows Authentication. If using a compatible browser, users will be logged into the system automatically or can enter their network credentials to login.

What ports does Condeco Enterprise communicate on?	Condeco Enterprise is a web based product. Users connect to the web site via HTTP (port 80) or HTTPS (443). The web server(s) connect to the database via ODBC which defaults to port 1433. LDAP communication is on port 389 and emails are sent via SMTP on port 25. For a full network communication diagram see the Server Specifications section.
Does Condeco Enterprise support SSL?	Yes Condeco Enterprise can be deployed in SSL mode utilizing HTTPS.
How does Condeco Enterprise integrate with Outlook?	Condeco Enterprise includes an optional Microsoft Outlook client add-in that is deployed to user's machines using an MSI. The client add-in connects to Condeco Enterprise using the same protocol and ports as the web interface (HTTP/S port 80/443).
How are users authenticated when using the Outlook Add-In?	The username of the logged in user is passed through to Condeco Enterprise without the need for the user to input login credentials.
Can we use a load balancer and multiple web servers for high availability?	Yes, Condeco Enterprise can be deployed on multiple web servers connecting to the same database and synchronized by the Condeco Application Cache. Each server will need to be able to reach the other servers over HTTP / HTTPS.
How can we install Condeco with Disaster Recovery?	Condeco Enterprise support load balancing on the web server level. An additional web server can be deployed in a DR location and load balanced with the primary web servers. In addition SQL log shipping can be utilized to replicate the Condeco Enterprise database in the DR location.
What software is behind the Condeco Digital Signage?	The Condeco Meeting Room Touch Screens and Desk Screens use custom built hardware running windows CE and an in house application to provide connectivity to Condeco Enterprise.
How do the Condeco Digital Signage devices connect to the Enterprise product?	Condeco Digital Signage devices connect via the web interface using the same protocol and ports as the web interface (HTTP/S port 80/443).
How are the Condeco Meeting Room Touch Screens and Desk Booking Touch Screens powered?	Both devices are powered by POE over the Ethernet cable.
How are Condeco Digital Room and Desk	The devices connect to the network on the same

Screens connected to our network?

port as they are powered (Ethernet)

How does Condeco Enterprise send email notifications?

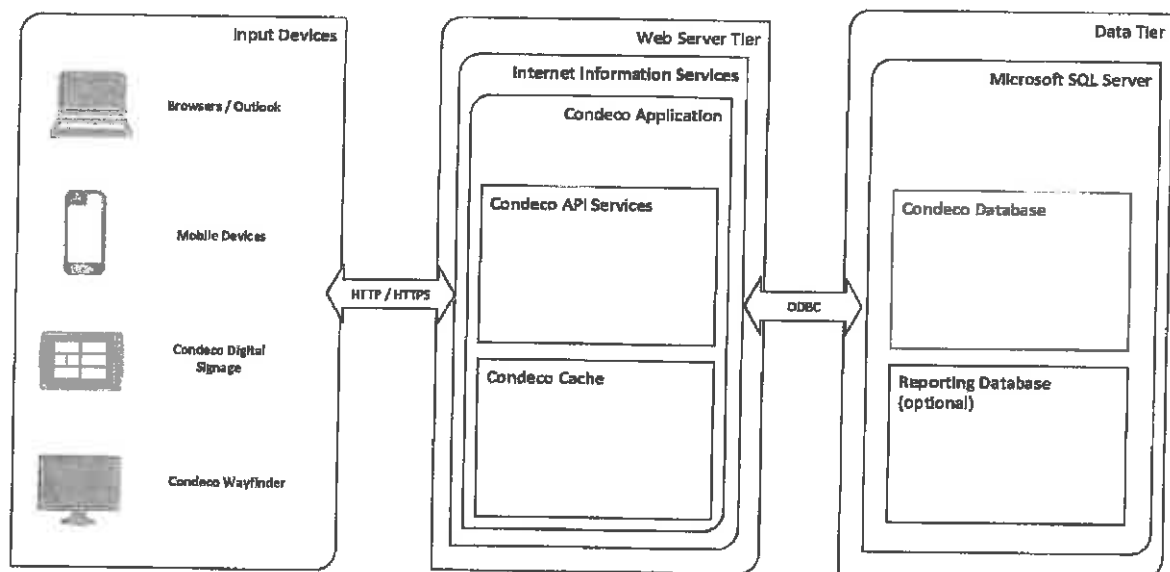
Condeco Enterprise sends emails using an SMTP gateway on port 25. It does not support authenticated gateways.

3. Application

Condeco Enterprise is a multilayer web based application that runs on IIS and Microsoft SQL Server. The application consists of various sub applications including a caching layer to reduce database traffic and improve application performance.

Application Overview

.fig 2.1.1



Web browsers

Condeco supports IE8 and above. Additional browsers are also supported including Firefox, and Chrome. (Please see compatibility matrix for detailed information.)

Note: Windows Authentication is only available in supported browsers (Internet Explorer)

Web application

Condeco Enterprise requires IIS7.5 or above on a Microsoft Windows Server with Microsoft .NET features, application development features installed.

Note: Please see Appendix A for full server pre-requisites.

The Condeco web application can be hosted on multiple load balanced web servers. Sticky sessions (or persistence) are required for load balanced implementations.

For implementations that include over 200 Condeco Meeting Room Touch Screens, an independent web server is required as shown in the enterprise example in the enterprise design on page 13.

Condeco application cache

A core feature of the Condeco Enterprise application is an application cache that stores geographic data, booking data and availability in memory on the application server. The majority of data requests can then be accessed from the cache store. This dramatically reduces the number of database calls, thus reducing the load on the SQL server and increasing performance.

When the system is first started, the static data and 1 days' worth of booking data is loaded into the cache. As new dates are accessed the data is added to the cache.

When a new booking is added or an existing booking is amended, the database is updated first and an update is made to the cache.

The cache can be configured to flush and update at regular intervals in addition to self-managing.

Component Services (COM objects)

Two component DLL's are registered on the web server as component services. The COM+ objects will require a valid network service account to run them, this account will only require basic domain user permissions. The account should be configured so that the password does not expire.

3rd Party components

Condeco uses four 3rd party components:

- ASPEmail – Handles the sending of emails from the Condeco website
- ASPJpeg – Handles rendering of .jpg files for Condeco visitor pass creation
- ASPUpload – Handles the uploading of files
- ASPPDF – Handles the creation of PDFs for visitor pass creation and reporting output

These components will be installed on to each web server and all licensing is included in the Condeco Enterprise product license.

Email Sending (SMTP)

Emails are sent from Condeco using an SMTP gateway. All communication is handled over port 25.

Relay should be enabled on the SMTP server to ensure the emails are accepted and sent by the SMTP server.

Note: Condeco does not support the use of username /password (authenticated) SMTP services.

SQL Database

The Condeco database is compatible with Microsoft SQL Server 2008 and above and can be deployed on dedicated instances or on SQL clusters. If deployed on a cluster with shared resources, it is the customer's responsibility to ensure appropriate resourcing is available, equal or greater than those specified in the Server Specification section.

The application connects to the database using the MDAC (Microsoft Data Access Components) provider via ODBC using a SQL user account.

Note: Active Directory authentication for the application SQL connection is not supported. A SQL user account is required (as detailed below).

All database access from the application server to the data is controlled through the use of stored procedures.

A SQL user account with a password that does not expire will be required for the web application connection to the database. This account username and password (use of some special characters not supported) can be customized and should have permission to execute stored procedures and select data from tables within the Condeco database as a minimum, DBO permissions are recommended.

Database maintenance scripts are required to be set up on the SQL server. These scripts are provided in the installation package and include jobs to clear redundant data and re-build indexes ensure optimal SQL performance.

Security

User Authentication

Users of the Condeco Enterprise product are authenticated by Windows Authentication when using a compatible browser. If logging in manually users are authenticated against the configured domain(s) by the Condeco AD Authentication service. The service assumes the identity of the service account provisioned for the application and queries the Active Directory via LDAP.

Encryption

The Condeco application can be configured to run on SSL (HTTPS). The application has been penetration tested for SQL injection. No domain user passwords are stored within the Condeco product.

Data Protection

Condeco only stores relevant data. No excessive user data is captured.

Role-based system access

The Condeco application has five user access levels which are controlled by user authentication. These are global admin, country admin, location admin, group admin and user.

Audit and logging

The Condeco Enterprise product contains a variety of logging and audit trails. From a functional perspective the application contains an audit trail for booking history allowing administrators to trace booking activity. The application also includes the ability to view user account audits.

The database contains multiple logging tables for recording of any application errors. This can be accessed in the event of an issue for investigative or tracking purposes.

The Condeco Digital Signage solution includes logging on both the physical display units when required and the screen dashboard within the web interface of the Condeco Enterprise product.

In addition to the above application level logging and audit trails, the servers will include Microsoft windows server event logging, IIS logging & SQL logs.

4. Application Size, Growth & Bandwidth

The Condeco application consists of two primary layers, the web layer and the database layer. This section details the estimate growth of the respective layers.

Web site files

The web directory initial size is approximately 135MB. The majority of the web layer is static and does not grow, however the system does allow for the upload of image files for rooms, catering and equipment items. The size of the web directory will increase by the size of the uploaded files. When sizing the application server's disk capacity this should be accounted for.

Note: There is no enforced maximum size of image files, Image file processing or compression so images should be 'saved for web' prior to uploading to ensure smaller sizes.

Database

The Condeco database initial size is 50MB. This may vary depending on the number of resources initially being populated onto the system and if a data import is being performed. Once the initial system is built, growth is estimated at a rate of 2KB per transaction.

To estimate database growth, the factors to consider are quantity of rooms and quantity of bookings made per day, per room. This can be extrapolated to determine an estimated daily growth that can be extended to a business year. The typical database storage allocation for a Condeco customer is between 20 and 40GB.

Bandwidth usage

The following network usage was calculated during a typical user journey. In this process a user logged into the Condeco system via the web or Outlook interface and made a booking. The first set of results details the data transmission between the client browser/terminal and the Condeco web server. The second details the data transaction between the web server and the SQL database.

Client to Web Server

Packets	kilobytes	Mbits/s
394	272.7	0.033

Web Server to SQL Server

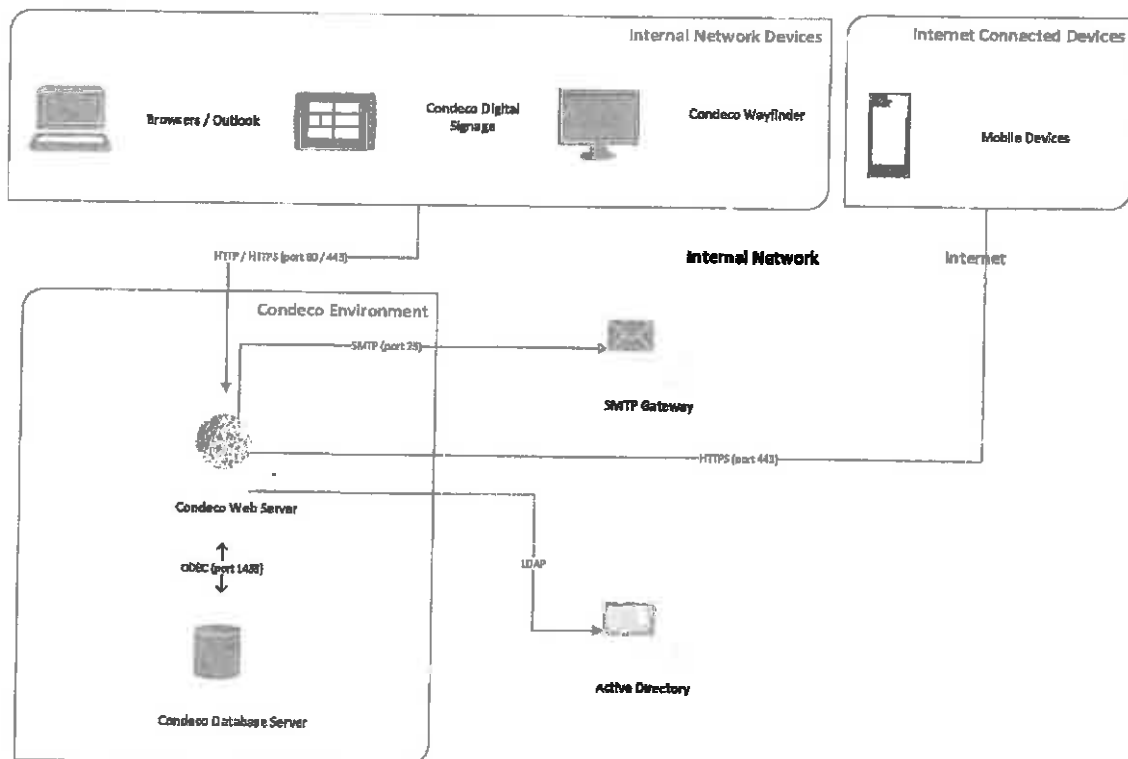
Packets	kilobytes	Mbits/s
347	181.7	0.028

5. Server Specifications

Minimum specification

The following design is a designated 'minimum specification' level design. It does not include high availability or disaster recovery. This design includes separate Web and SQL servers, which is recommended.

.fig 4.1.1



Note: This design shows the usage of dedicated SQL server. The Condeco Database can also be located on a SQL cluster.

Resourcing

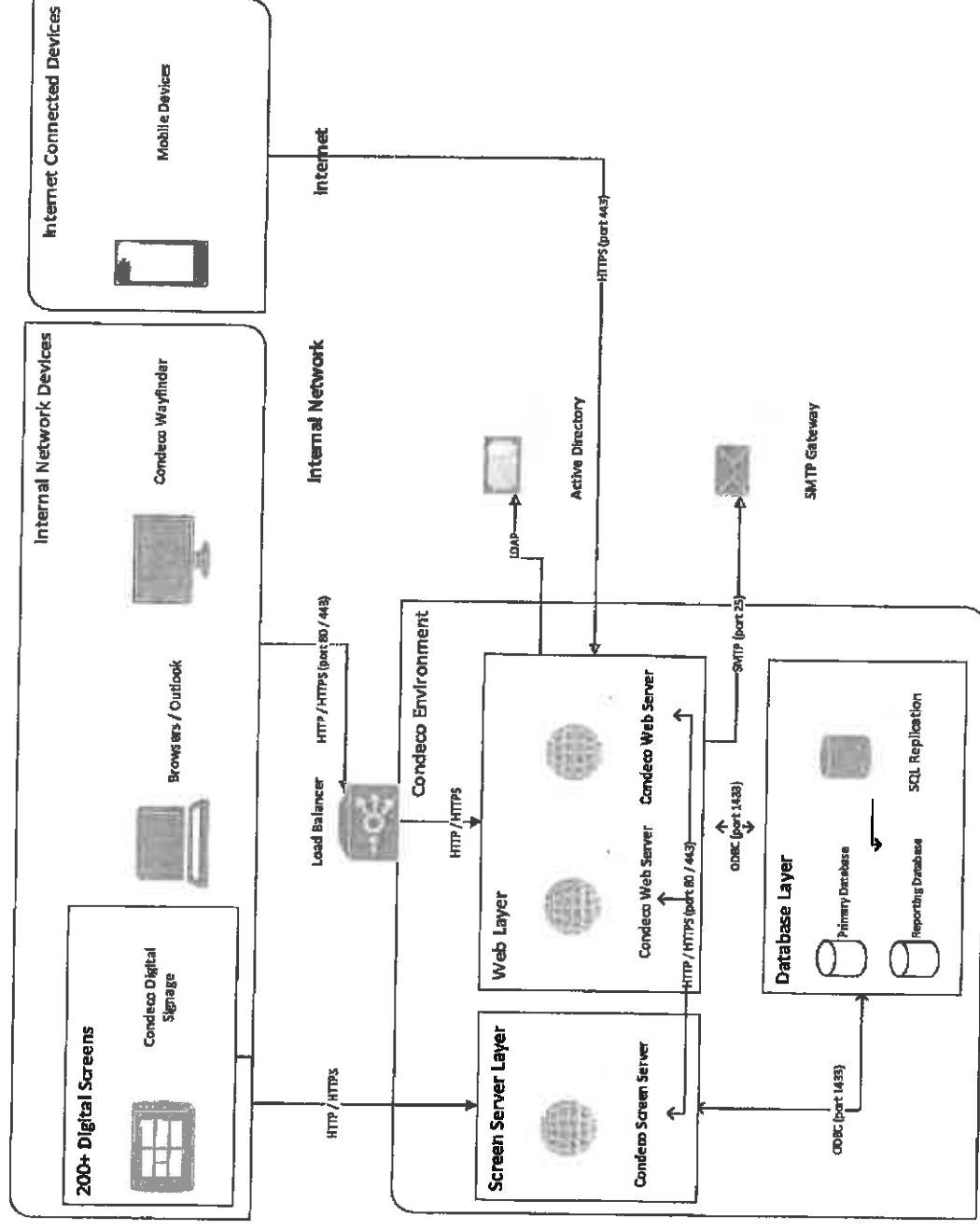
The following recommendations are based on a typical minimum specification installation. However, please ensure the specification is agreed and discussed with the Condeco project manager or Technical Consultant.

	Processor	Memory	Storage*
Web Server	2 Cores	4GB	40GB
SQL Server	4 Cores	8GB	60GB

*Storage requirement is based on a dedicated partition.

Enterprise design

The following design is based upon a high level enterprise design including high availability.



Resourcing

The following recommendations are for an enterprise level installation.

	Processor	Memory	Storage*
Web Server(s)	4 Cores	8GB	40GB
SQL Server	6 Cores	16GB	100GB

*Storage quote is assumed to be on a dedicated partition

6. Condeco Active Directory Authentication Explained

Condeco comprises of two elements to ensure a seamless log-in and user management experience for administrators.

- A web service application that runs as a network user account on the web servers. This service is used for live LDAP queries and by the scheduled user import task.
- Windows Authentication allowing users to have single sign on access through internet explorer without needing to enter any credentials.

A scheduled task is implemented on one of the web servers that executes the Condeco user import VBS script. This user import script pulls user details from the configured domain(s) and keeps any username changes updated. It is scheduled to run on a nightly basis.

The following provides a walkthrough of users logging in to Condeco given multiple scenarios:

- A user is directed to the log-in page and they enter their AD network log-in details. The AD Authentication service (running on the web servers) queries the domain via LDAP for authentication.
 - If a user exists in the Condeco user table and is authenticated in Active Directory they are logged into Condeco.
 - If the username does not exist in Condeco, a user is presented with the create user account page (containing user details gathered from AD e.g. email, firstname, lastname) a user account is created in Condeco and the user is subsequently logged into the system.
- If the user uses a compatible browser, Windows Authentication is used. The username for the user accessing the Condeco website (SAMAccountName) is passed.
 - If the user exists in the Condeco user table they are logged in automatically.
 - If they do not exist in Condeco but have a valid network username that gives them access to the page, then they are pushed to the log in page (mentioned above) where they follow the AD log in process. Once they are

registered, Condeco will find them in its user table and log them in automatically

7. Condeco Outlook Integration

Condeco integrates with Outlook using an Outlook client side add-in, which does not require any integration with MS Exchange and connects to Condeco Enterprise via HTTP / HTTPS. The Condeco Add-in is based on add-in express technology.

Desktop requirements

- Microsoft Outlook 2007—2013
- .NET Framework v2.0 for the installation package
- .NET Framework v4.0 for the add-in
- Latest version of MSXML
- Access to Condeco Enterprise (v2.5.x) via port 80 or 443

Configuration

A Condeco resource will collect all of the relevant information to configure the Outlook add-in package for your installation; this will include the host URL and additional settings that may be needed for your implementation.

Deployment

The Condeco Outlook Add-In requires administrator permissions to be installed. For SCCM deployments the MSI must be run with highest privileges (elevated rights).

The add-in is supplied as a pre-configured MSI. This MSI also includes a setup.exe file for use in manual installations (.exe allows users to right click and 'run as administrator') the setup.exe is not used for packaging or deployment.

The deployment method used will be dependent on customer software distribution solutions and packaging policies. The majority of customers use a packaging and deployment solution such as SCCM to deploy to user desktops.

Per user installation

This option allows only the user who is logged in at the time of the installation to use the Condeco Outlook plug-in. In order to install the Condeco Outlook Add-in, the user must belong to the administrator group or have administrator rights on the local machine.

Per machine installation

All users that can log on to the machine can use the Condeco Outlook plug-in. This installation is not restricted to any particular user or account. In order to install the Condeco Add-in the user must belong to the administrator group or have administrator rights on the local machine.

Note: If you require the 'per user installation', please inform your project manager.

8. Condeco Digital Signage

Condeco Meeting Room Touch Screens



Condeco Meeting Room Touch Screens are powered by a custom restricted version of Microsoft Windows CE6 with a Condeco proprietary application running on the system.

The units connect to the Condeco core application (or dedicated screen server) via HTTP / HTTPS. The units can be configured with a static IP address or DHCP and are powered by PoE (Power over Ethernet).

For customers with 200+ room screens we advise the use of a dedicated screen server node. Please see the enterprise design on page 13.

Note: the touch screen units are not compatible with an authenticated proxy service (Standard Proxy is compatible). If a proxy is required it should not be authenticated. For HTTPS implementations SSL certificates should be verified at root level.

Condeco Desk Booking Touch Screens



Condeco Desk Booking Touch Screens are powered by customized Microsoft Windows CE6 operating system with a Condeco proprietary application running on the system.

The units connect to the Condeco core application Web Services APIs. The units can be configured with a static IP address or DHCP and are powered by PoE (Power over Ethernet).

Detailed hardware information can be found in the 'Condeco Desk Booking Touch Screens' document.

Condeco Wayfinder



The Condeco Wayfinder is a web-based product that displays multiple upcoming room availability or meeting lists, typically on large screens in receptions or communal areas.

The Wayfinder web page is designed to be displayed in the Chrome browser. To utilise the Wayfinder functionality, a display screen with a connected PC to the Chrome Browser will be required. This is not provided by Condeco.

In most deployments Condeco customers create a shortcut on the connected PC with the Wayfinder URL set to open in kiosk mode. This is then added to the startup folder of the PC.

Condeco Desk Booking Kiosk



The Condeco Desk Booking Kiosk is a user-friendly touch screen that enables staff to book workstations when and where they need them. The touch screen can be put in lobby areas, on a stand or wall mounted creating an attractive and cost effective booking solution. It connects to Condeco Desk Booking software, providing a seamless desk booking solution for a more efficient and flexible work environment.

Prerequisites

The Condeco Kiosk requires standard 240v power and comes with a UK 3 pin adaptor which connects to a 3 pin transformer.

Connectivity is provided via Ethernet cable and the unit supports both DHCP and static IP address configuration.

The unit must be able to resolve the host address for the Condeco web application, as standard on port 80 (HTTP) or port 443 (HTTPS). Further network connectivity is not required.

If required, the unit can be supplied without an Operating System to allow customers to install customized builds. However Google Chrome must be installed and Local Admin access must be provided to an account which can be shared with the commissioning engineer. This requirement must be communicated before delivery of the unit.

The unit can be delivered with or without RFID reading capabilities. If the customer does not require access control card readings, this must be raised prior to delivery.

Additional Notes

The kiosk does not require any direct access or interaction with the customer's domain or security access system.

The RFID reader reads the publically available unique identifier on the access control card such as card serial number, and authenticates this value against a value stored against the user's profile in the Condeco database.

User card information is stored against a user's profile.

- The user self-registers their card to their profile at the kiosk using their domain log in credentials. This is a one-time operation which allows a user to use their access card to authenticate instead of their domain credentials

9 Compatibility Matrix

✓ Fully compatible	Fully tested against this version with no known major issues.
○ Not fully compatible	Fully or partially tested against this version with known minor issues.
✗ Not compatible	Fully or partially tested against this version with known major issues.
? Untested	Untested against this version.

Web browsers	Condeco Enterprise
IE 6	✗
IE 7	✗
IE 8	✓
IE 9	✓
IE 10	✓
IE 11	✓
Chrome	✓

Firefox	✓
---------	---

Web server(s) (Windows server / IIS versions)

Condeco Enterprise

Windows Server 2008 (IIS 7)	✗
-----------------------------	---

Windows Server 2008R2 (IIS 7.5)	✓
---------------------------------	---

Windows Server 2012 (IIS 8)	✓
-----------------------------	---

Windows Server 2012R2 (IIS 8.5)	✓
---------------------------------	---

Microsoft SQL server versions

Condeco Enterprise

Microsoft SQL Server 2008	✓
---------------------------	---

Microsoft SQL Server 2008R2	✓
-----------------------------	---

Microsoft SQL Server 2012	✓
---------------------------	---

Microsoft SQL Server 2014	?
---------------------------	---

Microsoft Outlook Versions

Outlook Add-In v5.x

Outlook 2007	✓
Outlook 2010	✓
Outlook 2013	✓
Outlook Web Access	✗

10. FAQ's

Q: We use Outlook 365, does the configuration vary when implementing Condeco?

A: The Condeco Outlook add-in is a client side Outlook add-in. It does not integrate with Exchange or have any integration to Office 365 web based interface. The add-in is deployed onto client desktops and connects to Condeco via HTTP / HTTPS.

Q: Does Condeco support Multiple Domains/Forests?

A: Yes, Condeco supports the adding of multiple domains into its configurable connections. Trust must be provided across the relevant domains and user account SAMAccountNames should be unique across the domains.

Q: Does Condeco offer APIs?

A: Yes, Condeco has a wide range of APIs available which are under a licensed module of the product. Please speak with your account manager or technical lead to obtain API specific information.

Q: Does Condeco support Virtual Machines?

A: Yes

Q: Does Condeco offer any SQL maintenance jobs?

A: Yes, Condeco require the set-up of scripts which will re-index the database and clean up data in tables to optimise performance.

Appendix

Appendix A – Installation checklist

Overview

This section outlines the roles, services and prerequisites that should be configured before an installation of Condeco can take place.

Please note that any items not configured may cause the Condeco installation to be delayed or cancelled. For assistance with any of the items listed please discuss with your project manager.

Preparing the web server

To prepare your web server(s) for a Condeco installation, certain roles and services must be installed. The following is a comprehensive list of the roles and services that should be installed prior to a Condeco Enterprise installation.

Server Roles

- Application Server
- Web Server ISS

Features

- .NET Framework Features
 - .NET Framework 3.5
 - HTTP Activation
 - Non-HTTP Activation
- .NET Framework 4.5 Features
 - .NET Framework 4.5
 - ASP.NET 4.5
 - WCF Services
 - HTTP Activation
 - Message Queuing

- Name Pipe Activation
- TCP Activation
- TCP Port Sharing
- IIS Hostable Web Core

Application Server Role Services

- .NET Framework 4.5
- COM+ Network Access
- TCP Port Sharing
- Web Server IIS Support
- Windows Process Activation Service Support
 - HTTP Activation
 - Message Queuing Activation
 - Named Pipes Activation
 - TCP Activation

Web Server (IIS) Role Services

- Common HTTP Features
 - Default Document
 - Directory Browsing
 - HTTP Errors
 - Static Content
 - HTTP Redirection
 - WebDAV Publishing
- Health and Diagnostics

- HTTP Logging
 - Logging Tools
 - Request Monitor
- Performance
 - Static Content Compression
 - Dynamic Content Compression
- Security
 - Request Filtering
 - Basic Authentication
 - Client Certificate Mapping Authentication
 - Digest Authentication
 - IIS Client Certificate Mapping Authentication
 - IP and Domain Restrictions
 - URL Authorization
- Windows Authentication
 - Application Development
 - .NET Extensibility 3.5
 - .NET Extensibility 4.5
 - Application Initialization
 - ASP
 - ASP.NET 3.5
 - ASP.NET 4.5
 - ISAPI Extensions
 - ISAPI Filters
 - Server Side Includes

Preparing the SQL Server

The following requirements must be in place before the Condeco Enterprise installation takes place.

Server collation is 'Latin1_General_CI_AS'

'Mixed' mode is configured to allow the use of both Windows and SQL authentication

Remote connections are enabled

TCP/IP is enabled

Default SQL port 1433 is open (1434 for named instances). If alternative port is in use, please notify Condeco

The Condeco engineer will have the ability to restore from a backup and create a SQL user

Default language of SQL account will be 'British English'

SQL user will have 'Select' permission on tables and 'Execute' permissions on stored procedures on the Condeco database where 'DBO' is not possible

Additional pre-installation checks

The following additional requirements must be in place prior to an installation of Condeco Enterprise

A domain account has been created with a password that does not expire. This account should be local admin on the application server/s, but only requires basic user permissions on the domain

A DNS entry has been created

If it is intended for users to access the application over HTTPS, the certificate should be loaded onto the web server(s)

DNS/IP address of SMTP server has been provided

Port 25 is open and relay allowed from application server on the SMTP gateway.

Condeco Touch Screens

Vinyl has been applied and allowed 24 hours to dry (Glass mounting only)

Back plates have been mounted (Glass or wall)

CAT5/CAT6 cable has been run and terminated

Connectivity between the screen location and network/Condeco application has been tested

Cable is POE enabled

If static IP addresses are to be used, a full list of these plus Default Gateway, Subnet Mask and DNS server IP addresses have been provided

About Us

Powering Change

Condeco is the leading provider of integrated meeting room, desk booking and space utilisation technologies. Our robust software and exceptionally designed hardware is the most feature-rich and versatile on the market.

Condeco's complementary product suite is designed to provide a seamless experience, with technology and insight informing one another to help you better understand and improve your workplace. We are a full service company, uniquely positioned to provide clients with an end-to-end solution and offer 24/7 support across the globe. Our integrated departments encompass research, design, development, services and support.

Condeco powers your business to change the way you work and manage your real estate more effectively.

Who We Work With

Millions of people are using Condeco worldwide, including some of the largest blue chip organisations across the globe:



Our Global Network

Condeco has offices across America, Asia, Australia, Africa, Europe and the Middle East as well as strategic partners across the world.

Condeco Hosted Service Description



Condeco
2 Harbour Exchange Square London E14 9GE
www.condecosoftware.com

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Responsibility		Name	
Owner		[REDACTED]	
Author(s)		[REDACTED]	
Reviewer		[REDACTED]	
Approver		[REDACTED]	
Version	Status	Reason for change	Date
0.1	Draft	Initial Release	07 Oct 2013
Name		Organisation	

1. Service Introduction

Condeco's enterprise hosted service is a 'private cloud' solution providing customers with secure, resilient infrastructure that has been designed to perform at optimal levels regardless of scale and geographic spread of the user base.

Condeco provides customers with a dedicated virtual server environment on which to install and run the Condeco application. These are all hosted within a high security data centre operating to the highest industry standards. The hosted solution is fully resilient with off campus disaster recovery, thereby giving peace of mind as well as global enterprise-fit performance.

The hosted solution is fully supported by Condeco and underpinned by industry leading Service Level Agreements.

The solution is fully scalable enabling it to grow with our customer's business so that they can leverage Condeco's market-leading workspace management solution across their entire enterprise.

2. Service Benefits

The Condeco hosted solution provides organisations with the following features and business benefits.

Scalability – We provide our customers with fully scalable infrastructure on which to host their Condeco Workspace Management solution, enabling them to upscale or downsize according to the demands and requirements of their business, without facing the often prohibitive infrastructure costs. Condeco are able to scale solutions to meet any requirements. We help organisations react quickly to their business needs, whilst operating and financing efficiently.

Performance – We provide our hosted customers with the optimal performing environment on which to run their Condeco Workspace Management solution. Our hosted environment has been designed by Condeco with the knowledge and expertise of deploying our solution to hundreds of customers worldwide. Our systems architecture and design is specified to deliver the highest achievable levels of speed and availability. We provide our hosted customers with the confidence that they will be able to meet the performance expectations of their user community and fully realise the range of business benefits associated with the Condeco application.

Resilience – Our systems architecture is fully resilient across all key facets including servers, storage and connectivity. We use industry leading tools to proactively monitor all aspects of our hosted solution on a 24/7 basis. Condeco commit to providing 99.9% uptime to their hosted customers. Our customers have reassurance that the Condeco application will always be available to their user base, all day, every day.

Support – Our hosted customers have a single channel for all aspects of Condeco support – (core infrastructure, hardware and/or software) - in the shape of our helpdesk. This 'one stop shop' ensures that issues can be quickly and fully evaluated, with an expedited resolution path that simply isn't possible in a multi-vendor situation. Support is available on a 24/7 basis. Our support team work to defined Service Level Agreements in order to respond quickly and fully to our customers' needs. Our one stop support model provides fully accessible expertise and allows our customers to remain efficient.

Security – Condeco takes security very seriously. Our physical environments exceed the highest industry security standards. Our network and data security operates within recognised standards using approved protocols and policies. Condeco alleviates the headache and management overhead associated with maintaining a highly secure environment.

3. Why Opt for a Hosted Service?

3.1. Hosted vs. On-Premise

Whether opting for hosted or on-premise solution, the customer will still buy and 'own' the software. The simple differences lie in where the software is installed, and who owns and manages the underlying infrastructure.

Organisations often desire the control and perceived peace of mind that comes with installing and managing software on their own infrastructure, i.e. on-premise. These organisations will face additional upfront costs associated with procuring and installing hardware and their associated software licenses. They also are prepared to absorb additional running costs associated with the support and management of the infrastructure.

Organisations that face budgetary constraints, or who do not have capacity within (or the support of) their IT team, may find that a hosted solution is better suited to their requirements. In this scenario the infrastructure costs are sold within a service pricing framework (e.g. monthly pricing) and the entire infrastructure is managed, operated and supported by the supplier. The service can be set-up quickly; all the customer requires is reliable network connectivity into the hosted centre.

Because in both scenarios the organisation 'owns' the software, they always have the choice to bring the application on-premise at a later stage, (or vice versa) should their situation change.

4. Why Opt for Condeco Hosted?

Those organisations that have concluded that a hosted Condeco solution is the right option for them are now faced with a further two options to consider:

- Does the organisation have the Condeco application hosted on an existing or selected hosting vendor's infrastructure? Or;
- Does the organisation select Condeco to host the application on their behalf?

By selecting Condeco to host their solution on the organisation's behalf, further rafts of benefits are enabled.

Confidence – Condeco's hosted infrastructure has been designed by Condeco, for Condeco solutions. It is specifically designed to optimise application performance, whilst providing the resilience and security expected by our global customer base.

Ease and Efficiency – By having the entire solution delivered by Condeco, the organisation is provided with only one channel to deal with for delivery, management and on-going communication. This significantly reduces the management burden and allows the organisation to focus its efforts on their core business.

Expertise – Condeco has in-house expertise across the application and hosted infrastructure, providing peace of mind in service delivery. If things do go wrong, then Condeco has full end-to-end visibility and control over fault diagnosis and resolution. This means that issues are resolved more quickly and that communication around problems is more cohesive and informed.

Cost Efficiency – By using one provider for both the application and hosted infrastructure, costs are minimised.

5. Technical Features

5.1. Performance

Condeco provides an optimally designed hosted environment underpinned by:

- a dedicated Hyper-V virtual database cluster providing best-in-class virtualized performance (multi-core/32bit/64bit)
- Load balanced web servers to optimise processing speed
- Load balanced screen servers (for room/desk screen customers)
- Dual routed network connectivity delivering up to 100Mb per connection

5.2. Resilience

We provide a fully robust hosted solution designed to deliver 99.9% availability. Our hosted solution has the following key features to deliver resilience:

- Clustered Hyper-V virtual server environment
- Connectivity ('IP Multi-homed' by Level 3) dual routed through separate switches and separate carriers
- Centralized high availability SAN storage
- Hardware 'N+1' resilience, eliminating single point of failure across server and network infrastructure
- Full network performance monitoring capability including availability/uptime monitoring, traffic/utilization monitoring, device health monitoring, network mapping, port mapping, network analysis amongst others
- Full server performance monitoring capability including Windows monitoring, Hyper-V monitoring, SQL server monitoring, system health monitoring, application, process and log file monitoring amongst others
- 24/7 alert system into our India based support centre who have full access to interrogate hosted infrastructure and execute recovery plans
- Full data backup using common rotation scheme with three backup cycles (grandfather-father-son). Backups taken daily on a First In First Out (FIFO) basis with data held for 12 months as standard
- Computerised Building Management System (BMS) to monitor physical environment

- Redundant high capacity power supplies with both UPS systems and standby generators
- A fully replicated non-resilient Disaster Recovery environment hosted off-campus with manual intervention 'warm-start' within hours of incident

5.3. Security

Our primary data centre is provided by our racked space partner, Telecity, and located in London's docklands. Key physical security features include:

- permanently manned security presence at our data centre
- a multi-layered physical security approach including a secure perimeter, biometrics and video surveillance
- Tightly controlled entry, with strict procedures in place to monitor and control visitor access both into and within the data centre

We operate a high level of data and network security through a number of policies and protocols. These include:

- SSL encryption to transmit documents and data safely and securely over the internet
- Certified industrial firewalls to ward off cyber attacks
- Password policies that control and protect from unwanted access

5.4. Scalability

The scale of a hosted customer's Condeco Workspace Management deployment can be quickly and easily grown or downsized to support business demand.

We have access to unlimited physical racked space and can quickly and seamlessly add Hyper V clustered server on them to meet any new requirement.

5.5. Support and Service Level Agreement

We will promise to deliver or exceed 99.9% availability on our hosted environment.

Our global support team can be contacted 24x7x365 by:

- E-mail Primesupport@condecosoftware.com or;
- Telephone support helpline on +44 (0)845 548 0036

Our support team provide global 24/7 support and operate against the Service Level Agreement below;

Priority	Severity	Description	Response Time	Comm'n Frequency	Recovery Time
1	Critical	Complete unavailability of the system, or so severely limits functionality or performance that day to day business cannot be continued	30 Mins	Hourly	4 hours
2	High	Key system functionality is unusable or inoperable causing severe business process disruption or affected screen failure results in reputational damage	2 hours	4 hours	24 hours
3	Medium	System functionality affected resulting in some aspects of department/business not working as per normal or multiple screen failures	4 hours	As agreed on individual basis	60 hours
4	Low	User inconvenience, limited to single or <5 users whereby issue does not disrupt business process and workaround exists. Also covers functional questions and isolated hardware failures	Next Day	As agreed on individual basis	240 hours

Our internal escalation process is intended to notify and brief various levels of management throughout the life cycle of technical issues. This ensures that the appropriate resources within Condeco are utilised to resolve outstanding technical problems as efficiently as possible.

The following schedule shows the manager receiving notification, and the elapsed time at which notification is given, according to the Priority Level; escalation continues until the issue has been resolved or a satisfactory workaround has been implemented:

Person Notified	Priority 1	Priority 2	Priority 3
Account Manager	1	4	48
Global Support Manager	1	4	72
Head of Operations	2	8	24

This support model is aligned to our global prime support agreement which is provided to all global enterprise customers with multiple location deployments. In-country or single/few location deployment customers may want to consider other our other available support models for hosted.

5.6. Data centre Partner

We have carefully chosen to partner with Telecity in order to provide a world class hosted offering to our customers.

Telecity is a European leader in the provision of premium carrier-neutral data centres. They have a wide network of data centres in prime city centre locations across Europe. Condeco believes that Europe provides the ideal location for hosting its Workspace Management solution for a global customer base.

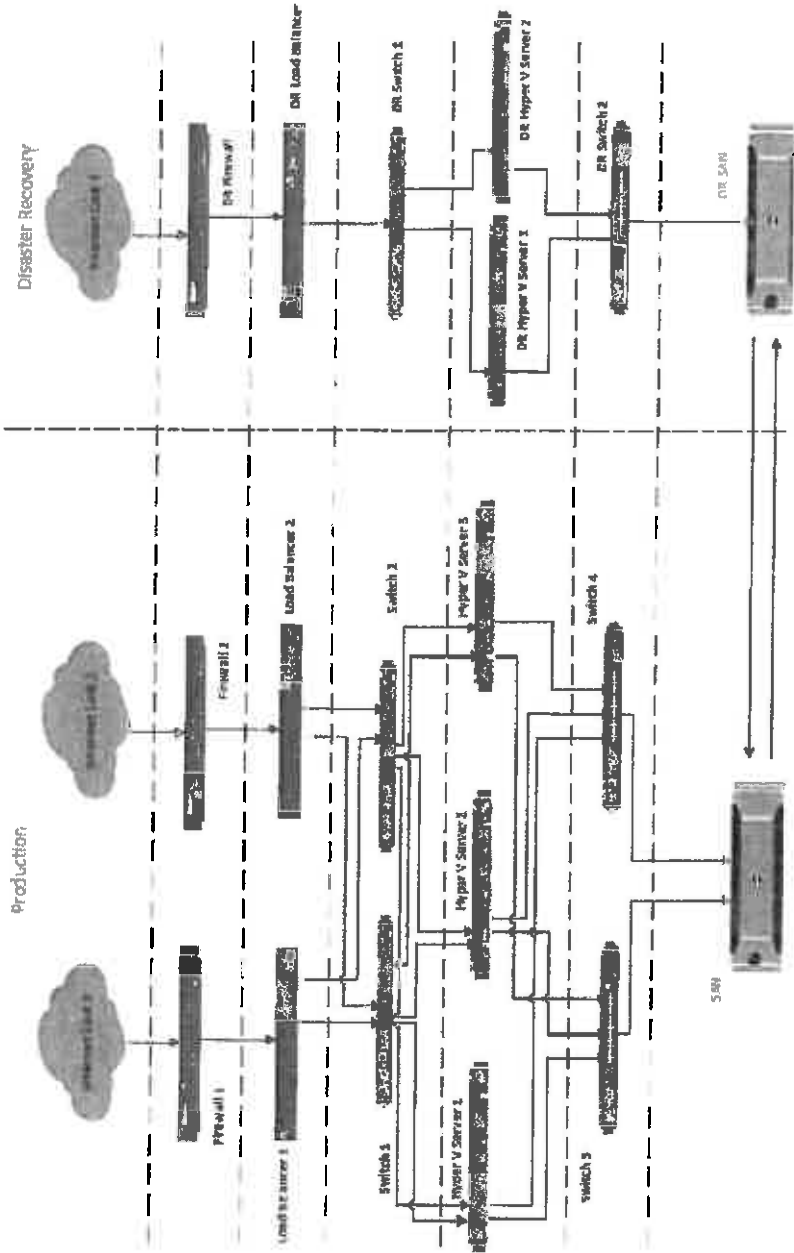
First established in 1998, Telecity now has an enviable list of clients including many well-known global blue chip companies. Telecity has won numerous industry awards reflecting the high calibre of their people and the high standards they operate against.

Whilst located in Telecity's data centres, the server farms are owned and fully managed by Condeco Ltd.

Our data centre has been awarded the ISO27001 standard for security management. It specifies the requirements for establishing, implementing, operating, monitoring, reviewing, maintaining and improving a documented Information Security Management System. The standard ensures best practise for security controls to protect information assets.

Our data centre has also has been awarded ISO9001 (Quality Management), ISO14001 (Environmental Management) and ISO22301 (Business Continuity Management).

6. Technical Architecture Diagram



7. About

About Condeco

We are the leading provider of meeting room and desk booking solutions, as well as advanced digital signage solutions.

Our robust software and exceptionally designed hardware is the most feature-rich and versatile on the market. It powers your business to change the way you work and manage your real estate more effectively.

Our complementary product suite and service delivery means, we spare you the headache of having to manage multiple vendors.

Our vertically integrated departments encompass R&D and design – leading the way in software and hardware innovations – through to delivery, support and upgrade.

Who we work with

Today, we work with around 400 companies worldwide, including over 30% of the FTSE 100. We have offices in the Europe, USA, Australia, Asia and the Middle East, as well as strategic partners across the world. Our strategic partners enable us to respond quickly to client demands with 24/7 customer support. They also extend our global reach, enabling us to provide scalable solutions to companies with real estate assets worldwide.

Contact

Europe (Head Office)

8th Floor Exchange Tower
2 Harbour Exchange Square
London E14 9GE

Tel +44 (0)20 7001 2020

europe@condecosoftware.com

Americas

370 Lexington Avenue
Suite 1409
New York NY 10017

Tel +1 917 677 7600

americas@condecosoftware.com

Asia

703 Vatika City Point,
Sector 25, MG Road,
Gurgaon 122 002 India
Tel +91 124 414 2643

asia@condecosoftware.com

Australia & New Zealand

Level 2, 10 Bond Street
Sydney
NSW 2000
Australia

anz@condecosoftware.com

Middle East

Almas Tower, 49th Floor, JLT
P.O. Box 340505
Dubai
United Arab Emirates

Tel: +971 50 457 8924

MiddleEast@condecosoftware.com

South Africa

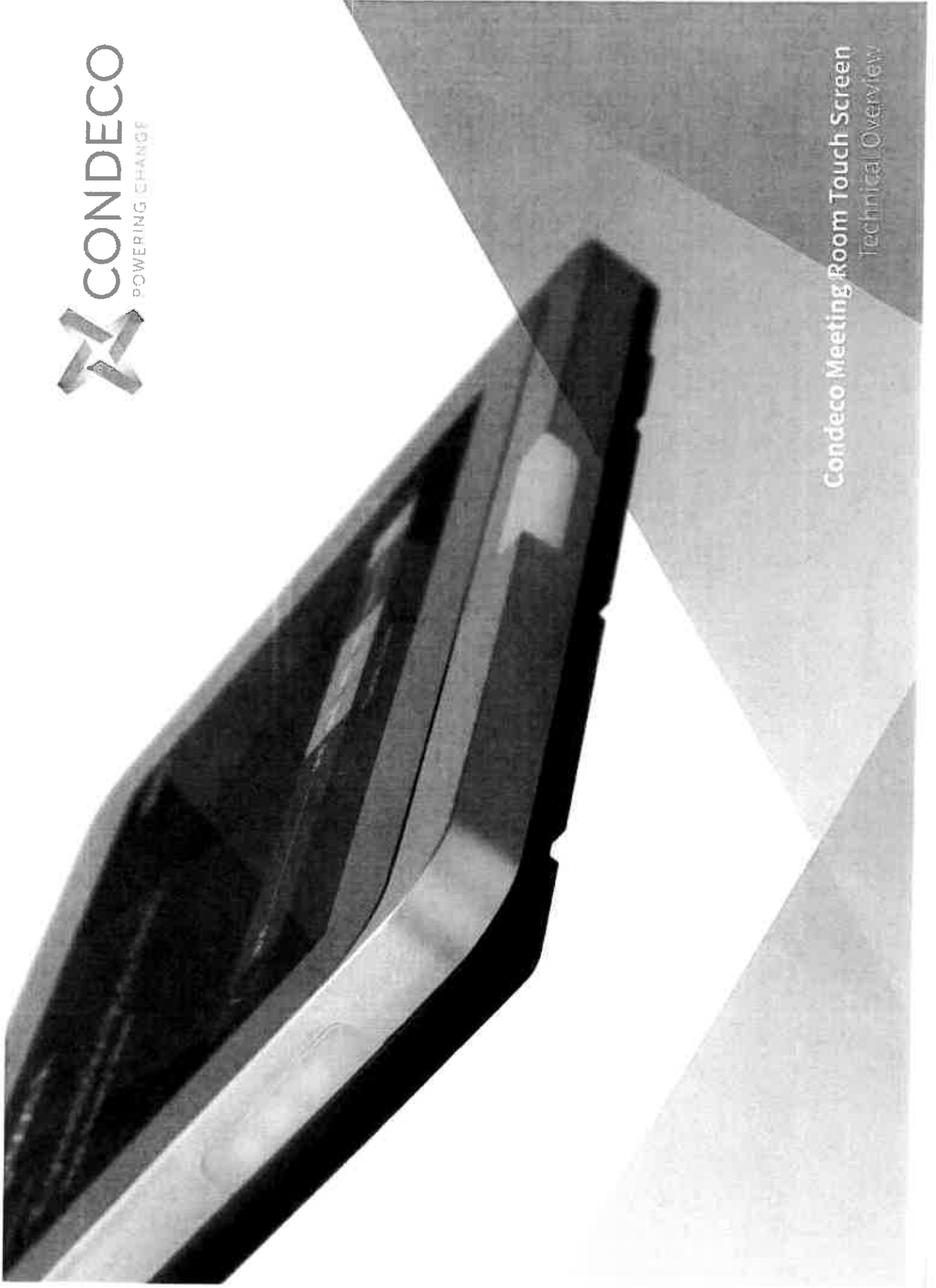
45 Wessel Road
Rivonia
2128 Johannesburg
South Africa

Tel: +27 (0)11 844 9900

Africa@condecosoftware.com



Condeco Meeting Room Touch Screen Technical Overview

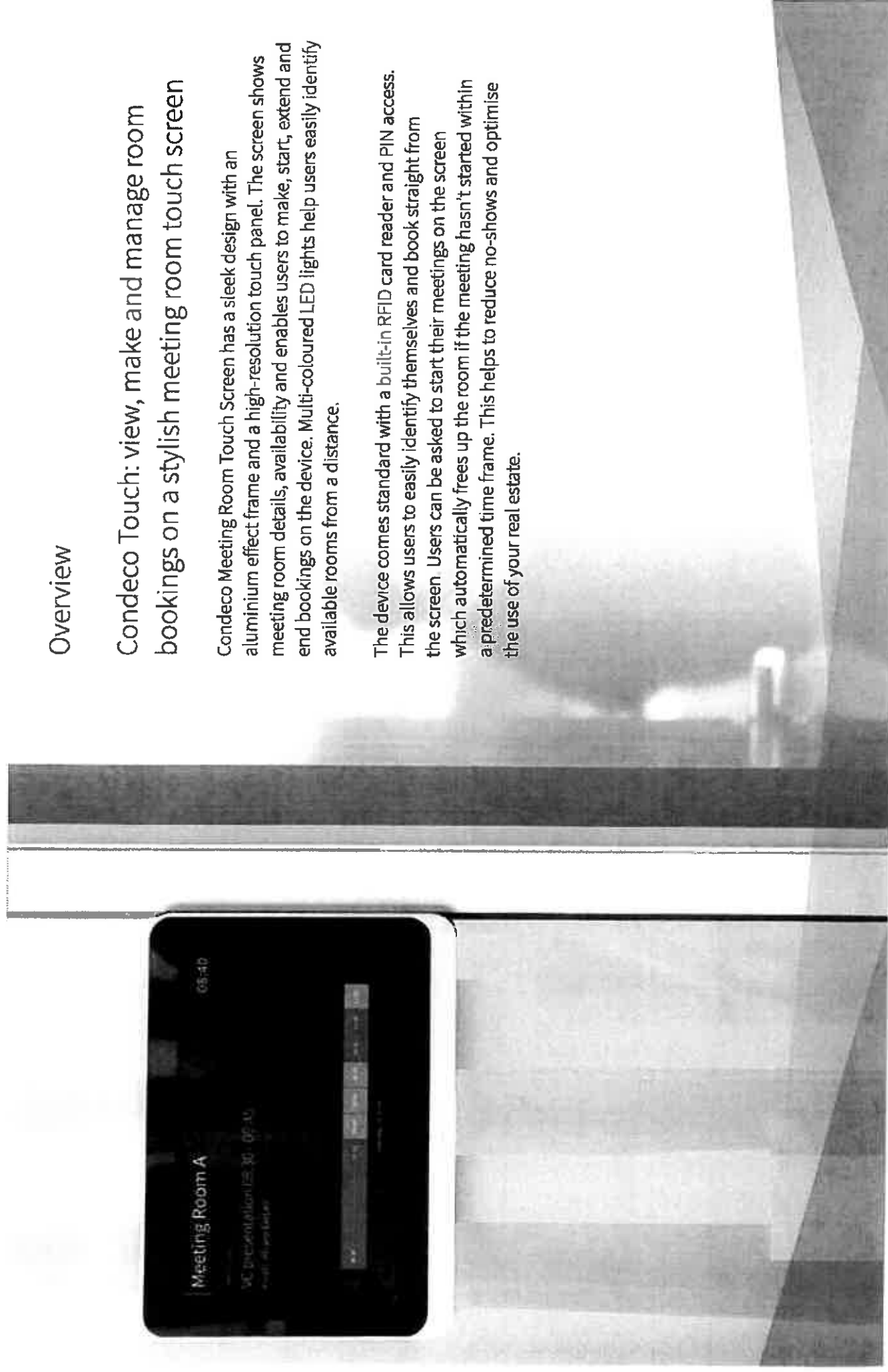


Overview

Condeco Touch: view, make and manage room bookings on a stylish meeting room touch screen

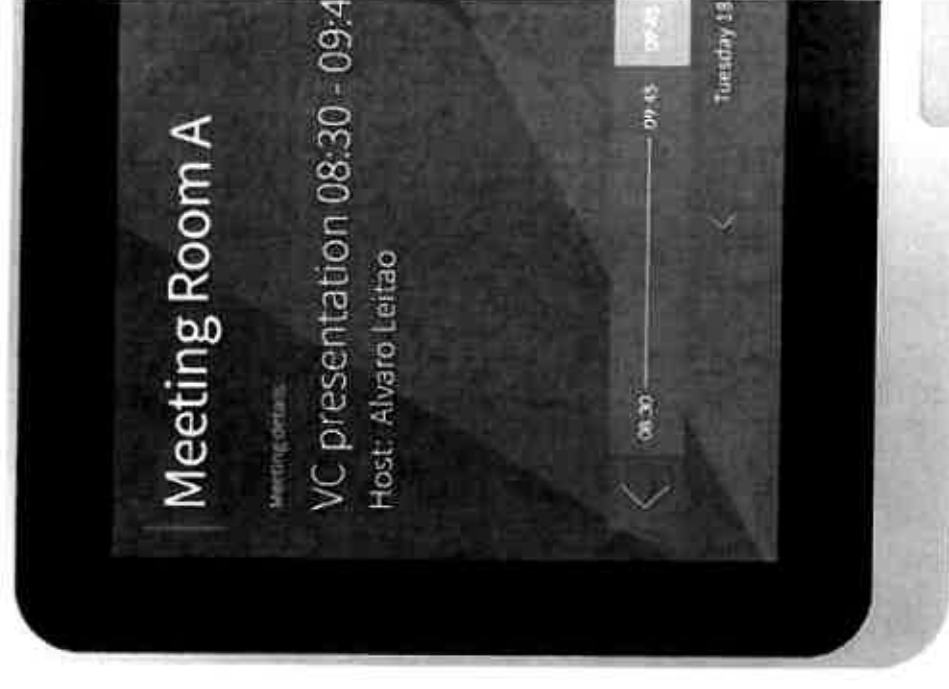
Condeco Meeting Room Touch Screen has a sleek design with an aluminium effect frame and a high-resolution touch panel. The screen shows meeting room details, availability and enables users to make, start, extend and end bookings on the device. Multi-coloured LED lights help users easily identify available rooms from a distance.

The device comes standard with a built-in RFID card reader and PIN access. This allows users to easily identify themselves and book straight from the screen. Users can be asked to start their meetings on the screen which automatically frees up the room if the meeting hasn't started within a predetermined time frame. This helps to reduce no-shows and optimise the use of your real estate.



Key Functionality

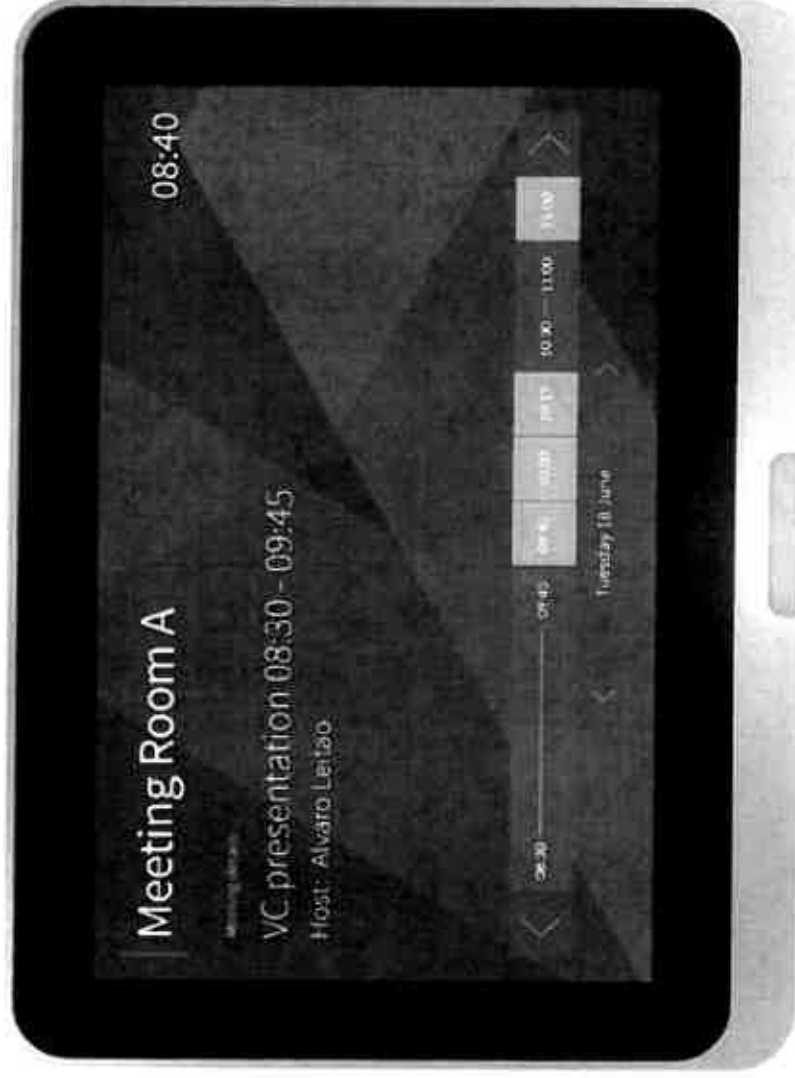
- Book straight from the screen using a PIN or RFID card (see page 7 for a full list of compatible cards)
- Start, extend and end meetings on the screen
- Automatically cancel room bookings in case of no-shows
- Displays room bookings made using Condeco Enterprise, the Condeco Outlook Add-in, Lotus Notes and the Condeco Mobile Room Booking app or use Condeco Connect to connect screens directly to MS Exchange or Google
- Available in many languages
- Three LED indicators (green, amber and red) to show the availability of the room from a distance



261mm
(10.28")

30mm
(1.17")

194mm
(7.62")



Technical Specifications

Screen

- 10.1" WXGA colour HD LCD display
- 1280 x 800 screen resolution
- Built-in projected capacitive multi-touch screen
- Aluminium effect finish

Processor

- 800MHz ARM Cortex A8 Processor
- 256MB low-power DDR memory
- 512MB flash memory

Operating System

- Windows CE
- Embedded application in Microsoft C# (where applicable)

Mounting

- Surface mount option - glass/wall

Server Connectivity

- Communicates with server using web technology on port 80 (HTTP) or 443 (HTTPS)
- Requires either static IP address or uses DHCP
- Automated firmware updates from server (or internet if applicable)



Technical Specifications

Security

- Embedded CE cut down to remove unwanted services and applications
- No hard disk; if the device is suspended, all changes will be saved to the flash memory only
- No access to the operating system via the touch screen

Network

- Ethernet 10/100

Power

- PoE (Power over Ethernet)
- Power adaptor (to be supplied separately) for non PoE installations
- Peak power consumption: 8.4 Watts / 8400 milliwatts
Average power consumption: 7.35 Watts / 7350 milliwatts
(Measurements were taken when the screen was powered by PoE)

Additional Features

- Three tri-colour LED room status indicators





Multi-RFID reader supports high and low frequency cards

Supported cards (other formats available on request):

- ISO14443A
- ISO14443B
- ISO15693
- ISO18000-3
- Mifare Classic 1K
- Mifare Classic 4K
- Mifare Classic 8K
- MIFARE Ultralight
- MIFARE Ultralight C
- MIFARE Plus
- MIFARE DESFire EV1
- HID Corporate 1000 format
- HID 202x/203X iCLASS PROX
- HID 1431 Mifare
- HID 1326 PROXCARD II

For more information
www.condecOSOftware.com





Advanced Reporting

Produced by:

Training
Condeco Limited
5th Floor, Exchange Tower, Harbour Exchange Square, Canary
Wharf, London E14 9GE
T: +44 (0)20 7001 2040
E: training@condecosoftware.com

Date:

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Overview

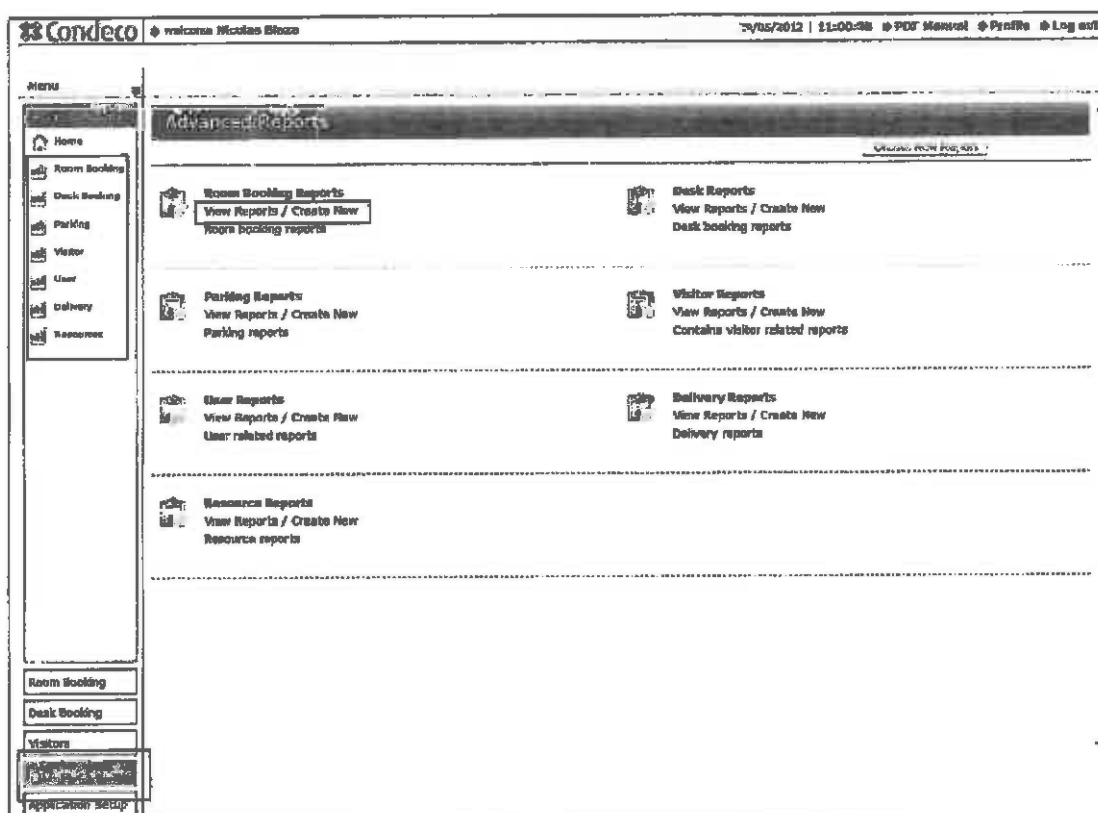
The main features of Advanced Reporting are;

- The ability to create custom reports based on the clients requirements
- The ability to utilise most of the database values within Condeco to design a report.
- Reports can be exported into Excel or Adobe pdf.
- Reports are run in "real time" and can be modified and re run instantly.
- Reports can be saved and rerun at any time.

This guide sets out to introduce the user how to start running and configuring their own reports.

Advanced Reporting Engine

In order to access Advanced Reports a user needs to be at least a Group Administrator.



Click <Advanced Reports> in left hand navigation pane.

In the left menu bar the reports are categorised into the 7 modules of Condeco;

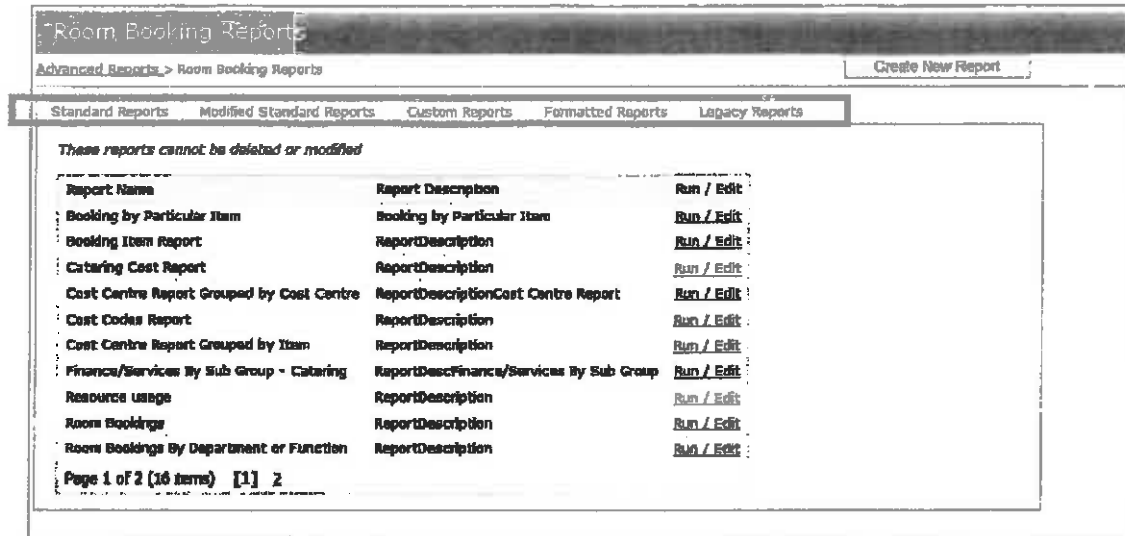
- Room Booking
- Desk Booking
- Paring
- Visitors
- User
- Delivery
- Resources

They are also displayed in the right hand window.

By clicking one of the icons in the left hand navigation menu or **<View Reports / Create New>** under any of the headings in the right hand window displays the various reports available.

Click **<View Reports / Create New>** under the **Room Booking**.

The Advanced Report Tabs



The 5 different report types are explained below

Tab Title	Description	Editable?	Output Format?	Deletable?
Standard Reports	The original default Condeco reports. These cannot be amended.	Yes (Saved under Modified Standard Reports)	Excel or PDF	No
Modified Standard Reports	Any Standard Reports that a user amends are saved here.	Yes	Excel or PDF	Yes
Custom Reports	Reports that the user has created from scratch.	Yes	Excel or PDF	Yes
Formatted Reports	Created for the client without the reporting engine.	No	To screen	No
Legacy Reports	The "original" Condeco reports.	No	To screen	No

The Reporting Engine

Standard, Modified Standard and Custom Reports all use the "Condeco Reporting engine".

Each report type acts as a base upon which different reports can be built.

By clicking <Run / Edit> to the right of any of the report types above opens the Report Engine in a separate window (or a new tab depending on the browser).

Overview of the Reporting Engine

Reporting ID	Item Name	Start Date	End Date	Frequency	Status	Total Cost
42324	Rural Vegetables and Knapweed	2/1/2011	10/10	nd		470.15
42324	Rural Vegetables and Knapweed	2/1/2011	10/10	nd		470.15
42324	Rural Vegetables and Knapweed	2/1/2011	10/10	nd		470.15
42324	Rural Vegetables and Knapweed	2/1/2011	10/10	nd		470.15
42324	Rural Vegetables and Knapweed	2/1/2011	10/10	nd		470.15
42324	Rural Vegetables and Knapweed	2/1/2011	10/10	nd		470.15
42324	Rural Vegetables and Knapweed	2/1/2011	10/10	nd		470.15
42324	Rural Vegetables and Knapweed	2/1/2011	10/10	nd		470.15
42324	Rural Vegetables and Knapweed	2/1/2011	10/10	nd		470.15
42324	Rural Vegetables and Knapweed	2/1/2011	10/10	nd		470.15


- 1 Current Location & Time Period Filters (to amend these; click [Change Filters](#))
- 2 Format tool bar (hover the mouse over a button to see a description).
- 3 Fields used in current report (see page 7)
- 4 Edit/Create filters (see page 9)

The format tool bar allows any edited reports to be saved (Standard Reports are saved in the Modified Standard Reports tab).

The Format Tool Bar – Show Field Selection

Leaving the mouse on any of the buttons in this tool bar displays a pop up explain its function.

Clicking **Show Field Selection Window** displays a list of ALL fields available to report on.

-  Current fields being used have a check by them
- **Add** - Add this field to the current report.
- **Group** – Group by this field on the report (more than one field can be selected).

Where applicable mathematical functions can also be applied to a field, for example look at the Cost field selections below;



The screenshot shows a 'Field Selection' window with a list of fields on the left and a table of mathematical functions on the right. The fields list includes: Booking, Booking To, Primary Room Name, Number Attending, Is Primary Room, Meeting Title, Meeting Type, Is No Show?, Date Removed, Setup Info, Booking Notes, Red-emptible, To be invoiced, Client, Item, Resource/Services, Category, Sub Category, Sub Group, Item Notes, Time, Start Date, End Date, Start Date (w), End Date (w), Start Time, End Time, Start Year, End Year, Start Month, End Month, Delivery Time, Collection Time, Cost, Total Cost, Cost Centre, Cost Center, Quantity, and Unit Cost. The table of functions has columns: Add, Group, Sum, Average, Count, Max, and Min. The 'Cost' field is selected, and the 'Total Cost' field is highlighted in the table.

Sum = Total amount

Average = Average

Count = A count of all items

Max = Maximum amount

Min = Minimum amount

G = The Total is presented by Group (totals appear on each row of a report).

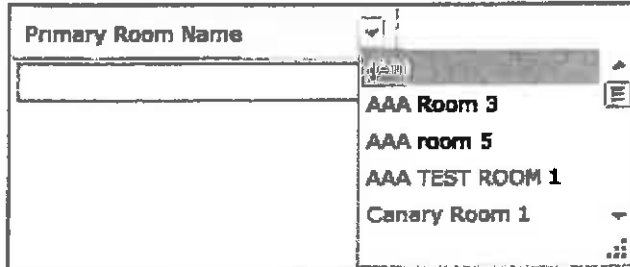
T = Total Amount (totals appear at the bottom of a report).

By clicking **Modify** at the bottom of the screen the report is rerun in the original window.

Additional filtering can now be applied to each field of the report.

Filter by Field

Once a report is <Run> fields can be configured further. For example clicking the drop down arrow to the right of any field allows the user to select all items in that field, or to select individually;

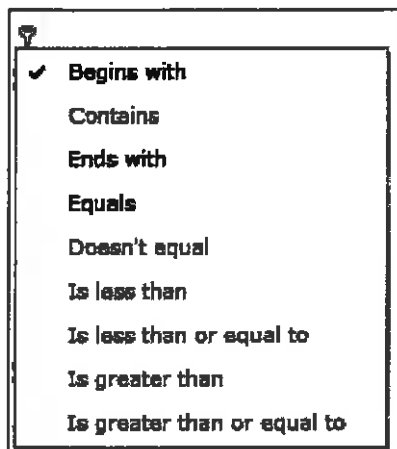


In this example (All) Primary Room Names can be selected or click a room name to select it...

Additional Filters by Field

Each field can be filtered further by clicking the filter icon 

The following pop up appears;



The user can then filter using these options, for example; Begins with Board Room....

Grouping Reports by Field

A field can be selected using <Show Field Selection Window> and checking the tick box under G (see page 6).

Or, when a report has been generated simply drag a field onto the top row.

The following report is being filtered by "Booking Type".

Total Cost	Booking ID	Booking Type	Private Room Name	Resource/Service
Booking Type: Internet (Booking Count: 48)				
Avg of Total Cost is 5.07 Max of Total Cost is 15.15 Min of Total Cost is 0.00				
Show Details				

▲ = Sort by smallest to largest (or A to Z)

▼ = Sort by largest to smallest (or Z to A)

Drag other fields to the top row to additionally sort by them, the order of sorting is from left to right, every time a field is "dragged and dropped" the report re runs in order to display results instantly.

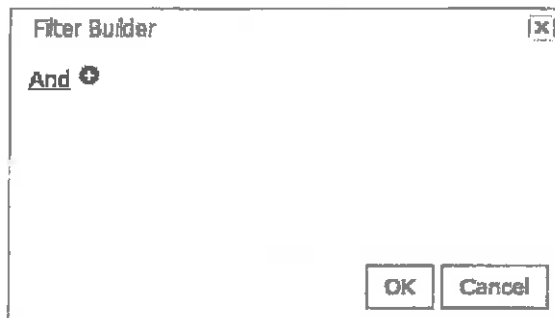


Hover the mouse between two fields to adjust the width of the column. (Useful to see more data in a row).

Create Filter (Filter Builder)

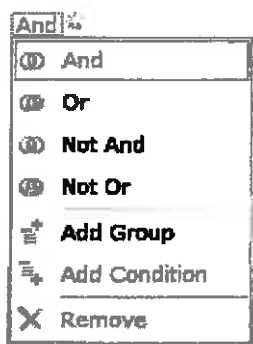
The create filter appears at the bottom left of the screen and can be used to apply additional conditions to a report;

By clicking  Create Filter the following window opens;

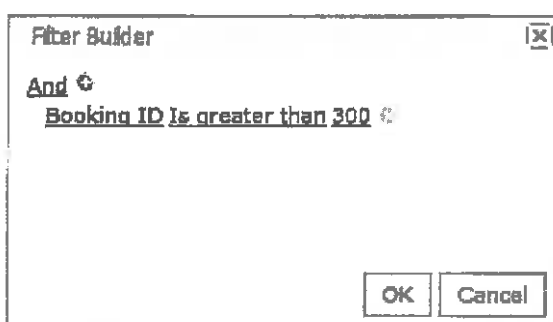


Clicking And would open all argument functions.

Clicking  would add another level to the filter.



(The additional argument functions).



Words in blue underline are current fields used in the report.

Words in green underline are additional equations.

A typical filter would look like this...

Click **<OK>** to apply the filter

Save and close any changes to a report by clicking **<Save>** or **<Save as>** on the format toolbar.

Create New Report (The New Report Wizard)

The New Report Wizard allows the user to create a totally new report to suite their requirements.

From the homepage click .

The Wizard has 4 pages;

Page Number	Function
Page 1	Chose the report type (from the seven Condeco modules see page 3)
Page 2	Chose the report group (Standard, Modified Standard, Custom, Formatted, legacy, see page 4)
Page 3	Chose the fields/groupings & summaries (see page 6)
Page 4	Choose Name and Description

Exporting Reports

Standard, Modified & Custom reports can be exported in MS Excel or pdf format.

Click <Export to Excel> or <Export to PDF> on the format toolbar.

Appendix 1 Room Booking Reports

A list of Standard, Formatted and Legacy room booking reports.

Standard

Report Name	Report Description
Booking by Particular Item	Booking by Particular Item
Booking Item Report	This report provides detailed information about items that were booked and their costs.
Catering Cost Report	Catering cost report gives information about the cost of catering items that were booked. It contains total cost, cost centre
Cost Centre Report Grouped by Cost Centre	This report shows the total costs per cost centre and the overall cost.
Cost Centre Report Grouped by Item	This report shows the booking information per group of items. For example all orders and booking information for Tea Item will be grouped under a single heading.
Cost Codes Report	All booking items are shown with the relevant cost centre displayed as the first column
Finance/Services By Sub Group	Catering orders are grouped by the requestor, subcategory and the subgroup of the items.
Resource usage	Shows the costs for each Group in the system. The data is further grouped by the Resource & Services category (Meeting Rooms, Catering, Equipment, Supplies) and the individual Resource or Service (Tea, Room1,etc.)
Room Bookings	Details regarding room bookings are displayed. Available filters include host name, floor and room name.
Service By Booking Item	All items are displayed with their booking ids and cost details.

Formatted

Report Name	Report Description
Banqueting Report	A detailed formatted report for all meeting room bookings, and associated items. Ordered by time of the meeting
Daily Summary Report	A detailed formatted report for all meeting room bookings, and associated items. Ordered by time of the meeting
Room signage report	A report that can be printed out and used outside Meeting Rooms.

Legacy

Report Name	Report Description
Booking Item Report	Detailed item report showing all ordered items and includes a summary, payment and refund details.
Catering cost report	A simple excel spread sheet report showing catering costs per booking, cost codes grouped by delivery date.
Cost Centre Report	Report detailed all items ordered and a total.
Cost Centre Report Grouped by Cost Centre	A report that details all items ordered including meeting rooms and total costs, grouped by cost code
Cost Centre Report Grouped by Item	A report that details all items ordered including meeting rooms and total costs, grouped by item
Cost Centre Report Totals	
Facilities List Report	
Finance/Services By Sub Group	
Instant Meetings	Number of instant meetings.
No shows report	Details of the meetings and their requestor that have been bumped or marked as no-show. Includes the total meeting time.
Resource id report	Excel Report used to show resourceID details for Condeco Screen programming.
Resource usage	A report grouped by resource showing the number of items booked. Can be drilled down to the actual item booked.
Resource usage by person	Drill down report grouping booking items by the user who requested the item.
Room and equipment booking reports	A report detailing the meetings and any equipment required for a meeting.
Room bookings	A simple report detailing room bookings.
Room Usage Analysis	report detailing the number of minutes and hours spent in meetings grouped by room.
Room Utilization (Default max occupancy)	A report grouped by room, showing the number of bookings, and how many attendees in the room as compared to the rooms maximum default occupancy.
Room Utilization (List)	A report detailing by room, the utilisation of that room by booking slot. Set-up and clear down times are not included in this report.
Room Utilization with no show	A report detailing by room, the actual utilisation of that room by booking slot after no-shows have been accounted for. Set-up and clear down times are not included in this report.
Service By booking group by time	A detailed report showing all items ordered grouped by time.
Service By booking item report	A detailed ordered item report that includes payment and refund details.
Service By booking report	A master / detail report showing both booking information and items ordered per booking.
Service By cancelled booking report	A master / detail report showing both booking information and items ordered per cancelled booking
Service By room	A master / detail report showing bookings and any associated orders grouped by room
Simple room bookings report	A simple list report showing only very basic booking details.

Total setup cleandown times report	A drill down report grouped by date showing total setup time, clean down time and meeting counts.
VC Report	Video Conference Details
Vendor Report	A report duplicating the vendor reports that are available from the vendor system. This report shows meeting details in addition to item required grouped by delivery time.
Vendor Report (Single Page)	Vendor Report (Single Page)

Appendix 2 Room Booking List of Fields

A list of fields that can be used to generate reports., items with a * can be further reported on with the functions on page 7.

General Fields

Is Primary Room

Booking ID

Resource&Services

Number Attending

Meeting Title

Booking Type

Is No Show?

Booking Notes

Time

Start Date

End Date

Start Date (w)

End Date (w)

Start Time

End Time

Start Year

End Year

Start Month

End Month

Delivery Time

Collection Time

Category

Category

Sub Category

Sub Group

Cost

Total Cost *

Cost Centre *

Quantity *

Unit Cost *

Host

Host

Host Phone

Host UserID

Host Email

Department

Business Category

Requestor

Requestor

Requestor Phone

Requestor User ID

Requestor Email

Geography

Country

Region

Location

Group

Room

Room ID

Floor

Time Used

Booking Duration *

Setup Minutes *

Clean Down Minutes *

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5th Floor Exchange Tower, 2 Harbour Exchange Square, London E14 9GE, United Kingdom

T: +44 (0)20-7001 2020 • F: +44 (0) 20-7001 2030 • URL: www.condecosoftware.com

Event Management
Client Name
Contact First Name
Contact Last Name
Event Name

Appendix 3 Desk Booking Reports

Standard Reports

Report Name	Report Description
Desk Bump	Desk bump report shows the desks that were bumped by their geographic information (location,floor,group) , by date and by the person that made the booking.
Desk Costs	This report shows the desk costs by booking person, date and geographical information (location,group,floor).
Desks Allocated to People	This report shows the desk allocation per person, by date and geographical information (location,group,floor)

Legacy

Report Name
All Users to a Desk Group
Bookable desk utilization by person
Desk Allocated to people
Desk Bump
Desk Check in and Bump
Desk Costs
Desk Usage By Person
Desk User Performance
Desk Utilization
Desk Utilization (Extended)

Appendix 4 Desk Booking List of Fields

A list of fields that can be used to generate reports., items with a * can be further reported on with the functions on page 7.

Desk

Desk Type

Desk Name

Am Only

Pm Only

Auto Release

Is Bumped?

Is Booked? *

Is Released? *

Cost

Cost/Day

Cost/Half Day

Date

Start Date

Until Date

User

Allocated to

User ID

Geography

Country

Region

Location

Group

Floor

Department

Department

Appendix 5 Parking Reports

Standard Reports

Report Name	Report Description
Parking Bookings by Parking Location	This report displays the parking bookings by their location

Legacy Reports

Report Name	Report Description
% Parking Bookings by Parking Location	
Parking Utilization	
Short term parking	

Appendix 6 Parking List of Fields

A list of Standard, Formatted and Legacy Reports.

Parking

Parking Name

Parking Scheme

Car Registration

Booking ID

Time

Start Date

End Date

Start Date (w)

End Date (w)

Start Time

End Time

Start Year

End Year

Start Month

End Month

Geography

Country

Region

Location

Appendix 7 Visitor Reports

Standard Reports

Report Name	Report Description
Visitor Arrivals	This report shows the visitor arrivals by visitor information (name, company), visiting information (name) and relevant dates (visitor created, and visitor arrived)
Visitor List	Visitor List report
Visitors	Visitors report by date

Legacy

Report Name
Visitor Arrivals
Visitor List
Visitors

Appendix 8 Visitor List of Fields

A list of fields that can be used to generate reports.

Visitor

Visitor ID

Visitor Name

Visitor Company

Visitor Phone

Visitor Email

Visitor Pass Type

Visitor Number

Sent Email

Sent Phone

Sent SMS

Location Name

Is VIP?

Visitor Category

Added By

Birth Date

Notes

Direction Email Sent?

Notes

Is Walk-In?

Visiting

Visiting Name

Visiting Phone

Visiting SMS

Visiting Location

Visiting Email

Visit

PassReturned

Is prebooked?

Purpose Of Visit

Arrived on the same day

Arrived early?

Notification

Notify Email

Notify Phone

Notify SMS

Date

Arrive Time

Depart Time

Visit Time

Visit Date

Create Date

Direction Email Time

Collect Time

Appendix 9 User

Standard Reports

Report Name	Report Description
Basic User Report	Report showing details for users.

Legacy

Report Name
No show by all users
No show by user(s)

Appendix 10 User List of Fields

A list of fields that can be used to generate reports.

User

User ID

User Name

Title

First Name

Last Name

Initial

Email

Telephone

Mobile

Extension

Fax

Cost Code

Is parking admin?

Parking Days per Week

Parking Days per Month

Default Location

Staff Number

Parking Booking O?

Desk Slots per Week

Employee ID

Company

ExternalMeetingRooms

UserSelectExternalProvider

AdminExternalRequests

DisplayRequestsOnDelete

UserPreApprovedForExternalBookings

Appendix 11 Delivery Reports

Standard Reports

Report Name

Booking by Particular Item

Booking Item Report

Catering Cost Report

Cost Centre Report: Grouped by Cost Centre

Cost Centre Report: Grouped by Item

Cost Codes Report

Finance/Services By Sub Group - Catering

No Show By All Users

Service by Booking

Service By Booking Group by Time

Appendix 12 Delivery List of Fields

A list of fields that can be used to generate reports., items with a * can be further reported on with the functions on page 7.

Cost

Total Cost	*
Cost Centre	*
Quantity	*
Unit Cost	*

Host

Host
Host Phone
Host UserID
Host Email

Requestor

Requestor
Requestor Phone
Requestor User ID
Requestor Email

Geography

Country
Region
Location
Group
Room
Room ID
Floor

Time Used

Booking Duration	*
Setup Minutes	*
Clean Down Minutes	*

Payment

Payment ID
Order ID
Payment Status

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6th Floor Exchange Tower, 2 Harbour Exchange Square, London E14 9GE, United Kingdom
T: +44 (0)20-7001 2020 • F: +44 (0) 20-7001 2030 • URL: www.condecosoftware.com

Total Payment
Payment Date
Pay Expiry Date
Payment Location
Payment Email
Payment Message
Payment Reference
Payment Type
Payment Transaction ID
Receipt Name
Pay Item Cost
Quantity Paid
VAT Rate
Pay Item Charge
Base Item Cost
Payment User ID

Refund
Refund Reference
Refund Date

Appendix 13 Resources Reports

Standard Reports

Report Name	Report Description
Basic Resources Report	This report displays all the reports in the system, with their geographical information.
Hot Desk Numbers	Hot Desk Numbers report

Appendix 14 Resources List of Fields

A list of Standard, Formatted and Legacy Reports, items with a * can be further reported on with the functions on page 7.

Resource

Resource ID

Resource Item ID

Resource Type

Category

Sub Category

Item Name

Country Name

Country ID

Region Name

Region ID

Location Name

Location ID

Group

Group ID

Floor

Available From

Available To

Condeco Standard Support SLA & Engagement Info



Version 2.0 prepared by [REDACTED]

Condeco
2 Harbour Exchange Square London E14 9GE
www.condecosoftware.com

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1. Document Purpose

The document is primarily intended to explain and clarify the support provision for the Software Support of the application which includes Incident Management and Problem resolution including Defect Management. There is a section specifically provided to explain the Hardware Support including replacement and return of hardware.

In this document the words and expressions set out below shall have the meanings attributed to them;

Glossary of Terms

"Critical Defect"	defect that, in The Client's reasonable opinion, causes the Licensed Software to be unusable for all users.
"Major Defect"	defect that, in The Client's reasonable opinion, causes the Licensed Software to be unusable for over 50% of users
"Standard Defect"	defect that, in The Client's reasonable opinion, causes the Licensed Software to be unusable for 10% of users
"Minor Defect"	defect that, in The Client's reasonable opinion, causes the Licensed Software causes inconvenience to some of the users
"Critical Screen Defect"	fault on a screen that renders it unusable.
"Screen Defect"	fault that effects the normal operation of the screen, but does not render it unusable
"Non – defect"	reported incident which is determined not a defect in the licensed Software. This includes questions of usage or configuration and requests for services such as updates and license change.
"Working Days"	Monday – Sunday
"Working Hours"	00:00:00 to 23:59:59
"CRI"	Client Reported Issue
"Hot Fix"	formal code change for a specific CRI
"Service Pack"	an amalgamation of Hot Fix releases into a single deliverable
"RCA"	Root Cause Analysis
"QA"	Quality Assurance

"IMAC" **Install, moves and changes**

"DLL" **Dynamic link library**

2. Support Structure Overview

2.1. 1st Line Activity

Within the Condeco Support structure the responsibility for the initial point of interaction requiring Support of the Condeco application resides within the 1st Line Teams. Actions taken by the team will include:

- Classification and initial support
- Incident recording
- Incident investigation and diagnosis
- Resolution and recovery, licensing
- Incident closure
- Incident ownership, tracking and Client communication
- Provision of new licenses
- Functional escalation from 1st Line to 2nd line team

2.2. 2nd Line Activity

2nd Line act as an escalation point when an incident cannot be resolved by the 1st line team or when the incident needs to be resolved in a timeline of an urgent nature when the 2nd line experience and knowledge can provide a quicker response.

Actions taken by the 2nd line team will include;

- Investigation of data provided to Condeco, typically of database logs or configuration details
- Remote access to the local infrastructure
- Onsite visits
- Change Board meeting
- Account review meetings
- Bespoke reports
- Updates versions in line with SLA
- Functional escalation from 2nd line to 3rd line

2.3. 3rd Line Activity

3rd line provides a service for hot fixes and Service Packs for defect resolution. They will manage the support created CRIs, escalations and own the prioritisation and delivery of all hot fixes. The team will document and deliver QA of these hot fixes.

- Hot fix Delivery
- Functional QA
- Release Notes

3. Logging of Incidents

The ability to provide suitable and timely support if an incident is raised to the Condeco Support Team. Condeco provide two methods of raising incidents to our Support Team; both methods are operationally in line with agreed SLA's and are monitored 24x5x365.

Incident Logging Questions	Mandatory
The name, email and telephone no of the affected individual(s) or contact	Y
Description of the incident	Y
The impact of the issue? <i>i.e. description of business impact</i>	Y
Internal Priority of the Incident as used within Client ServiceDesk	N
Where has the error occurred: <i>(Location(s))</i>	Y
Outlook Condeco form <i>(version required)</i>	N
Condeco web app <i>(version required)</i>	N
Condeco Screens: <i>Number, size, firmware</i>	N
Description of error and can you replicate? Please provide screen shots if possible.	Y
Are you receiving any error messages?	Y
What web browser are you using? And what is the version, i.e. IE8	Y
Definition of the start <i>(in time or following a specific activity)</i> of the incident and frequency of reoccurrence?	Y
Explanation of the steps to replicate the Incident <i>(if available)</i>	N
Time zone (only applicable if the client is multinational)	N

Query if any known local or system activity has taken place since last good use N

- Client should utilise support@condecosoftware.com email or the telephone services helpline +44 (0)845 459 6003.
- Service Operation hours UK Monday 00:00 – Friday - 23:59

Typical information required as part of incident logging process is outlined below:

3.1. Process for Remote Assistance for diagnosing HW/SW fault

During the lifecycle of an Incident, it maybe decided that remote access to your system would be beneficial. This process will be requested by our Service Desk and will allow visibility of the Incident.

Condeco use a variety of Industry Standard Citrix Remote Support tools such as Fast Support and GOTO Assist. We will work with the designated client teams to investigate and diagnose incidents.

The remote access process / details will have been requested during our Professional Services installation in consultation with your IT teams and handed onto our support team.

4. Incident Management SLA's

The cause of Incidents may be apparent and the cause may be addressed without the need for further investigation, resulting in a repair, a work-around or a request for change (RFC) to remove the error. The goal of the incident management process is to restore a normal service operation as quickly as possible and to minimize the impact on business operations, therefore ensuring that the best possible levels of service quality and availability are maintained.

Provision of a Root Cause Analysis for all Priority 1 issues will be provided within 7 days of case closure. Example template provided In Appendix.

Table 1 outlines the Incident management SLA for Defects.

Priority	Severity	Description	Response Time	Communication frequency guideline	Recovery TimeSLA
1	Critical	Complete unavailability of the system or so severely limits functionality or performance that day-to-day business cannot be continued	60 minutes	Hourly	8 hours
2	High	Key system functionality is unusable / inoperable, resulting in severe business process disruption or affected screen failure results in reputational impact.	2 hour	4 hours	48 hours
3	Medium	System functionality affected resulting in some aspects of departmental/business not working as per normal or multiple internal screen failures.	4 hours	As agreed on individual Incident basis	60 hours

4	Low	User inconvenience, limited to single or <5 users whereby issue is cosmetic and not disrupting business processes and work is able to continue via workaround, or is a functional question or Individual hardware failures.	Next day	As agreed on individual incident basis	240 hours
---	-----	---	----------	--	-----------

5. Service Request Management SLA's

Services requests are classed as a request from a user for information, or advice, or for a standard change. They are communicated or logged with Condeco in the standard manner either by email or telephone.

Service request will be handled by Service Desk and do not require an RFC to be submitted. Table 2 outlines the Service Request SLA

Priority	Description	Response Time SLA	Resolution Time SLA
High	Urgent service request, i.e.: short-notice IMAC request (install/modify/add/change user) which needs to be expedited above standard response to prevent undue impact to individual and/or business process.	2 hours	24 hours
Medium	Standard service request, i.e.: request for information, ad-hoc report or IMAC when 10- days turnaround is acceptable to individual and/or business process	4 hours	60 hours
Low	Non-urgent request, i.e.: request for information or other non-IMAC service request, which can be managed over longer 15-day turnaround with no impact to individual and/or business process	Next day	240 hours

6. Application Support Release

The Support release mechanism is dependent on the severity of the case. Normally activity will be for a CRI to be delivered in hot fix which is managed by our 3rd line team based in UK and India locations. The code will be delivered in the form of a hot fix, which could be a package of re-compiled DLL, SQL stored procedures or single files. We will present these deliveries in a cycle of regular releases normally over several weeks.

Hot fixes need to be installed in a consistent sequential manner.

Shorter more urgent defects can be delivered using Critical CRI Deployments and less urgent defects or Feature Enhancements are provided in Roadmap release by our Development team. A series of hot-fixes bundled together into Service Packs to enable ease of deployment.

Condeco will make available updates to the software via the main mechanisms:

1. Critical CRI release – individual hot-fix to provide a solution to a Critical Incident
2. Hot fix – planned release of multiple hot-fixes
3. Service Pack – combination of hot-fixes to be implemented as a single update
4. Roadmap Release – Significant Feature enriched release of product

Access to release of the hot fix is provided within a folder in an FTP site. Documentation is provided to allow knowledge of the defects within each release. Condeco provide best practice recommendations for the scheduled housekeeping for activities to ensure health of our applications.

These will include re-indexing of tables, scheduling advice for the archiving of data and maintenance of log files. Condeco conforms to version control and adopts a common naming convention with regards to software delivery.

7. Screen Hardware Fault resolution

All screen related incidents will be reported to the Condecos initially following the standard call logging process.

7.1. Hardware Replacement

In the event that it is not possible to resolve the incident at the initial point of contact, a replacement screen will be dispatched to client site within 24 hr of the incident determining that a replacement screen is necessary. During the Triage of a defective screen we may require a suitably proficient local client resource to remove screens and reseal, replace, power cycle the affected units(s) or provide other local assistance. A workaround of a High priority Incident for Hardware may involve relocating less impacting screens to provide a temporary solution.

The Client will continue to be responsible for the timely return of the faulty screens and completion of the Hardware Return form. The client is also responsible for suitable packaging and posting of the return screen. All returned screens must be dispatched to the Condecos UK Warehouse.

The faulty screen must be returned to Condecos within 5 days of receipt of the replacement.

SLA resolution times will not include time taken to deliver the replacement parts to the affected location.

7.2. Software and Firmware Support

The support on the software and firmware used to operate and control the hardware will be provided using remote diagnostic support, but in the event such remote support is unlikely to achieve the service levels required then on-site fix will be required. In the event that Condecos needs to come onsite as a result of the aforementioned, the work and/or any travel shall be done at no cost to the client.

Where appropriate, Condecos may select to attend site to carry out a replacement of one or more faulty screens at a location and where this option is selected the replacement will take place. In the event, Condecos makes such a selection, the site visit shall be at no cost to the client.

8. Escalation Management Notification and Briefing

Our internal escalation process is intended to notify and brief various levels of management throughout the life cycle of technical issues. This ensures that the appropriate resources within Condeco are utilized to resolve outstanding technical problems as efficiently as possible.

The following schedule shows the manager receiving notification, and the elapsed time at which notification is given, according to the Priority Level; escalation continues until the issue has been resolved or a satisfactory workaround has been implemented:

Person Notified	Priority 1	Priority 2	Priority 3
Account Manager	1	24	48
Global Support Manager	1	24	72
Head of Operations	2	48	

*All times are measured in elapsed hours from the provision of an incident confirmation.

8.1. Escalation Guidelines

We follow an approach where all the incidents are handled in the most proficient manner:

1. As soon as an incident is reported a ticket is generated and the customer is informed about the ticket number by of an emailed reply or verbally via the agent.
2. As per the incident reported, a Priority is assigned and agreed.
3. At any point where the client is not satisfied that the incident is being progressed to their satisfaction, they can request an escalation to the next level.
4. Timelines for each escalation are set such that the SLA for each incident is met; however in general practice the 1st line will escalate to 2nd line within 48 hours of the incident reported time.
5. During investigation of the incident if Condeco and Client agree that on-site services are necessary to diagnose or resolve a Defect, the Company will provide these services and the Client will pay for these services at the Standard Rate plus travelling expenses.

9. Service Reviews

Performance management information will be supplied as part of a regular Service Reporting and will be detailed in agreement with each client as part of the handover and initial Service Review discussions. Provision of data in review of Service Performance will include but not be limited to:

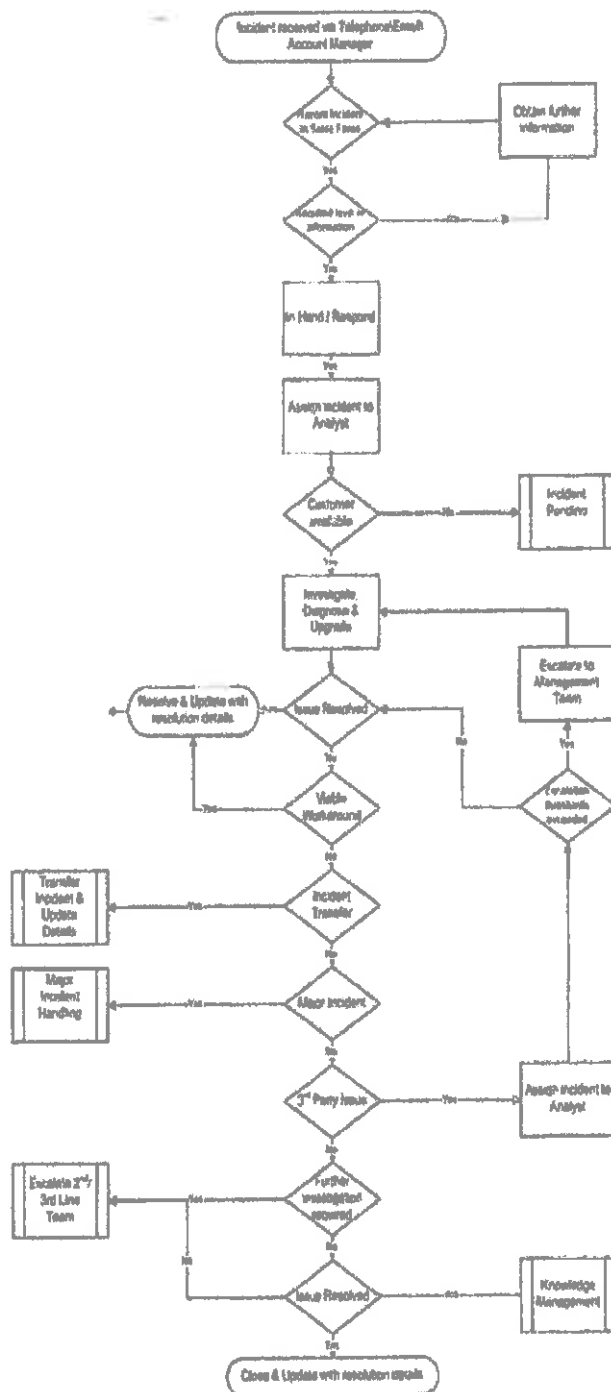
- a) SLA hit rate
- b) Trending of data against monthly performance
- c) No of cases logged by
- d) Location
- e) Module of software component
- f) Severity
- g) Age of resolution
- h) Status of incident

Definition of meetings to be held with Condeco:

Review\Rpt Title	Report Scope	Who	Where	Frequency
Monthly Service Rpt \ Service Review	Report of all KPIs and trending analysis based on data for previous month	Support Manager	VC/Tel conf	Monthly
Quarterly Service Rpt \ Service Review	Report of all KPIs and trending analysis based on data for previous quarter	Account Delivery Exec, Support Manager	Onsite, VC/Tel conf	Quarterly

10. Appendixes

10.1. Appendix A - Incident Management Process



10.2. Appendix B - Major Incident Communication Template

Major Incident Communication

This communication serves to advise you on - <incident ref> – <description> Initial /

Initial/Interim/Final update: DD-MM-Y : HH:MM

GMT Communication No:

Summary of the issue:

Impact Details:

- **Location:**
- **Number of Users affected:**
- **When:** DD-MM-YY : HH:MM GMT

Cause:

Current Actions Taken:

Summary of actions taken

Additional Information:

Service Restoration:

DD-MM-YY: GMT

CONDECO Duty Manager:

Name (contact number)

<Client>

Service

Manager

Name
(contact
number)

Next Communication: Communication sent to:

10.3. Appendix C - RCA Template

Client(s) / Service: Date of Incident:

Short description of problem:

Client Impact:
(how did the incident(s) affect the clients
business)

Executive Summary

Summary of problem and the resolution
applied

Key findings (causes)

Key actions to prevent recurrence

Incident History - Timeline: Incident development/ Actions taken / Initial Problem Analysis
(include reasons for actions taken, and outcome of those actions)

Service Management Administration

Requestor:

Distribution:

Date of Request:

Assigned to:

Condeco Compatibility Matrix



Version 2.0

Web Browsers vs Condeco Enterprise



	1.6	2.4	2.5	2.6
IE 6	✓	▲ ¹	▲ ¹	✗
IE 7	✓	▲ ¹	▲ ¹	✗
IE 8	✓	▲ ¹	▲ ¹	▲ ¹
IE 9	✓	✓	✓	✓
IE 10	✗	✓	✓	✓
IE 11	✗	✗	✓	✓
Chrome	✓	✓	✓	✓
Firefox	✓	✓	✓	✓
Safari (Mac)	✗	✗	✗	✓

✓ Fully supported – no restrictions on functionality.

▲ Partially supported – some restrictions on functionality.

✗ Not supported – not part of our testing protocol.

1. Advanced Grid

Condeco Outlook Add-in vs Condeco Enterprise



	1.6	2.4	2.5	2.6
V2	✓	✗	✗	✗
V3	✓	✓	✓	✗
V4	✓	✓	✓	✗
V5	✗	▲ ¹	✓	✓
V6	✗	✗	✗	✓

✓ Fully compatible

▲ Partially compatible

✗ Not compatible

1. Desk Booking is not available

Condeco Outlook Add-in vs Microsoft Outlook



	2000	2003	2007	2010	2013
V2	✓	✓	✓	✗	✗
V3	✓	✓	✓	✓	✗
V4	✗	✓	✓	✓	✗
V5	✗	✗	✓	✓	✓
V6	✗	✗	✓	✓	✓
✓ Fully compatible	▲ Partially compatible	✗ Not compatible			

Condeco Outlook Add-in vs Microsoft Windows



	XP	Vista	2007	2010	2013
V2	✓	✓	✓	✗	✗
V3	✓	✓	✓	✓	✗
V4	✗	✓	✓	✓	✗
V5	✗	✗	✓	✓	✓
V6	✗	✗	✓	✓	✓
✓ Fully compatible	▲ Partially compatible	✗ Not compatible			

Condeco Outlook Add-in vs Microsoft Windows



		1.6	2.3	2.4	2.5	2.6
2000	Standard	✗	✗	✗	✗	✗
	Express	▲ ¹	▲ ¹	▲ ¹	▲ ¹	▲ ¹
2005	Standard	✓	✓	✓	✓	✓
	Express	▲ ¹	▲ ¹	▲ ¹	▲ ¹	▲ ¹
2008	Standard	✓	✓	✓	✓	✓
	Express	▲ ¹	▲ ¹	▲ ¹	▲ ¹	▲ ¹
2008 R2	Standard	✓	✓	✓	✓	✓
	Express	▲ ¹	▲ ¹	▲ ¹	▲ ¹	▲ ¹
2012	Standard	✓	✓	✓	✓	✓
	Express	▲ ¹	▲ ¹	▲ ¹	▲ ¹	▲ ¹
2014	Standard	✓	✓	✓	✓	✓
	Express	✗	✗	✗	✗	✗
	Standard	✗	✗	✗	✗	✗
	Express	✗	✗	✗	✗	✗

✓ Fully compatible

▲ Partially compatible

✗ Not compatible

1. Standard edition is strongly recommended.



Microsoft Windows Server vs Condeco Enterprise

	1.6	2.4	2.5	2.6
2003	✓	✓	✓	✗
2003 R2	✓	✓	✓	✗
2008	✓	✓	✓	✓
2008 R2	✓	✓	✓	✓
2012	✓	✓	✓	✓
2012 R2	✓	✓	✓	✓

✓ Fully compatible ▲ Partially compatible ✗ Not compatible

Internet Information Services (IIS) vs Condeco Enterprise

	1.6	2.4	2.5	2.6
6.0	✓	✓	✓	✗
7.0	✓	✓	✓	✓
7.5	✓	✓	✓	✓
8.0	✓	✓	✓	✓
8.5	✓	✓	✓	✓

✓ Fully compatible

▲ Partially compatible

✗ Not compatible

Condeco Implementation Guide



Version 5.1 prepared by Services Team

Condeco
2 Harbour Exchange Square London E14 9GE
www.condecosoftware.com

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1. Key Contacts

Head Office Address

Condeco Limited

8th Floor Exchange Tower
2 Harbour Exchange Square
London E14 9GE

Tel +44 (0)20 7001 2020

Fax +44 (0)20 7001 2030

enquiries@condecosoftware.com

Sales Team

Account Director

[REDACTED]
Tel +44 (0)20 7001 [REDACTED]

Mob +44 (0)7884 [REDACTED]

[REDACTED]@condecosoftware.com

General Sales Enquiries

Tel +44 (0)20 7001 2055

sales@condecosoftware.com

Finance Team

Finance Director

[REDACTED]
Tel +44 (0)20 7001 [REDACTED]

[REDACTED]@condecosoftware.com

Service Team

Head of Professional Services

[REDACTED]
Tel +44 (0)20 7001 [REDACTED]

Mob +44 (0)7551 [REDACTED]

[REDACTED]@condecosoftware.com

Service Team

Head of Training

[REDACTED] Application Trainer

Tel +44 (0)20 7003 [REDACTED]

Mob +44 (0)75 572 [REDACTED]

[REDACTED]@condecosoftware.com

Technical Support Team

1st Line Technical Support Team

Tel +44 (0)20 7001 2040

support@condecosoftware.com

Head of Global Support

[REDACTED]

[REDACTED]@condecosoftware.com

2 Overview of Condeco Implementation Process

Our Professional Services Team works to a standard implementation methodology for the installation and subsequent roll-out of our software and hardware. This methodology has been tried and tested in partnership with over 500 customers nationally and internationally across a range of business. The following process lies at the heart of the methodology:

Each implementation of a Condeco system is individually tailored to the customer's needs with a clear focus on the scope and requirements of each particular project.



Using our experience and expertise in successfully deploying enterprise-wide solutions across multiple locations for other private sector companies & public sector organisations in the UK & globally, we will bring together our Professional Services Team to implement the solution tailored to the scope and requirements of your project.

Below is an example of a Statement of Works based on the following scope of project:

50 x Meeting Rooms
 50 x Room Screens
 500 x Desks
 1 x VC Integration
 Outlook Integration
 Visitor Management including designing passes

IMPORTANT: The timeline is a guideline only and may be subject to change.

Selection Phase	Days	Schedule	Task
Vendor Shortlist Selection	-		Customer
Vendor Selection	-		Customer
Financials Agreed	-		Condeco/Customer
Contract Phase	Days	Schedule	Task
PO Raised	-	Week 1-0	Customer
Contract Sign off	-	Week 3-0	Customer
Kick-off Phase	Days	Schedule	Task
Customer confirms PM & IS Leads	-	Week 1-0	Customer
Condeco appoints a PRINCE2 Project Manager	-	Week 1-0	Condeco
Condeco PM agrees Date/Agenda for Kick-Off meeting	-	Week 1-0	Condeco
Condeco Screen/Kiosk Order placed with OEM	-	Week 1-0	Condeco
Screen Mounts & Fixings Shipped	-	Week 2-0	Condeco
Screen Mounts Fitted	-	Week 2-5	Customer
Implementation Meeting	½ days	Week 2-0	Condeco
Data Collection & Design Phase	Days	Schedule	Task
Pre-Configuration Workshop (Non-Technical)	½ days	Week 1-0	Condeco/Customer
Data Collection Commences	14 days	Week 1-0	Customer
Configuration Workshop (Non-Technical)	01 days	Week 4-0	Condeco/Customer
Data Collection Forms Returned & Floor Plans	-	Week 4-0	Customer
Data Clean-up & prepare the Condeco DB	½ days	Week 4-0	Condeco
Room booking sample for data migration analysis	1-2 days	Week 4-0	Condeco/Customer
Build Phase	Days	Schedule	Task

Import Data & Create Condeco Database	½ days	Week 6-0	Condeco
Acceptance Testing	½ days	Week 6-0	Condeco
Software Configuration	3 days	Week 6-0	Condeco
Upload Floor Plans (Desk Booking)	included	Week 6-0	Condeco
Outlook Integration (Add-in) to UAT & Live	½ days	Week 6-0	Condeco/Customer
VC Integration - VC Provider Setup and Testing	10 days	Week 6-8	Condeco/Customer
Screens Fitted, Commissioned & Tested	1½ days	Week 7-0	Condeco
Resolve any Coding & Site issues	included	Week 8-0	Condeco
Training Phase	Schedule	Schedule	Task
Admin / User Training	1-2 days	Week 9-0	Condeco/Customer
Go Live Phase	Schedule	Schedule	Task
Data Migration of current bookings into Condeco	2 days	Week 10-	Condeco/Customer
GO LIVE	1 days	Week 10-	Condeco/Customer
Support Phase	Schedule	Schedule	Task
Handover to Condeco Support Team	-	Week 9-0	Condeco
On-going Account Management	-	Week 9-0	Condeco

2. Statement of Works Template

Please find below our Statement of Works template with description of each task:

SELECTION PHASE	Schedule	Task
Supplier Shortlist Selection Customer announces that Condecoco has been shortlisted.		Customer
Supplier Selection Customer announces that Condecoco is their preferred solution.		Customer
Financials Agreed Customer confirms FINAL scope for the project and financials are signed off.		Customer
CONTRACT PHASE	Schedule	Task
PO Raised Customer raises a PO for the Project. Receipt of the Purchase Order will initiate the Implementation of the project.		Customer
Contract Sign off Condecoco A/C Manager emails the Contract to the customer. Any changes to the Contract are <i>tracked</i> so that our Contracts Manager can review the changes and accept or reject accordingly. Once the Contract is approved, the Customer signs, dates & returns the Contract to the Contracts Manager who emails a counter signed copy for the Customer's records.		Customer Condecoco
KICK-OFF PHASE	Schedule	Task
Customer confirms PM & IS Leads Customer confirms the name of the Project Manager and Technical Lead for the project.		Customer
Condecoco appoints a Project Manager Upon receipt of a signed contract or receipt of a PO, Condecoco appoints a PRINCE2 Project Manager to oversee the implementation of the project up to GO LIVE and to be responsible for liaising with the Customer's appointed Project		Condecoco

Manager.

Condeco PM agrees Agenda for Kick-Off meeting The Project Manager will confirm a date & agenda for an Implementation Meeting (Kick-Off meeting) with the Customer's Project Manager, IS Lead and relevant stakeholders. This meeting can be on site or via VC or teleconference.	Condeco
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Condeco Screen/Kiosk Order placed with OEM Condeco orders screens &/or kiosks with our OEM. Lead Times: 10.1" Condeco TOUCH screen: 1-2 weeks 4.3" Condeco Desk Screen: 4 weeks 30" Condeco Desk Booking Kiosk: 4 weeks	Condeco
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Screen Mounts & Fixings Shipped The Condeco Services Coordinator ships the mounting plates and appropriate fixings to the Customer.	Condeco
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Screen Mounts Fitted The Customer will ensure the following pre-requisites are in place prior to a Condeco screen engineer attending site to commission the screens: <ul style="list-style-type: none">o Screen back plates fitted in position to the customer's location requirements.o Pre terminated network cable with RJ45 connector at the screen. The terminating cable should be approximately 20cm from the back plate entry to the connector.o The provided network cable should be patched and tested as operational on the network.o The network connection provided must be capable of supplying POE to the screen either from the switch or by the use of an inline injector somewhere between the screen and the network switch. These should be in place and powered.o The network point should be tested to ensure routing of http traffic port 80 is available to the server that the Condeco software is to be installed on.o If the use of static IP addresses is required these should be pre-allocated and the engineer advised of the IP addresses and the meeting room/screens they are to be used on.	Customer
---	-----------------

Please refer to the following screen & kiosk data sheets:

Screen Documents

☐ Condeco Desk Booking Software via Kiosk (pdf)

☐ 10.1 inch Condeco Touch - Mounting Information (pdf)

Implementation Meeting Based on the precise scope of the project) the agenda for the kick-off meeting will cover the following:	Customer Condeco
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- Understanding of Scope of Project
- Implementation Process
- Data Collection
- Configuration Workshop
- Server Requirements
 - *Does the Customer wish for the application & Condeco DB to be installed onto a Live and UAT environment?*
- Integrations
 - Screen (access/security pass protocols)
 - AD / Non-GE user access (via Login screen)
 - Cost Codes
 - VC
 - Other (CAFM)
- Application Set-up
 - Active Directory
 - SMT
 - Condeco Outlook Add-in or Lotus Notes Integration
 - Data Migration of exiting bookings into Condeco from each office location
 - User Accounts
- Screen Requirements – How will the screens be mounted? (Glass/Wall/Flush?)
- Admin/User Training Process
- Timeline
 - Configuration Workshop
 - Software installation, setup & testing
 - Condeco Outlook Add-in deployment
 - Software configuration
 - Data migration
 - Screen delivery
 - Screen commissioning
- AOB – Customisations

Please refer to the following technical data sheets:

Technical Documents

- 📄 Condeco Core product Technical Overview (pdf)
- 📄 Condeco Outlook Add-in – Installation Guide (pdf)
- 📄 Condeco Lotus Notes Installation Requirements (pdf)

DATA COLLECTION & DESIGN PHASE	Schedule	Task
<p>Data Collection Commences</p> <p>Work begins immediately by GE Global on completing the data collection forms for the 20 rooms & 50 desks that Condeco will manage at each of the selected GE offices including all relevant vendors (catering & equipment) & resources.</p> <p>IMPORTANT: Condeco will be unable to configure the system until this data has been completed by the Customer.</p>		Customer

Please refer to the following implementation documents:

Implementation Documents

The Condeco Implementation Guide explains how to complete each of the following data collection sheets.

- ❏ Condeco Implementation Guide (Word)
- ❏ Condeco Room Data Collection Form (xls)
- ❏ Condeco Desk Data Collection Form (xls)
- ❏ Condeco Vended Services Data Collection Form (xls)

Configuration Workshop (Non-Technical)

Condeco
Customer

The purpose of this one-day workshop is to make sure relevant stakeholders (at each office location the system is required to manage) fully understands ALL the configuration options available in the Condeco system. Either our PM or Application Trainer will manage the workshop and recommended attendees are the Customer's PM, FM, Office Admin Team and Catering & Equipment Vendors.

Agenda:

1. Understanding the Customer's current/proposed business process;
2. Explanation of config options in Condeco so that when we come to configure the system, it is tailored to the Customer's precise requirements;
3. Agree Admin & User Training Agenda.

Please refer to the following training documents:

Training Documents

- ❏ Condeco Training Overview (Word)
- ❏ The Concept of Groups within Condeco (Word)

Data Collection Forms Returned & Floor Plans

Customer

The Customer's PM emails the completed data collection forms and floor plans (either as CAD drawings or converted to jpegs if Condeco is managing desk bookings) to our Project Manager.

Data Clean-up & prepare the Condeco DB

Condeco

Our PM will check the completed data collection forms and report to the Customer's PM any anomalies.

Room booking sample for data migration analysis

Condeco

The customer will email a data sample for analysis.

BUILD PHASE

Schedule

Task

Import Data & Create Condeco Database

Condeco

A Condeco engineer will import the data supplied in the data collection forms and create the GE Global Condeco database.

Software Application & DB Installation, Set-up & Acceptance Testing A Condeco engineer, in liaison with both PMs, will install the application & Condeco DB onto a production environment (and a UAT environment if purchased) and a period of <i>Acceptance Testing</i> will commence.	Condeco
Please refer to the following technical document: Technical Documents <input type="checkbox"/> Condeco Core product Technical Overview (pdf) <input type="checkbox"/> Condeco Lotus Notes Installation Requirements (pdf)	
Upload Floor Plans (Desk Booking) Floor plan(s) will be converted to jpegs and uploaded into the system if Condeco Desk Booking is required.	Condeco
Lotus Notes Integration	Condeco Customer
Please refer to the following technical document included with this proposal: <input type="checkbox"/> Condeco Lotus Notes Installation Requirements (pdf)	
Deploy the Condeco Outlook Add-in Our Service Team will assist the Customer's IS Lead in deploying the Condeco Outlook Add-in to all your users as either an <i>Executable File</i> or <i>MSI Package</i> . Your packaging team will need to interact with our Service Team in order to get the specific package according to your environmental requirements. We can provide files and you can repackage the Add-In according to your requirements.	Condeco Customer
Please refer to the following technical documents: Software Installation <input type="checkbox"/> Condeco MS Outlook Add-In (pdf) – Configuration & Installation Manual	
VC Integration (if applicable)	Condeco Customer
Screens Fitted & Tested The Condeco screen engineer will mount each screen to the pre-installed back plates, program any static IP addresses required, commission the screens to the software installed on the Customer's server and test the functionality.	Condeco
Resolve any coding & site issues identified in Testing	Condeco
TRAINING PHASE	Schedule Task
Admin / User Training	Condeco

A Condeco Application Trainer provides Administration (Super-User) & User training in accordance with approved training plan agreed at the Configuration Workshop. Training manuals & user guides will also be provided.		Customer
GO LIVE PHASE	Schedule	Task
Data Migration of current bookings into Condeco		Customer Condeco
GO LIVE On the day the system is to go live, we can arrange for an engineer to be on-site to oversee a smooth transition.		Customer Condeco
SUPPORT PHASE	Schedule	Task
Handover to Condeco Support Team Our PM will formally handover the project to our UK or Global Support Team dependent on the level of support purchased by the Customer.		Condeco
Condeco Account Management The Condeco A/C Manager will be responsible for: <ol style="list-style-type: none"> 1. Informing the Customer of Service Pack updates to the platform 2. Managing requests for additional room, desk or car park licences; 3. Managing requests for additional screens; 4. Providing the Customer with six monthly updates of new product enhancements in the Development Roadmap and prospective release date that have been agreed by the Condeco Development Roadmap Committee; 5. Flag any Support requests or Support Cases. 		On-going Condeco

Post Implementation Support

From the day the solution goes live, Condeco is now managed by our Customer Support Team who are committed to ensuring that your Condeco solution is operating to full potential at all times.

The Condeco support team consists of 1st, 2nd and 3rd Line Support analysts, who are readily available to answer the Customer's day-to-day questions and queries. Support requests will be escalated to 2nd or 3rd Line Support analysts based on the complexity of the issue.

When the Customer calls us for support, you will not get routed to a centralised call centre with basic product knowledge – all of our support team members are fully trained and work directly with Condeco and their key partners.

Once a technical support issue is raised, it is automatically logged within the Condeco CRM system and a knowledge base and unique case number are generated. This ensures a consistent management of issues.

Whether the Customer chooses our standard support (8am to 6pm UK) or round-the-clock 24/5 (Global) support in liaison with our New York and New Delhi offices, you have a single point of contact for all of our software applications. If a site visit or a remote diagnostic is required, our team will deal with this within our stated service level agreement and communicate with the customer throughout the process.

Service Packs & Release Notes

Every Customer is provided with up to six (6) Service Packs with corresponding release notes each year so that the solution is never out of date.

3. Data Collection Forms

In order to configure Condeco as per your requirements, we require you to complete one or more of the following data collection forms:

- ❏ Condeco Room Data Collection Form (xls)
- ❏ Condeco Desk Data Collection Form (xls)
- ❏ Condeco Vended Services Data Collection Form (xls)

3.1. Condeco Room Data Collection Form

For organisations that have purchased the Condeco Room Booking module, we require you to complete *Condeco Room and Fixed Attributes Data Collection Form* in order to configure Condeco as per your requirements. This form will be sent to you by email by the relevant Condeco Ltd Account Handler.

In the data collection form there is an explanation of the fields that you are required to complete for each meeting room in the Condeco system covering: Please complete a separate spreadsheet for each location that Condeco will be managing.

* denotes that this field must be completed in order to configure Condeco.

SHEET 1 – Location 1

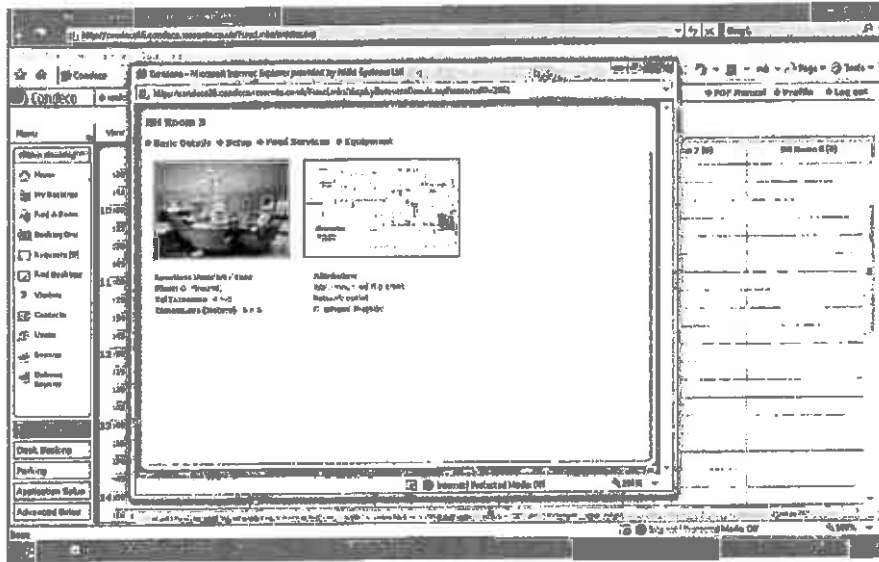
Room Name*

Please enter the unique name for each meeting room in the system, i.e. Board Room, Training Room, Room 1, Room 2 etc.

Digital Photo of Meeting Room (see example in screenshot 1)

Please state YES "Y", if you are supplying a digital photograph of the meeting room

(JPEG only - max resolution 1280 x 960 pixels / recommended resolution 800 x 600 pixels)



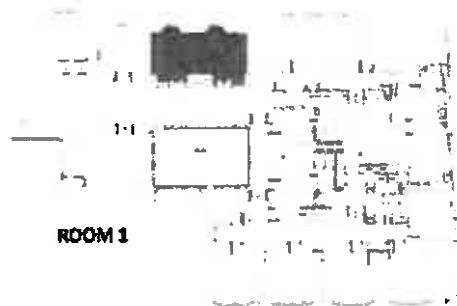
Screenshot 1

Featuring photo & floor plan location of a meeting room.

When a user clicks on either image, a new window opens showing the photo & floor plan in full size.

Floor Plan Location of Meeting Room (see example 2 on following page)

Please state YES, if you are providing a floor plan highlighting the precise location of each meeting room in the system (JPEG only - recommended resolution 800 x 600 pixels).



Example 2: Room1.jpeg

In the example below, the customer has provided a JPEG that has been colour-filled to identify the precise location of the meeting room on the floor and has branded it with their logo.

Room Details – Floor Number *

Please state the floor number that the meeting room is located on, i.e. Lower Ground "LG", Ground "G", 1st floor "1", 2nd Floor "2" etc.

Room Details – Room Dimensions

Please state the room dimensions in metres, i.e. 5 x 6

Room Details – Telephone Extension

Please state the telephone extension of the phone fixed to each meeting room (if applicable).

Room Details – Room Costs

If there is a cost associated to hiring the meeting room, please state one or more of the following charges & state the relevant currency for the location, i.e. GBP £, USD \$, EUR €:

- **Cost per hour GBP £**
Please state the charge for hiring the room by the hour (if required)
- **Minimum Room Cost GBP £**
Please state the minimum cost for the hiring/booking of a room (if required)
- **Maximum Room Cost GBP £**
Please state the maximum cost for the hiring/booking of a room (if required)

Groups – Managed or Self-Service *

Please state whether each room in the system is “managed” (where users place a request to an administrator when they want to make a booking) and “self-service” (where no approval required).

Groups – Business Group (if required)

Please state whether each room is assigned to a specific business group, i.e. Sales Department).

Room Set-up Options *

Please state the maximum occupancy according to the set-up style or styles assigned to each room in the system and type an asterisk (*) beside the default set-up style for the room, e.g. if the default set-up style for a room is “Conference” with a maximum capacity of 10 people then place a 10* under Conference in the appropriate row for that meeting room.

Room Attributes

Please state what equipment is fixed to each room in the system (items can be in your own wording) by placing a “Y” (Yes) in the appropriate column for the item and in the appropriate row for that meeting room.

Condeco Vended Services Data Collection Form

For organisations that have purchased the Condeco Room Booking module, we require you to complete *Condeco Vended Services Data Collection Form* in order to configure Condeco as per your requirements. This form will be sent to you by email by the relevant Condeco Ltd Account Handler.

In the data collection form there is an explanation of the fields that you are required to complete for each meeting room in the Condeco system covering:

Please complete a separate spreadsheet for each vendor that provides resources to a meeting room. Should you wish to add additional vendors, please make a copy of one of the two sheets and complete.

Sheet 1 of the form, titled Catering Vendor 1, is to be completed by your in-house or external Catering Vendor.

Sheet 2 of the form, titled Equipment Vendor 1, is to be completed by your in-house Equipment Vendor, i.e. the person(s) responsible for delivering equipment (not fixed to a meeting room) that has been requested by a user for a specific meeting.

* denotes a field that must be completed in order to configure Condeco.

SHEET 1 - CATERING VENDOR 1

Name of Vendor *

Please state the name of the Catering Vendor.

Name of Item *

Please state the name of each item provided by the vendor.

Name of Sub-Group *

Please state the sub-group of each item listed using one of the following sub-group headings - *Beverages, Breakfast, Lunch or Snacks*.

Digital Photo of Item (See example in Screenshot 2)

Please state YES, if you are providing a digital photograph of each item in the system (JPEG only - recommended resolution 800 x 600 pixels).

Cost per unit *

Please state the cost per unit in the relevant currency for the location, i.e. GBP£, USD\$, EUR€

Set-up Time

Please state the time needed to set-up the item ordered to the meeting room (in minutes or hours), i.e. it takes 15 minutes to set up a pot of coffee. NB: This will

stop meetings running concurrently and will generate a greyed out block on the Condeco Room Booking Grid of fifteen minutes before the meeting takes place.

Clean Down Time

Please state the time needed to clean away the item ordered to the meeting room (in minutes or hours), i.e. it takes 15 minutes to clear-up the pot of coffee and coffee cups. NB: This will stop meetings running concurrently and will generate a greyed out block on the Condeco Room Booking Grid of fifteen minutes after the meeting takes place.

Notification Period *

Please state the notification period required by the vendor for the item that has been requested (in minutes, hours, days or weeks). NB: Users requesting an item for a meeting that is outside the notification period will be informed that their request is invalid.

Cut-off Time

Please state the cut-off time for a user to update an item that they have already ordered (in minutes, hours or days), i.e. if a user has ordered one pot of coffee which has been accepted by the catering vendor and then goes back to their booking and updates the item to two pots, it will only be accepted if it comes within the cut-off time.


Minimum Amount

Please state the minimum amount that can be ordered by a user for each item, i.e. the minimum order accepted by the vendor for croissants is 4.

Maximum Amount

Please state the maximum amount that can be ordered by a user for each item, i.e. the maximum order accepted by the vendor for croissants is 12.

Additional Information (if required)

Please create an extra row and type in any additional information about the item, i.e. nutrition content etc. This will be viewed when a user clicks on the  information icon under catering in the booking form (see screenshot 2 below).

Please state the maximum cost for hiring the item for a meeting and in the relevant currency for the location, i.e. GBP £, USD \$, EUR €.

Minimum Cost

Please state the minimum cost for hiring the item for a meeting and in the relevant currency for the location, i.e. GBP £, USD \$, EUR €.

Set-up Time

Please state the time needed to set-up the item ordered to the meeting room (in minutes or hours), i.e. it takes 1 hour minutes to set up a camcorder.

Clean Down Time

Please state the time needed to clean away the item ordered to the meeting room (in minutes or hours), i.e. It takes 15 minutes to pack up a camcorder.

Notification Period *

Please state the notification period required by the vendor for the item that has been requested (in minutes, hours, days or weeks). NB: Users requesting an item for a meeting that is outside the notification period will be informed that their request is invalid.

Cut-off Time

Please state the cut-off time for a user to update an item that they have already ordered (in minutes, hours or days), i.e. if a user has ordered a laptop for the meeting, which has been accepted by the equipment vendor and then goes back to their booking and updates the request to 2 laptops, it will only be accepted if it comes within the cut-off time.

To complete the Equipment Vendor sheet, please place an "X" under each item listed and beside each meeting room in the system that the equipment is fixed to, if it is available to be ordered by a user.

3.2. Condeco Desk Data Collection Form

For organisations that have purchased the Condeco Desk Booking module, we require you to complete *Condeco Desk Data Collection Form* in order to configure Condeco as per your requirements. This form will be sent to you by email by the relevant Condeco Ltd Account Handler.

In the data collection form there is an explanation of the fields that you are required to complete for each desk in the Condeco system covering. Please complete a separate spreadsheet for each location that Condeco will be managing.

* denotes a field that must be completed in order to configure Condeco.

SHEET 1 - LOCATION 1

Desk ID Number * (maximum 4 digits)

Please state the desk ID number of each desk in the system (whether fixed desk or a bookable desk).

Desk ID examples:

	Example 1				Example 2			
	Floor Abbrev	Desk 1	Desk 2	Desk 3	Floor Abbrev	Desk 1	Desk 2	Desk 3
Desks on the Lower Ground	00	00.0 1	00.0 2	00.0 3	LG	LG01	LGo 2	LG03
Desks on the Ground Floor	0	0.01	0.02	0.03	G	G01	G.02	G03
Desks on the First Floor	1	1.01	1.02	1.03	1F	1F01	1F02	1F03
Desks on the Second Floor	2	2.02	2.02	2.03	2F	2F01	2F02	2F03

Desk Type *

Please state whether each desk in the system is Bookable (B) or Fixed (F). If the desk is "Fixed" then please state who the desk is assigned to.

NB: A Bookable desk can be booked by any user. A Fixed desk is assigned to a specific user and can become a bookable desk when they release the desk into the system.

Floor *

Please state the floor that the desk in the system is located on.

Business Group *

Please state the name of the Business Group (e.g. department, project group or cluster), that each desk in the system is assigned to and place an "X" in the appropriate row for each desk and in the appropriate column for the group.

Default Desk Attributes

(Feature functionality to help users locate an appropriate desk)

Please state the desk attributes associated to each desk, e.g. disabled access, PC, docking station etc. (used for "Find a desk" search function) and place an "X" in the appropriate row for each desk and in the appropriate column for the group.

Privacy Status of Desk

(Feature functionality to help users locate an appropriate desk)

According to the location of each desk on the floor, please rate each desk in the system according to how private the desk is. Please state the privacy status of the desk by placing an "X" under *High, Medium, Low or No Preference*, i.e. a desk adjacent to a main walk way would be deemed "Low" and a desk furthest away from a walkway would be deemed "High".

Default Software

(Feature functionality to help users locate an appropriate PC)

If under "Default Desk Attributes" you have stated that the desk is a PC, i.e. a PC is located on the desk, then please state the default software on the computer.

Costs – Per Half Day / Per Full Day

If you wish to associate a cost to a desk in the system, please state the cost of the desk "Per Half Day" and "Per Full Day" in the relevant currency for the location, i.e. GBP£, USD\$, EUR€.

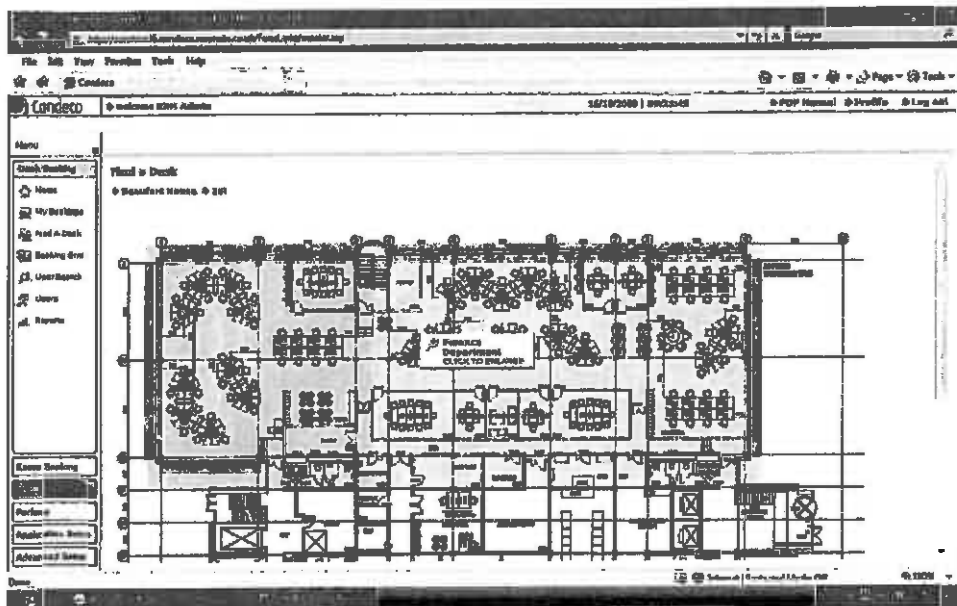
4. Floor Plans (For Desk Booking solution)

In Condeco, there are three ways of making a desk booking; via a floor plan, on the booking grid or using the "Find a Desk" search functionality. In order for our technician to configure Condeco according to your requirements, please supply the following floor plans:

4.1. Plan of Entire Floor

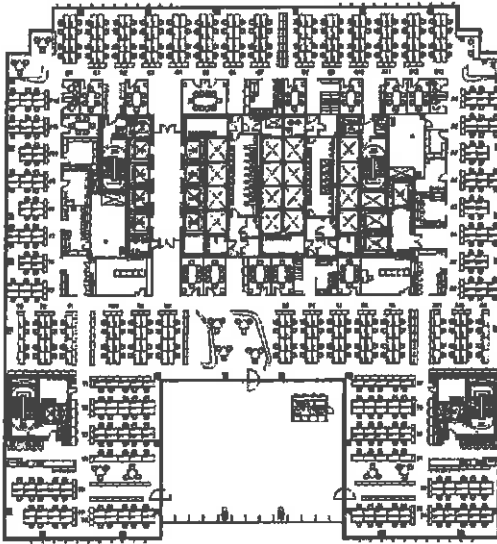
(JPEG - recommended width 1200 pixels)

When browsing for a desk in Condeco, the user is taken a "main floor" view first (see screenshot 3 below). The user then clicks on their default "business group" and is taken to a close-up view of the group (see screenshot 4) where they can book a desk.



Screenshot 3
Plan of Entire Floor

In order to configure Condeco, please provide floor plans in JPEG format (preferably black outline on white as they are clearer) of each Main Floor that has been assigned to desk share (see example 3). For clarity, please title each JPEG according to the location of the floor, i.e. ground floor, first floor etc.



Example 3: GroundFloor.jpeg

JPEG of Entire Floor

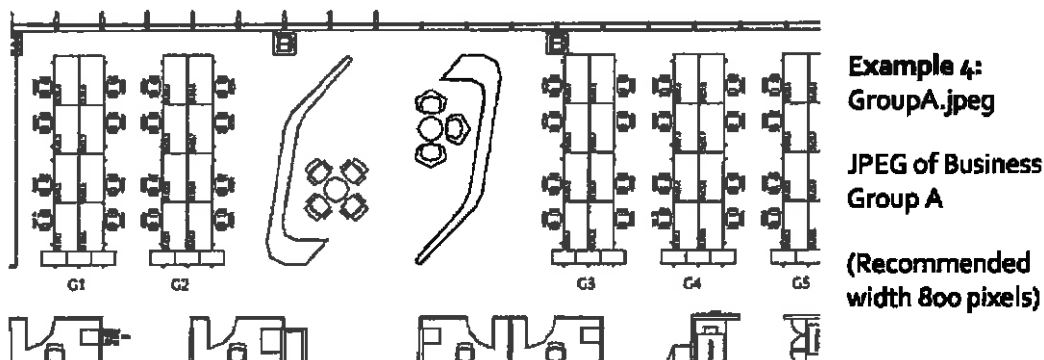
(Recommended width 1200 pixels)

4.2. Floor Plan of Business Group

(JPEG – recommended width 800 pixels)

In order to configure Condeco, please provide floor plans (preferably black outline on white) in JPEG format for each Business Group that has been assigned to desk share (see example 4). A Business Group is a group of desks that users, assigned to the group, can book.

For clarity, please title each JPEG according to the name of the business group of the floor, i.e. Group A, Group B or Sales Dept, Strategy Dept etc.

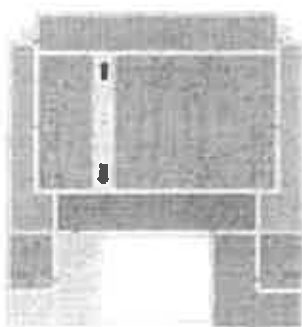


Upon receipt of each Business Group floor plan, our technician can assign the relevant desk icon to the bookable and fixed desks as per your specifications detailed in the *Condeco Desk Data Collection Form*.

4.3. Colourising Business Groups on the “Plan of Entire Floor”

(Optional)

The “Plan of the Entire Floor” can be coloured for ease of use in order to denote the different “Business Groups” assigned to desk sharing (see example 5), i.e. Green = Business Group 1; Orange = Business Group 2 etc.



Example 5

If you wish to highlight each business group by colour, please supply the floor plan colourised as per your requirements. It is also recommended to provide an Index on the floor plan denoting what colour is associated to each Business Group, i.e.

Green: Strategy Department

Orange: Marketing Department

Red: Human Resources Department

5. Training

We provide training courses to ensure that everyone in the company understands the application, and the reasons for implementing a new booking policy.

- All training courses can be hosted at your offices, or at our Offices in Canary Wharf.
- Training Courses can be run as “hands on” or tutor lead, watching and discussing as the trainer demonstrates the processes.
- Electronic copies of training materials can also be provided.
- We can also run meetings remotely via GoToMeeting or WebEx.

The course descriptions below outline the typical topics covered in training, however all courses are tailored to the Customer’s requirements, providing practical solutions to your booking problems and offering best practice.

The following training courses are provided:

- Admin Configuration – Global Administration
- Location & Group Administration
- How to Book a Room using the Condeco web application [End User]
- How to Book a Room using the Microsoft Outlook plug-in [End User]

Please note that our Applications Training Officer will discuss a training agenda at the Pre-Training Consultation.

5.1. Configuration Workshop

The purpose of this one-day workshop is to make sure relevant stakeholders (at each office location the system is required to manage) fully understands ALL the configuration options available in the Condeco system. Either our PM or Application Trainer will manage the workshop and recommended attendees are the Customer’s PM, FM, Office Admin Team and Catering & Equipment Vendors.

Agenda:

1. Understanding the Customer’s current/proposed business process;
2. Explanation of config options in Condeco so that when we come to configure the system, it is tailored to the Customer’s precise requirements;
3. Agree Admin & User Training Agenda.

5.2. Training

Condeco typically provides ‘train the trainer’ support to all customers so that they are then equipped with the skills needed to carry out their own end-user training. However, because the Condeco system is intuitive and easy to use, most customers choose to carry out a minimal amount of actual end user training and sometimes none at all. The focus should then be on providing high quality communications to staff and a range of tailored training material such as quick reference guides.

A sample agenda for a typical end-user training session is as follows:

Course Title:	[End User] How to book a room using the Condeco web application	
Audience:	New users to Condeco Users that would like a reminder on how to use the system	
Duration:	1 hour	
Objectives:	To introduce the user to Condeco To enable the user to book a room on the Condeco web application To demonstrate the new booking procedure	
Course Content:	<ul style="list-style-type: none"> • Logging on • Changing profile details • Navigating the Room Booking homepage • The Concept of Groups (Managed vs. Non Managed) • Quick Room Search • Find a Room / Advanced Search - Recurring Bookings • The Booking Form • Adding Attendees • Adding Vended Items • The Summary Page • My Bookings (deleting Bookings) 	

Condeco can work closely with a training department to ensure that any training works within the existing process and procedures of the customer. For administrator users, training is essential and Condeco's trainers work with the customer's training department to develop an in-house plan. The main objective is invariably to focus on the management of change within the organisation which is by definition a key consideration when introducing a new working practice or changing a software application.

A sample agenda for a typical Global Administration Training session is as follows:

Course Title:	[Admin Configuration] Global Administration	
Audience:	Facilities Team Members System Configurations Catering Manager IT/IS Manager	
Duration:	½ Day - 1 Day	
Objectives:	To introduce Global Administrators to Condeco To be able to fully configure and support the Condeco Application	
Course Content:	<ul style="list-style-type: none"> • General overview of functionality • Creation of Countries, Regions & Location • The Concept & Creation of Groups: • Adding Rooms • Deployment & Default User Permissions • Meeting Types • Av Services • Equipment • Catering • Supplies • Meta Admin • Creation of Vendors • Vendor Company • Vendor Contacts • Home Setup • Visitor Setup 	

- Application Setup
- Email Templates
- Grid Display
- Creation of Resources
- Creation of Linked Rooms
- Creation of Services
- Advanced Setup
- Reporting

A sample agenda for a typical Location & Group Administration training session is as follows:

Course Title:	[Admin] Location & Group Administration
Audience:	Reception Teams Departmental Administrators
Duration:	½ Day - 1 Day
Objectives:	To introduce Location & Group Administrators to Condeco To be able to fully configure/support a Condeco Application
Course Content:	<ul style="list-style-type: none"> • System overview • Management of Bookings • Confirmation of Booking Requests • Visitor Management • Amendment of Resources • Amendment of Services • Reports • Vendor Workflow Overview

A sample agenda for a typical Vendor training session is as follows:

Course Title:	[Admin] Vendor Training
Audience:	Catering Team IT/IS Team Facilities Members Audio Visual Team
Duration:	½ Day
Objectives:	To introduce the Vendor to the Condeco application To understand the End User Booking Process To understand the Vendor Process
Course Content:	<ul style="list-style-type: none"> • System overview • Management Vended Resources • Vendor Workflow • Reports

Clarification Paper

Appendix B

No.	Submitted	Question	Answer	Answered
1	09/02/2015 14:50	<p>If we were to proceed to the presentation stage, the presentation date offered is acceptable however due to other commitments that we are not able to alter, could we ask if this demonstration could be carried out in London or if that is not suitable via a remote session. We apologise for this request and thank you for your consideration.</p> <p>Hi We are relatively new to the tendering process. The few we have completed in the past have been on a template basis. After we have completed the relevant questionnaires do we produce a free form word document to accompany these answering the points in the Final specification document 8? Sorry for the confusion on our part!</p>	<p>Ideally we wish to hold the demonstrations face-to-face as you get a better feel for things and all at one location, either our Birmingham or London office. However, we will need to review this once we are in the process of shortlisting, taking in to account other potential suppliers requirements. We will have a reserve slot on the morning of 24th February but this would be in Birmingham. Thank you.</p> <p>Yes, you are correct. Please complete the tender questionnaire with supporting free form Word document answering the technical and pricing questions (including Appendix B - Resource booking pricing schedule) in the Final Specification document. Thank you.</p>	<p>10/02/2015 11:32</p> <p>10/02/2015 14:19</p>
3	10/02/2015 12:17	<p>Please can you clarify what specifically is meant by the mandatory requirement 7.16, "The system should be compatible with Outlook". Is it a mandatory requirement that bookings can be created, edited or viewed from within Outlook?</p>	<p>Yes, we are looking for a resource booking solution that integrates with Outlook. Thank you.</p>	<p>11/02/2015 12:02</p>

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	<p>Thank you for your response to our question regarding the presentation date. We do strongly agree that face-to-face presentations are the best way to show software and have discussions around it and we would promote this also, however I would like to point out that within the tender, the presentation date provided was 23th February, which we are available for in London and your latest response has mentioned 24th February as the presentation date. For your information, although we totally understand that you are not able to confirm specific venues or possibly dates/times as yet for any supplier that make get to this stage, we do have to point out that key staff required for the presentation will be on business in the USA from 24th February and not returning until within the week of 2nd March. We will continue completing our tender response but wanted to make you aware of these prior commitments and hope that if we are required to present that we can come to a suitable arrangement for both parties. Thank you for your consideration.</p>	<p>Thank you for your follow on question. Given the tight timescale on this piece of work, presentations were intended to be held all on one day, 23rd February 2015. However, prompted by your original question, we decided to have a reserve slot on 24th February to allow some flexibility. Thank you for your understanding that at this stage we cannot confirm on the location for the demonstrations. We also appreciate you flagging up your availability upfront. Please can you include this information in your tender response to reduce further clarification. Thank you for your interest in this requirement.</p>	11/02/2015 15:43
4	11/02/2015 14:38	The budget will be dependent on the quality of the solution provided. Thank you.	11/02/2015 16:11

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6	11/02/2015 16:23	<p>Hi, For help with quoting can you please confirm how many of your meeting rooms, pods, collab spaces will require a touch screen tablet placed outside for instant room booking? Many thanks,</p>	<p>We will only require screens outside the formal meeting rooms and a couple of offices. This means we will require 7 screens in London and approximately 5 screens in Birmingham. Please note that this is a slight change to the information in the tender document as we now have an additional bookable office. As stated we are currently undergoing significant refurbishment work in Birmingham and are working from plans which may be subject to further small change. Thank you.</p> <p>Any company can tender and will be considered if they can demonstrate that our requirements can be met and answer the technical and pricing questions satisfactorily. Thank you</p>	12/02/2015 11:19
7	11/02/2015 16:50	<p>Is a new company can take part in the tender? We have experience in developing similar software.</p>	<p>Whether we require a test environment is dependent on the proposed resource solution. If the solution was an on premise one, then we would require a test environment to test any fixes and patches before going to a live environment. However, if the solution was a hosted one, then we are not looking for a test environment. Thank you.</p>	12/02/2015 12:02
8	11/02/2015 21:58	<p>Do you need a test environment in addition to production, or just production?</p>	<p>Whether we require a test environment is dependent on the proposed resource solution. If the solution was an on premise one, then we would require a test environment to test any fixes and patches before going to a live environment. However, if the solution was a hosted one, then we are not looking for a test environment. Thank you.</p>	12/02/2015 12:04

APPENDIX C: Supplier's Quotation

Company Details Cordoba
Name: [REDACTED]

Costs	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Infrastructure Costs	£				
Hardware	£				
15 Cordoba Touch Interactive Room Screen with RFID Authentication (additional 6 screens as per request to James Leyland 6.3.2015)	£				
Software Licensing costs	£				
Annual SAAS - 25 Meeting Room Pack Includes car parks, pods, collaborative desks	£	£	£	£	£
Way finder Licence per Instance					
Mobile licence for 200 staff					
Implementation costs	£				
- please detail how this is calculated here and what it includes e.g. project management, implementation planning, delivery, installation, commissioning, knowledge transfer, training and acceptance testing.	£				
Project management	£				
Installation	£				
configuration	£				
Training	£				
Screen Configuration	£				
Pin Federated for single sign on					
Annual maintenance costs	£	£	£	£	£
- please detail how this is calculated here and what it includes e.g. infrastructure support, software support and overall solution support.	£	£	£	£	£
Software maintenance, upgrades, hosting and support including in SAAS cost.	£	£	£	£	£
Room Screen maintenance	£	£	£	£	£
Total	£	£	£	£	£

TOTAL 3 YEAR COST	£				
TOTAL 4 YEAR COST	£				
TOTAL 5 YEAR COST	£				

APPENDIX B: RESOURCE BOOKING PRICING SCHEDULE

Company Details Condeco
Name XXXXXXXXXX

Costs
Infrastructure Costs
Hardware
10 Condeco Touch Interactive Room Screen with RFID Authentication (optional)
120 Desk Screens (Optional)
Software licencing costs
Annual SAAS - 25 Meeting Room Pack
Annual SAAS - 100 Desk/Parking/Collaborative Working Pack
Annual SAAS - 50 Desk/Parking/Collaborative Working Pack
Implementation costs
- please detail how this is calculated here and what it includes e.g. project management, implementation planning, delivery, installation, commissioning, knowledge transfer, training and acceptance testing.
Project management
Installation
configuration
Training
Data migration (optional, Poss not needed)
Screen Configuration
Ping Federated for single sign on
Annual maintenance costs
- please detail how this is calculated here and what it includes e.g. infrastructure support, software support and overall solution support.
Software maintenance, upgrades, hosting and support including in SAAS cost.
Room Screen Maintenance (optional)
Desk screen maintenance (optional)
Other costs 1 (please add additional cost items here)
Other costs 2 (please add additional cost items here)
Other costs 3 (please add additional cost items here)
Other costs 4 (please add additional cost items here)
Total

TOTAL 3 YEAR COST
TOTAL 4 YEAR COST
TOTAL 5 YEAR COST

Other notes
optional Mobile Licence for 200 staff
Optional Way finder Licence per instance