

APPENDIX 4F

HELP DESK SERVICES

1. DEFINITIONS

In this Appendix the definitions used are as set out in Schedule 1 of the Agreement.

2. HELP DESK SERVICES

2.1 General Requirements

- (a) Project Co will perform the Help Desk Services in compliance with this Appendix and all other requirements of this Agreement. Project Co is responsible for the costs of meeting all such requirements for the Help Desk Services except where any costs are clearly identified as being Authority costs.
- (b) As per Schedule 8, Section 2.1, Project Co will commence the Help Desk Services three months in advance of the Other Site Service Commencement Date and the CSB Service Commencement Date. During this three-month period, Project Co will perform the Help Desk Services in parallel with the Authority's plant services department. Project Co will continuously perform the Help Desk Services throughout the Operating Period, and is responsible for such Services 24-hours per day 365(6) days per year, and will provide for back-up if required.
- (c) There may be services or tasks to be performed that are not expressly described in this Agreement, but in performing the Services in this Appendix, Project Co will perform all such tasks as are required by Good Industry Practice.
- (d) This Appendix includes a table that references Performance Indicators applicable to Help Desk Services. The Performance Indicators include all provisions of the relevant section of this Appendix referenced in the table and all other Services required or reasonably inferred to be required to perform the relevant Performance Indicator. The Performance Indicators identified will not limit the scope of the Help Desk Services to be performed.
- (e) Without limiting the requirements of the Agreement, including the other provisions of this Appendix, Project Co will:
 - (1) provide high quality, efficient, innovative and flexible Help Desk Services at all times;
 - (2) provide sufficient number of qualified, trained and competent personnel (which in all cases includes employees or other personnel of Project Co, the Service Provider and Sub-Contractors) with the skills necessary to perform the Services;
 - (3) meet all requirements of applicable Law, Building Code, applicable collective agreement(s) and Authority Policies. Where there are conflicts between Project Co policies and the Authority Policies, Authority Policies will prevail;
 - (4) research and develop new service delivery methods and apprise the Authority of their benefits;
 - (5) manage matters and marshal resources as required to participate in non-medical emergency responses and to provide a high level of customer care; and
 - (6) keep the Authority informed in such detail as the Authority may reasonably require of the progress of any negotiations regarding employees.

2.2 Scope of Service

For convenience of reference the Help Desk Services are separated into the following elements, as further described in Sections 2.3 to 2.4 of this Appendix:

- (a) Help Desk Services; and
- (b) Quality Monitoring.

The intention of this Appendix is that Project Co will provide Help Desk Services in respect of the whole of the Facility.

2.3 Help Desk Services

Project Co will:

- (a) develop and implement appropriate operational policies, procedures and practices, relative to the provision of the Help Desk Services, including with respect to the sections that follow;
- (b) provide the Help Desk Services, which will form the day-to-day notification interface between the Authority, Project Co, the Project Contractors and any Sub-Contractors, including establishing portals and receiving, logging and responding appropriately to telephone, email and other communications. Any internet-based portal established by Project Co for email communications will integrate to any Authority internet-based portal, provided however that any downtime or unavailability of any such Authority internet-based portal will not excuse Project Co from its obligations to provide the Help Desk Services in accordance with this Appendix. The internet-based portal will make real-time data accessible to the Authority for review and reporting;
- (c) provide the Help Desk Services in relation to the following matters:
 - (1) all enquiries and Demand Requisitions relating to the Services;
 - (2) the notification of events and complaints or compliments from any of the customers relating to the Services;
 - (3) transition and successful implementation of a Change;
 - (4) monitoring of BMS system, equipment alarms and security;
 - (5) notification of accidents, non-medical emergencies and/or urgent demand maintenance;
 - (6) all requests for information relating to the operation of the Help Desk Services; and
 - (7) all updates of progress regarding any Demand Requisitions and Events notified to the Help Desk;
- (d) comply with the Help Desk Services obligations set out in Appendix 4A [Proposal Extracts (Services)];
- (e) make the initial determination and categorization of each and every Demand Requisition and Event, regardless of the means that the Demand Requisition was received or the means that the user chose to submit the Demand Requisition, using the classification (priority) protocol outlined in Table 1 (Response Times and Rectification Periods) of Appendix 4D [Plant Services (New Facility Only)] and Table 1 (Response Times and Rectification Periods) of Appendix 4E [Plant Services (Other Site Facilities Only)];

- (f) maintain as part of the Help Desk Services a daily electronic log of all Demand Requisitions. The Help Desk will record into the electronic log all relevant details, including the following information:
- (1) Help Desk operator's name;
 - (2) requester's name;
 - (3) date and time;
 - (4) location and any Functional Unit(s) impacted;
 - (5) nature of the Demand Requisition or Event,
 - (6) Service required (including requests for Miscellaneous Occupant Request Services);
 - (7) classification (priority);
 - (8) unique request reference identifier;
 - (9) service provider and contact name to which the request was passed;
 - (10) date and time the Demand Requisition was passed to the relevant Sub-Contractor;
 - (11) action taken and by whom; and
 - (12) Response Time and time of Rectification;
- (g) not delete or alter any details recorded by the Help Desk unless approved by the Authority and record the following information:
- (1) the exact nature and impact of the amendment;
 - (2) the reason for the amendment; and
 - (3) by whom the amendment was authorized;
- (h) ensure that in the event of non-medical emergencies, at all times, the Help Desk will assist in raising the alarm, reporting the incident to internal and external authorities, coordinating the Response Time and logging the details;
- (i) ensure the Help Desk answers with a live operator all telephone calls and respond initially within 4 rings of the telephone and ensure that callers will not be kept on hold for longer than 90 seconds cumulative from the time of the initial answer;
- (j) ensure the Help Desk system internet-based portal electronic communications including email are responded to within 1 minute with confirmation to the customer of receipt of the communication and within 10 minutes by a live operator or dispatcher with a work order and confirmation that the Event classification is correct and the work order has been dispatched;
- (k) ensure the Help Desk Services will maintain confidentiality consistent with the requirements of this Agreement;
- (l) at all times adhere to, update and maintain as current the Project Co operational policies and procedures set out by Project Co and agreed with the Authority;

- (m) re-direct any misdirected calls or communication, including to the relevant Authority support department, including housekeeping, BioMed or IMIT, within 5 minutes of submission of the Demand Requisition to the Help Desk; and
- (n) prepare and submit a monthly summary report in a reasonable format.

2.4 Quality Monitoring

Project Co will conduct a customer satisfaction survey annually or on a frequency to be agreed between the parties. The questions contained in such survey are subject to review by the Authority. Within 30 Business Days following completion of any such survey, Project Co will provide the Authority with a summary of the results, which summary will include average scores per question, a historical trend, surveyor comments, areas for improvement and a strategy for the upcoming period to address any such areas for improvement.

3. PERFORMANCE INDICATORS

Note: In the following table, a Performance Indicator applies, and a Service Failure occurs, either:

- (a) Per Event (PE), meaning that the Performance Indicator applies, and a Service Failure occurs and is recorded, for each separate occurrence of a breach of the Performance Indicator within the applicable reporting period indicated in the “Frequency Reported” column, for an aggregate total of Service Failures recorded for that period and a corresponding Deduction for each of the Service Failures (calculated pursuant to Schedule 8 [Payments]); or
- (b) Per Period (PP), meaning that the Performance Indicator applies, and a Service Failure occurs, only once for each applicable reporting period, with a corresponding Deduction for the Service Failure (calculated pursuant to Schedule 8 [Payments]).

If not clearly indicated to the contrary in the “Performance Indicator” column, the Performance Indicator applies on a PE basis.

A Service Failure that is on a PE basis may also be the subject of a Service Failure on a PP basis, and will be taken into account for both.

PI No.	Appendix Reference (unless otherwise indicated)	PERFORMANCE INDICATOR (Note: Refer to the note above the table for the meaning of PE and PP. If not clearly indicated to the contrary, the reference is PE.)	INFORMATION SOURCE	FREQUENCY REPORTED	SERVICE FAILURE LEVEL (Note: Refer to Schedule 8 (Payments) for Service Failure Level applicable to Response Time)
				PR = Per Request PO =Per Occurrence D =Daily W =Weekly MO = Monthly Q = Quarterly S = Semi-Annually (i.e every 6 months) A = Annually R = Randomly, At Any Moment in Time	L = Low Service Failure M = Medium Service Failure H = High Service Failure
4F1	2.1(b)	PE – General Requirements – Provide Help Desk coverage 24 hours 365(6) days per year and has provisions for back-up if required.	Help Desk Records	R	H for each hour that the Help Desk is unavailable
4F2	2.3(f)	PE – Help Desk Services	Help Desk	MO	H

PI No.	Appendix Reference (unless otherwise indicated)	PERFORMANCE INDICATOR (Note: Refer to the note above the table for the meaning of PE and PP. If not clearly indicated to the contrary, the reference is PE.)	INFORMATION SOURCE	FREQUENCY REPORTED	SERVICE FAILURE LEVEL (Note: Refer to Schedule 8 (Payments) for Service Failure Level applicable to Response Time)
		– Help Desk electronically record all Demand Requisitions, failure reports and requests for Miscellaneous Occupant Request Services.	Records		
4F3	2.3(g)	PE - No amendment made to the details recorded by the Help Desk without approval of the Authority.	Help Desk Records	MO	H
4F3	2.3(h)	PE – In the event of non-medical emergencies, at all times, the Help Desk will assist in raising the alarm, reporting the incident to internal and external authorities, coordinating the Response Time and logging the details.	Help Desk Records	MO	H
4F4	2.3(i)	PE – All telephone calls to the Help Desk are answered by a live operator within 4 rings of the telephone, users are not kept on hold for longer than 90 seconds cumulative from the time of the initial answer.	Help Desk Records	MO	L for the first five failures to achieve PI 4F4 or 4F5 per day and then M for each occurrence thereafter For calls that are not answered within 4 rings, Rectification Period is the time for 4 rings For calls placed on hold(s), Rectification Period is 90 seconds from the time of the initial answer, and from each subsequent expiry of the 90 seconds
4F5	2.3(j)	PE - All Help Desk system internet-based portal electronic communications including email are responded to within 1 minute with confirmation to the customer of receipt of the communication and within 10 minutes by a live operator or dispatcher with a work order and confirmation that the Event classification is correct and the work order has been dispatched.	Help Desk Records	MO	L for the first five failures to achieve PI 4F4 or 4F5 per day and then M for each occurrence thereafter Rectification Period is 10 minutes
4F6	2.3(m)	PE - All misdirected calls or communications	Help Desk Records	MO	L for Routine, M for Urgent and H for

PI No.	Appendix Reference (unless otherwise indicated)	PERFORMANCE INDICATOR (Note: Refer to the note above the table for the meaning of PE and PP. If not clearly indicated to the contrary, the reference is PE.)	INFORMATION SOURCE	FREQUENCY REPORTED	SERVICE FAILURE LEVEL (Note: Refer to Schedule 8 (Payments) for Service Failure Level applicable to Response Time)
		including that relate to Authority support departments, including housekeeping , BioMed and IMIT, will be re-directed within 5 minutes of submission of the Demand Requisition to the Help Desk.			Emergency (as these terms are defined in the column headed "Definition" of Table 1 of Appendix 4D [Plant Services (New Facility Only)])
4F7	2.4	PP - Quality Monitoring - Help Desk customer satisfaction survey is conducted annually	Help Desk Survey	A	M