

APPENDIX 4F

HELP DESK SERVICES

PART 1. HELP DESK SERVICES

1.1 General Requirements

1.1.1 Project Co will perform the Help Desk Services in compliance with this Appendix and all other requirements of this Agreement.

1.1.2 Project Co will continuously perform the Help Desk Services throughout the Operating Period 24-hours per day 365 (366) days per year, and will provide for back-up when unable to perform these Services.

1.2 Help Desk Services

1.2.1 Project Co will:

1.2.1.1 provide the Help Desk Services, which will form the day-to-day notification interface between the Authority and Project Co, in relation to the following matters:

1.2.1.1(1) all enquiries and Demand Requisitions relating to the Services;

1.2.1.1(2) the notification of Events and complaints or compliments from any of the Authority Persons relating to the Services;

1.2.1.1(3) transition and successful implementation of a Change;

1.2.1.1(4) monitoring of the BMS system, equipment alarms and security;

1.2.1.1(5) notification of accidents;

1.2.1.1(6) all requests for information relating to the operation of the Help Desk;

1.2.1.1(7) all updates of progress regarding any Events notified to the Help Desk; and

1.2.1.1(8) accurate CMMS data entry and reporting as referenced in Schedule 4 [Services Protocols and Specifications];

1.2.1.2 make the initial determination and categorization of each and every Demand Requisition and Event using the classification (priority) protocol outlined in Appendix 8D [Response Time and Rectification Period Requirements];

1.2.1.3 maintain as part of the Help Desk Services a daily electronic log of all Demand Requisitions and calls reporting Events. The Help Desk will record into the electronic log all relevant details, including the following information:

1.2.1.3(1) Help Desk operator's name;

1.2.1.3(2) requester's name;

1.2.1.3(3) date and time;

1.2.1.3(4) location;

1.2.1.3(5) nature of the Demand Requisition or Event,

1.2.1.3(6) Service required;

1.2.1.3(7) classification (priority);

1.2.1.3(8) unique request reference identifier;

1.2.1.3(9) service provider and contact name to which the request was passed;

1.2.1.3(10) date and time the Demand Requisition was passed to the relevant Sub-Contractor;

1.2.1.3(11) action taken and by whom; and

1.2.1.3(12) applicable and achieved Response Time and time of Rectification;

1.2.1.4 not delete or alter any details recorded by the Help Desk unless approved by the Authority and preserve the following information as recorded:

1.2.1.4(1) the exact nature and impact of the amendment;

1.2.1.4(2) the reason for the amendment; and

- 1.2.1.4(3) by whom the amendment was authorized;
- 1.2.1.5 ensure that in the event of 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;
- 1.2.1.6 ensure the Help Desk system answers all telephone calls with a live English-speaking operator. Response will be within 30 seconds for at least 90% of calls and within 60 seconds for 100% of calls. Users of the Help Desk will not be kept on hold for longer than 90 seconds. For enquiries made by electronic mail, a response will be given within 30 minutes of receipt at the Help Desk;
- 1.2.1.7 keep records of telephone and electronic response times, number of calls on hold, length of calls on hold and number of calls abandoned;
- 1.2.1.8 ensure that all Demand Requisitions are properly entered into the CMMS;
- 1.2.1.9 ensure the Help Desk Services will maintain confidentiality consistent with the requirements of this Agreement;
- 1.2.1.10 at all times adhere to, update and maintain as current the Operational Policies and Procedures that have been deemed Reviewed Operating Period Submittals pursuant to Appendix 4I [Operating Period Review Procedure]; and
- 1.2.1.11 ensure the following specific Responses to elevator faults, failures or alarms:
 - 1.2.1.11(1) immediately Respond (within 5 minutes) to all elevator alarms or telephone calls from an elevator and initiate the required action to Rectify faults and release occupants;
 - 1.2.1.11(2) have personnel on Site to immediately attend to minor elevator faults;
 - 1.2.1.11(3) in the event of mechanical failure, ensure that elevator occupants are released from the elevator within 30 minutes of calling for assistance;
 - 1.2.1.11(4) provide training twice per year for designated Authority Persons to understand the tools and protocols necessary to release elevator occupants from the elevator when necessary.