

## 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.
- (b) 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.

## **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, the KVH Project Co, Project Co, the Project Contractors and any Sub-Contractors 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;
  - (7) all updates of progress regarding any Events notified to the Help Desk; and
  - (8) inquiries and Demand Requisitions from KVH Project Co relating to the Integrated Equipment.
- (c) comply with the Help Desk Services instruction obligations set out in Appendix 4A [Proposal Extracts (Services)];
- (d) make the initial determination and categorization of each and every Demand Requisition and Event using the classification (priority) protocol outlined in Table 1 (Response Times and Rectification Periods) of Appendix 4D [Plant Services];

- (e) 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) Help Desk operator's name;
  - (2) requester's name;
  - (3) date and time;
  - (4) location;
  - (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;
- (f) 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;
- (g) 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;
- (h) ensure the Help Desk system answers with a live operator all telephone calls and respond initially within 4 rings of the telephone, ensure that users will not be kept on hold for longer than 90 seconds and if made by electronic mail, respond initially within 1 minute of receipt at the Help Desk;
- (i) ensure that any calls that relate to KVH Project Co and the KGH Campus will be forwarded within 1 minute of completion of the call by the Help Desk;
- (j) ensure the Help Desk Services will maintain confidentiality consistent with the requirements of this Agreement;

- (k) 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; and
- (l) assist the KVH Project Co and the Authority to integrate the Help Desk with the help desk provided by the KVH Project Co, including:
  - (1) developing systems for parties contacting the Help Desk to be directed to Project Co or the KVH Project Co, as applicable;
  - (2) re-directing inquiries to the KVH Project Co as applicable; and
  - (3) ensure campus facility users have one point of contact by ensuring responsibility for establishing and maintaining the common campus help desk number and electronic mail system.

## **2.4 Quality Monitoring**

Prior to Service Commencement, Project Co and the Authority will develop, maintain and implement a system for recording and acting on customer feedback and satisfaction with respect to the Help Desk Services through the conduct of a customer user satisfaction survey/questionnaire to be carried out annually.

## **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, for each separate occurrence within the applicable reporting period indicated in the "Frequency Reported" column, for an aggregate total of Service Failures 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
4F2	2.3(e)	PP – Help Desk Services – Help Desk electronically record all Demand Requisitions, failure reports and requests for Miscellaneous Occupant Request Services.	Help Desk Records	MO	H
4F3	2.3(g)	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(h)	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 and all other electronic reports are responded to within 1 minute.	Help Desk Records	MO	L for the first five per day exceeding the answering or response time and then M for each occurrence thereafter
4F5	2.3(i)	PE –All calls that relate to KVH Project Co and the KGH Campus will be forwarded within 1 minute of completion of the call by the Help Desk.	Help Desk Records	MO	L for Routine, M for Urgent and H for STAT (as those terms are defined in the column headed "Definition" of Table 1 of Appendix 4D – Plant Services)
4F6	2.4	PP - Quality Monitoring - Help Desk customer satisfaction survey is conducted annually	Help Desk Survey	A	M

