

Re Courtesy Call  
From: "Darryl Wallace" <dwallace@Hillingdon.Gov.UK>  
To: <Jayne.ward@Bracknell-Forest.gov.uk>  
Date: 08/04/09 15:28  
Subject: Re: Courtesy Call

Thanks Jayne

All is fine, test issue resolved. Just a few final minute issues with SAMs!

Thanks

Darryl Wallace  
Housing Strategy Manager  
dwallace@hillingdon.gov.uk  
Tel: 01895 277689  
Fax: 01895 277726

London Borough of Hillingdon  
Civic Centre  
2 West 03  
Uxbridge  
UB8 1UW

>>> "Jayne ward" <Jayne.ward@Bracknell-Forest.gov.uk> 08/04/09 3:13 PM >>>  
Hi Darryl

I do hope that everything is progressing well with your implementation. Do let me know if you have any outstanding issues and I will do my best to chase things for you

I have heard nothing more regarding the test system issue you had .I assume that you have managed to resolve this to your satisfaction?

I am away for a week or so from today but my colleague Nicky should be able to help with most queries

Have a good Easter break  
Regards  
Jayne

Jayne Ward  
Smartcard Development Manager  
Tel 01344 351998  
Fax 01344 351720  
Mob 07876 790332  
email jayne.ward@bracknell-forest.gov.uk

\*\*\*\*\*  
\*

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Re Courtesy Call

COMING SOON: First for Residents First for Business First for Hillingdon:  
[www.hillingdon.gov.uk/hillingdonfirst](http://www.hillingdon.gov.uk/hillingdonfirst)

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email re need for more Hillingdon ad-hoc days  
From: [redacted]@smartcitizen.net  
To: "Darryl Wallace" <DWallace@Hillingdon.Gov.UK>  
Date: 15/04/09 11:48  
Subject: Hillingdon ad-hoc days  
Attachments: Hillingdon Costs April 2009.xls

CC: [redacted]@smartcitizen.net  
Hi Darryl

I have just updated our 'works completed' spreadsheet (attached for your sign-off) so that [redacted] can invoice for the latest round of work for Hillingdon, and I've realised that there is only 1 ad-hoc day left for testing. This is primarily because of the efforts we've put in to creating test records for Burall, configuring cards for Metric to test various scenarios with the parking machines, and also supporting the use of test and live SAMs for all 3rd parties.

As far as I am aware the CRM steady state testing will be starting shortly which we will need to be involved with, and it seems likely that we will also need to be involved in testing the next version of the parking machines (in particular verifying the transactions are being sent correctly and the hotlists are generated to support the new parking disabled transaction).

I would think up to another 10 days are likely to be required from us, not only to complete testing with Mark's team, Metric and Burall, but also to provide support to all 3 groups in the run-up to going live. Strictly speaking I suppose this would require you to raise a change request via Bracknell for some more ad-hoc days?

Let me know what you think.

Thanks

[redacted]  
[redacted] Senior Consultant  
Tel: +44 (0)1872 250161 | Fax: +44 (0)1872 250162 | Email:  
[redacted]@smartcitizen.net  
Technical Department, SmartCitizen Limited  
<<http://www.smartcitizen.net/>> , Unit 3, Building B, Greencourt, Truro  
Business Park, Threemilestone, TRURO, TR4 9LF

FW Hillingdon test system hosting reference sites

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From: [REDACTED]  
Sent: 19 March 2009 13:00  
To: 'Darryl Wallace'  
Subject: RE: Hillingdon test system hosting

Hi Darryl

We would always envisage a system going live after all testing has been completed. Once that happens, the system moves into what you would term the steady state. After that, no programmatical changes would be made to that system as a part of a support and maintenance contract.

I'm a little confused as to which obligations you feel we would be unable to meet without the reference system you refer to.

Perhaps it would help if I outline our processes for development environments?

Should new requirements come along or, for example, a major upgrade to the SmartConnect software be released, a project would be created internally within SmartCitizen to enable us to meet that requirement and implement the new version of the software for Hillingdon.

As part of that project, we would create a development environment which would be a replica of your existing system. All works would be carried out on that development system to ensure changes could be made without causing problems to your live environment. Full testing is carried out within that environment. Once we are happy the changes have been fully regression tested, we would carry out exactly the same works on the live environment.

In the case of a major SmartConnect release version, the development and testing is twofold. Firstly, the SUG would commission the work to be carried out on a vanilla system. Once the developments have been fully regression tested and user acceptance tested, they are rolled back into the product. Once released, a project is created for each of our customers as outlined above.

This is how we have worked for many years with a number of customers and have never failed to meet any of our contractual obligations. In fact, we are all very proud of our reputation with our customers and within the local authority arena in general.

During my time working at Cornwall County Council, we had over 400 servers. I'm sure you will appreciate trying to replicate each of those systems and servers as permanent reference systems would not be viable or achievable. We had a dedicated "test lab" which enabled us to replicate any systems as and when works were required on each system. It's these working practices we have taken with us into SmartCitizen. Cornwall Council has now merged with their district equivalents and now have over 700 servers.

Bracknell Forest are the only customer we have at present who have a requirement for a permanent second system. This system is a training system. If we carry out works for Bracknell, we again create a development environment and make the changes to that system.

I hope that helps.

Regards  
[REDACTED]

[REDACTED]  
Tel: +44 (0)1872 562054 | Fax: +44 (0)1872 561564 | Email:

FW Hillingdon test system hosting reference sites  
[redacted] smartcitizen.net  
Technical Department, SmartCitizen Limited  
<<http://www.smartcitizen.net/>> , Unit 5, Penstraze Business Centre,  
Penstraze, TRURO, Cornwall, TR4 8PN

---

From: [redacted]  
Sent: 19 March 2009 09:49  
To: [redacted]  
Subject: FW: Hillingdon test system hosting

---

From: Darryl Wallace [mailto:[DWallace@Hillingdon.Gov.UK](mailto:DWallace@Hillingdon.Gov.UK)]  
Sent: 18 March 2009 17:51  
To: [redacted]  
Subject: Fwd: Hillingdon test system hosting

[redacted]

We definitely need a test system to run until we launch the scheme on 15th June 09.

After the bulk load over the next 2 weeks we are into the steady state business as usual testing in April. But I think this may run through May as well.

I'll let you know asap about whether we permanently need a test system.

I still have to ask though, how can Smart Citizen meet its support and maintenance obligations without a separate reference system?

Thanks

Darryl Wallace  
Hillingdon First Project Manager  
[dwallace@hillingdon.gov.uk](mailto:dwallace@hillingdon.gov.uk)  
Tel: 01895 277906  
Fax: 01895 277726

London Borough of Hillingdon  
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FW Hillingdon test system hosting reference sites  
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unless by  
prior agreement.

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FW Hillingdon ad-hoc days. email from DW 21-04txt

From: Darryl wallace [mailto:Dwallace@Hillingdon.Gov.UK]  
Sent: 21 April 2009 15:49  
To: [REDACTED]  
Cc: [REDACTED]  
Subject: Re: Hillingdon ad-hoc days

[REDACTED]

Yes all makes sense, but I dont think we do contract amendment. We will just ask Bracknell to bill us ad-hoc for the extra days.

Thanks

Darryl wallace  
Hillingdon First Project Manager  
dwallace@hillingdon.gov.uk  
Tel: 01895 277906  
Fax: 01895 277726

London Borough of Hillingdon  
Civic Centre  
2 East 03  
Uxbridge  
UB8 1UW

>>> [REDACTED] <[REDACTED]@smartcitizen.net> 15/04/2009 11:48  
>>>

Hi Darryl

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Let me know what you think.

Thanks

[REDACTED]

[REDACTED]

Tel: +44 (0)1872 250161 | Fax: +44 (0)1872 250162 | Email: [REDACTED]@smartcitizen.net

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<<http://www.smartcitizen.net/>> , Unit 3, Building B, Greencourt, Truro Business Park, Threemilestone, TRURO, TR4 9LF

90

FW Hillingdon ad-hoc days. email from DW 21-04txt

COMING SOON: First for Residents First for Business First for  
Hillingdon:  
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*Hollingsdon*



**Bracknell Forest Borough Council  
for the  
National Smart Card Project**

**SmartConnect  
Software Licensing Agreement  
Site Licence**





**Bracknell Forest Borough Council  
for the  
National Smart Card Project  
SmartConnect Licensing Agreement**

**Dated this 14 day of November 2008**

(the Commencement Date)

**Between:**

Bracknell Forest Borough Council (the Licensor)

**And:** [London Borough of Hillingdon](the Licensee)

Together referred to as the **Parties**

**Preamble**

Bracknell Forest Borough Council (BFBC) which is the lead authority for the NSCP has developed smart card management software, known as SmartConnect, that it wishes to license and maintain for the benefit of local authorities. The software is intended for use as a common core component in local authority system solutions such that local effort is not duplicated and there is greater likelihood of a nationally consistent approach. The main element of the software is in the form of source code and the goal is to manage the code in an open manner such that it becomes a living asset, improving over time thanks to the contribution and scrutiny of local authorities and other participating parties. In order to reach this goal BFBC is offering licences under this agreement.

**B1. Definitions**

B1.1. *In this agreement the following expressions shall have the meanings as set out below;*

<b>Background IPR</b>	Means any IPR which is used within the Licensed Assets and/or owned by the Licensor and with regard to which the Licensor has the right to grant licences in accordance with the terms of this Agreement, all subsisting prior to or outside the performance of this Agreement
<b>Chairman</b>	The Chairman of the SUG
<b>Commencement Date</b>	The date that the Licence comes into legal force{to be completed at B19}
<b>Fee Unit</b>	Unit of Licence fee payment equivalent to <del>£5,000</del> in 2005 and rising by 3% per annum upon the anniversary of the Commencement Date
<b>Foreground IPR</b>	Means any IPR which originates or results from the performance by the parties of activities and obligations under this agreement
<b>IPR</b>	<p>i) rights in and in relation to any patents, registered designs, design rights, trade marks, service marks, trade and business names (including all goodwill associated with any trade marks or trade and business names ) copyright, moral rights, databases, domain names, topography rights and utility models and including the benefit of all registrations of applications to register and the rights to apply for registration of any of the foregoing items and all rights in the nature of any of the foregoing items each for their full term (including any extensions or renewals thereof) and wherever in the world enforceable;</p> <p>(ii) rights in the nature of unfair competition rights and to sue for passing off; and</p> <p>(iii) trade secrets, confidential information and other proprietary rights including rights to know-how and other technical information</p>

**SmartConnect Licence**

<b>Licence</b>	The benefits conditions and obligations as set out in this agreement and relating to the Licensed Assets
<b>Licensed Assets</b>	The core software source-code, documentation, test methods, scripts and other materials licensed under this agreement
<b>NSCP</b>	The National Smart Card Project
<b>Site Licence</b>	A Licence whereby a Party has access to the Licensed Assets and can use them for its own business and operational purposes but may not sell or sub-licence the Licensed Assets
<b>SUG</b>	SmartConnect User Group, which is tasked with advising THE LICENSOR on the maintenance, development and promotion of the Licensed Assets and the ongoing administration of associated Licences.
<b>Term</b>	Period that the agreement is in force starting at the Commencement Date and ending on the Termination Date
<b>Termination Date</b>	The date that the Licence ceases to be in legal force
<b>Territory</b>	The geographic region covered by this agreement

B1.2. The headings to the clauses in this agreement are for purposes of easy reference and do not form part of the agreement and are not to be used in the interpretation and construction of this agreement

**B2. The Grant**

The Licensor hereby grants the following Licence to the Licensee

**B2.1. Site Licence**

B2.1.1. The Licensee may have access to the Licensed Assets for the purposes of evaluation and research

B2.1.2. The Licensee may use any aspect of the Licensed Assets for its business or operational purposes

B2.1.3. The Licensee may not sub-licence or in anyway distribute the Licensed Assets to any other person or organisation without the permission of the Licensor

**B3. Term**

The minimum Term of the Licence is one year and thereafter the agreement will continue until terminated in accordance with B14.

#### **B4. The Territory**

The Territory is the United Kingdom.

#### **B5. The Consideration**

In consideration of payment to the Licensor by the Licensee of the appropriate fee the Licensee may use the Licensed Assets for the purposes set out above at B2. The Licences defined in this agreement are conditional on the payment of the appropriate fees which are detailed below. The fees will be used by the Licensor to maintain, develop and promote the Licensed Assets and to cover costs of administration and support. The fees are multiples of the Fee Unit.

##### **B5.1. Site Licence Fee**

B5.1.1. Local Authority Member = 1 Fee Unit/pa

#### **B6. Voting Rights**

The governance of the SUG will in some cases require a vote of its members, in which case the Voting Rights for each type of Licensee are detailed below

##### **B6.1. Site Licensee**

B6.1.1. One vote for each annual Fee Unit paid

#### **B7. The SmartConnect User Group (SUG)**

The Licensor is the legal owner to whom all Background and Foreground IPR belongs. The SUG will advise (but not bind) the Licensor on all matters relating to SmartConnect, in particular:

##### **B7.1. The Main Duties of the SUG are to;**

- B7.1.1. practically maintain SmartConnect
- B7.1.2. manage consensus and change request processes
- B7.1.3. assist in the issue and management of SmartConnect licenses
- B7.1.4. assist in the collection of member fees
- B7.1.5. establish member communication and meetings
- B7.1.6. proactively develop SmartConnect according to a roadmap agreed by the SUG and promote its use
- B7.1.7. police the licensing and membership rules
- B7.1.8. provide members with a reasonable level of technical support

##### **B7.2. Governance of the SUG**

- B7.2.1. The SUG has a management board structure consisting of the officers including a Chairman, secretary, treasurer and sub-group chairpersons plus, observers and invited experts
- B7.2.2. In the first instance the officers will be appointed by the Licensor but alternative candidates may be elected at an AGM based on the voting rights of the Licensees
- B7.2.3. The officers invite observers, experts and consultants and other relevant advisers to participate as required

**B7.3. Operation**

B7.3.1. New releases of SmartConnect are recommended to the Licensor by the SUG on a consensus basis in the first instance or via majority voting (see B6 for voting rights) with the Chairman holding the casting vote

B7.3.2. Software that is proven to be substantially based on a controlled release of SmartConnect will be declared "NSCP SmartConnect Compliant Release XX". All other software will be regarded as NSCP SmartConnect non-compliant

B7.3.3. There may be a technical sub-group that by a consensus and change control process develops proposed releases of the Licensed Assets and submits them to the SUG for approval

B7.3.4. The sub-group chairperson(s) will be responsible for arranging meetings communications and generally facilitating all practical arrangements for the on-going development and maintenance of the Licensed Assets

B7.3.5. Significant changes to the scope, governance, licenses, fees or duties of the SUG or issues formally raised by members will be recommended to the Licensor by member voting rights at the AGM or an Extraordinary General Meeting called for the purpose

**B8. Accounting**

Licensees are obliged to pay the Licensor within 28 days of the receipt of an invoice. Bank of England Interest base rate applicable on the date of invoice will be charged for late payment.

**B9. Confidentiality**

All information contained within or relating to the Licensed Assets is confidential and may not be disclosed to a third party that is not a current Licensee without the prior approval of the SUG board unless required to do so under the Freedom of Information Act 2000 or any other legislation.

**B10. Intellectual Property Rights**

**B10.1. Background IPR**

The Licensor owns all Background IPR contained in the Licensed Assets on the Commencement Date.

**B10.2. Foreground IPR**

All Foreground IPR relating to improvements by Site Licensees to the Licensed Assets since the Commencement Date are owned by the Licensor except as in B10.3.

**B10.3. Declaration of IPR**

If any SUG member proposes an improvement to a planned release of the Licensed Assets that relies on known Background IPR whether owned by the proposing member or a third party he must declare this to the SUG and

agrees that the improvement will be made available on a perpetual royalty free basis to all licensees of the SUG.

**B10.4. Supplier IPR**

If an Integrator Licensee develops Foreground IPR that goes beyond the current and planned roadmap of the Licensed Assets then subject to the Licensor being satisfied that the developments do add value as software improvements and to payment of the Licensor's costs in accordance with B12.7 the Integrator Licensee may license these independently provided always that its customers are also supplied the source code associated with the improvements.

**B11. Obligations on the Licensor**

B11.1. The Licensor will use all reasonable efforts to ensure that the Licensed Assets and associate software are stored, maintained and distributed in a secure and professional manner.

B11.2. If a Licensed member of the SUG submits software for formal accreditation the Licensor will use all reasonable efforts to progress this in a timely fashion via the SUG and will charge the submitting party for doing so on a reasonable time and materials basis.

**B12. Obligations on the Licensee**

B12.1. The Licensee will comply with the terms of the Licence described in this agreement. The Licensee will commit to fully support the SUG in accordance with the provisions of B12

B12.2. The Licensee agrees that all improvements to the Licensed Assets that are within the scope of its current functionality or planned roadmap will be provided to the SUG for potential incorporation into a subsequent release of the Licensed Assets. For the avoidance of doubt this includes all improvements to the core source code.

B12.3. Any Foreground IPR inherent in the improvements will be governed in accordance with B10

B12.4. In order to support the practical aspects of the improvement work the Licensee will nominate one or more representatives to participate in the SUG technical sub groups

B12.5. In order to support the governance aspects of the improvement work the Licensee will nominate a representative with delegated authority to vote on its behalf within SUG.

B12.6. Site Licensees shall use all reasonable and practical efforts to procure software and systems that are accredited as NSCP SmartConnect release compliant.

B12.7. The Licensee shall pay the Licensor's reasonable costs in evaluating any improvements which the Licensee develops. Such costs shall be payable by the Licensee to the Licensor within 28 days of the date of the invoice delivered to the Licensee.

### **B13. Warranties/Guaranties/Indemnities**

Neither the Licensor nor the Licensee provide any warranties, or guaranties in respect of the Licensed Assets and do not accept any liability for any direct or indirect loss howsoever arising from the use of the said Licensed Assets save for personal injury or death arising from the negligent act or default of the Licensor or the Licensee their servants or agents.

### **B14. Grounds for Termination**

B14.1. Any party may terminate this Licence by giving no less than one month's written notice to the Chairman, subject to the Licence remaining in force for the minimum period of one year. The Licensee agrees that no part of a fee already paid by the Licensee will be refundable.

B14.2. Any party may terminate this Licence if the other party is in material breach of this Licence and (in the case of a breach capable of being remedied) shall have failed, within 30 days after the receipt of a request in writing from the other party so to do, to remedy the breach.

B14.3. The Licensor may terminate the Licence forthwith on giving notice in writing to the Licensee if the Licensee shall have a receiver or administrative receiver appointed of it or over any part of its undertaking or assets or shall pass a resolution for winding up (otherwise than for the purpose of a bona fide scheme of solvent amalgamation or reconstruction) or a court of competent jurisdiction shall make an order to that effect or if the Licensee shall enter into any voluntary arrangement with its creditors or shall become subject to an administration order or shall cease to carry on business.

### **B15. Effects of Termination**

Upon termination of this Licence the licence of the Licensed Assets shall terminate and the Licensee shall return forthwith all source code documentation and other identified materials and any copies of the whole or any part thereof to the Licensor or, if requested by the Licensor, shall destroy the same or, where appropriate, erase the same from where they are stored, and certify in writing to the Licensor that they have been destroyed. Such certification to be given by the Licensee to the Licensor within 7 days of such destruction where appropriate.

### **B16. Disputes**

Any dispute, which may arise between the parties, shall be referred to the Chairman or a person appointed by him whose determination on the dispute

shall be final. The Chairman will also determine which party shall bear the costs of such determination.

**B17. Entire Agreement**

The Parties acknowledge that this agreement contains the whole agreement between the parties and that it has not relied upon any oral or written representation made to it by the other or its employees or agents and has made its own independent investigations into all matters relevant to it (save that neither Party seeks to exclude liability for fraudulent precontractual misrepresentation upon which the other party can be shown to have relied).

**B18. Third Parties**

The Parties confirm that it is their intention not to confer any rights on any third parties by virtue of this Agreement and accordingly the Contracts (Rights of Third Parties) Act 1999 shall not apply to this agreement.

**B19. Sign Off**

**Signed as follows by the Parties**

Commencement Date for this agreement 14<sup>th</sup> November 2008

**Site Licence**

Signed by: [Name: Jayne Ward] )  
Duly authorised on behalf of the Licensor )

**In the Presence of**

Witness Signature: Nicola Kaye

Name: NICOLA KAYE

Address: Time Square Bracknell

Signed by: [Name: [Signature]] )  
Duly authorised on behalf of the Licensee )

Job Title Asst Head of ICT

Department Finance & Resources

**In the Presence of;**

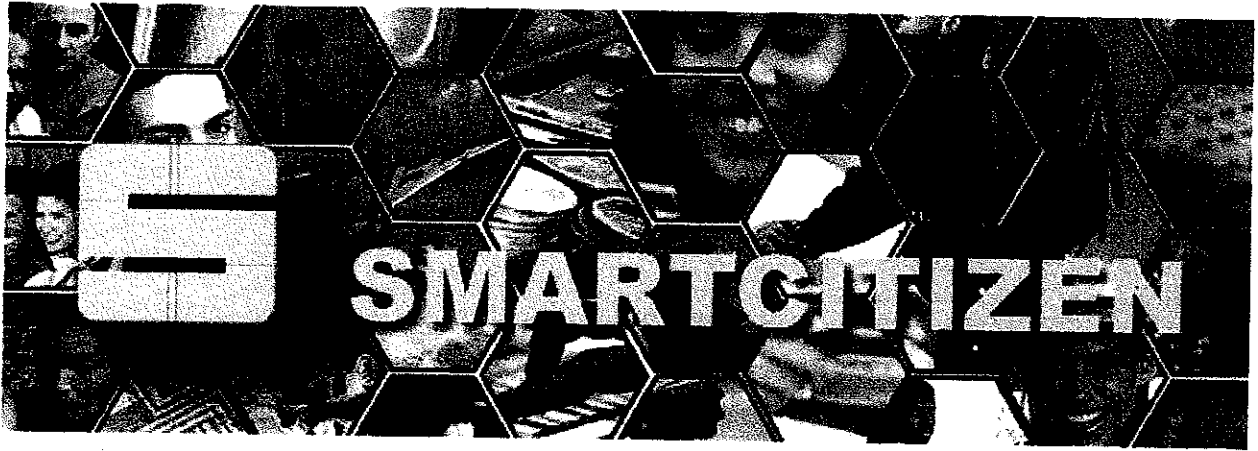
Witness Signature: Alexander Richards

Name: ALEXANDER RICHARDS

Address: CIVIC CENTRE

Please send all correspondence or queries to:  
National SmartCard Project Office  
Bracknell Forest Borough Council  
Time Square  
Market Street  
Bracknell  
RG12 1JD

Jayne Ward 01344 351998  
[Jayne.ward@bracknell-forest.gov.uk](mailto:Jayne.ward@bracknell-forest.gov.uk)



## Method Statement

---

<b>Customer:</b>	London Borough of Hillingdon
<b>Created By:</b>	Arthur Greaves
<b>Date Created:</b>	3 <sup>rd</sup> November 2008
<b>Version:</b>	1.7

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# 1. Document Control

Version	Date Issued	Reason for update	Author
1.6	19 <sup>th</sup> September 2008	Updated for London Borough of Hillingdon	[REDACTED]
1.7	3 <sup>rd</sup> November 2008	Inclusion of a definition of the contract to allow reference to contract schedules	Arthur Greaves

## **2. Contract Options**

LBH intend to use SmartConnect as the card management system for managing their resident card smartcard scheme. Data for producing the cards will be supplied to the card management system by means of integrating the CMS with the council's Onyx CRM.

The cards will be downloaded for production by a card bureau yet to be selected as part of a separate tender process. The card bureau will upload data back to the CMS after the cards have been produced. Cards will be posted directly to citizens' home addresses.

The launch date for the Hillingdon Resident Card is March 2009.

### **2.1. Contract Documents**

"Contract Documents" means the documents comprising the Contract, as follows:

- This Method Statement;
- SmartConnect Software Licensing Agreement Site Licence
- the Invitation to Tender documentation
- the tender submission,
- Schedule 1 - Acceptance
- Schedule 2 – Change Control
- Schedule 3 – Contacts & Escalation
- Schedule 4 – Exit Management
- Schedule 5 – Operational Requirements
- Schedule 6 – Performance Management
- Schedule 7 – Service Governance

London Borough of Hillingdon and Bracknell Forest Borough Council commit to finalising the Contract Schedules (Schedule 1 to 7) by 31 December 2008.

### **2.2. Basic Hosting**

LBH intend to host the SmartConnect card management system with SmartCitizen Ltd on servers at their offices in Cornwall. This includes database and website hosting as part of the "Basic Hosting" package.

### **2.3. Software Installation**

#### **2.3.1. Database & Website**

SmartCitizen Ltd will undertake the installation of the database and website components for LBH.

#### **2.3.2. Enrolment Software**

Enrolments will be performed by LBH's CRM and so installation of the SmartConnect Enrolment software will not be required.

### 2.3.3. Card Manager Software

Requirements for installing the Card Manager card updating software are still to be confirmed. There may be a requirement for unconfirmed residents who have been issued with a card to bring their card and a proof of residence in to a service point to have their proof of residence confirmed, and their card updated so that the "Residence" flag on the card is correctly set. The same could be true of citizens whose date of birth has never been verified on the system. This process of confirming and recording eligibility and updating the smartcard accordingly would be handled by the Card Manager software.

The SmartConnect Card Explorer software is included in the SLH licence. Additional development work may be required to add specific functionality. This would be investigated should LBH decide to make use of this software.

### 2.3.4. Print & Personalisation Software

Installation and configuration of the print & personalisation module will not be required as this service will be performed by a third party card bureau to be selected by LBH.

## 2.4. Hardware Supply & Installation

### 2.4.1. Web Cameras

As LBH intend to use their CRM as the primary method of enrolling customers, and the smartcard has been designed to be used without a photograph of the cardholder there is no current need for the supply / installation of web cams.

### 2.4.2. Card Readers

Compatible smartcard readers can be supplied at cost + 3% where required.

## 2.5. Configuration

SmartCitizen will configure the SmartConnect database and website to LBH's specific requirements as detailed below:

### 2.5.1. Data requirements

The following items will be stored as the personal data for each cardholder. NB. This list may be subject to change and should not be regarded as the definitive data list for this project.

Field	Personalise?	Details
Title	No	This will form part of the greeting when issuing cards.
Surname	Encoded	Mandatory in SmartConnect.
Forename	Encoded	Mandatory in SmartConnect.
Display Name	Printed	The preferred name that the applicant would like on their card. This is not necessarily always a concatenation of Forename + Surname; however where Display Name is not supplied, the surname + forename combination will be used instead.

Field	Personalise?	Details
Date of birth	Encoded	Mandatory in SmartConnect. This is desirable in order to hold accurate records on the system, to assist with the identification of duplicates, and also to allow applicants to automatically be identified for any age-related entitlements.
DOB verified 0 / 1	Encoded	This will allow compliance with other smartcard schemes and if desired, also allow the CMS & Bureau to know whether to attach a letter inviting the applicant to provide a proof of age. As it is likely that a number of dates of birth will either not be in the CRM or be valid, it is important to make use of the DOB Verified flag so that systems have a means of identifying cards which may have an invalid or unverified date of birth encoded on them.
Gender	Encoded	Desirable.
Password	No	To facilitate cardholder logon in the future. If a password is not specified the cardholder's year of birth will be used as a default.
Resident status	Encoded	For future proofing the scheme in the event of non-residents cards being issued by LBH. This will also allow the CMS & Bureau to know whether to attach a letter inviting the applicant to prove their residence in the borough, in cases where the applicant's address has not been confirmed within the CRM.
House name / number (Primary Address Object) Flat / Subdwelling (Secondary Address Object) Street Locality Postal Town Postcode UPRN	No	Mandatory in SmartConnect. Address to BS7666 standards. Required for posting cards direct to citizens.

Field	Personalise?	Details
Library member	No	A notification stating whether the user is a library member is required if LBH wish to segregate results via the CMS Search Facility in the future.  This will also be required for filtering hotlists so that only services using the smartcard receive hotlist files.
Leisure member	No	A notification stating whether the user is a leisure member is required if LBH wish to segregate results via the CMS Search Facility in the future.  This will also be required for filtering hotlists so that only services using the smartcard receive hotlist files.
Issuer	An image corresponding with the card issuer may be printed on the card in future.	Origin of record e.g. Council tax, Library system, Leisure system etc  A record of the issuer is required for future proofing the scheme. It is possible that in the future, cards issued by schools will carry a different image or logo than cards issued by other service areas.
Card number	Printed and Encoded	This will be automatically generated by the CMS.
Card expiry date	Encoded	This will be automatically generated by the CMS using parameters agreed with LBH.
CRM ID	No	This will be required in order to link the CMS with the CRM.
Last edit date	No	This will be maintained automatically by the CMS each time an incident is received from the CRM.

#### 2.5.2. Image Collection Requirements

Whilst SmartConnect offers the facility to store a photograph of the citizen within the database, this option will not be exercised at this stage of the project.

#### 2.5.3. Proof Checking Requirements

Whilst SmartConnect offers the facility to collect and store the documentary proofs of entitlement supplied by the citizen within the database, this option will not be exercised at this stage of the project.

#### 2.5.4. Card Personalisation Requirements

SmartCitizen will configure the CMS to include details of card print and personalisation requirements for the selected bureau to use when producing cards. If the card bureau is not familiar with the export format of SmartConnect bureau downloads then SmartCitizen will provide assistance to them in interpreting the data files.

## **2.6. Maintenance**

SmartCitizen will provide support, renewable annually, for the SmartConnect card management system. This will include support for any additional components added to facilitate the integration with LBH's CRM.

## **3. Additional Work**

### **3.1. Required works**

SmartCitizen will also undertake the following tasks for LBH, in addition to the works described above. These have been included in the pricing schedule in section 5 of this document.

#### **3.1.1. Integration with Onyx CRM**

SmartCitizen will devise a system for integrating the SmartConnect Card Management System with LBH's Onyx CRM. The proposed method of data exchange will involve the use of SmartConnect's secure web services as a means of loading data to the database.

#### **3.1.2. Data import**

The majority of records from which cards will be produced are held in the Onyx CRM. This means that there will need to be a data import exercise from the Onyx CRM to SmartConnect in order to create the cards so that they are in a position to be downloaded and produced by the bureau.

The price quoted in section 5.1 of this document assumes the data requires no manipulation by SmartCitizen prior to import.

#### **3.1.3. Transaction Processing**

SmartCitizen will assist LBH in making suitable hotlist files available to smartcard terminals. SmartCitizen will also assist LBH in processing transactions received by these terminals.

#### **3.1.4. Project Management**

SmartCitizen will provide project management to include liaison with LBH, BFBC and associated third parties.

#### **3.1.5. Training**

SmartCitizen will provide training for LBH as required, at the session rate agreed in the contract.

### **3.2. Optional works**

Any items not covered in the preceding sections will be charged at the Additional Works rate (currently £500 per person day).

#### **3.2.1. Reports**

SmartCitizen will create any additional CMS reports as defined by LBH.

#### **3.2.2. SmartInput licence**

SmartCitizen will licence their SmartInput smartcard reading software for use by LBH (currently £100 for site licence per annum).

## 4. Future Plans

LBH may in the future wish to implement other services via their smartcard. These will be separate from the contracted works described in section 1 and would be chargeable separately. These costs have not been included in the pricing schedule.

### 4.1. *E-purse*

An e-payments facility via the card may be introduced in the future.

### 4.2. *YLC integration*

Integration with a Pan-London smartcard scheme may be required in the future.

### 4.3. *Schools*

The Hillingdon Resident card will be made available as a platform for schools to piggy-back any service they wish. If the schools become involved in the project it is likely that they would not make use of the CRM interface and would deal directly with the SmartConnect CMS.

## 5. Timescales

SmartCitizen will meet the timescales identified below:

Solution Build & Integrate	October / November 2008
Testing	November / December 2008
Pilot	January – March 2009
Go Live	March 2009

## 6. Pricing Schedule

The following table should be cross referenced with Schedule 1 Table 3 for additional information.

<b>6.1. Capital Costs</b>					
<b>Description of task</b>	<b>Item Desc.</b>	<b>Units</b>	<b>Unit Cost</b>	<b>Total</b>	<b>Doc Refs</b>
One off sum for the configuration and installation of SmartConnect Citizen Registration Module	Per Site Licence Holder	1	£ [REDACTED]	£ [REDACTED]	1.2 & 1.4
Integration with Onyx CRM	Daily rate for additional work	15	£ [REDACTED]	£ [REDACTED]	2.1.1
Data Import	Daily rate for additional work	5	£ [REDACTED]	£ [REDACTED]	2.1.2
Hotlist Interface / Transaction Processing	Daily rate for additional work	2	£ [REDACTED]	£ [REDACTED]	2.1.3
Project Management (to include testing)	Daily rate for additional work	8	£ [REDACTED]	£ [REDACTED]	2.1.4
User Training (per site / session basis – includes provision of manuals etc where appropriate)	Daily rate for training	1	£ [REDACTED]	£ [REDACTED]	2.1.5

## 6.2. Revenue Costs

Description of task	Item Desc.	Units	Unit Cost	Total	Doc Refs
Annual lump sum, for provision of Hosting and Maintenance Services	Schedule 4A (Basic Hosting)  Per Site Licence Holder, Per Year	1	£10500 [increasing per annum based on Retail Price Index]	£10500	1.1 & 1.5
SmartConnect Annual Licence	Per Site Licence Holder, Per Year	1	£5464 [increasing per annum based on Retail Price Index]	£5464	n/a
SmartInput licence (owned and licenced by SmartCitizen)	Per Site Licence Holder, Per Year	1	£100	£100	

## 7. Sign Off

### Signed as follows by the Parties

Commencement Date for this agreement 14<sup>th</sup> November 2008

Signed by: [Name: Jagnewad. ]  
Duly authorised on behalf of the **Bracknell Forest Borough Council**)

### In the Presence of

Witness Signature: Nicola Kaye

Name: NICOLA KAYE

Address: TIME SQUARE BRACKNELL

Signed by: [Name: [Signature] ]  
Duly authorised on behalf of the **London Borough of Hillingdon**)

Job Title Asst Hood of IC5

Department Finance & Resources

### In the Presence of;

Witness Signature: Alex Richards

Name: ALEXANDER RICHARDS

Address: CIVIC CENTRE