



Policy Platforms Ltd

Portview Trade Centre
310 Newtownards Road
Belfast, BT1 4HE

Company Reg No: NI681353

Date: 01/12/2023

Project Description

Your city through the Culture Next Network has engaged in a project to develop a digital solution to measuring cultural impact and sustainable development for local and European reporting purposes.

You have engaged with Policy Platforms Ltd through the Culture Next Project to utilise the Polyloop product to monitor performance data and measure impact across your cultural strategy and activity.

An integrated digital solution will also monitor and present information on your city and participating cities' contribution to the Sustainable Development Goals.

Key requirements

The proposed solution, Polyloop, is a configurable off-the-shelf SaaS cloud platform.

- A digital solution ready for deployment which will allow you to measure cultural investment and outcomes in relation to your cultural strategy and programme.
- A digital solution ready for deployment which provides system provision for data visualisation of KPI and survey data.
- Implementation of digital functionality that collects Internal, stakeholder and public data in a sensitive compliant manner.
- Ability to automate data collection from officers which can be used to benchmark SDGs against your own targets and objectives.
- Ability to build digital plans for monitoring and evaluation purposes.

Software as a service arrangement

The solution is provided as a Software as a Service (SAAS) solution provided via a public cloud infrastructure. The Contractor, Policy Platforms, will install, configure, develop and test the system.

Full Terms and Conditions are available: <https://www.polyloop.io/terms>

Functional requirements and scope

The following outlines the technical functionality of the Polyloop tool within this contract:

- Polyloop team will provide enhanced customer support to facilitate survey creation. This will include up to 15 template surveys with up to 10,000 responses per annum in total.
- The total number of users included in this contract is 10.
- your plans and associated feedback data can be viewed in dashboard format and overall collective dashboard of group performance of the culture next project, which is also exportable.
- Polyloop will provide one quarterly report of performance.
- Users will have the ability to create plans in the platform and add KPI metrics and send for stakeholder and public feedback.
- Polyloop team will deliver up to 6 hours of onboarding/training and provide an e-learning video series on features.

Account Manager

The Contractor will assign an Account Manager for the Contract following award of contract.

Role: The Account Manager will:

- serve as the lead point of contact for all customer account management matters;
- ensure Contractor / Customer relationships are managed effectively;
- act as an escalation point when issues cannot be resolved via the Service Support Desk;
- ensure escalated issues are resolved as quickly as possible and put in place changes to reduce the risk of such issues reoccurring in the future.

Support and Maintenance

The Contractor will provide a support desk service as per the service support hours defined below.

Service Support hours:

Monday to Friday 9am to 5pm
(Excluding Bank Holidays and Public Holidays)

The Contractors support desk service will be contactable via e-mail during the support hours detailed above. If tickets cannot be resolved over email, the contractor will schedule a call back or video conference.

We aim to respond to all tickets within 24 hours of receipt (Monday to Friday).

Costs Summary

The total cost for the above is 2500 Euros per year, paid upfront:

January 31st 2024: 2500 Euros

An additional 1000 euros has been supplemented on your behalf for year one by Culture Next.

Subscription Extension

This contract includes optional renewal on 1st January 2025 for up to an additional 4 years. You will be notified 30 days prior to the end of this contract for option renewal for the following year with an adjusted inflation increase of 10%. Should your scope of works change, a new quotation can be revised within this period.

Signed on behalf of

Name: Láchová Veronika

Organisation: České Budejovice - Evropské hlavní město kultury 2028

Signature:

DocuSigned by:

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With Thanks Polyloop

Name: Ralf Alwani

CEO

Policy Platforms LTD

