



Leedswatch

Service Level Agreement For the Provision of Maintenance to Bus Lane Enforcement ANPR camera

Service provider Contacts Leedswatch: Elizabeth Jarmin Head of Service, Jayne Russell Service Manager, Martin Clark CCTV Technical Manager

Customer contacts BLE: Andrew Mason Head of Service, Mark Jefford Service Manger

Service Level Agreement
For the Provision of BLE Maintenance
Terms and Conditions of Agreement

1. The Parties

This Service Level Agreement shall be agreed between the Safer Leeds, Leedswatch Service, hereafter referred to as the “**Service Provider**” and Parking Enforcement, hereafter referred to as the “**Customer**” and is for the provision of CCTV maintenance

2. Agreement Period

This Agreement is to commence on 1st April 2015 and will operate as an ongoing agreement unless either party want to cease this agreement set out in point 10 termination.

3. Services

Details of the services to be provided as part of this Agreement and within the agreed annual/monthly charge are specified in the attached Specification (see the Appendix). These services, once agreed, will be referred to as the "Agreed Services". The service provider will provide these services at the specified frequency and at the agreed charge rates.

Additional services, not covered by the Agreement, can be provided upon request.

4. Service Charges

The Customer agrees to pay for the full time appointment of a CCTV Engineers Assistant graded at C3, (currently £29,663 per annum including on-costs), for the provision of the "Agreed Services". If the Customer requires any changes to the specification, pertaining to services provided, the agreement may be subject to change.

The ‘Customer’ agrees that when the CCTV Engineers assistant is not required to provide the ‘agreed services’ they may be utilised to undertake other installation and maintenance work related to the upkeep of the Leedswatch CCTV network or income generating activity on behalf for Leeds City council.

5. Resources

The Service Provider agrees to utilise sufficient, appropriate resources such as materials, equipment, plant and vehicles with which to carry out the "Agreed Services".

Service Level Agreement
For the Provision of BLE Maintenance
Terms and Conditions of Agreement

6. Management and Supervision of the Services

The Service Provider agrees to provide sufficient levels of experienced supervision and management to oversee the implementation of the services.

7. Council and Customer Policy

All work undertaken within the agreement will be in accordance with the current revision of the 'Leedswatch Code of practice'.

The Service Provider agrees to comply with the Council's policy on Health and Safety at all times.

The Service Provider will ensure that all staff will have a Photo I.D. Card which states their name and designation which will be easily visible whenever they are at work.

The Service Provider will provide all operatives with work wear, which bears the Service Providers logo so as they are easily identified and ensures when this is worn it is in a smart, clean condition.

8. Monitoring, Inspection and Rectification

The Customer reserves the right to monitor and inspect the work carried out by the Service Provider. The Customer must notify Service Provider of any sub-standard work in the form of a telephone call on 0113 3951777 to the Service Manager or CCTV Technical Manager. It is the responsibility of the Service Provider to provide adequate levels of resources to ensure an acceptable level of work. This work level is to be agreed by the Customer and the Service Provider and it is the Service Provider's right to manage this as they see fit. The partners should jointly develop working procedures to produce best value and working practise.

If the Customer becomes dissatisfied with the service due to under performance then the following procedure needs to be invoked:

- As soon as reasonably practical all issues shall be communicated to the Service Provider via e-mail or telephone.
- The Customer shall arrange to meet the Service Provider on site to carry out joint inspection of substandard work where appropriate.

Service Level Agreement
For the Provision of BLE Maintenance
Terms and Conditions of Agreement

- A joint decision shall be made as to whether this is a result of under performance by the Service Provider. If this is so then the problem will be rectified within an agreed period of time, to the satisfaction of the Customer, who will be responsible for signing off the rectified work.

9. Compliance / Customer Satisfaction

The Service Provider will endeavour to attend scheduled meetings and ad-hoc meetings at any time to promote the service or to answer queries.

10. Termination

Either the Customer or the Service Provider can terminate this Agreement by giving the other party at least two months, written, notice of termination.

If Service Provider fails to deliver the service specified, or fails to comply with the terms of this agreement, the Customer may give 1 months notice of termination. The notice to terminate can only be issued if the Service Provider has failed to improve the service within the agreed rectification period as detailed in section 8.

11. Health and Safety

The Service Provider will have comprehensive risk assessments and method statements to cover this contract and for the activities they carry out, ensuring any control measures are in place to ensure the Health and Safety of employees and customers. Where the generic risk assessment does not cover a specific site then a specific site risk assessment will be carried out. Any works identified as being high risk will be notified to the Customer prior to the works commencing.

The Service Provider will operate an incident reporting system where any incidents likely to cause an injury or accident will be reported to the Customer. Any accidents will be recorded and reported within the council's health and safety procedure.

14. Environmental Matters

In its performance the Service Provider warrants that it will use working methods and physical resources which minimise environmental damage. The Service Provider is committed to improving and caring for the environment. The Department Environmental Policy applies to all its activities and is implemented by the Agency's Environmental Management System, EMAS, which enforces its commitment to good environmental practices and ensures that it operates to recognised environmental systems.

Service Level Agreement
For the Provision of BLE Maintenance
Terms and Conditions of Agreement

15. Responsibilities

The Customers responsibilities:

- Be proactive in the detection and preliminary diagnosis of faults.
- Efficiently and accurately report faults to the service provide.
- Provide a pro-active role in managing anti-social behaviour which affects the service we deliver and impinges on the health and safety of our staff and the public.

Service Provider's Responsibilities;

- Providing an efficient undertaking of the agreed services.
- Communicate any potential issues or efficiencies.
- Co-operate with the introduction of all new service initiatives.

16. Additional Work

Additional work may be required during the currency of the Agreement and this work may be subject to extra cost which will be charged to the account of the Customer.

Work additional to the activities covered by this Service Level Agreement will be subject to identical terms, conditions and agreement particulars.

17. Conditions

The Service Provider shall not be liable for any loss, damage injury or delay due to any cause beyond its control including (without prejudice to the generality of the foregoing expression) act of government, strike, lockout, fire, lightening, aircraft, explosion, flooding, riot, civil commotion, act of war, malicious mischief or theft.

**Service Level Agreement
For the Provision of BLE Maintenance
Terms and Conditions of Agreement**

Site Address:	Various BLE sites (appendix 2)
Invoice Address:	As Above
Period of Agreement:	Ongoing
Commencement Date :	*****
Total Annual Cost:	£29,663 Equivalent to C3 grade CCTV Engineering Assistant

I accept the Terms and Conditions of the above Agreement.

Customer (sign)

Print Name..... Date.....

Service Provider (sign)

Print Name.....Elizabeth Jarmin..... Date.....

Service Level Agreement
For the Provision of BLE Maintenance
Terms and Conditions of Agreement

APPENDIX – 1

Agreed Services

The service provider will provide a maintenance and repair service to the schedule of CCTV installations contained in appendix 2 in accordance suppliers/major manufacturer's recommendations, unless otherwise specified. This maintenance will include all fundamental associated costs i.e. travel to site and consumable materials relevant to the service.

The aims and objectives of the maintenance service are to:-

- Minimise the downtime of all BLE cameras, thereby optimising traffic flow in and out of the city.
- Provide a priority response service 8am Monday to 5pm Friday that delivers a 24hr repair turnaround from the point of notification from the customer to the service provider.
 - NB. For repairs on Friday, the service will endeavour to provide a same day service, if notification is received by 9am that day.
 - The above response excludes weekends and Bank holidays. If this service is required, it may be available at an additional cost.
- Ensure that all BLE CCTV installations and associated equipment are kept in safe, clean, reliable and effective operating condition.

Maintenance visit requests

Once the customer ascertains there is a need for an engineer to visit site they shall compose an email detailing the location, nature of fault and its urgency. This should be forwarded to CCTV@leeds.gov.uk. This should then be followed by a phone call to the Control Centre 24hr desk on 0113 3760339.

If the unit has a fault which is preventing the issuing of violation notices it will be deemed urgent, an engineer will attend within a 24hr period from receipt of the request. If violation notices are been issued yet there is a fault which affect the units performance this will be deemed non-urgent, an engineer will attend within 1 working day from receipt of the request.

Cover Provided

The Service Provider shall hold a limited supply of equipment spare parts, the procurement and cost of the spares shall be the responsibility of the 'Customer'. By acceptance of this agreement the 'Customer' provides preauthorisation for 'Service Provider' to purchase replacement parts and components to a value of £200 per reported fault, which will be recharged to the Customer. If the cost of replacement parts and components is to exceed the preauthorised amount the 'Service Provider' will create an estimate and seek authorisation to proceed from the 'Customer'.

Service Level Agreement
For the Provision of BLE Maintenance
Terms and Conditions of Agreement

The Customer will also be responsible for procuring and purchasing any specialist equipment or materials requested by the Service Provider in order to deliver the Agreed Services.

If equipment needed for the repair is unavailable as a stock item the service provider will make every effort to obtain suitable replacement parts and components as soon as possible.

The Service Provider cannot be liable for any downtime incurred, through the non-availability of replacement parts required to complete a repair. The Service Provider will not be liable for any loss of income incurred by the Customer as a result of any delay.

**Service Level Agreement
For the Provision of BLE Maintenance
Terms and Conditions of Agreement**

Site Schedule - APPENDIX – 2

For the Provision of BLE Maintenance

Generic	Location
RDS001	A65 (Nr Traffic Lights) BLE 2 OR Kirkstall Rd JNC Viaduct Rd
RDS002	A65 (Fire Station) BLE 1 OR Kirkstall Rd Fire Station
RDS003	A 65 (Nr to Bank) BLE 4 OR Commercial Rd Nr Beecroft St
RDS004	Canal Road BLE5
RDS005	A65 BLE 3 OR Kirkstall Rd Opp Waterside
RDS006	York Street INCORRECT AND AMENDED TO York Road Junc Marsh Lane
RDS007	Low Road OR Low Rd Junc Old Mill Lane
RDS008	North Street OR North Street Junc Trafalgar St
RDS009	York Road OR York Road Junc Skelton Terr
RDS010	Otley Road OR Otley Rd Adj Victoria Terrace
RDS011	Dewsbury Road OR Dewsbury Rd opp Bck Linden Grove
RDS012	York Street - OR York Street Junc Duke Street
RDS013	Woodhouse Lane OR Woodhouse Lane Junc Clarendon Rd
RDS014	Burmantofts Street OR Burmantofts St Junc Rigton App
RDS015	Roundhay Road OR Roundhay Rd Junc Shepherd Lane
STAT001	Burley Road
STAT002	Park Row OR Headrow
STAT003	Headrow OR Vicar Lane
STAT004	Kirkgate OR Vicar Lane Junc Kirkgate
STAT005	Wellington Road
STAT006	City Square OR Boar Lane
STAT007	Duncan Street OR New Market Street
TBC	The Calls