

**Annex 1: Implementation Plan**

The Implementation Plan is set out below and the Milestones to be Achieved are identified below. The Milestone Dates and Buyer Responsibilities will be defined upon agreement of each Purchase Order:

| Milestone | Deliverable Items | Duration | Milestone Payments |
|-----------|-------------------|----------|--------------------|
| 1         |                   |          |                    |
| 2         |                   |          |                    |
|           |                   |          |                    |

## Annex 1: Test Issues - Severity Levels

### 1. Severity 1 Error

- 1.1 This is an error that causes non-recoverable conditions, e.g. it is not possible to continue using a Component.

### 2. Severity 2 Error

- 2.1 This is an error for which, as reasonably determined by the Buyer, there is no practicable workaround available, and which:
  - 2.1.1 causes a Component to become unusable;
  - 2.1.2 causes a lack of functionality, or unexpected functionality, that has an impact on the current Test; or
  - 2.1.3 has an adverse impact on any other Component(s) or any other area of the Deliverables;

### 3. Severity 3 Error

- 3.1 This is an error which:
  - 3.1.1 causes a Component to become unusable;
  - 3.1.2 causes a lack of functionality, or unexpected functionality, but which does not impact on the current Test; or
  - 3.1.3 has an impact on any other Component(s) or any other area of the Deliverables;but for which, as reasonably determined by the Buyer, there is a practicable workaround available;

### 4. Severity 4 Error

- 4.1 This is an error which causes incorrect functionality of a Component or process, but for which there is a simple, Component based, 'workaround', and which has no impact on the current Test, or other areas of the Deliverables.

### 5. Severity 5 Error

- 5.1 This is an error that causes a minor problem, for which no workaround is required, and which has no impact on the current Test, or other areas of the Deliverables

## Call-Off Schedule 5 (Pricing Details)

### Price Schedule for The Supply, Installation and Maintenance of Digital Spot Speed Enforcement Cameras(ref 3924)

- Prices to be GBP and excluding VAT.
- Prices shall be valid for the period of the initial term of the Contract.
- The Price for extension years shall not increase by anymore than Indexation which shall be calculated in accordance with the Indexation Calculation shown below.
- Payment terms are 30 days from date of invoice.
- The below milestone payment schedule shall apply.

#### Fixed Price List:

| Item no | Description | Cost per Item | Comments |
|---------|-------------|---------------|----------|
| 1a      |             |               |          |
| 1b      |             |               |          |
| 1c      |             |               |          |
| 2a      |             |               |          |
| 2b      |             |               |          |
| 2c      |             |               |          |
| 3       |             |               |          |
| 4a      |             |               |          |
| 4b      |             |               |          |
| 4c      |             |               |          |
| 4d      |             |               |          |
| 4e      |             |               |          |
| 4f      |             |               |          |
| 5       |             |               |          |

|   |  |  |  |
|---|--|--|--|
| 6 |  |  |  |
|   |  |  |  |
| 9 |  |  |  |
|   |  |  |  |

[illegible]

| Milestone Ref | Milestone Description | Portion |
|---------------|-----------------------|---------|
|               |                       |         |

The formula below shows the indexation that shall be performed, which will result in an revised Price should RPI need to be applied:

|          |                                                                                                            |
|----------|------------------------------------------------------------------------------------------------------------|
| A        | is the indexed Cost Per Item / Contract Value                                                              |
| A(n-1)   | is the Cost Per Item / Contract Value prior to indexation adjustment                                       |
| RPin.    | is the level of RPI published for the month that the Order shall take place                                |
| RPI(n-1) | is the level of RPI published for the month that the Order shall take place, in the previous calendar year |

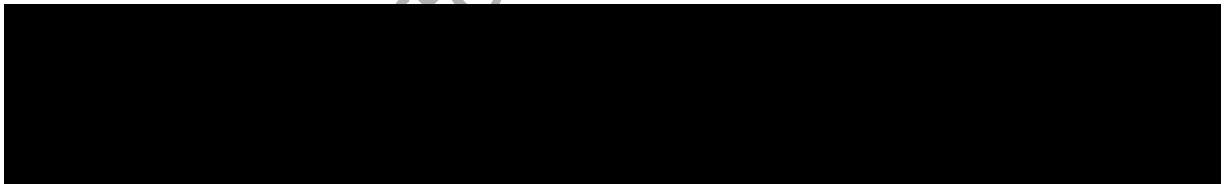
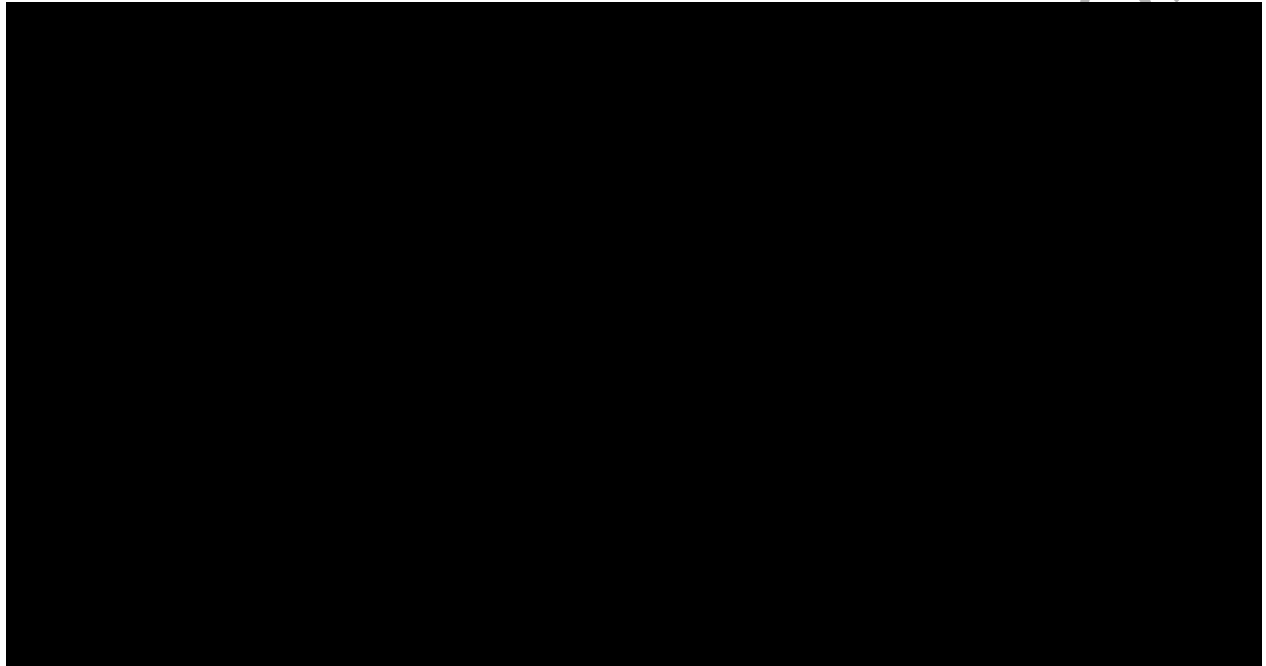
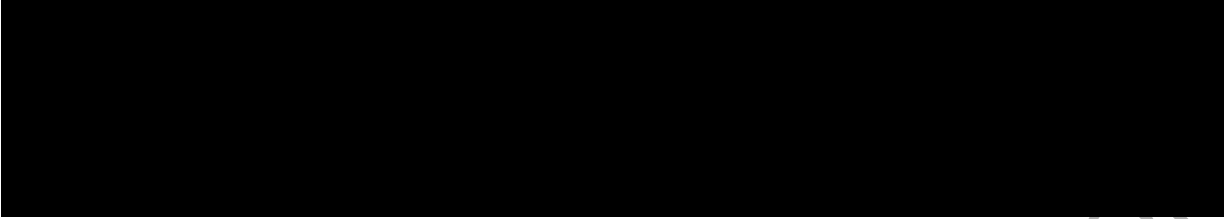
Produced by Staffordshire Police for FOI 22124

**Call-Off Schedule 5 (Pricing Details)**

Call-Off Ref:

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**Call-Off Schedule 5 (Pricing Details)**



2 years £36,360.33 (01/08/2023 – 31/07/2025)

## Framework Schedule 6 (Order Form Template and Call-Off Schedules)

### Order Form

**CALL-OFF REFERENCE:** 3924

**THE BUYER:** Police, Fire and Crime Commissioner for  
Staffordshire on behalf of Staffordshire Safer  
Roads Partnership (SSRP);.

**BUYER ADDRESS:** Staffordshire Police Headquarters, Weston Road,  
Stafford, ST18 OYY

**THE SUPPLIER:** Redflex Traffic Systems Ltd

**SUPPLIER ADDRESS:**

**REGISTRATION NUMBER:** 05980177

Note: This Order Form, when completed and executed by both Parties, forms a Call-Off Contract.

#### APPLICABLE FRAMEWORK CONTRACT:

This Order Form is for the provision of the Call-Off Deliverables and dated 12/09/2022.

It's issued under the Framework Contract with the reference number RM6099 for the provision of Transport Technology and Associated Services.

#### CALL-OFF LOT(S):

Lot 2: Transport And Pedestrian Control

**CALL-OFF INCORPORATED TERMS:**

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation RM6099)
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
  - Joint Schedules for RM6099
    - o Joint Schedule 2 (Variation Form)
    - o Joint Schedule 3 (Insurance Requirements)
    - o Joint Schedule 4 (Commercially Sensitive Information)
    - o Joint Schedule 6 (Key Subcontractors)
    - o Joint Schedule 7 (Financial Difficulties)
    - o Joint Schedule 8 (Guarantee)
    - o Joint Schedule 9 (Minimum Standards of Reliability)
    - o Joint Schedule 10 (Rectification Plan)
    - o Joint Schedule 11 (Processing Data)
    - o Joint Schedule 12 (Supply Chain Visibility)
  - Call-Off Schedules for RM6099
    - o Call-Off Schedule 1 (Transparency Reports)
    - o Call-Off Schedule 3 (Continuous Improvement)
    - o Call-Off Schedule 4 (Call-Off Tender)
    - o Call-Off Schedule 5 (Pricing Details)
    - o Call-Off Schedule 6 (ICT Services)
    - o Call-Off Schedule 7 (Key Supplier Staff)
    - o Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
    - o Call-Off Schedule 9 (Security)
    - o Call-Off Schedule 10 (Exit Management)
    - o Call-Off Schedule 11 (Installation Works)
    - o Call-Off Schedule 13 (Implementation Plan and Testing)
    - o Call-Off Schedule 14 (Service Levels)
    - o Call-Off Schedule 15 (Call-Off Contract Management)
    - o Call-Off Schedule 20 (Call-Off Specification)
5. CCS Core Terms (version 3.0.10)
6. Joint Schedule 5 (Corporate Social Responsibility) RM6099

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

**CALL-OFF SPECIAL TERMS:** none

**CALL-OFF START DATE:** 1<sup>st</sup> October 2022

**CALL-OFF EXPIRY DATE:** 30<sup>th</sup> September 2025

**CALL-OFF INITIAL PERIOD:** 36 months

*(1Mth an option to extend for a further two periods of up to twelve months each).*

**CALL-OFF DELIVERABLES**

See details in Call-Off Schedule 20 (Call-Off Specification)

**MAXIMUM LIABILITY**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

**PRICING APPROACH & CALL-OFF CHARGES**

**PRICING APPROACH:** Firm Price

**CALL-OFF CHARGES:** See details in Call-Off Schedule 5 (Pricing Details)

**SURVEY REQUIREMENTS:** Not Applicable

**REIMBURSABLE EXPENSES:** Recoverable as stated in the Framework Contract

**PAYMENT METHOD:** Via BACS

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**

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**BUYER'S INVOICE ADDRESS:**

Exchequer Team

[REDACTED]  
The Police, Fire and Crime Commissioner for Staffordshire  
Exchequer Services CC  
PO Box 3167, Stafford, ST16 9JZ

**BUYER'S AUTHORISED REPRESENTATIVE:**

[REDACTED]  
Strategic Governance & Commissioning Manager

[REDACTED]  
Staffordshire Safer Roads Partnership  
PO Box 2117, Stafford, ST16 9ZR

BUYER'S ENVIRONMENTAL POLICY: DELETED

BUYER'S SECURITY POLICY: DELETED

**SUPPLIER'S AUTHORISED REPRESENTATIVE:**

[REDACTED]  
Director, Business and Technical Support

**SUPPLIER'S CONTRACT MANAGER:**

[REDACTED]  
Sr Manager, Account Management

**PROGRESS REPORT FREQUENCY:**

Weekly during installation phases then quarterly thereafter and in advance of the quarterly contract review meeting.

**PROGRESS MEETING FREQUENCY:**

Fortnightly during installation phases then quarterly thereafter. These meetings will held remotely unless pre-arranged/agreed by all parties in advance

**KEY STAFF:**

[REDACTED]  
Project Manager

[REDACTED]  
Manager, Field Operations

[REDACTED]  
International Solutions Manager

[REDACTED]  
Workplace Governance Manager

[REDACTED]  
Business Development Executive

[REDACTED]  
Sr Vice President, Operations

**KEY SUBCONTRACTOR(S):**

[REDACTED]  
Company registration number: [REDACTED]

Contact name: [REDACTED]

Contract role: On site Civils Works; Electrical works; Provision of plant and skilled labour

Contact email address: [REDACTED]

Company address: [REDACTED]

**COMMERCIALLY SENSITIVE INFORMATION:**

All Redflex Verra Mobility information included in the original tender, specifically information about our pricings, product specifications, company policies, and key personnel.

**SERVICE CREDITS:** Not applicable

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**  
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**ADDITIONAL INSURANCES:** Not applicable

**GUARANTEE:** There's a guarantee of the Supplier's performance provided for all Call-Off Contracts entered under the Framework Contract

**SOCIAL VALUE COMMITMENT:**

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender)

| For and on behalf of the Supplier |                                          | For and on behalf of the Customer |            |
|-----------------------------------|------------------------------------------|-----------------------------------|------------|
| Signature:                        | [Redacted]                               | Signature:                        | [Redacted] |
| Name:                             | [Redacted]                               | Name:                             | BEN ADAMS  |
| Role:                             | Director, Business and Technical Support | Role:                             | PFCC       |
| Date:                             | 12/09/2022                               | Date:                             | 24/10/22   |

Framework Schedule 6 (Order Form Template and  
Call-Off Schedules)

Order Form

CALL-OFF REFERENCE: 5640

THE BUYER: The Police, Fire and Crime Commissioner for  
Staffordshire  
BUYER ADDRESS: Staffordshire Police Headquarters, Weston Road,  
Stafford, ST18 0YY

THE SUPPLIER: Jenoptik UK Limited

SUPPLIER ADDRESS: [REDACTED]  
GU15 3YL

REGISTRATION NUMBER: 07050335

DUNS NUMBER: 216251263

SID4GOV ID: Not Applicable

APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables and dated 08 January 2024  
It's issued under the Framework Contract with the reference number RM6099 for the provision of Transport Technology and Associated Services.

CALL-OFF LOT(S):  
Lot 2

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**

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**CALL-OFF INCORPORATED TERMS**

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Joint Schedule 1(Definitions and Interpretation RM6099)
3. Framework Special Terms
4. The following Schedules in equal order of precedence:
  - Joint Schedules for RM6099
    - Joint Schedule 2 (Variation Form)
    - Joint Schedule 3 (Insurance Requirements)
    - Joint Schedule 4 (Commercially Sensitive Information)
    - Joint Schedule 6 (Key Subcontractors)
    - Joint Schedule 9 (Minimum Standards of Reliability)
    - Joint Schedule 10 (Rectification Plan)
    - Joint Schedule 11 (Processing Data)
    - Joint Schedule 12 (Supply Chain Visibility)
  - Call-Off Schedules for RM6099
    - Call-Off Schedule 1 (Transparency Reports)
    - Call-Off Schedule 2 (Staff Transfer)
    - Call-Off Schedule 3 (Continuous Improvement)
    - Call-Off Schedule 5 (Pricing Details)
    - Call-Off Schedule 18 (Background Checks)
    - Call-Off Schedule 20 (Call-Off Specification)
5. CCS Core Terms (version 3.0.10)
6. Joint Schedule 5 (Corporate Social Responsibility) RM6099

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

**CALL-OFF SPECIAL TERMS**

The following Special Terms are incorporated into this Call-Off Contract:

None

CALL-OFF START DATE: 01/08/2023

CALL-OFF EXPIRY DATE: 31/07/2025

CALL-OFF INITIAL PERIOD: 2 Years

EXTENSION PERIOD: 12 Months + 12 Months

## Framework Schedule 6 (Order Form Template and Call-Off Schedules)

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### CALL-OFF DELIVERABLES

See details in Call-Off Schedule 20 (Call-Off Specification)

### MAXIMUM LIABILITY

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is

[REDACTED]

### PRICING APPROACH & CALL-OFF CHARGES

PRICING APPROACH – Firm Price

### CALL-OFF CHARGES

£36,360.33 for period 01/08/2023 - 31/07/2025

### SURVEY REQUIREMENTS

Not Applicable

### REIMBURSABLE EXPENSES

Recoverable as stated in the Framework Contract

### PAYMENT METHOD

BACS

### BUYER'S INVOICE ADDRESS:

[REDACTED]

Exchequer Services, Staffordshire Police Headquarters, Weston Road, Stafford,  
ST18 0YY

### BUYER'S AUTHORISED REPRESENTATIVE

[REDACTED]

Procurement Officer

[REDACTED]

### BUYER'S ENVIRONMENTAL POLICY

See Appendix A

### BUYER'S SECURITY POLICY

See Appendix B

### SUPPLIER'S AUTHORISED REPRESENTATIVE

Framework Ref: RM6099

Project Version: v8.0

Model Version: v3.7

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**

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[REDACTED]  
Managing Director  
[REDACTED]

**SUPPLIER'S CONTRACT MANAGER**

[REDACTED]  
Account manager  
[REDACTED]

**PROGRESS REPORT FREQUENCY**

On the first Working Day of each calendar month

**PROGRESS MEETING FREQUENCY**

Quarterly on the first Working Day of each quarter

**KEY STAFF**

[REDACTED]  
Field Operations Manager  
[REDACTED]

**KEY SUBCONTRACTOR(S)**

Not Applicable

**COMMERCIALLY SENSITIVE INFORMATION**

Not Applicable

**SERVICE CREDITS**

Not applicable

**ADDITIONAL INSURANCES**

Not applicable

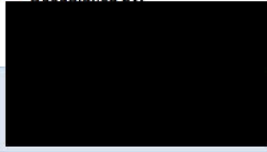
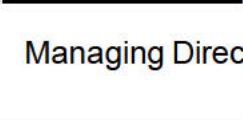
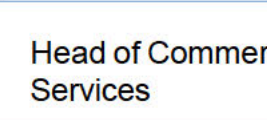
**GUARANTEE**

Not applicable

**SOCIAL VALUE COMMITMENT**

Not applicable

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**  
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| For and on behalf of the Supplier: |                                                                                                                    | For and on behalf of the Buyer: |                                                                                                                      |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------|---------------------------------|----------------------------------------------------------------------------------------------------------------------|
| Signature:                         | <small>DocuSigned by:</small><br> | Signature:                      | <small>DocuSigned by:</small><br> |
| Name:                              |                                   | Name:                           |                                   |
| Role:                              | Managing Director                                                                                                  | Role:                           | Head of Commercial Services                                                                                          |
| Date:                              | 01 February 2024                                                                                                   | Date:                           | 31 January 2024                                                                                                      |

## Call-Off Schedule 20 {Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call Off Contract.

### 1. INTRODUCTION

1.1 The Staffordshire Safer Roads Partnership (SSRP) is a collaboration between several local public sector organisations with the aim of improving road safety in Staffordshire and Stoke-on-Trent. The lead partners are: Police Fire and Crime Commissioner for Staffordshire, Staffordshire Police, Staffordshire Fire & Rescue Service, Stoke-on-Trent City Council, Staffordshire County Council and Highways England.

1.2 The SSRP have agreed that the Lead procurement organisation shall be the Police, Fire and Crime Commissioner for Staffordshire (the Contracting Authority).

1.3 The Contracting Authority intends to enter into a call off contract for a period of three years with an option to extend for a further two periods of up to twelve months each.

1.4 This further competition is being conducted via Lot 2 of the Crown Commercial Services framework, reference RM6099, for Transport, Technology and Associated Services (TTAS).

### 2. DEFINITIONS

| Expression or Acronym | Definition                                |
|-----------------------|-------------------------------------------|
| HOTA                  | means Home Office Type Approval           |
| NRASWA                | means New Roads and Streetworks Act       |
| ERCU                  | means Evidence Retrieval and Control Unit |
| OVDs                  | means Offence Viewing and Decision System |
| ADSL                  | means Asymmetric Digital Subscriber Line  |

### 3. BACKGROUND



### 4. OVERVIEW/ SCOPE OF REQUIREMENT

- 4.1 The Contracting Authority is seeking the provision of a spot speed replacement programme to replace an aging asset base, which is approaching obsolescence, with a modern, digital solution.
- 4.2 The Contracting Authority wishes to engage a suitably qualified and experienced Provider to work with the SSRP to deliver an end to end solution where a spot speed solution is required and to provide the appropriate maintenance and support for such assets.
- 4.3 It is the intention of the Contracting Authority to adopt a partnership style approach and work collaboratively with the successful Provider, to carry out upgrades in a phased approach, throughout the life of the contract. This could include both replacing existing housings and providing additional spot speed cameras at new locations.

*N.B. The Contracting Authority does not give, and shall not be deemed to have given, any guarantee, warranty or other assurance as to the quantity or value of Services that may be required under the Contract, nor as to the revenue that the Contractor will generate as a result of entering into the Contract*

- 4.5 Only current Home Office Type Approved equipment at the point of submitting the tender response may be included. The Potential Provider shall be required to evidence this Home Office Approval and ensure this remains complaint throughout the life of the contract.

## 5. REQUIREMENTS

### 5.1 Technical System Requirements

Potential Providers are to specify (within Appendix C) how they would utilise their current HOTA digital 'Spot Speed' Enforcement/Safety Cameras, making note of the technical requirements specified below and also within '3.3 Technical Requirements'.

| 1   | Equipment |                                                                                                                                                                                               |
|-----|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.1 | Equipment | Current Home Office Type Approval for the camera equipment                                                                                                                                    |
| 1.2 | Equipment | -Tenderer must be a direct supplier of the HOTA equipment                                                                                                                                     |
| 1.3 | Equipment | Equipment must be fully digital without the need for offences to be retrieved from site                                                                                                       |
| 1.4 | Equipment | Equipment must continue to be operable and supported for a minimum of 5 years. from commissioning date                                                                                        |
| 1.5 | Equipment | Images must allow identification of vehicle make/model and VRM during daylight and darkness. Daylight images must be colour. Equipment to provide illurnination must be included if required. |
| 1.6 | Equipment |                                                                                                                                                                                               |

|                               |                      |                                                                                                                                             |
|-------------------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 1.7                           | Equipment            |                                                                                                                                             |
| 1.8                           | Equipment            |                                                                                                                                             |
| 1.9                           | Equipment            |                                                                                                                                             |
| 1.10                          | Equipment            | Equipment to be Elexon compliant (codes to be provided by tenderer)                                                                         |
| 1.11                          | Equipment            | The Tenderer shall comply with the requirements of BS 7671:1992 Requirements for electrical installations (IEE Wiring Regulations).         |
| <b>2 Back Office</b>          |                      |                                                                                                                                             |
| 2.1                           | Back Office          |                                                                                                                                             |
| 2.2                           | Back Office          |                                                                                                                                             |
| 2.3                           | Back Office          |                                                                                                                                             |
| 2.4                           | Back Office          |                                                                                                                                             |
| 2.5                           | Back Office          |                                                                                                                                             |
| 2.6                           | Back Office          |                                                                                                                                             |
| <b>3 Site Detail</b>          |                      |                                                                                                                                             |
| 3.1                           | Site Detail          |                                                                                                                                             |
| 3.1                           | Site Detail          |                                                                                                                                             |
| <b>4 Highways</b>             |                      |                                                                                                                                             |
| 4.1                           | Highways             |                                                                                                                                             |
| 4.2                           | Highways             |                                                                                                                                             |
| 4.3                           | Highways             | The Tenderer must comply with all highway regulations including permits & licences.                                                         |
| <b>5 Information Security</b> |                      |                                                                                                                                             |
| 5.1                           | Information Security |                                                                                                                                             |
| 5.2                           | Information Security | Tenderers will be required to have business processes in place concerning secure disposal of end-of-life devices and unserviceable devices. |
| 5.3                           | Information Security | Any data held on the equipment must be protected appropriately                                                                              |

- |     |                             |                                                                               |
|-----|-----------------------------|-------------------------------------------------------------------------------|
| 1.1 | <b>Information Security</b> | Any data transmitted to or from the equipment must be protected appropriately |
|-----|-----------------------------|-------------------------------------------------------------------------------|
- 

## 5.2 Installation/ Delivery

- 5.2.1 The successful Supplier shall engage with the SSRP, following contract award, with the aim to gain an understanding of the first Phase of installation. Soon after the Supplier shall provide an Installation Programme starting from the point of receipt of Purchase Order to the SSRP having each operational camera/site live.
- 5.2.2 The Supplier shall describe the dependencies and assumptions on the SSRP and its partner agencies to install and make live the speed enforcement solutions.
- 5.2.3 The Supplier shall provide a plan on the decommissioning and disposal of old camera housings and equipment including making good where appropriate.
- 5.2.4 Potential Providers should note that lane closures (for safe working areas) must comply with the relevant local Contracting Authority NRASWA requirements.
- 5.2.5 The Contracting Authority reserves the right to inspect and approve all installation practices on site. Installation shall mean all the work necessary to be done by the Contractor to make the Equipment operational. The Supplier shall provide the necessary support equipment to carry out the installation work in dark conditions and or inclement weather. The Supplier shall install all the equipment in the housings, terminate and joint all cables, as necessary and earth and test the equipment, in said housing (if applicable).
- 5.2.6 The Supplier shall provide the necessary equipment and staff to carry out a formal handover procedure on completion of installation.
- 5.2.7 All temporary signing occasioned by the operational requirements and the Supplier shall comply with the recommendations in the current edition of Chapter 8 of the Traffic Signs Manual published by Her Majesty's Stationery Office and local Contracting Authority requirements for Traffic Safety at Roadworks. The Supplier shall phase the work in a manner acceptable to the Contracting Authority for the operation of traffic and shall, before commencing work, produce an agreed phased programme, including lane closures.
- 5.2.8 All procedures carried out to fully comply with Local Authorities Permit Schemes for Streetworks & Roadworks and any relevant Traffic Management Act 2004 procedures.
- 5.2.9 Prior to installation commencement, the Supplier will work together with the Contracting Authority to agree appropriate Acceptance Criteria for project closure. This shall include end to end functionality of the camera systems and back office functionality.

## 5.3 Training

Full training will be provided, as required and per phased installation, for up to 10 Staffordshire Police employees including all relevant documentation and certification.

## 5.4 Customer Service

- 5.4.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

- 5.4.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 5.4.3 The Supplier shall ensure that staff understand the Contracting Authority's vision and objectives and will provide excellent customer service to the Contracting Authority throughout the duration of the Contract.
- 5.4.4 The Supplier shall provide the necessary maintenance and support package, including a fix time for camera faults in hours/ days, throughout the life of the contract.
- 5.4.5 Warranty will be required on all equipment, supplied as part of this requirement. The initial warranty and further extended warranty should provide a total of five years. For the avoidance of doubt, warranty shall commence from the commissioning date and not the contract start date, nor date of applicable Purchase Order.
- 5.4.6 The Supplier must provide a manufacturer backed guarantee, that adequately covers the Contracting Cover should the installation / Supplier cease to trade and warranty replacements are required.
- 5.4.7 Potential Providers should be able to provide a support and maintenance service for all equipment supplied after the warranty period expires (should this be required by the Contracting Authority).
- 5.4.8 During the life of the contract, support & maintenance packages should be co-termed, where possible, to cameras that have been installed in previous phases and via this contract.
- 5.4.9 If calibration interval is more than 12 months an interim annual inspection will be required.
- 5.4.10 Updates to software and back-office equipment are to be provided as required, to ensure a fit for purpose solution throughout the life of the contract and at no additional, cost to the Contracting Authority. Significant upgrades shall be dealt with separately should the need arise.
- 5.4.11 Supply chain issues and / or lack of required parts for maintenance shall be communicated to the Contracting Authority at the earliest opportunity:

## **6. CONTINUOUS IMPROVEMENT**

- 6.1. The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 6.2. The Supplier should present new ways of working to the Contracting Authority during Contract review meetings.
- 6.3. Changes to the way in which the Services are to be delivered must be brought to the Contracting Authority's attention and agreed prior to any changes being implemented.

## **7. SOCIAL VALUE**

The Social Value Act came into force in 2012 and placed a requirement on public sector organisations to consider wider social, economic, and environmental benefits when commissioning goods and services.

- A social value approach across the commercial lifecycle considers the cost of a service alongside the overall social value outcomes delivered. This includes consideration on how economic, social and environmental well-being may be improved, encouraging additional value from suppliers, which will result in the maximum benefit for the community and local residents.

Social value outcomes can deliver tangible benefits ranging from an increase in the number of apprenticeships to a reduction of CO2 footprint, or softer benefits such as reducing the risks of modern slavery in the supply chain.

Delivery of social value commitments, and the monitoring and reporting of these outcomes must be achieved at no additional cost to the contract.

The key Social Value priority considered for this Tender is the environmental impact. Potential Provider's shall provide reassurance to the Contacting Authority' within the Quality Questionnaire (Appendix C) that they shall work to address this priority.

## 9. SERVICE LEVELS AND PERFORMANCE

- 9.1. The Contracting Authority will measure the quality of the Supplier's delivery of its service, post-installation completion, by monitoring the following Key Performance Indicators (KPIs):

| KPI | Service Area | KPI description | Target |
|-----|--------------|-----------------|--------|
|-----|--------------|-----------------|--------|

|   |                    |                                                      |     |
|---|--------------------|------------------------------------------------------|-----|
| 1 | Response to Faults | Respond to fault notifications within 2 working days | 90% |
| 2 | Resolve faults     | Resolve faults within 5 working days                 | 80% |

## 10. MANAGEMENT INFORMATION/REPORTING

- 10.1. As upon request by the Contracting Authority, the Supplier shall be required to report on the KPIs stated above.

## 11. CONTRACT MANAGEMENT

- 11.1 The Supplier will have a nominated point of contact for all performance related queries.
- 11.2 The Supplier will be willing to attend Contract performance review meetings, frequency at the discretion of the Contracting Authority. Attendance at Contract Review meetings shall be at the Supplier's own expense.
- 11.3 The Supplier *may* be required to submit a Quarterly Report to the Contracting Authority to assist with monitoring the performance of the service. The Quarterly Report may include but not be limited to; KPI reporting and Social Value responsibility reporting.
- 11.4 Contract performance review meetings to discuss, but not be limited to, the information provided in the Quarterly Report as indicated below, to forward plan, and to proactively review and analyse end to end processes to seek changes and improved outcomes and user satisfaction.
- 11.5 On occasion, and with two weeks' notice, the Contracting Authority may request to visit the service in order to audit case files/ records. The Supplier will accommodate this request and make all relevant information available.

## 12: VOLUMES

██████████ In Phase One, it is anticipated that volumes for replacement from the existing wet-film cameras to a new digital solution shall ██████████

██████████ these upgrades are likely to be mainly a direct upgrade to current camera locations; however, some new sites may also be included.

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- 12.5 The Contracting Authority does not give, and shall not be deemed to have given, any guarantee, warranty or other assurance as to the quantity or value of Services that may be required under the Contract, nor as to the revenue that the Contractor will generate as a result of entering into the Contract

### **13. PAYMENT AND INVOICING**

- 13.1. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 13.2. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 13.3. Invoices should reference the relevant Purchase Order reference.