



Brixham Town Council

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Town Clerk: Mrs Tracy Hallett

Report Number	24-2021	Date	19.03.21
Report Type	Public	Meeting	Town Hall Committee
Contact Officer	Tracy Hallett Paul Boyd	Job Title	Town Clerk Facilities Officer
Report Title	Service Level Agreements		

Purpose of Report

To consider renewing the service level agreements with the Council's electrical contractor.

Bowen Electrical

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *Bowen electrical services ltd (BES)*. and Brixham town council for the provisioning of electrical and mechanical services required to support and sustain the infrastructure.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by each party.

This Agreement outlines the parameters of the electrical and mechanical services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent electrical and mechanical service and support and delivery to the Customer by BES

The **goal** of this Agreement is to obtain mutual agreement for electrical and mechanical service provision between BES and Brixham town council.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: Darren Bowen BES

Review Period: annually

4. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

4.1. Service Scope

The following Services are covered by this Agreement.

- Electrical infrastructure wiring (as and when required)
- Ventilation maintenance and servicing (annually)
- Electrical fixed wire testing (every 5 years)
- Planned or Emergency Onsite assistance (extra costs apply, see section 5.1)

4.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service-related incident or request.

4.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service-related incidents.
- Appropriate notification to Customer for all scheduled maintenance.

4.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

5. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

5.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- On site support between the hours of 8am and 5pm Monday – Friday charged at discounted £28 per hour.
- On site support between the hours of 5pm and midnight Monday to Friday and 8am -5pm Saturday charged at discounted OOH rate £42 per hour (time and a half)
- On site support between the hours of midnight and 8am Monday -Friday and Saturday between 5pm and midnight and any hour on Sunday charged at £56 per hour (double time)

5.2. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following time frames:

- 0-4 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 5 working days for issues classified as **Low** priority.

Remote assistance by phone or email will be provided where possible.

Recommendation

Brixham Town Council has used the services of Bowen Electrical for the last 2 years who work in close conjunction with Stronghold UK Ltd (another Town Council appointed contractor). We have found them to be reliable and helpful. It is recommended that the Town Council remain with Bowen Electrical and agreed to the Service Level Agreement.