



# Service Level Agreement

## City of York Council

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## 1. Definitions and Abbreviations

<b>Service Level Agreement –</b>	SLA
<b>Cammax Limited -</b>	Cammax
<b>The Client –</b>	City of York Council
<b>The Kiosk Owner –</b>	City of York Council
<b>Estimated Time of Arrival -</b>	ETA

**Action Time** – The time for Cammax to advise the client by Phone or Email of the ETA of an engineer to site.

**Response Time** – Shall mean the elapsed time during the service window between the call being passed or made available to Cammax by the Client and the time that the engineer arrives on site.

**Fix** - Shall mean resolving the reported fault by either giving technical guidance to the customer over the phone or the engineer repairing on site. The engineer may replace faulty parts on site or provide a replacement unit and support its installation until working satisfactorily. Any return visit to replace or install parts at a later date would be regarded as a continuation of the call but the response would still be regarded as being within the response time.

## 2. Working Hours

Cammax Limited's normal working hours for the purpose of this SLA are:

Monday to Friday - 8.30a.m. to 5.30p.m

Hours required outside those above, when specifically requested by the client, will be subject to extra charge at our standard rates. Cammax reserve the right to work on equipment outside these hours, where access is possible, in order to give improved service to our clients.

### 2.1 General Support Fault Logging Process

1. A fault call is originated by the kiosk owner to the Cammax Support Desk via phone or email - with relevant details to determine a fix.
2. If the issue is likely to be a kiosk hardware fault then Cammax will attend the kiosk and fix the fault within the SLA. If the issue is software related then this will be investigated and resolved via remote access.
3. Any callout deemed as accidental damage, misuse or abuse is not covered by this support contract and will be charged for any parts, engineering time and travel costs.
4. The ticket is closed and the owner informed of normal operation.

## 3. Items Covered under this SLA

11 x Ticket Vending Kiosks incorporating the following components

- 19" High Bright Monitor
- Zytronics PCAP Touch Sensor
- Fujitsu Industrial USFF PC
- Card dispenser
- Ingenico chip and pin (no contactless)
- UPS
- LED lighting
- 2 x fans (1 x inlet & 1 x outlet)
- 80mm Thermal Printer
- Software issues such as bugs or errors
- Cleaning service – 2 scheduled cleaning visits per year

### 3.1 Breakdown of Items Not Covered

Calls caused by the following are specifically (but not exclusively) excluded and will be charged at rates detailed in Cammax Kiosk Price Structure:

- Kiosk damage, due to misuse or abuse. – Defined as non-product fault i.e. vandalism or any physical damage to the unit.
- Failure of the Kiosk owner to complete a re-boot when requested.
- User Error
- No Fault Found – Defined as customer request for visit and subsequent engineer visit determines no fault found with unit.
- Wireless network failures whereby the network key changes or the wireless hub has a malfunction

Any call out that falls under section 3.1 will be charged as per the rates below.

1 man standard call out fee charged at £125

2 man standard call out fee charged at £249

### 3.2 Service Description

Cammax will be responsible for hardware items, offering specifically but not exclusively the following services:

- Level 1 & 2 telephone support
- On site engineering services
- Timed preventative visits to each kiosk
- Bench fixing of out of warranty items

### 3.3 Product Warranty

The product warranty for individual components will be in line with the manufacturer's warranty terms of 12 months.

## 4. Timing Allocations

### 4.1 Action Time

Cammax will respond to all requests within two hours with an action plan. The action plan will be communicated by either telephone or email.

Included in the plan will be the ETA of an engineer to site.

### 4.2 Response Time

Any call should be reported using the following methods:

Telephone: 01977 669946

Email: [support@cammaxlimited.co.uk](mailto:support@cammaxlimited.co.uk)

If despatch of an engineer to site is required, the target response will be:

Where calls are received before 16.30 – ETA prior to 17:30 the next Cammax working day

Where calls are received after 16.30 – The SLA will not commence until the following Cammax working day. I.e. call received Monday at 17:00 target response Wednesday before 17:30

## 5. Targets

	Within Two Hours (Standard)	Within One Hour
Target Action Time	95%	75%
	Within Standard Next Day SLA	
Target Response Time	95%	

## 6. Support Pricing

Quantity	Description	Price per kiosk per annum	Contract length (years)	Total Price
11	Transport Vending Kiosks Hardware & Software Support Parts & Labour	£550.00	2	£12100.00
11	Cleaning services	£300.00	2	£6600.00

## 7. Escalation

Should a call require additional attention please follow the escalation route below:

1. Cammax helpdesk **01977 669946**
2. Simon Kelly Technical Manager **07792 971673**
3. Adrian Hamer Project Manager **07974 835598**

Email: [support@cammaxlimited.co.uk](mailto:support@cammaxlimited.co.uk)

## Contact Information

Cammax Limited  
Unit 2a  
Willowbridge Way  
Castleford  
West Yorkshire  
WF10 5NP

Paper Rolls may be purchased by emailing: [sales@cammaxlimited.co.uk](mailto:sales@cammaxlimited.co.uk)

Paper Roll Size = 80 x 150 x 25mm

## 8. Termination

- 8.1 Either Party may terminate this Agreement by giving to the other not less than 90 Days written notice, to expire on or at any time after One Year.
- 8.2 Either Party may forthwith terminate this Agreement by giving written notice to the other Party if:
  - 8.21 Any sum owing to that Party by the other Party under any of the provisions of this Agreement is not paid within 30 Days of the due date for payment.
  - 8.22 The other Party commits any other breach of any of the provisions of this Agreement and, if the breach is capable of remedy, fails to remedy it within 30 Days after being given written notice giving full particulars of the breach and requiring it to be remedied.
- 8.3 The Client shall have the right to forthwith terminate this Agreement by giving written notice to the Service Provider in the event that the Service Provider fails to provide the Services in compliance with the Service Levels for the period set out in Section 4 above.

## 9. Proposal Qualifications

1. Contract based on a 24 month term
2. Contract start date is 4<sup>th</sup> February 2016
3. Contract finish date is 3<sup>rd</sup> February 2018
4. All prices are stated excluding VAT

This Agreement is made 4<sup>th</sup> February 2016

### **BETWEEN**

(1) Cammax Limited whose registered address is Unit 2A, Willowbridge Way, Castleford, WF10 5NP

And

(2) City of York Council whose registered address Sustainable Transport Services, West Offices, Station Rise, York, YO1 6GA

Signed by



For & on behalf of  
**Cammax Limited**

Name: Adrian Hamer

Date: 4<sup>th</sup> February 2016

Signed by

For & on behalf of  
**City of York Council**

Name:

Date: