**Appendix 8 - Maintenance Service Agreements for General CCTV,**

**Torre Abbey and Highways UTC**

**CCTV**

Visits per Annum Security Systems: 2

Working Hours Normal

Engineers Required One

Response Time for faults: variable

5 nominated days of labour (8h/day) per month for all sites, total of 60 days per year. These dates can be flexible and agreed with local engineer, or dedicated days. Arrangements can be done locally. This will allow flexibility of usage of these days across all sites.

Provision for cherry picker has been included in this maintenance offer

Hours of cover: Business Hours

Labour - no of nominated days – refer to options (Scheduled preventative maintenance - Test and Report included within nominated days)

24/7 help desk facility

Access equipment included

Parts chargeable

\* excludes costs associated with faults caused by cabling, malicious and accidental damage

**Torre Abbey**

Visits per Annum 2

Working Hours Normal

Engineers Required One

Response Time for faults: 4hours

Scheduled preventative maintenance – Test and Report included.

Hours of cover: Business Hours

4hr response time for faults excluding weekend and bank holidays for Security systems.

24/7 help desk facility

Access equipment excluded

Parts chargeable.

Fault calls are chargeable (see charges section below)

\* excludes costs associated with faults caused by cabling, malicious and accidental damage

**Highways UTC**

Visits per Annum Security Systems: 2

Working Hours Normal

Engineers Required One

Response Time for faults: Security: 24 hours

Scheduled preventative maintenance – Comprehensive.

Hours of cover: Business Hours (08:30 – 17:00)

24hr response time for faults

24/7 help desk facility

Access equipment included

Inclusive of all call out charges and labour time for fault calls.

\* excludes costs associated with faults caused by cabling, malicious and accidental damage