**Appendix 9 - Service Level Agreement**

**Contract Meetings**

The Contractor shall attend regular meetings with MCCC as follows:

|  |  |  |
| --- | --- | --- |
| **Meeting Type** | **Contributors** | **Frequency** |
| Operational review meeting for security and stewarding services | * MCCC’s operational representative * Service providers strategic representative | Monthly |
| Strategic review meeting for security and event stewarding services | * MCCC’s Strategic representative * Service providers strategic representative. * MCCC’s operational representative * Service providers operational representative. | Quarterly |

These meetings shall communicate and assess the performance of the services and review any issues in respect of unsatisfactory performance.

**Event Meetings**

The service provider will be expected to attend weekly and monthly operational meetings to discuss and put forward deployment plans for all upcoming events. Bespoke planning meetings may be held for extraordinary events and attendance at these will be compulsory to understand the profile and complexity of the event.

**Briefing Sessions**

The service provider shall hold regular briefings with all personnel. This should include feedback on performance and introduction of new initiatives and practices.

**Contract Reporting**

The Contractor shall provide the following management reports:

* Event Debrief Report.
* Weekly Report.
* Monthly Contractual Operational Summary Report.
* Quarterly Strategic Report.

The service provider shall regularly review with MCCC the format and agenda of reports to ensure that they remain relevant to the developing needs and objectives of MCCC.

The service provider shall keep a record, showing times of inspections, any incidents noted by their personnel and any faults to the site requiring further attention by MCCC. These records will always remain open to MCCC for audit and inspection, as a means for assessing the performance of the services.

**Event Debrief Report**

The service provider shall be responsible for providing factual event specific stewarding reports to MCCC, indicating any minor or major incidents and any other issues to be brought to MCCC’s attention. These reports, in a format to be agreed with MCCC during the mobilisation period, shall be submitted on MCCC’s Event Booking Management System (EBMS) within 48hrs from the end of event tenancy.

The debrief report shall include:

* Deployment levels and fulfilment rate.
* Shift handovers.
* Operational issues or concern.
* Cloakroom coats and bags numbers.
* Information on incidents.
* Improvements for future events.

**Monthly Report**

The Contractor is required to supply, on a monthly basis, a report detailing the activity of the Contractor in the previous month, the cost associated with the Contract and any issues of significance to the Employer. The date of issue of the report to be no later than 3 working days before the contract meeting.

The monthly report shall include:

* Operational performance for services against the agreed specification.
* Key operational issues or concerns.
* Staffing requirements and fulfilment rate.
* Summary of event reports and customer feedback.
* Health, safety and environmental issues or incidents.
* Weekly occurrence sheet summaries.
* Financial updates.
* Staffing information, training and HR issues.
* Contractor’s business updates.
* Any innovative proposals.
* Equipment serviceability.
* Any other agreed information.

**Quarterly Report**

The quarterly report shall include:

* Strategic performance summary for services against the agreed specification for the quarter.
* Full financial report for the quarter and year-to-date.
* Added value and innovation actions.
* Anticipated changes/variations.
* Contractor’s business updates.
* Any other agreed information.

**Fault Reporting**

MCCC will review alongside the service provider recurring faults which either or both parties believe detract from the security or stewarding management standards. Where possible, there will be agreed resolution dates and progress monitored against these.

**Management Information**

The service provider shall ensure that accurate and up-to-date information is held and maintained which can produce accurate and up-to-date reports in the format agreed with MCCC, on request by MCCC. The service provider shall ensure that information held on MCCC’s events and venue remain confidential and is maintained in an accurate and up-to-date form capable of producing precise reports in the format agreed with MCCC, on request by MCCC.

**Organisation Chart**

The service provider shall supply and maintain a valid organisational chart. This should detail the number of staff at each level and lines of management.

**Safe Systems of Work and Quality Assurance**

The service provider shall take all reasonable steps to observe all aspects of health and safety and will comply with the provisions of MCCC’s Health and Safety policy, emergency procedures and legislation.

In completing all event security and stewarding activities, the service provider shall ensure that they have completed all necessary mandatory health and safety checks, risk assessments, methodology statements and training including but not limited to:

* Violence.
* Noise.
* Uncontrolled crowd movement.
* Strobe, lasers and flashing lights.
* Manual handling.
* Working at height.
* Working in the vicinity of vehicular traffic.

The service provider is deemed to have gathered enough additional information and to have carried out a detailed risk assessment of the services included within the provision and to have devised appropriate control measures and determined appropriate resource levels to ensure the services are delivered safely and compliantly.

**Accidents and Near-Misses**

In the event of an accident or near-miss to either a person or damage to property, the service provider shall immediately inform MCCC’s Quality, Safety, Health and Environment Manager verbally and submit a detailed report on MCCC’s online management reporting system ‘Notify’ in accordance with venue policy.

**Quality Assurance**

The service provider shall take a proactive approach and attitude for the delivery and quality of the service being delivered, making recommendations where improvements to service and quality can be achieved. In the early stages of the contract period, the service provider’s strategic representative will establish a contract development group and MCCC’s head of Security will be invited to contribute. The brief for the development group will be as follows:

* To streamline process and procedures.
* To share best practice.
* To share technology.
* To develop the system to the benefit of all.
* To develop further the customer experience.

**Audit of Service Provision MCCC**

MCCC reserves the right to conduct their own audit checks of the arrangements laid down by the service provider to satisfy themselves of the adequacy of the arrangements and the standards of the service provision. These inspections may take place at any time during the contract period and without prior notice.

The audits will cover the following subject matters:

* Assignment Instructions
* Contractual health and safety paperwork.
* Training records.
* Emergency procedures.
* Housekeeping.
* Event performance.
* Service delivery.
* Financial processes.

Please note the above list is not exhaustive and is to be used as minimum auditable areas.

The service provider shall implement all agreed recommendations arising from the audits within a timescale, mutually agreed between MCCC and the service provider. The service provider shall include in all sub-contracts right of access for MCCC as described herein. A detailed annual audit schedule will be produced outlining the frequency of the audits covered by the service provider and MCCC.

**Contract Administration**

All correspondence and communications under the contract shall be addressed and directed between the service providers operational / strategic representative and MCCC’s Head of Security. Oral communication of instructions or information in connection with the contract shall be confirmed in writing using minutes of meetings or formal correspondence as appropriate and until confirmed shall not be binding.

There will be the appropriate level of support supplied by the service provider’s central office to manage all back-office activity which does not fall under the remit of the operational representative’s staff. This shall include but is not limited to:

* Supporting the entire management team in delivering correct, realistic, understandable, and measurable information to improve the performance level of the contract.
* Wages and staff payment issues.
* Management of the service provider’s help desk to ensure fast and
* efficient corrective actions to all the locations within agreed timescales.

**Monthly Invoicing – Contractual Costs**

The service provider shall provide MCCC with a monthly reconciliation pack, this pack shall contain invoices for the contract services supplied. This will include the management fee for the operational representatives.

The invoices will be raised to reflect services provided only. Each invoice will be accompanied by a breakdown of services pack clearly showing when these services were delivered. MCCC will sign these off once satisfied it is a true reflection of services received and submit for payment to service provider. MCCC shall pay such approved invoices by the end of the month following the month of invoice. The monthly reconciliation pack will be submitted by the service provider no later than 48 hours after the last day of the preceding month.

**Purchase Order Procedure**

**Event Security and Stewarding**

The purchase order procedure for Event Security and Stewarding is:

* The service provider attends event planning meetings and obtains event schedules and layouts from MCCC’s Event Manager and or Head of Security.
* MCCC’s Event Manager will use the information obtained in the event planning meetings to complete a security and stewarding deployment. The service provider will then assess the Event Manager’s deployment to ensure it is appropriate. The deployment needs to be agreed by both the Event Manager, Head of Security and the service provider. The service provider then deploys event security and stewarding as requested by the deployment.

* Once the event has taken place, the service provider shall submit, within 48 hrs an “actuals report” to the authorised representative. The authorised representative will raise any queries regarding this report with the service provider within 48 hrs of receipt.
* MCCC will raise the purchase order and submit it to the service provider via email within 48hrs.
* The service provider must submit an invoice on an event-by-event basis quoting the purchase order number.
* MCCC shall pay such approved invoices by the end of the month following the month of invoice.
* The service provider shall compile and maintain an attendance log upon which is detailed the event date, list of signatures of attending staff, the arrival and exit times. Time shall be shown by commencement time and completion time, and total of hours worked. MCCC reserves the right to conduct random spot checks of the logs.
* In the event of emergency or urgent work being required, verbal instructions may be issued to expedite an immediate response. The service provider must ensure that MCCC confirms such verbal instructions in writing on the next working day before payment can be made against these instructions.

**Other Services**

The purchase order procedure for other services requirements are:

* MCCC will request a quotation from the service provider.
* Following receipt of the quotation and, subject to acceptance, MCCC will raise the purchase order and submit it to the service provider via email.
* The service provider must submit an invoice quoting the purchase order number.
* MCCC shall pay such approved invoices by the end of the month following the month of invoice.
* The Service Provider shall compile and maintain an attendance log upon which is detailed the event date, evidence of attending staff on-site, the arrival and exit times. Time shall be shown by commencement time and completion time, and total of hours worked. MCCC reserves the right to conduct random spot checks of the logs

**Supplementary Service Specific Conditions**

**Accommodation and Welfare Facilities**

The service provider shall be issued with the following fixtures, fittings & equipment:

**Accommodation**

* A dedicated desk for the operational representatives based on-site.
* Use of additional desks and/or meeting rooms as and when requested by the service provider, subject to availability.

**Storage Facilities**

* Dedicated storage area as determined appropriate by MCCC and the service provider for delivery of the service through the contract.
* Use of additional storage facilities as and when requested by the service provider subject to availability.

**Information and Communication Technology**

MCCC shall provide the following equipment for use on this agreement:

* One telephone handset.
* Radio handsets as deemed necessary by the service provider to deliver the contract services by maintaining clear communication channels.
* Use of additional ICT as and when requested by the service provider, subject to availability.
* The service provider will be required at the expiry of this agreement to deliver to MCCC, the equipment in the condition it was in on the commencement date, subject to fair wear and tear.

**Equipment**

The service provider shall invest in the provision of services such an amount as both parties agree is reasonably necessary to ensure that both the service providers equipment and MCCC’s equipment which is used exclusively for the provision of the services is of a comparable level and condition as the equipment used in competitor venues.

**Miscellaneous**

* Recruitment advertising through MCCC’s website.

**Provision by MCCC**

MCCC shall provide the following:

* Access to all areas on-site required to complete the services.
* Access to welfare facilities.