**SERVICE LEVEL AGREEMENT**

**Carlisle City Council**

The Service Level Agreement (SLA) is intended to describe the service that the Council expects to receive from its contractors. You are asked to agree that failure to achieve the performance standards stated in the SLA on two occasions will result in remedial action being considered, where the supplier will obtain a written warning for its poor service performance. Further failures will result in the supplier not being considered as an approved contractor by the Home Improvement Agency and possibly terminated due to failed service performance levels.

**Service levels**

I, the Supplier shall:

Visit each property before preparing quotations. The quotation shall remain open for at least 180 days from the quotation closing date to allow time for any funding applications to be made.

Return quotations no later than **14 days** from the quote request, preferably by electronic mail but can be by post or fax, and be on current letterhead paper with a full breakdown of costs. I agree that not all of the works listed on the quote may be approved but that the Home Improvement Agency or client may decide to only order some of the work depending on the priority of the works required and the resources and funding available.

If I am unable to meet the quotation closing date I will contact the Home Improvement Agency (HIA) to agree an extension. I understand that The City Council reserves the right to seek alternative quotes or award the contract to an alternative supplier if the quotation deadline is not met.

Quotes for works should be as tendered in any procurement contracts and consistently at a reasonable market rate. I understand that should the City Council consider that any quote for work is not at a market rate, quotes from alternative suppliers may be sought for comparison and may be awarded to the supplier with the lowest quote. I understand that clients (house-holders) may choose quotes from alternative approved suppliers based on their personal preference.

Works will be carried out in line with:

1. Carlisle City Council’s health and safety policy in “Contractors Safe Working Practice booklet (April 2017)”
2. Any procurement tendering contracts you may have entered into.

Carry out work within **8 weeks** of receipt of an order of works.

Provide a **warranty of their workmanship and materials for 12 months** after the certified completion date. (The certified date will be the date that the Home Improvement Agency deems all work to be satisfactorily complete). Any warranties or certificates relating to the trade or measures will be sent directly to the client.

Notify the Council and client of any start date at least **48 hours** prior to the works commencing.

Send the invoice together with the claim for payment form signed by the client (when the work is funded by a grant) within a reasonable period. An inspection for payment will then be carried out by the City Council within **14 working days.** The City Council aims to have the invoice settled within **14 working days** providing works have been completed to a satisfactory standard.

The Suppliershall nominate a ‘Framework Manager’ to act as the main point of contact for all framework business.

When required by the Council, the Framework Manager will attend meetings at the offices of Carlisle City Council to review the framework and assess performance.

The City Council reserves the right to monitor the quality and performance of the work provided. The assessment may impact on procurement contracts and/or whether a contractor will continue to be approved for use.

|  |  |
| --- | --- |
| ***I, the Supplier understand that failure to meet the service levels set out above for on two occasions will result in remedial action being considered by Carlisle City Council, where I, the Supplier will obtain a written warning for poor service performance, and that further failures may result in Carlisle City Council deciding not to approve quotes for consideration due to failed service performance levels.*** | |
| *Company Name:* |  |
| *Signature:* |  |
| *Print Name* |  |
| *Job Title:* |  |
| *Date:* |  |