



City of
BRADFORD
METROPOLITAN DISTRICT COUNCIL

«*Establishment*»

CASH TO BANK SERVICE LEVEL AGREEMENT 20??-??

SECURE COLLECTION OF CASH FROM CLIENT PREMISES AND DEPOSIT TO
NOMINATED BANK

1. Schedule A – agreement specifics

1.1 SLA reference	CTB/«SLA»
1.2 Parties to the agreement	<p><u>The Provider</u> Cash & Security Service, City of Bradford MDC, City Hall, Centenary Square, Bradford BD1 1HY</p> <p><u>The Client</u> «Establishment», «Name», «Street», «Area», «City», «Post_Code»</p>
1.3 Service	A secure Cash to Bank service to collect cash and cheques in tamper evident pre-sealed bag(s) from the Client’s premises and deposit them at the Client’s nominated bank branch as per the Schedule of Collections. Service Provision is further detailed in Schedule B.
1.4 Schedule of collections	<p>Please complete below as required (for example 1 Business Day – Fortnightly – Term Time 39 OR 5 Business Days – Weekly OR Request only)</p> <p>__ Business Day(s) – weekly / fortnightly / 4 weekly – (term time 38 / 39 / 40)*</p> <p>Days: Monday, Tuesday, Wednesday, Thursday, Friday*</p> <p>OR</p> <p>Request only*</p> <p>*complete or delete as required</p> <p>Total annual collections expected:</p> <p>Nominated bank:</p>
	<p><u>Definitions</u> Business Days – Monday to Friday excluding Bank Holidays</p> <p>Term Time – Collections will be made on Business Days for 38, 39 or 40 weeks of school term based on the City of Bradford MDC School Holidays Calendar. Please provide your term time dates if different.</p>
1.5 Charges	<p><i>£18.16/collection (ex VAT)</i> <i>Note: there is an extra £5 charge per collection if you need your cash to be deposited at two separate.</i></p>
1.6 Agreement period	1 st April 20?? to 31 st March 20??

2. Schedule B – service provision

2.1	Provider responsibility
2.1.1	<p>Subject to the Client fulfilling all their responsibilities under this agreement, the Provider will deliver the following service to the Client:</p> <ul style="list-style-type: none"> a) Provision of all relevant stationery and tamper evident sealable bags to the Client b) Collection of sealed bags from the Client's premises with documented evidence of transfer c) Delivery and deposit of tamper evident sealed bags to the Client's nominated bank with documented evidence of transfer d) The Provider will not at any point deliberately open the tamper evident sealed bags to process or tamper with the contents. The Provider will therefore remain unaware of the contents other than as described on the transfer documents.
2.1.2	<p>Discrepancies</p> <ul style="list-style-type: none"> a) The Provider is not responsible for any discrepancy in the contents of the tamper evident sealed bag once signed and receipted for by the Client's nominated bank b) If for any reason there is a discrepancy in the contents of the tamper evident sealed bag, this is between the Client and their bank
2.1.3	<p>The Cash & Security Service will be contactable to the Client between the hours of 0830-1630 Monday to Thursday and 0830-1600 Fridays on (tel) 01274 432068, (fax) 01274 432761 or email cvit@bradford.gov.uk.</p>
2.1.4	<p>The Provider will undertake a risk assessment prior to the commencement of collections for new Clients to ensure that personnel can park, enter & leave safely.</p>
2.2	Client responsibility
2.2.1	<p>The Client will use the tamper evident sealable bag(s) provided to secure all cash, cheques and paying-in slips before transferring the sealed bag(s) to the Provider on the pre-arranged collection day.</p>
2.2.2	<p>The Client will use the stationery supplied to evidence the transfer on the pre-arranged collection day.</p>
2.2.3	<p>The Client will contact the Provider within the following notice periods should there be any changes to the agreed Schedule of Collection or premises:</p> <ul style="list-style-type: none"> a) Cancellations (including inaccessibility due to events, works or inclement weather) and additional collections – at least 24 hours or as soon as possible for inclement weather b) Change of premises – at least 5 working days c) Change of Nominated Bank – at least 5 working days d) Permanent change to the Schedule of Collections – at least 1 month

2.2.4	The Client will ensure that stationery levels are adequate and contact Cash & Security by email when stocks run low.
2.2.5	The Client will provide a safe and secure location for Cash & Security operatives and if necessary will work with the Provider to reduce or eliminate risk. The Client shall notify the Provider of any changes following completion by the Provider of the risk assessment that will affect risk.

3. Schedule C - terms and conditions

3.1	Agreement
3.1.1	The Client wishes to engage the Provider in the provision of the Service in accordance with the terms of this agreement.
3.1.2	This is an agreement between the Client and the Provider. No other party has any rights under this agreement and the provisions of the Contracts (Rights of Third Parties) Act 1999 are hereby formally excluded.
3.2	Length of agreement
3.2.1	The Service shall be provided for the Agreement Period and may continue under the terms of this agreement for a period until which a new agreement is agreed or the service is terminated by either party. Individual pricing for additional year(s) will be notified prior to the anniversary of the agreement.
3.3	Termination and period of notice
3.3.1	This agreement may be terminated by either party by the giving of three months written notice to the other party either by electronic mail or by first class registered post.
3.4	Nominated officer
3.4.1	For the purposes of this agreement the Nominated Officer for the Provider will be Janette Sagar (Service Support Manager). The Nominated Officer for the Client will be the Signatory of this agreement in Schedule D, section 4.2.
3.5	Indemnity
3.5.1	In the provision of the Service the Provider shall be liable for and shall indemnify the Client against any liability, loss, claim or proceedings arising under any statute or at common law in respect of: <ul style="list-style-type: none"> a) any damage to property or persons; b) any injury to persons including injury resulting in death; c) and any claim from a service user, or any other person acting on behalf of the service user, except where this is due to any act or neglect on the part of the Client or of any person for whom the Client is responsible.
3.5.2	The Provider shall insure fully against its liability in such sum and on such terms as the Client may reasonably require.
3.6	Confidentiality
3.6.1	The Provider shall treat all information relating to collection/delivery matters as

	strictly confidential and communicate them only to personnel who are necessarily involved in the provision of the service.
3.7	Assignment and sub-contracting
3.7.1	The Provider shall not transfer or assign this agreement and shall not sub-contract the provision of the service without the prior written permission of the Client, such permission to be not unreasonably withheld.
3.8	Performance and monitoring
3.8.1	The Provider will deliver a safe, secure and professional Cash & Security service by qualified staff licensed by the Security Industry Authority (part of the Home Office).
3.8.2	Within the bounds of its authority and control, the Provider shall deliver the service to the Client as specified in Schedule A.
3.8.3	The Provider will accommodate variations to the agreement, within reason, by the Client.
3.8.4	The Provider will accommodate all reasonable requests from the Client for documentation relating to the service provided to the Client, where it is not commercially sensitive.
3.9	Disputes
3.9.1	At all times disputes will be avoided through a professional working relationship between the Provider and the Client.
3.9.2	Any dispute that does arise that cannot be resolved informally will be referred to the Client and Provider's Nominated Officer (see section 3.4.1). Thereafter, the matter will be referred for formal arbitration to the Provider's Assistant Director, Revenues, Benefits & Payroll and, if unable to reach agreement, to the Provider's Director of Finance.
3.10	Penalties
3.10.1	The Provider will be responsible for meeting the Client's reasonable additional costs arising from the Provider's failure to meet the terms of the agreement which are under the Provider's direct control.
3.11	Charge and payment
3.11.1	The Charge per collection is specified in Schedule A, section 1.5, of this agreement. The way in which the Charge will be applied is detailed below.
3.11.2	<ul style="list-style-type: none"> a) Should the Provider arrive for a scheduled collection which isn't presented by the Client and which hasn't been cancelled with adequate notice (see Schedule B, Section 2.2 Client Responsibility) the Client will be charged for that collection. b) Should the Client terminate the agreement and fail to give the required three months notice, the Provider reserves the right to levy charges for a three month period in accordance with Schedule A as compensation unless both parties agree otherwise.
3.11.3	Nothing in the terms above shall prejudice the Client for collections not made by

	the Provider through no fault of the Client. Collections not made by the Provider will not be charged for.
3.11.4	Charges will normally be invoiced to the Client annually in arrears with payment options detailed on the rear of the invoice. The Financial Year that the Provider works to is 1 st April to 31 st March of the following year.
3.11.5	Charges are reviewed annually by the Provider in line with City of Bradford MDC Financial Regulations and Contract Standing Orders. They are based on the operational costs (including inflation) of providing the service.

4. Schedule D – signatures

4.1. For the provider:

Name	Janette Sagar
Position	Service Support Manager
Signature	
Date	

4.2. For the client:

Name	
Position	
Signature	
Date	