



# **ROAD**flow

## **ROADFLOW MAINTENANCE SERVICE LEVEL AGREEMENT**

Doc. Reference: **SEA/16/TN/12994**

Issue Number: **2.4**

© Systems Engineering & Assessment Ltd 2021

This is an unpublished work, the copyright in which vests in Systems Engineering & Assessment Ltd. All rights reserved. The information contained herein is the property of Systems Engineering & Assessment Ltd and is supplied without liability for errors or omissions. No part may be reproduced or used except as authorised by contract or other written permission. The copyright and the foregoing restriction on reproduction and use extend to all media in which this information may be embodied.



---

---

For further information regarding this document, please contact the SEA Service Desk:

Telephone: **01373 852022**

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

Online  
Helpdesk: <https://seaservicedesk.zendesk.com>

Opening  
Hours: **07:00 – 19:00 Monday to Friday, excluding Bank Holidays**

**Systems Engineering & Assessment Ltd**

Head Office Address: Beckington Castle, 17 Castle Corner, Beckington, Frome, Somerset. BA11 6TA

T: +44 1373 852000

F: +44 1373 831133

[www.sea.co.uk](http://www.sea.co.uk)

A company incorporated in England and Wales No: 2302168



---

## TABLE OF CONTENTS

---

<b>1</b>	<b>An Introduction to this Service Level agreement</b>	<b>5</b>
1.1	<i>Types of Support Offered by SEA</i>	5
<b>S-1.</b>	<b>STANDARD SERVICE</b>	<b>9</b>
S-1.1.	<i>Warranty, Support and Maintenance</i>	9
S-1.2.	<i>Parts and Labour Costs</i>	9
S-1.3.	<i>Dedicated SEA Service Desk</i>	9
S-1.4.	<i>Out-of-Contract Activities</i>	10
S-1.5.	<i>Site Visits and Work Carried Out</i>	10
S-1.6.	<i>Training</i>	11
S-1.7.	<i>Device Approval Support</i>	11
S-1.8.	<i>Communications</i>	11
<b>S-2.</b>	<b>Relationship Management</b>	<b>12</b>
S-2.1.	<i>Payment for Support and Maintenance Contracts</i>	12
<b>S-3.</b>	<b>Support</b>	<b>13</b>
S-3.1.	<i>Reporting Issues</i>	13
<b>S-4.</b>	<b>Roles and Responsibilities – Fault Repair</b>	<b>13</b>
S-4.1.	<i>Category A</i>	13
S-4.2.	<i>Category B</i>	14
S-4.3.	<i>Category C</i>	14
<b>S-5.</b>	<b>Issue Severity and Response Times</b>	<b>14</b>
S-5.1.	<i>Definitions of Issue Severity Levels</i>	14
S-5.2.	<i>Response Times</i>	15
S-5.3.	<i>Limitation of Liability</i>	16
<b>S-6.</b>	<b>Preventative Maintenance</b>	<b>16</b>
S-6.1.	<i>Routine Maintenance</i>	16
S-6.2.	<i>Hardware Maintenance carried out by the Customer</i>	16
S-6.3.	<i>Hardware Maintenance carried out by SEA</i>	17

S-6.4.	<i>Process for Faults Found</i>	18
S-6.5.	<i>Software Maintenance Carried out by the Customer</i>	18
<b>S-7.</b>	<b>VCA Certification</b>	<b>19</b>
S-7.1.	<i>Certification of ROADFlow Systems</i>	19
<b>S-8.</b>	<b>Product-Specific Preventative Maintenance</b>	<b>20</b>
S-8.1.	<i>Flexi Systems</i>	20
S-8.2.	<i>Mobile (Vision / Vision+) Systems</i>	20
S-8.3.	<i>Motion Systems</i>	21
<b>S-9.</b>	<b>Further Advice</b>	<b>21</b>
<b>L-1.</b>	<b>LIFETIME SERVICE</b>	<b>22</b>
L-1.1.	<i>Response Times</i>	22
L-1.2.	<i>Maintenance carried out by SEA</i>	22
L-1.3.	<i>Flexi &amp; Motion Unit Relocation</i>	22
L-1.4.	<i>Site Visits and Works Carried Out</i>	22
L-1.5.	<i>Vehicle Hot Swap</i>	23
L-1.6.	<i>Training</i>	23
L-1.7.	<i>Replacement Parts</i>	23
L-1.8.	<i>Service Comparison Matrix</i>	23

---

## SEA SUPPORT & MAINTENANCE SERVICES OVERVIEW

---

### 1 AN INTRODUCTION TO THIS SERVICE LEVEL AGREEMENT

The purpose of this document is to define the Standard Service Level Agreement between Systems Engineering & Assessment Ltd (henceforth referred to as SEA) and Customers (henceforth referred to individually as ‘the Customer’) to whom SEA have supplied ROADflow Traffic Enforcement systems, and who have contracted for maintenance of their ROADflow systems.

The document provides the following:

- **SLA Overview:** Gives details of SEA’s top level approach to providing Support and Maintenance for all ROADflow products and services, according to the level of Service selected by the Customer.
- **Product / Service Overview:** Gives details of Support and Maintenance provided for specific products or services under this agreement.

Customers will be advised of any changes to the terms of this SLA prior to issuing any updates, and dates will be given from when the updates will take effect. ROADflow systems and associated services are offered for purchase under the terms and conditions attached to SEA’s formal quotations. The provisions of this Agreement are additional to the latter terms and conditions and shall take precedence in the event of any conflict between the two.

#### 1.1 TYPES OF SUPPORT OFFERED BY SEA

SEA offers two levels of Support and Maintenance service to meet a range of Customer needs. A brief summary of these is outlined below:

**Standard Service** - Our basic service, required in order to maintain Vehicle Certification Agency (VCA) certification under our Manufacturer’s TCF. This includes access to our Service Desk for support queries, remote unit health monitoring and a programme of annual preventative routine maintenance. Note that without VCA certification ROADflow Traffic Enforcement Systems cannot be used to issue valid Penalty Charge Notices (PCNs).

**Lifetime Service** — In addition to our Standard Service level, Lifetime Service provides faster response times and additional services including replacement parts. This could offer a more predictable, cost-effective solution for ownership long-term equipment use.

A summary matrix comparing the features that each service offers can be found in

Table 1 on the following page.

ROADFLOW SERVICE LEVEL AGREEMENT

Support Provision	Standard	Lifetime
Email reporting (roadflow.support@sea.co.uk)	24/7	24/7
Technical Telephone Help Desk (01373 852022)	07:00-19:00 Monday to Friday  (excl. Bank Holidays)	07:00-19:00 Monday to Friday  (excl. Bank Holidays)
Initial response to support request and provision of ROADflow Support Reference	4 working hours from initial request	2 working hours from initial request
On-site support - Urgent  Complete or partial system failure, no workaround possible, major impact on staff workload or system not VCA compliant	Target Resolution Response Time  2 working days if fault reported between 00:00 and 14:00 or 3 working days if reported between 14:00 and 00:00	Target Resolution Response Time  1 working day if fault reported between 00:00 and 14:00 or 2 working days if reported between 14:00 and 00:00
On-site support – High  Issues where system workaround identified or where operation has some knock on effect to staff workload	3 working days if fault reported between 00:00 and 14:00 or 4 working days if reported between 14:00 and 00:00	2 working days if fault reported between 00:00 and 14:00 or 3 working days if reported between 14:00 and 00:00
On-site support – Normal  A minor or cosmetic fault which has little or no effect to staff workload.	Target Resolution Response Time: 10 working days or next planned site visit, as agreed with Customer	Target Resolution Response Time: 5 working days or next planned site visit, as agreed with Customer .
Support requests or questions – Low  Questions regarding system functionality (e.g. appeal/tribunals, FOI responses or functionality support (e.g. start-up tickets, reports)	Timescales to be agreed when request or query submitted.  Action plan to be agreed within 2 weeks	Timescales to be agreed when request or query submitted.  Action plan to be agreed within 2 weeks

ROADFLOW SERVICE LEVEL AGREEMENT

Support Provision	Standard	Lifetime
<p>Customer Required Support Requests - Low</p> <p>Customer ICT system support (PC/Server replacement/upgrade)</p> <p>Equipment transfer/relocation (e.g. replacement vehicle)</p>	<p>Outside of standard support contract and will be chargeable – timescales and cost to be agreed.</p>	<p>One week of support time per Customer, per year included within support contract - timescales to be agreed. (Travel time to and from Customer site included in this.)</p>
<p>Warranty</p>	<p>12 months warranty on new units – faulty parts replaced FOC</p>	<p>12 months warranty on new units – faulty parts replaced FOC</p>
<p>Parts and Labour</p>	<p>Parts to be charged if any replacements required. Refurbished parts to be offered if available. Labour included within support contract. T &amp; S at cost.</p>	<p>All parts, labour and T &amp; S included within the support contract.</p>
<p>System failure or issues caused by customer(or third party) damage, neglect or misuse (including vandalism)</p>	<p>Parts and labour outside of standard support contract and will be chargeable – timescales and cost to be agreed.</p>	<p>Parts and labour outside of standard support contract and will be chargeable – timescales and cost to be agreed.</p>
<p>Vehicle hot swap – Vision/Vision +</p>	<p>Price on Application</p>	<p>Provision free of charge where system failure expected to be greater than 48 hours dependant on availability</p>
Support Provision	Standard	Lifetime
<p>Flexi / Motion Unit relocation</p>	<p>Price on Application - customer to provide access to unit, electrical contractor and MEWP</p>	<p>One per annum per unit – electrical contractor and MEWP provided by SEA, customer to provide access to unit</p>

ROADFLOW SERVICE LEVEL AGREEMENT

Service and inspection	Annually (see SLA for service schedule responsibilities)	Annually (see SLA for service schedule responsibilities)
Additional Training	Price on Application	1 day of refresher training per Customer, for up to 4 staff per annum; further training chargeable.
Software updates – bug fixes / minor improvements (not customer requested)	Included in contract. To be deployed based on urgency of update and severity of impact	Included in contract. To be deployed based on urgency of update and severity of impact
New software features or additional modules that can be added to basic ROADflow suite	Price on Application	Included in terms of agreement. Upgrades/Installations will be scheduled with the Customer

*Table 1: Quick Reference Comparison of Service Levels*

The table above is provided as a quick reference guide and is not intended to provide full details of cover. Please refer to the appropriate section in this document for full details of cover.

The division of responsibility between SEA and the Customer is defined in section S-4 of this document.



---

## STANDARD SERVICE

---

### S-1. STANDARD SERVICE

Our standard service is the minimum required in order to maintain VCA certification under our Manufacturer's TCF. This includes access to our Service Desk for support queries, remote unit health monitoring and a programme of annual preventative routine maintenance. This is the basic level of service provided for any equipment for which you have purchased valid support cover.

#### S-1.1. WARRANTY, SUPPORT AND MAINTENANCE

SEA makes a clear distinction between the provision of Support and Maintenance and the provision of Warranty services.

##### A) SUPPORT

Support is work required to support the Customer in the use of their ROADflow systems. This could include telephone and / or email support to resolve issues, answer questions and fix faults. Rectification of certain categories of hardware faults will be dealt with as part of the support contract. Details of the responsibilities for each category of fault can be found in section S-4 below.

##### B) MAINTENANCE

Maintenance is defined as the routine activities, carried out by SEA or the Customer, in order to ensure that ROADflow systems remain in good condition for carrying out enforcement. This may include activities such as remote outstation health monitoring, hardware checks, camera lens cleaning and visual inspections of the system.

##### C) WARRANTY

Warranties are offered with ROADflow systems, covering all physical parts and fixings, for 12 months from delivery. During this time, if a hardware fault develops as a result of reasonable use, SEA will replace the faulty parts with new or reconditioned stock as appropriate. Faults or damage caused by misuse or malicious acts are excluded from the Warranty terms.

#### S-1.2. PARTS AND LABOUR COSTS

After the warranty period, replacement parts will be charged on a 'parts only' basis. Labour for repairs is included in the cost of this maintenance contract.

#### S-1.3. DEDICATED SEA SERVICE DESK

SEA has a dedicated Service Desk which provides comprehensive technical support for all elements of the ROADflow Systems.

Requests for support are immediately assigned as a 'ticket', enabling the management system to track, monitor and report on all calls from initial notification through to resolution. A unique reference and severity status will be assigned to every support request received, along with full details of the issue. All communications and agreed actions will be documented.

The SEA Service Desk operates between 7:00am and 7:00pm Monday to Friday, excluding Bank Holidays. Outside of these hours, requests for support can be logged via the SEA service desk web application, email or voicemail and will be addressed the next working day.

#### S-1.4. OUT-OF-CONTRACT ACTIVITIES

Some activities are specifically excluded from SEA's ROADflow Support and Maintenance contracts. These comprise:

- work carried out to support changes that the Customer or Traffic Authority elects to make to their systems or processes;
- repairs to ROADflow equipment undertaken due to negligence, misuse or damage by the Customer or third parties;
- work undertaken during periods where the Customer does not have a current Support and Maintenance contract;
- remedial work related to faults defined as Category A or Category C (see section S-4);
- replacement parts for systems that are out of warranty.

Activities that fall into the definitions given above will be charged to the Customer, following discussion with SEA on the requirements of the work to be undertaken and provision of a quotation. A valid Purchase Order will be required prior to conducting this type of work.

#### S-1.5. SITE VISITS AND WORK CARRIED OUT

For any site visits or work carried out, the following dependencies shall be the responsibility of the Customer, including any costs incurred in their provision:

- provision of a Mobile Elevated Working Platform (MEWP), as required (unless agreed otherwise that this will be provided by SEA and a valid PO is in place to support this);
- liaison with the ICT contractor in order to allow access for SEA to carry out maintenance and upgrades to back-office software;
- provision of an ICT contractor on site during any work that SEA carries out on back-office software;
- any work required on roadside infrastructure, electrical supplies or other street furniture;
- traffic management (if required);
- all charges and arrangements relating to highways infrastructure, including (but not limited to) charges associated with road closures, street works licences and lane-rental schemes.

Where a site visit is required as part of the work to be carried out, it should be noted that ROADflow engineers work a standard 8-hour day during daylight hours. Site visits that require engineers to work at height will be performed by a minimum of two SEA personnel, for safety reasons.

#### S-1.6. TRAINING

User Training is provided as part of the initial installation and setup of ROADflow equipment for new customers, and is included in the purchase price. Additional / Refresher training is not normally offered as part of the Standard SEA Support and Maintenance contract. If the Customer wishes to arrange for additional training in the use of ROADflow systems, this can be quoted upon request. Training is provided by experienced ROADflow Specialists and can be tailored to the Customer's requirements.

#### S-1.7. DEVICE APPROVAL SUPPORT

Where a support call or activity requires changes to the ROADflow System, this could impact on the VCA approval documentation. SEA will advise the customer of this change and any potential implications to their current enforcement operation. SEA will also provide support to update the documentation to ensure enforcement activity continues to be undertaken to DfT approval.

Examples where VCA notification is required are as follows:

- **Supplier Equivalent Change** – Notification of VCA (by e mail) with instant update, e.g. Change of camera; replacement of an enforcement unit, or provision of 'hotswap' vehicle
- **VCA documentation update (with an agreed date required)** – Some upgrades of software (e.g. where the software release has been included in an updated Manufacturer TCF and has been submitted to and approved by VCA.
- **Relocation of an enforcement unit** to an address not currently included on the VCA documentation. SEA will advise customers where this is required.

N.B. SEA can only offer support for VCA documentation where certification is gained under the Manufacturer's TCF and administered by SEA. Please contact us to discuss other options for support to certification documentation.

#### S-1.8. COMMUNICATIONS

SEA communications contracts are usually purchased alongside ROADflow systems, where applicable, for the purpose of evidence pack transfer between outstations and the Customer's back office. Prices for this are quoted separately to the Support and Maintenance cost; however, uptake of the SEA communications solution is necessary to enable daily health monitoring of units and remote access by our support team.

N.B. SEA is unable to provide daily health monitoring of units or remote access by our Support Team under this Service Agreement unless SEA's communications package is purchased.

## S-2. RELATIONSHIP MANAGEMENT

SEA aims to provide a high quality of service to Customers in the support of their purchased systems. The Service Desk team will be a Customer's main point of contact throughout any query or issue and will ensure that all tickets are dealt with effectively and in a timely manner.

In the unlikely event that the Customer is dissatisfied with the service received from SEA, the issue can be escalated (in the first instance) to the Service Delivery Manager:

James Le Roth

Service Delivery Manager

[James.leroth@sea.co.uk](mailto:James.leroth@sea.co.uk)

01373 852333

The Service Delivery Manager will deal with the issue reported until the matter is resolved.

If the Customer is unsatisfied with the resolution provided, the issue can be further escalated to SEA's Client Services Manager, who holds responsibility for the service provided by the Service Desk Team.

Lisa Collins

Client Services Manager

[lisa.collins@sea.co.uk](mailto:lisa.collins@sea.co.uk)

01373 852081

### S-2.1. PAYMENT FOR SUPPORT AND MAINTENANCE CONTRACTS

The work offered by SEA in this Service Level Agreement is only valid if the Customer has a current Support and Maintenance contract with SEA.

Support and Maintenance contract payments are invoiced to the Customer annually, in advance. If SEA's contract with the Customer includes 'out of bundle' arrangements or communications contracts, these will be invoiced at their natural dates of renewal (usually alongside the annual contract payments). Please refer to SEA's quotation for details of pricing for all services offered.

If parts that are 'out of warranty' (see section S-1.1) need to be replaced by SEA or other work by SEA is required that is deemed to be 'out of contract' (see section S-1.4), a quotation for the repair will be provided to the Customer and the repair carried out following receipt by SEA of a valid Purchase Order; costs will be invoiced to the Customer within 30 (thirty) days of the work being carried out. Receipt of invoices from SEA beyond 30 days from completion of a repair will not be accepted as a reason for non-payment.

If the Customer is found to be in arrears with SEA at the point of contract renewal, SEA reserves the right to suspend Support and Maintenance services, including support via the Service Desk, until full payment is made.

### S-3. SUPPORT

#### S-3.1. REPORTING ISSUES

All issues should be reported to SEA using either the SEA Service Desk email address or telephone line (during opening hours). Issues can also be reported using the online Helpdesk Tool – please note that a login is required to use this method. Please telephone or email the Service Desk to set this up.

Service Desk email address	Service Desk Telephone Line	Online Helpdesk
<a href="mailto:roadflow.support@sea.co.uk">roadflow.support@sea.co.uk</a>	01373 852022	<a href="https://seaservicedesk.zendesk.com">https://seaservicedesk.zendesk.com</a>

Table 2: Contact Details

When reporting an issue, Customers are asked to make sure that they are able to provide the following information to enable the team to deal with the issue as effectively as possible:

- description of the issue and the nature of the activity being undertaken when the issue was observed
- date and time that the issue was observed
- assessment of the impact of this issue upon Customer’s day-to-day operations
- log files from any affected software or services
- screenshots of any relevant screens or error dialogs
- details of any analysis performed by the Customer prior to the issue being raised with SEA

Upon receiving a new support request, SEA will allocate a unique issue identification number and notify SEA engineers that an issue has been reported.

The issue will be responded to according to its level of severity. The relevant levels and their response times are supplied in Section S-5. ‘Response’ and ‘resolution’ times commence from the point at which the Customer has provided all of the information that SEA requires in order to fully investigate the issue.

### S-4. ROLES AND RESPONSIBILITIES – FAULT REPAIR

Responsibilities for fault repair will be assigned to the following categories:

#### S-4.1. CATEGORY A

Faults identified by the Customer and agreed with SEA as being caused by equipment or software provided by the Customer, including:

- Server and workstation hardware
- Server and workstation operating system software and associated applications (e.g. anti-virus, firewall)
- Communications circuits and networks (e.g. SFTP servers)
- Mains power supplies

The Customer will be responsible for the repair of **Category A** faults. These faults are not covered under this Service Agreement.

#### S-4.2. CATEGORY B

Faults identified by the Customer and agreed with SEA as being caused by ROADflow hardware or software including:

- ROADflow enforcement system – ROADflow hardware
- Associated hardware supplied by SEA e.g. mountings, cables and fittings
- Evidence Review (Replay) or Management software
- SEA software issues causing knock on effect to the customer ICT or notice processing system

SEA will be responsible for the repair of **Category B** faults.

#### S-4.3. CATEGORY C

Faults identified by the Customer and agreed with SEA as being caused by other aspects of the system, including:

- The Notice Processing System or database services outside of the ROADflow system (e.g. DVLA Registered Vehicle Keeper database service)
- The mobile enforcement vehicle (excluding camera enforcement equipment and communications)
- Enforcement system support infrastructure, i.e. street furniture poles or street lighting columns

The Customer will be responsible for the repair of **Category C** faults. These faults are not covered under this Service Agreement.

### S-5. ISSUE SEVERITY AND RESPONSE TIMES

System faults that are reported to SEA will be triaged according to their level of severity for the Customer. It is SEA's aim to keep Customers' ROADflow systems running smoothly, so priority will be given to issues which prevent enforcement or which require a significant workaround by the Customer.

If, after reporting and triage, an issue is identified as being either a Category A or Category C fault (see section S-4 for definitions) or another out-of-contact activity (section S-1.4), SEA will hand the issue back to the Customer for resolution (which may or may not require a quotation from SEA), along with an explanation.

#### S-5.1. DEFINITIONS OF ISSUE SEVERITY LEVELS

The different issue severity levels are described in the table below:

Severity Level	Description
1: Urgent	A fault in any part of the System which prevents 10% or more of outstations from functioning correctly or that results in 10% or

	more of the average daily total volume of Evidence Packs being unable to be generated, stored or processed.
2: High	Means services still function with a workaround; however the functionality or performance of less than 10% of outstations is severely impacted, and 90% or more of the average daily total volume of Evidence Packs can be generated, stored and processed
3: Normal	Means there is a minor functionality or performance impact on a group of users who are still able to operate
4: Low	Minor system observation or documentation error

*Table 3: Definition of Issue Severity Levels*

## S-5.2. RESPONSE TIMES

SEA’s response times are organised according to the severity level of the issue reported. These timescales are provided in Table 4, below.

The ‘initial response’ time defines the maximum period of time that SEA will take to acknowledge receipt of the issue raised and to commence investigation.

The ‘target resolution time’ reflects the period of time by which SEA will aim to have the issue resolved. The resolution could be either a temporary workaround or a full fix of the issue. Target resolution times do not apply to issues or requests where a new release of software will be required.

All times stated refer to periods within ‘core hours’.

Issue Level	Acknowledgement	Initial Response	Target Resolution Time
1: Urgent	30 minutes	2 working hours	2 working days
2: High	30 minutes	4 working hours	3 working days
3: Normal	2 working hours	3 working days	10 working days
4: Low	2 working hours	3 working days	Action plan within 10 working days

*Table 4: Response Times*

SEA aims to have close, productive relationships with Customers and will work co-operatively with the Customer in order to determine the best course of action to resolve reported issues.

Where new software releases are required, a workaround will be provided (where possible) in order to allow time for SEA to fully resolve the issue. Formal software releases will usually take place as part of SEA’s standard release schedule and this will be discussed with the Customer.

### S-5.3. LIMITATION OF LIABILITY

In accordance with SEA's Standard Terms & Conditions of Sale, SEA shall not be liable to the Customer for any direct, indirect or consequential loss or damage, costs, expenses or other claims for consequential compensation whatsoever or for any loss of profit, loss of business or depletion of goodwill, (howsoever caused) which arise out of or in connection with this agreement.

## S-6. PREVENTATIVE MAINTENANCE

This section sets out the maintenance activities required for the operation of the ROADflow systems and who is responsible for carrying out these activities.

### S-6.1. ROUTINE MAINTENANCE

SEA implements a programme of routine preventative maintenance on all supported systems. Routine service inspections are designed to allow camera systems to maintain continuously high performance and to identify any potential wear, corrosion or heat-related defects before they become failures.

Details of the routine preventative maintenance tasks required for each individual product type can be found in part S-8 of this SLA.

In addition, remote camera health checks (with results monitored by the SEA Service Desk team during opening hours) will provide early identification and potential resolution of minor issues without requiring attendance to site. Issues identified in this manner will be logged by the Service Desk, and any suspected faults or issues identified by these health checks will be notified to the Customer as soon as possible.

The routine inspections and maintenance will also be carried out during any other site visits conducted to a camera or vehicle, including responsive maintenance visits and camera relocations.

Notwithstanding the above, SEA will provide planned inspections on an annual basis as a minimum for supported equipment.

This section details the preventative general maintenance activities for both SEA and the Customer, together with the routine preventative maintenance tasks required for each individual product type. Failure by the Customer to carry out their responsibilities as outlined may result in any warranty being invalid.

Some preventative maintenance activities are required as part of the certification for certain systems. SEA will ensure that these activities are carried out as part of the Support and Maintenance contract with the Customer.

### S-6.2. HARDWARE MAINTENANCE CARRIED OUT BY THE CUSTOMER

These maintenance activities should be carried out by the Customer at regular intervals.

Where system failure or support issues are identified as being caused by neglect or misuse, remedial work performed by SEA may be deemed to be outside of the Support and Maintenance contract and therefore chargeable to the Customer.



---

A) LOAD TESTING

Regular checks of street furniture, upon which the fixed ROADflow units are mounted, should be undertaken to ensure that they are load tested in line with Customer policy documentation.

---

B) ELECTRICAL INSPECTION

Electrical systems to which the fixed ROADflow units are connected should be inspected at regular intervals in order to ensure that the electrical systems are operating effectively and safely, in line with Customer policy documentation.

---

C) CAMERA CARE

If there is a requirement for ROADflow cameras to be cleaned, outside of the Maintenance that SEA provides (see SECTION S-8 for details), the Customer should ensure that the camera lens is cleaned in accordance with SEA's guidelines:

- the lens should be cleaned with a soft, clean cloth
- if the surface is very dirty, a suitable cleaning solvent can be used (contact the Service Desk for advice, if necessary.)
- dry the camera lenses and make use of 'Rain X' or similar water-repellent coating, to protect the camera from water droplets
- DO NOT use a wet cloth, hose, spray or pressure washer to clean the camera unit, lenses or pan & tilt units.

It is important to clean the camera and lenses according to the above guidance. The Customer could be charged for required repairs or replacements resulting from faults caused by incorrect cleaning techniques.

Maintenance of ROADflow systems should be undertaken with care to avoid misaligning the cameras. Any re-configuration required as the result of Customer maintenance actions will be charged to the Customer.

### S-6.3. HARDWARE MAINTENANCE CARRIED OUT BY SEA

These maintenance activities are carried out by SEA at 12-monthly intervals.

---

A) HARDWARE SERVICE AND CHECKS

The ROADflow unit, cameras, brackets, connectors and cables will be inspected for wear, damage or other issues that could reduce performance or prevent enforcement.

The ROADflow engineers will ensure that systems are correctly mounted, document any wear and tear and inspect the units for any potential water ingress or contamination. The engineer will then clean the camera lenses and apply a coat of water-repellent solvent.

---

**B) ELECTRICAL INSPECTION**

The ROADflow engineers will carry out a visual inspection of the power supply, checking for potential safety hazards such as damage to wiring, issues with wiring or pest infestation. A voltage check from the power supply will also be performed.

---

**C) SYSTEM CHECKS**

The system will be checked for correct camera focal points, correct Automatic Number Plate Recognition (ANPR) trigger points and suitable image quality using a direct Local Area Network (LAN) connection. Communications (GPS / 3G) reception and File Transfer Protocol (FTP) transfer will also be checked as part of this process.

N.B. Comms checks will only be carried out where the Customer has purchased the SEA-supplied Comms package.

#### S-6.4. PROCESS FOR FAULTS FOUND

The following processes will be followed in the event that Customer or SEA maintenance activities uncover system issues or faults.

---

**A) CUSTOMER MAINTENANCE ACTIVITIES**

If the Customer discovers issues or faults during routine maintenance activities, the process for reporting issues (see section S-3.1) should be followed as normal.

---

**B) SEA MAINTENANCE ACTIVITIES**

If SEA discovers issues or faults with the system, during routine maintenance activities, the ROADflow support engineers will first determine what category (S-4) and issue level (S-5) the issue falls into.

SEA will then inform the Customer of the issue and discuss potential solutions. The processes set out in section S-3.1 will be followed as far as possible.

#### S-6.5. SOFTWARE MAINTENANCE CARRIED OUT BY THE CUSTOMER

This section sets out the specifics of the ROADflow software requirements to be carried out by the Customer. It is important that any issues with ROADflow software are promptly reported in order to prevent data loss caused by data download delays.

---

**A) BACK-OFFICE ACTIVITIES**

ROADflow databases increase in size throughout the life of the system. The Customer should instigate and maintain processes which monitor the size of the database in order to ensure that there is sufficient capacity in the system for all functionality (such as evidence export and decryption) to be available.

---

**B) INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) ACTIVITIES**

All evidence captured by the ROADflow system will be stored within the Customer's ICT framework and will be subject to the Customer's disaster recovery or business continuity planning process. It is recommended that the Customer should instigate and maintain processes that monitor and cater for any size increase requirements of their ROADflow system as it grows and evolves. Failure to do so may result in a permanent loss of enforcement related data.

SEA will not be responsible for:

- the storage of Customer enforcement data;
- the security of the Customer's IT network;
- the loss of data or access to data as a result of the failure, end of support or withdrawal of third party software capability.

---

**C) REVIEWING AND WORKLOAD**

The Customer should ensure that any permitted vehicle lists (whitelists) are updated regularly in order to reduce workload issues caused by non-contravening captures (such as buses in bus lanes or taxis using bus gates).

---

**S-7. VCA CERTIFICATION**

**S-7.1. CERTIFICATION OF ROADFLOW SYSTEMS**

SEA holds manufacturer's certification for its products and manages each Customer's individual certification as part of the Support and Maintenance contract.

---

**A) EXCLUSIONS FROM THIS PROCESS**

Administration of non-manufacturer's certifications such as Traffic Authority Technical Construction Files, other manufacturer's certifications and systems which integrate custom-built and / or non-SEA products are *not* included as part of the Support and Maintenance contract. Work required by SEA, in order to certify such systems, can be quoted to the Customer upon request.

SEA Warranty and maintenance contracts exclude software, system, sub assembly and component failure where the Customer and/or a third party has attempted to repair, replace or update any part of the system causing it to fail and/or damage the system making it partly or fully inoperable. In this instance, SEA reserves the right to charge for replacement hardware, carriage, labour and travel to make good the failure and/or damage caused by the Customer and/or third party.

---

**B) REQUIREMENTS FOR CERTIFICATION**

Certain information is required in order to make an application under SEA's Manufacturer's certification.

INFORMATION REQUIRED FROM THE CUSTOMER:

- **Details of the Traffic Authority's Principal Contact** - including name, position, address, telephone number and email address. The Principal Contact is a designated person with whom the VCA will communicate about certification. This person would usually be the Parking Manager or a person of similar position and responsibility.
- **Locations at which the Customer will be enforcing contraventions** - The locations provided as part of the certification process are simply for reference and do not directly relate to enforcement Traffic Regulation Orders (TRO's). General guidance is that, for certification purposes, it should be possible to distinguish the location of a static outstation to within 100 metres of its actual location.
- **Contraventions which the Customer will be enforcing** - SEA will generally certify systems for both parking and bus lane enforcement, by default. However, this information is particularly important for the enforcement of Moving Traffic Contraventions in Wales because the specific contraventions enforced need to be listed in the declaration.
- **Changes made to number of review stations or non-SEA review software** - The Customer is responsible for ensuring that SEA is notified immediately of any change to the information specified above. Failure to notify SEA of such changes may result in the Customer's certification becoming invalid.

## S-8. PRODUCT-SPECIFIC PREVENTATIVE MAINTENANCE

### S-8.1. FLEXI SYSTEMS

Routine service inspections carried out by SEA Engineers are designed to allow camera systems to maintain continuously high performance and to identify any potential wear, corrosion or heat-related defects before they become failures. These routine inspections consist of the following for ROADflow Flexi equipment:

- Visual inspection of camera in situ
- Checks of camera installation to pole, including agreed torque settings for bolts and fittings
- Checks of main camera components, including sun shields and pan and tilt units
- Cleaning of camera lens and application of hydrophobic rain repellent to aid all weather performance

In addition, remote camera health checks will provide early identification and potential resolution of minor issues without requiring attendance to site. Issues identified in this manner will be logged and escalated to the Customer.

Please refer to section S-1.8 - These health checks are reliant upon the Customer using 3G comms provided by SEA.

### S-8.2. MOBILE (VISION / VISION+) SYSTEMS

For Roadflow Mobile equipment, the following additional and specific activities will be undertaken by SEA engineers during the preventative maintenance visit:

- Camera, Pan & Tilt inspection and cleaning of camera lens
- VMC Unit inspection including checking battery condition
- In Cab Unit inspection including screen, screen mounting, USB, joystick cables and connections and cleaning of screen
- System tests to check system functionality (backup battery, GPS reception, 3G functionality (where in use) and test tamper reset). System defrag and file checks will be carried out as required.

These inspections will also be carried out during any other site visits conducted to a camera or vehicle, including responsive maintenance visits and camera relocations.

SEA provides these planned inspections on an annual basis for supported equipment.

The programme of planned installations and preventative maintenance visits will be agreed in advance with the Customer.

N.B. Maintenance of the vehicle itself is not covered by SEA or by this Service Agreement. Vehicles remain the responsibility of the Customer, including all necessary insurance, road tax, maintenance and repairs.

Please note: Where vehicles are leased from SEA, vehicle maintenance is covered by the terms of the lease. Please contact the Service Desk if you experience any issues with your vehicle.

### S-8.3. MOTION SYSTEMS

Routine service inspections are designed to allow camera systems to maintain continuously high performance and to identify any potential wear, corrosion or heat-related defects before they become failures. These additional and specific routine inspections consist of the following for ROADflow Flexi equipment:

- Visual inspection of camera in situ
- Checks of camera installation to pole, including agreed torque settings for bolts and fittings
- Checks of main camera components, including sun shields and pan and tilt units
- Cleaning of camera lens and application of hydrophobic rain repellent to aid all weather performance

In addition, remote camera health checks will provide early identification and potential resolution of minor issues without requiring attendance to site. Issues identified in this manner will be logged and escalated to the Customer.

Please refer to section S-1.8 - These health checks are reliant upon the Customer using 3G comms provided by SEA.

### S-9. FURTHER ADVICE

This Service Level Agreement is offered as part of the contract between SEA and the Customer. If further advice is needed on this agreement or in the care of the Customer's ROADflow system, please contact the SEA Service Desk in the first instance.

## LIFETIME SERVICE

### L-1. LIFETIME SERVICE

Our Lifetime Service includes all of the support and services described in the earlier section “Standard Service” but with the following amendments and additions. This Lifetime level of service will be provided for all products for which you have purchased valid “Lifetime Service” cover for the duration of the period for which you have purchased cover.

#### L-1.1. RESPONSE TIMES

The response times in Section S-5.2, Table 4: *Response Times* are enhanced as follows.

Issue Level	Acknowledgement	Initial Response	Target Resolution Time
1: Urgent	30 minutes	2 working hours	1 working day
2: High	30 minutes	2 working hours	2 working days
3: Normal	2 working hours	3 working days	5 working days
4: Low	2 working hours	3 working days	Action plan within 10 working days

*Table 5: Lifetime Service Response Times*

#### L-1.2. MAINTENANCE CARRIED OUT BY SEA

The maintenance service described in Section S-6.3, “Hardware Maintenance carried out by SEA” will be carried out once per year.

#### L-1.3. FLEXI & MOTION UNIT RELOCATION

On request, SEA will relocate each Flexi or Motion unit with a valid, current Lifetime Service agreement in place a maximum of once per annum without additional charge. This requires the customer to provide access to unit. SEA will provide the services of an electrical contractor and MEWP for this purpose. Timescales for relocation will be agreed with the Customer.

Please note that this applies to Flexi and Motion units only.

#### L-1.4. SITE VISITS AND WORKS CARRIED OUT

For any site visits or work carried out, the Customer responsibilities will be as outlined in Section S-1.5, with the exception of the following:

- SEA will be responsible for the provision of a Mobile Elevated Working Platform (MEWP)

**L-1.5. VEHICLE HOT SWAP**

SEA will provide a replacement vehicle equipped with a Vision system free of charge where a system failure resolution time is assessed as likely to be greater than 48 hours. Please note that this applies to Vision and Vision+ units only. SEA reserves the right to provide a loan car fitted with either a Vision system or a Vision+ system depending on availability.

**L-1.6. TRAINING**

SEA will provide 1 day of refresher training per Customer for up to 4 staff (all staff to be trained concurrently) per annum on request. This training should take place at a Customer-supplied facility.

**L-1.7. REPLACEMENT PARTS**

All necessary replacement parts will be provided at no additional cost except where this has been caused by misuse or negligence, not on the part of SEA.

N.B. Lifetime Service requires a minimum contract duration of 5 years.

**L-1.8. SERVICE COMPARISON MATRIX**

	STANDARD	LIFETIME
12- Month Warranty	✓	✓
Annual Service & Inspection	✓	✓
Callout: Labour Costs included	✓	✓
Software bug fixes included	✓	✓
Callout: T & S Costs included	✓	✓
MEWP Provided by SEA		✓
One Flexi/Motion Relocation per unit / per annum included		✓
Vision System Hot Swap included		✓
ICT System Support (Install & setup of ROADflow software following PC/Server Replacement or Upgrade) included		✓
Refresher Training included		✓
Callout: Parts Costs included		✓
New software features or additional modules (when available) included		✓