

# Service Level Agreement (SLA)

Between

IVSTITIA Limited

&

Police, Fire and Crime  
Commissioner for Essex

*(Trading as "Essex Restorative and Mediation Service")*

**Document Owner:** Ivstitia Limited

**Effective Date:** 01/11/2022

## Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between IVSTITIA Limited. and **Police, Fire and Crime Commissioner for Essex** for the provisioning of IT services required to support and sustain the use of myRJ – Restorative Justice Case Management System.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

### 1. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- ✓ Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- ✓ Present a clear, concise and measurable description of service provision to the customer.
- ✓ Match perceptions of expected service provision with actual service support & delivery.

## 2. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

### IT Service Provider(s):

IVSTITIA Limited *(Trading as myRJ)*  
10 Cheyne Walk  
Northampton  
NN1 5PT  
United Kingdom

Company Number: 8350348  
(the “**Provider**”)

### IT Customer(s):

Police, Fire and Crime Commissioner for Essex,  
Kelvedon Park,  
Rivenhall,  
Essex,  
CM8 3HB  
(the “**Customer**”)

## Periodic Review

This Agreement is valid from the **Effective Date** outlined at the beginning of this Agreement and is valid for 1 year.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Business Relationship Manager:** Darren Edwards

### 3. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

#### 3.1. Service Scope

The following services are covered by this Agreement (the “**Services**”);

- ✓ Full data backup service
- ✓ Online technical support
- ✓ Telephone support
- ✓ Planned or emergency assistance (extra costs apply)
- ✓ Monthly system health check
- ✓ Training
- ✓ User numbers
- ✓ Agency numbers
- ✓ Disaster recovery

#### Full data backup service

The Provider shall backup the databases every 24 hours at 00:01hrs to ensure data integrity the backups are cycled and tested for anomalies and destroyed after 30 days.

#### Online technical support

A full online technical support ticket system is provided via the secure system login and via the myRJ Website. <https://www.ivstitia.co.uk/support>

Help videos and downloadable manuals are available under the training section of the myRJ Secure system. <https://secure.rjcms.co.uk/>

## Telephone support

Telephone support is provided as part of the License Cost (as set out on page 10 of this Agreement) and as such will be available should online technical support fail to solve your issue.

## Planned or emergency assistance (extra costs apply)

A planned event such as a bespoke report generation or emergency assistance with matters arising from human error by the Customer shall be charged at the following rates:

### Working Hours \*

£110.00 Per hour

*\* All prices are excluding VAT*

### Out of Hours \*

£190.00 Per hour

## Weekly system health check

The myRJ system is checked by the core developers and technical director on a weekly basis, the review covers upgrades to software version, security patching and intrusion detection to ensure we are OWASP compliant.

A weekly security meeting brief is also sent to the Managing Director and held on file to give a full audit trail of patching and updates.

## Training

The training provided as part of the License Cost shall be delivered by means of myRJ's bespoke e-learning system.

Onsite face to face training can be provided at the following rates:

### 1<sup>st</sup> Full Day 20 Delegates [1]

£880.00

*[1] This price excludes VAT*

*[2] 20 Delegates per day max*

### Extra Days [2]

£620.00

### **User numbers**

We will have no restrictions on the number of users who have access to the system, within your license.

### **Agency numbers**

The Provider will have no restrictions on the number of agencies who have access to the system, within the Customer's license.

### **Disaster recovery**

The Provider has two secure data centre's based in Reading, UK and Dunsford, UK.

Should any issues arise the system will revert to the redundant backup and offer a seamless transfer of data allowing the Customer the least possible downtime.

### **Insurance**

The Provider shall effect and maintain, with a reputable insurance company a policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Provider, arising out of the Provider's performance of this Agreement. Such policies shall include cyber essential insurance, public liability and professional indemnity.

- ✓ Professional Indemnity Insurance of not less than £5,000,000.00 for each and every claim, act or occurrence or series of claims, acts or occurrences;
- ✓ E-Risk / Cyber Insurance of not less than £1,000,000.00 for each and every claim, act or occurrence or series of claims, acts or occurrences
- ✓ Public Liability of not less than £1,000,000.00 for each and every claim, act or occurrence or series of claims, acts or occurrences
- ✓ Employees Liability of not less than £1,000,000.00 for each and every claim, act or occurrence, or series of claims, acts or occurrences.

In respect of professional indemnity insurance, insurance policies shall be maintained and in place for a minimum period of 6 years following expiry of this Agreement.

This above shall insure the Provider against cyber threats, hack and data breaches. The Provider's insurers details are: Hiscox Insurance Limited, Hiscox House, Sheepen Place, Colchester, Essex , CO3 3XL

### **Customer Requirements**

Customer responsibilities and/or requirements in support of this Agreement include:

- ✓ Payment for all additional costs at the agreed intervals.
- ✓ Reasonable availability of customer representative(s) when resolving a service related incident or request.

### **3.2. Provider Requirements**

Provider responsibilities and/or requirements in support of this Agreement include:

- ✓ Meeting response times associated with service related incidents.
- ✓ Appropriate notification to Customer for all scheduled maintenance.

### **3.3. Service Assumptions**

Assumptions related to in-scope services and/or components include:

- ✓ Changes to services will be communicated and documented to all stakeholders.



## 4. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

### 4.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

**Telephone support:** 8:00 A.M. to 5:00 P.M. Monday – Saturday,  
Calls received out of office hours will be automatically forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service.

**Email support:** Monitored 7:00 A.M. to 9:00 P.M. Monday – Saturday  
Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.

**Emergency Support:** All phones automatically divert to an emergency number when the correct option is pressed when dialling in on our main contact number on 0330 223 5543.

### 4.2. Service Requests

In support of services outlined in this Agreement, the Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- ✓ 0-8 hours (during business hours) for issues classified as High priority.
- ✓ Within 48 hours for issues classified as Medium priority.
- ✓ Within 5 working days for issues classified as Low priority.
- ✓ Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

## 5. Costs & Termination Fee

Full access to the myRJ system is calculated for a twelve (12) month period.

This above-mentioned termination fee covers the export / extract of data in CSV Format.

Period	Description	Invoiced Date	Cost [1]
Nov 22 to Oct 23	Year 1 Access to myRJ System	1/4/2023	£8250.00
<b>Extras</b>			
	Training (1 Day excluding expenses)		£880.00

[1] All price are excluding VAT

### Approval

*(By signing below all approvers consent to all Terms and Conditions, Pricing and Service Levels outlined in this Agreement, this conjoined with the signed contract form the complete agreement.)*

Role	Signed	Name	Position	Date
Provider		Darren Edwards	CEO	
Customer		Roger Hirst	Police, Fire and Crime Commissioner for Essex	