

SUPPLIES SLA

(1) DEFINITIONS

(A) The "Customer" means West Yorkshire Fire & Rescue Authority, Operations Support Group or individuals acting on their own behalf or on behalf of others who have entered into an agreement to use the equipment and shall include any officers and servants or their successors.

(B) The "Service Provider" means West Yorkshire Fire & Rescue Authority Technical Services Supplies Section.

(C) A "Station/Section" means the location at which the customer intends to base/use the equipment or goods.

(D) A "day" means Monday to Friday 0800 - 1700 hours

(E) A "week" means five working days

(F) "Equipment/Goods" means all classes of operational equipment, uniform or any other item or accessories thereto which the Customer agrees to purchase/use from the Service Provider.

(G) "Courier Service" means the Authority's mail/goods delivery service, which visits Stations on a predetermined basis to deliver/collect mail/goods.

(H) "Urgent" means (I) Items of individual fire kit where the individual has only one item serviceable for immediate use. (II) Any item of operational equipment, which, if not available, would effectively put an appliance off the run.

(2) PROVISION OF GOODS AND SERVICES

The Service Provider will provide for the Customer goods and services that have been formally specified by the Fire Authority and where applicable detailed in the supplies Catalogue provided to all users.

The Service Provider will provide to the Customer on production of an authorised document any goods or services that are within the authority of the Customer to request. The Service Provider has a responsibility to deliver to the Customer the product/service they have agreed to provide or an equal equivalent.

(3) INDENTING FOR SUPPLIES / SERVICES

Goods and services will only be formally actioned on receipt of a duly authorised request form from the Customer. All requests for goods/services should, for standard items, be clearly identified by use of the respective supplies computer catalogue code. Customers must ensure that the order of supplies and personal equipment are to the correct size and quantity before the order is submitted.

(4) URGENT OPERATIONAL EQUIPMENT

Urgent operational equipment will be exchanged Monday to Friday between 0800 and 1700 subject to equipment availability. Logistic Stores equipment is available 24 hours a day via the First Call Officer/HQ Duty Officer.

(5) PLANNED DELIVERIES

- Goods and services will be despatched to stations/sections as detailed below.
Courier Service Every other working day All items
- Supplies Van Quarterly Uniform Issue
- YPO Six monthly Consumables
- Over the counter Daily Urgent operational equipment

The dates of delivery will be forwarded to customers/clients in advance to facilitate planning. All deliveries will be made on an appointed date and time. The Customer will forward to the supplier requisitions by the previously agreed dates in order that, within reason, delivery dates can be achieved. Requisitions received by the Service Provider will be actioned in such a manner that delivery dates to customers will be met per the agreement or where alternative arrangements have been made by the date notified. Requisitions submitted late will be dealt with in such a manner as not to prejudice those submitted on time

(6) COURIER SERVICE

Wherever possible use should be made of the 'Courier service' so that items requested from supplies for repair/replacement or exchange that need to be returned can be sent where possible with the requisition order.

The Service Provider will be available for the exchange of goods to Customers via the Courier service during normal working hours Monday - Friday 0800 - 1700 hours.

(7) FAULTY GOODS

In the event of goods being received by the Customer that fail to meet agreed standards or are otherwise unsuitable for their intended use they will be exchanged without penalty to the user. Under normal circumstances, goods will be replaced within a seven-day time scale.

(8) CHARGES

The scale of charges in respect of the goods/services to be provided will be forwarded in advance to the Customer and shall remain fixed for the term of the Authorities financial year, April 1st to March 31st. Any changes to the charges shall be advised as soon as is practicable.

(9) SUPPLIES PROCEDURES

All parties to the agreement must adhere to the current supplies procedure as amended from time to time.

(10) QUALITY SAMPLING

A procedure for sampling the quality and quantity of goods before despatch must be instigated by the supplier to ensure that consistent standards are maintained at all times.

(11) NON SUPPLY AND DELIVERY OF NORMAL STOCK ITEMS

In the event that normal stock items requested have not been supplied then the Customer will be given an explanation. In the event of delay a realistic delivery date shall be forwarded to the user. All supplies demands (other than urgent operational equipment and goods supplied on periodic delivery) shall be despatched within five working days of receipt of the request to the supplies section.

(12) NEW FOR NEW EXCHANGES

New for New exchanges will be actioned for a period of 56 days from the date of the initial issue. These exchanges will be kept to a minimum and monitored by the Customer and the supplies section.

(13) RETURN TO STORES

Where surplus equipment/items require to be returned to stores the Customer shall contact supplies in advance of their return so that a return to stores note can be drawn up and arrangements made for receipt of the items concerned.

(14) HEALTH AND SAFETY

All goods and services that are provided to the user shall conform to current Health and Safety regulations, i.e. COSHH regulations, as should all supplies that are used at Customer level.

(15) BUDGET CREDITING

The supplier / service provider shall maintain a system, in conjunction with the Finance Department, for the crediting, when required, of station/section budgets.

It is the responsibility of the customer/budget holder to ensure that there is sufficient budget provision available prior to ordering goods.

When placing orders customers must make clear from which budget the expenditure is to be met.

(16) ARBITRATION

Any dispute between the Parties under this agreement, shall, if not capable of amicable resolution by the Parties, be referred to the Management Board for determination