

**REPORT TO: POLICY AND RESOURCES COMMITTEE – 12 SEPTEMBER 2005**  
**REPORT ON: DISCOVERY CARD PROJECT - ABERTAY MATRICULATION**  
**REPORT BY: ASSISTANT CHIEF EXECUTIVE (COMMUNITY PLANNING)**  
**REPORT NO: 554-2005**

**1 PURPOSE OF REPORT**

To approve the Service Level Agreement (SLA) between Dundee Discovery Card and University of Abertay for the provision of matriculation card service.

**2 RECOMMENDATION**

That Committee approve the attached SLA between Dundee Discovery Card and the University of Abertay.

**3 FINANCIAL IMPLICATIONS**

The Dundee Discovery Card's budget aims to recover a proportion of the cost through external partnership arrangements. The SLA, for a period of up to 5 years will result in revenue of £10,000 per annum to Dundee Discovery Card.

**4.0 LOCAL AGENDA 21 IMPLICATIONS**

The agreement of this SLA and further development of the partnership between Dundee City Council and University of Abertay will allow more integrated ICT access throughout the city, improving the furtherance of community learning and helping ensure that local needs are met locally.

**5 EQUAL OPPORTUNITIES IMPLICATIONS**

The University of Abertay draws students from all over the country and indeed the globe. These students will all have a Discovery Card – University of Abertay matriculation card that will also allow them access to other council services, treating all card holders as citizens of Dundee.

As part of the partnership project, access will be granted to the University library for all Discovery Card holders, thereby removing traditional barriers throughout the city.

**6 MAIN TEXT**

Dundee Discovery Card has entered into a partnership with University of Abertay to produce their matriculation card by way of a smart Dundee Discovery Card. This is the first initiative of its kind in Scotland and is a good example of extending the use of a multi-application smartcard outwith the Council services boundary.

There is extensive opportunity to develop the additional services that can be added to the card. Discussions are underway with University of Abertay to plan the further development of applications on the card, in particular the delivery of car parking on the card.

7     **CONSULTATIONS**

The Chief Executive, Depute Chief Executive (Support Services) and Depute Chief Executive (Finance) and appropriate Trade Unions have been consulted on the content of this report.

8     **BACKGROUND PAPERS**

Report number 364-2004 refers to the integration of the Dundee Discovery Card team into the Corporate Planning Department.

Assistant Chief Executive (Community Planning)

Date 07/09/2005

**DUNDEE CITY COUNCIL  
Dundee Discovery Card**

**SERVICE LEVEL AGREEMENT - [University of Dundee Abertay]**

**1 Parties**

This agreement is made between the University of Abertay Dundee (the Customer) and Dundee City Council Dundee Discovery Card (the Provider).

**2 Aims of the Service**

The aims of the service are:-

- produce matriculation / identification cards for students / staff and associate members of the University including replacement cards.
- to provide technical support and assistance for the further development of the card scheme within Abertay within national standards.
- to develop this card scheme within national standards with particular reference at this time to Scottish Citizen Account SmartCard Consortium (SCASC).
- For the University of Abertay Dundee to promote and provide technical advice to other HE/FE providers with a purpose of expanding multi-application smartcards throughout Scotland aligned with the national standards outlined above.

**3 Description of the Service to be Provided**

**3.1 Production of Cards**

The Provider's role includes :-

- procurement and provision of SmartCards.
- printing and production of cards, including replacements cards.
- provide access to a card management facility.
- enhancements to the card management system as appropriate.
- technical advice and support for livery and card design.

**3.2 Consultancy Role**

The Provider will also act in a consultancy role, providing:-

- technical advice and support for the seamless integration of multi-application SmartCard services and corresponding support systems / applications required.
- support and advice for the development of the card scheme for Abertay and within Dundee as required.

**3.3 Development of Card Scheme Nationally**

Within the HE / FE sector encourage and develop the scheme within a national framework.

Develop the partnership approach to provide an integrated provision of local services where mutually beneficial.

**3.4 Access to additional local services - refer to appendix A**

#### **4 Duration and Termination**

This agreement applies for the period from 1st August 2005 to 31st July 2010 unless renegotiated, at the instigation of either party, with twelve months advance written notice.

#### **5 Obligations of the Provider**

The Provider will perform the services specified in this agreement with all reasonable care and skill in accordance with the quality, performance and confidentiality standards detailed in Appendix B. In addition, conformance with the relevant legislation pertaining to data protection although not exclusively limited to this instrument.

The Provider will take all necessary steps to deploy and maintain appropriate technical and organisational measures in order to safeguard the security of personal data transferred to it by the Customer. Personal data will only be used for the purposes of card production and management, unless otherwise stated.

#### **6 Obligations of the Customer**

The Customer will specify requirements, in writing where necessary, and provide any relevant information required in reasonable time so as not to delay or disrupt the performance of the services described in this agreement. The Customer will also work to promote the scheme with Scottish HE/FE providers.

#### **7 Monitoring and Review**

The Provider will take appropriate measures, including regular meetings with the Customer, to monitor and review the quality and effectiveness of the service provided against the quality and performance targets outlined at Appendix B.

#### **8 Performance**

Where a failure to meet the agreed quality and performance targets occurs, the position will be reviewed immediately with referral if necessary to Dundee Discovery Card Partnership Board and steps will be identified and implemented to remedy the situation.

#### **9 Variation**

##### **9.1 Variation to Terms of Agreement**

The Customer and Provider may, by agreement in writing, vary the terms of this agreement, including amounts to be charged, at any time.

##### **9.2 Variation to Services**

Either party may initiate variations which may include:-

- alterations to the extent of services to be provided
- alterations to the type of services to be provided
- alterations to individual projects

In the event of any variation being required, the charges payable by the Customer may be varied accordingly and these must be agreed in advance.

**10 Information and Confidentiality**

The parties to this agreement will allow each other access to relevant information and will respect the confidentiality of all such information. In terms of the Freedom of Information (Scotland) Act 2002, any release of information will be discussed with the Provider in advance.

**11 Communications**

Communication will, in the first instance, be channelled through the individuals listed in Appendix C.

**12 Charges**

The charging method, interval and charges to be applied for the respective services provided will be as detailed in Appendix D.

**13 Disputes**

Any dispute or difference which cannot be resolved through the specified channels of communication will be referred to the Chief Executive of Dundee City Council and the Vice Chancellor of University of Abertay Dundee.

Signed (Customer)

..... Date .....  
[Head of Company]

Signed (Provider)

..... Date .....  
Dundee City Council

**SPECIFIC SERVICES**

There will be further development of the additional service available on the card. This will be planned and managed and treated as a separate project to the initial matriculation and production of cards.

Initially development will take place to allow other local authority services that are currently available to all Dundee Citizens to be available to University of Abertay card holders.

**QUALITY AND PERFORMANCE STANDARDS**

Dundee Discovery Card is committed to the provision of high quality, effective services which satisfy requirements.

The highest standards of confidentiality, fair dealing and professional competence are vital elements in the delivery of quality services. These are being supplemented by the introduction of performance standards that will measure actual performance against specified criteria.

Examples of the areas where performance will be monitored are:-

- Production of replacement cards in both terms of quality and turnaround times.
- Receipt of late applications and production of cards.
- Replacement cards will be produced within 48 hours of receipt of the data.

**COMMUNICATION**

Normal channels of communication and liaison between the parties to this agreement are as follows

<b>Subject</b>	<b>Provider Contact</b>	<b>Customer Contact</b>
SLA Contract Issues	Brenda Robb 433083  Elena Brown 433235	Christopher Milne
Technical Support	Kevin Knox 433254	Moriamo Odyuemi

**SCHEDULE OF CHARGES**

The charges payable by the Customer to the Provider are detailed below.

<b>Service</b>	<b>Basis of Charge</b>	<b>Amount of Charge</b>
• Card Production	Annual Fee	£10,000 per year

This has been assessed on the basis of providing 1500 cards with a 10% variance. Any additional cards will be negotiated at cost.

**Expenses**

An additional one-off payment of £1,000 for a card management licence fee is in addition to the above fees.

**Payment Method and Intervals**

Payment for all services will be made in arrears in the first instance due by the 31<sup>st</sup> March 2007 following submission to the Customer of a detailed statement of work undertaken and in progress.

Queries regarding any changes should be lodged with the Provider within 5 days of receipt of the detailed statement. The Provider will respond to such queries within 5 days.