



Newton Maintenance and Timeview Telemetry Renewal 2025-2027 Rev0 Contract Ref: QT25_25_0260

Client: Newton St Cyres Parish Council

Requirements and approach

Background and requirements

This proposal is submitted to Newton St Cyres Parish Council regarding the upcoming expiry of the maintenance and Timeview Telemetry contract for the Newton rain gauge site. The current maintenance contract expires on 31st July 2025. This proposal covers the renewal of the Timeview Telemetry and maintenance program for Newton for two (2) years until 31st July 2027.

Please note, in order that each community on the former Devon Pathfinder project can benefit from efficiency savings, as per the current contract, this proposal has been costed alongside the renewal of the other Devon community Flood Warning sites, which are also being renewed for two (2) years. If one (1) of the councils decides not to renew, Hydro will need to provide a revised renewal proposal as the visits have been costed to be undertaken on the same day (with the costs shared between them).

This proposal is submitted by Hydro International Data, Insight & Analysis Ltd (Hydro), a wholly owned subsidiary of Hydro International Ltd.

Maintenance

The current maintenance contract expires on the 31st July 2025. The last maintenance visit under the existing contract was carried out in December 2024. It is typically recommended that six-monthly maintenance visits are undertaken as a minimum at sites Hydro maintains. As the Client has however previously requested one (1) maintenance visit per year only, this renewal only includes for one (1) maintenance visit per year. The maintenance visits will be completed in December 2025 and December 2026. The maintenance visit will consist of a visual check of the equipment, cleaning of the equipment (if safe to do so), calibration of the data logger, and a check of the Telemetry. Following each visit, a brief maintenance report will be issued to the Client.

If an additional 'call out' is required, this will be charged at the same price as the maintenance visit.

The client currently has no replacement logger batteries in stock. Therefore, any replacement logger batteries will be charged to the Client at £125 per battery.

A summary of details is provided in Table 1.

Timeview

The existing Timeview Telemetry license for Newton St Cyres Parish Council expires on the 31st July 2025. This proposal includes an extension for two (2) years until 31st July 2027. No SMS alarm bundles have been included in the costs shown in Table 2, as the current credit level on the Timeview account is 397 credits (as of 1st July 2025). We have included the cost for checking the Telemetry on a weekly basis, for any issues. This enables us to respond if there is a problem at the site. If the site is not working, we will inform the Client and consider either bringing a maintenance visit forward or asking the Client if they want an additional paid visit to resolve the issue. If a visit outside of a planned maintenance visit is required, Hydro will issue a proposal to the Client for the site visit.

Site Summary Details

Newton Site Details				
Site	Monitoring Equipment	Expiry Date	Proposed Expiry Date	Renewal recommendation
Newton St Cyres	Rain gauge	31 st July 2025	31 st July 2027	2 years of Timeview Telemetry 2 maintenance visits

Table 1: Newton Site Details

Project costs

Key constraints, assumptions, and risks

Our fee proposal assumes the following items. In the event of a change to these, we reserve the right to adjust our fee proposal to reflect the implication of the change.

1. All prices are exclusive of VAT, which will be charged at the prevailing rate.
2. Hydro only operates from Monday to Friday 09:00 – 17:00 with no weekend, bank holiday or evening working.
3. All water level monitoring equipment is out of warranty.
4. Any access agreements or negotiations will be undertaken by the Client to facilitate access for maintenance of the site.
5. It is understood that the site is freely accessible with no keys required for access.
6. We have not included for reactive site visits to fix problems with the equipment. We would normally make every effort to reschedule one of the scheduled maintenance visits, in the rare eventuality of equipment failure. If this is not possible, or the Client wishes us to undertake a separate visit, then this would be charged as extra
7. The maintenance will be undertaken by one (1) Field Technician in one (1) day and has been batched with other similar community Flood Warning Sites to reduce the cost.
8. If any of the other community Flood Warning sites are not renewed, Hydro has the right to issue an amended proposal to the Client.
9. In the unlikely event of water level monitoring equipment failure, the part at fault will be replaced on site, if safe to do so, and the Client will be charged accordingly. If it is not safe to replace on site during a maintenance visit, a separate quotation will be sent for the repair.
10. Upon arrival at the site the Field Technician will undertake a dynamic risk assessment to assess the safety of accessing the site. If the visit cannot be completed for safety reasons. The cost of the visit (travel expenses and travel time only) will be chargeable to the Client and Hydro will issue a proposal with a revisit cost to the Client.
11. Any replacement parts required will be charged as extra by arrangement with the Client.
12. Following the maintenance visit recommendations may be made for equipment repairs. If this occurs, Hydro will provide the cost in a separate proposal.
13. Any SMS credits required will be charged to the Client. Current cost is £40 for 250 credits.
14. The costs outlined in this proposal will be invoiced upfront to the Client upon award.
15. This proposal is valid for 30 days.

The critical programme and financial risks that we can identify at this stage are noted below:

- **Risk 1: Weather delays:**
Should the weather create a situation where it is unsafe to start or complete the works then work will be suspended until such a time that the site conditions are deemed safe. This may lead to a short delay or if conditions persist then the delay may incur cost due to staff having to leave site and remobilise at a later date.
- **Risk 2: Vandalism:**
It is not possible to guarantee full protection against vandalism, but our experience of installing over 900 flood warning sites throughout the UK means that we have developed 'low key' installations which blend into the surroundings and are unobtrusive. Given the size of the network that we operate, we suffer very little vandalism.

Costs

Our lump sum fixed fee for undertaking the work is **£1,292 exc. VAT**

This fee proposal is offered on the basis of:

- A lump sum, fixed fee, inclusive of all staff costs and expenses.
- All costs will be invoiced upfront to the Client upon award.

This fee proposal includes expenses, which will be charged at cost. This proposal excludes VAT, which will be added to every invoice at the prevailing rate and is valid for a period of 30 days from the date of this proposal.

Newton Fee Proposal				
Item		Fees	No	Total
1	Newton Maintenance Visits 2025-2026 (1 Per Year)	£491	1	£491
2	Newton Maintenance Visits 2026-2027 (1 Per Year)	£491	1	£491
3	Newton Timeview 2025-2027 (2 Years)	£155	2	£310
Total (£) (exc. VAT)				£1,292

Table 2: Summary breakdown of Hydro's fee proposal

Terms and condition

1. All costs exclude Value Added Tax which will be charged at the prevailing rate.
2. The information, proposals and costs contained in this submission shall be treated as confidential and shall not be divulged to third parties other than Newton St Cyres Parish Council personnel engaged in the evaluation of proposals.
3. This proposal assumes that the work will be under Hydro Terms and Conditions as previously agreed.



Offices and Units at

Clevedon

Crawley

Exeter

Malvern

Reading

Sheffield

Stirling

Registered office

Hydro International Data, Insight & Analysis Ltd

Unit 2 Rivermead Court

Kenn Business Park

Windmill Road

Kenn

Clevedon

BS21 6FT

Registered in England 03036787