

SCHEDULE 2 : SERVICE LEVELS

1. SCOPE

1.1 This Schedule sets out the Service Levels which the Supplier is required to achieve when delivering the Contract Services.

2. SERVICE LEVELS

2.1 The objectives of the Service Levels are to ensure that the Contract Services are of a consistently high quality and meet the requirements of the Customer.

2.2 The Service Levels are as follows:

Performance Criteria	Service Level	Performance Guidance
1. Requirement	1.1 Supplier did have the necessary understanding and expertise to meet Customer expectations	The Supplier has a good knowledge of the subject and the environment in which the Customer operates - Customer expectations of Supplier expertise are met.
	1.2 Supplier is open and proactive in optimising costs	Efforts made to minimise expenses - prices are in line with market expectations - Supplier is open in explaining price breakdown and working with the Customer to identify opportunities to reduce cost – accurate and timely billing of Customer and invoices provided in line with Customer requirements.
	1.3 Supplier is proactive in identifying and managing risks	Supplier is proactive in identifying and allocating risk ownership - Supplier supports Customer in assigning and managing risks - Supplier is proactive in assessing impact of risks in the course of performing the Contract and raising issues as appropriate.
2. Quality of advice	2.1 Supplier provides good advice provided within timescale and covers all issues requested appropriately.	Advice is technically sound and clearly expressed – Supplier adheres to timelines and shows right focus – Supplier strikes appropriate balance between covering issues thoroughly and providing unnecessary detail.
3. Engagement & Relationship	3.1 Supplier engagement with the Customer is appropriate and focused on Contract Services delivery	Supplier uses the right channels within the department - Customer is able to distinguish between business development activity/roles and delivery activity/role - Supplier does not exploit its position/ relationship with the Customer.
	3.2 Supplier establishes effective working relationships with the Customer	Supplier integrates well with Customer staff and other advisers- Supplier is flexible in its approach to the Customer - demonstrates a knowledge of Customer culture - manages engagement issues well and does not let them impact on delivery - Supplier builds good relationships with internal staff with the Customer - Supplier does not take advantage of its position / relationship with the Customer.

4. Project Management	4.1 Supplier resources are deployed in the right way to deliver value	Staff are consistent throughout the duration of the Contract Services - the Supplier explains how project team has been put together to deliver the Contract Services - resource requirement remains in line with that included in the proposal - focus on Contract Services delivery is maintained.
	4.2 Roles and responsibilities of the legal team are clear	Supplier provides clarity as to the roles and responsibilities of each member of the legal team engaged.
	4.3 Supplier governance and project management is effective in ensuring the assignment is successful	Issues were raised as soon as possible and solutions offered - delivery plan was developed and agreed with the Customer at the outset - progress against milestones was reported regularly and in line with Customer requirements - Customer satisfaction with delivery was monitored by the Supplier.
	4.4 Original scoping was robust	The scope and resource requirement remained in line with initial proposal - initial proposal was accurate and did not need to be amended.
5. Value for Money	5.1 Delivery on time	As per Supplier proposal.
	5.2 Delivery on budget	As per Supplier proposal.
6. Skills Transfer	6.1 Skills transfer	Supplier identified opportunities for skills and knowledge transfer - Supplier delivered transfer within original time and budget.
7. Exit Strategy	7.1 Project closure	Supplier reflected any exit strategy requirements in their proposal - the project was closed off with no outstanding dependencies.
	7.2 Completion reports	On completion of each project, or at the end of key stages within a project if the Customer so requests, the Supplier will provide a summary of the work carried out to include his assessment of successes/failures and potential improvements that could be made.
1. Service availability	8.1 Service availability during operating hours	Ninety-nine point ninety-six per cent (99.96%)
2. Telephony	9.1 Calls routed by the IVR	Ninety-nine point ninety-six per cent (99.96%)
3. Telephony – of calls presented to the ACD	10.1 Percentage of Calls answered by agent	Ninety-nine five per cent (95%)
4. Telephony – of calls routed to an agent	11.1 Calls answered in thirty (30) seconds from Customer choosing to speak to an agent	Eighty per cent (80%)
5. Telephony – of calls routed to	12.1 A review of the IVR to be carried out as	Quarterly

an agent	required or at a minimum each quarter to ensure accuracy of messaging.	
6. E-mails	13.1 Answered within twenty four (24) hours	One hundred per cent (100%)
7. All contact channels	14.1 Contact meeting agreed quality standards (see Appendix B Statement of Requirements Section 15.15)	Ninety-eight per cent (98%)
8. Quality checks	8.1 For business as usual to include calls, other contact forms and escalations	Four (4) per agent per month
	8.2 For probationers up to a maximum of six (6) months to include calls, other contact forms and escalations	Eight (8) per agent per month
9. Reports / MI	9.1 Responses to MP correspondence and Freedom of Information Requests	Within twelve (12) hours of receipt
	16.2 Responses to Parliamentary Questions	Within two (2) hours of receipt
10. Technical requests for change	10.1 The Supplier shall notify the Authority of all technical requests for change including lead-in times ten (10) working days prior to proposed implementation.	Ten (10) working days prior to proposed implementation
11. Complaints (See Appendix B Statement of Requirements Annex 3 Complaints Handling)	18.1 Costs incurred are fully covered for errors in call handling/staff conduct leading to ex-gratia or consolatory payments	One hundred per cent (100%)
12. Ex-gratia / consolatory payments (See Appendix B Statement of Requirements Annex 3 Complaints Handling)	19.1 Ex-gratia/consolatory payment requests are considered and processed	Within five (5) working days
13. Complaint contributions	20.1 Responses to Complaints including reviewing calls and acknowledgement of	Within seventy-two (72) hours

	misconduct complaints	
14. Escalations	Time taken by the Supplier to send the escalation to the Authority	Within two (2) hours
	14.1 Responding to inappropriate escalations referred back by the Authority	Within twenty-four (24) hours
15. Planned outages	22.1 Notification of planned service outages and service disruptions	Within five (5) working days

3. APPROACH

- 3.1 The Supplier shall provide the Authority with remote access to their live call activity and call recording system for quality monitoring purposes.
- 3.2 The Supplier shall avoid unnecessary Customer contact by adopting a First Contact Resolution approach with consistent and quality responses provided in an efficient and effective manner; and by working in partnership with the Authority, e.g. encouraging use of the on-line channel, accepting that the implementation of this will impact on the scale of the Contact Centre service over the service provision life.

4. OPERATING HOURS

- 4.1 The Supplier shall as a minimum match current operating times, i.e. 09.00-16:45. Monday-Thursday, 09.00-16.30 Friday (for In-Country Services) and for International Services, provide the Service at times that reflects the local market's working hours and working days in each major time zone, and for UK based sponsors of international Customers.
- 4.2 The Supplier shall ensure they meet demand, including known peaks, and also manage unexpected demand fluctuations.
- 4.3 The Supplier shall, when and where required, operate the Service for extended periods in order to respond to surges in Customer demand. International Services, regardless of where The Customer is phoning from, The Customer shall be able to utilise the language provision that is available at the time of their call.
- 4.4 The Supplier shall provide service availability at ninety-nine point ninety-six per cent (99.96%) of operating hours.
- 4.5 The Supplier shall submit any request for extended operating hours to the Authority to make the final decision as to whether this occurs.
- 4.6 The Authority may request the Supplier extends operating hours at its discretion and providing this can be accommodated at short notice, or the required notice (forty-eight ((48)) hours) is given. The Supplier shall agree to all reasonable requests.
- 4.7 For information only, the Authority in-house contact centre agents start work at 08.45 and use the fifteen (15) minutes to update on any changes.

4.8 Service levels and Language Range

4.8.1 International Service

4.8.1.1 The Supplier shall provide the service in English for all channels.

4.8.1.2 The Supplier shall also offer the following seven (7) languages for all channels:

Arabic

Cantonese

French

Hindi

Mandarin

Russian

Spanish

4.8.1.3 The Supplier may suggest additional language provision at any time at no additional cost to the Authority. Any additional languages provided by the Supplier over and above the seven (7) plus English shall be at no additional cost to the Authority.

4.8.1.4 The Supplier shall ensure the Authority authorises any expansion in language provision.

4.8.1.5 At the Authority's discretion, further language provision may be required which the Supplier can provide to the Customer as a charged service.

4.8.1.6 The Supplier shall contact Customers in the language that the original conversation took place unless otherwise specified by the Customer.

4.8.1.7 The Supplier may charge the Customer for telephone, email (or other forms of contact) in accordance with the provisions set out in sub-clauses 4.8.1.11 – 4.8.1.14).

4.8.1.8 The Supplier shall not exceed the following maximum caps on Customer charges in their tender (see also ITT Appendix E Pricing Schedule and Schedule 11):

- £1.37 Calls: cost per minute
- £5.48 E-mails: cost per e-mail
- £5.48 Webchat: cost per chat

4.8.1.9 The Supplier shall note that the charge per e-mail includes the initial query from the Customer plus any follow-up e-mail provided in direct response to any clarification question(s) sent by the Supplier.

4.8.1.10 All payments for the current international service are handled and processed by the incumbent Supplier using their merchant services or

a third (3rd) party, and not the Authority's systems. The Supplier, therefore, shall be required to provide payment and merchant services as appropriate.

- 4.8.1.11 The Authority will need to ensure that charges are appropriately set out in the Fees Order (current Order: http://www.legislation.gov.uk/ukdsi/2016/9780111142691/pdfs/ukdsi_9780111142691_en.pdf) and Fees Regulations (current Regulations: http://www.legislation.gov.uk/uksi/2016/226/pdfs/uksi_20160226_en.pdf). Charges may not be made, or varied until the appropriate legal power is in place.
- 4.8.1.12 Charges must be no higher than the upper limit set out in the Fees Order. The Supplier shall, therefore, ensure that if the charges payable by customers are less than the upper limit, they must remain valid for at least twelve (12) months. Changes made to the charges must be agreed according to the appropriate timetable to make legal changes.
- 4.8.1.13 When charged in a foreign currency, international fees advertised are converted through the Consular Rate of Exchange mechanism on a regular basis.
- 4.8.1.14 The Supplier shall ensure the Authority approves all charges it makes to its Customers in connection with these specifications.