

- 10.2.2. The Service Provider shall provide the Authority with the Service Providers access procedures and arrange any access provisions which may include badges, keys, or passes.
- 10.2.3. The Service Provider shall raise an Incident with the Authority Service Desk for any issues affecting the Authority Assets that could result in an Authority Event.
- 10.2.4. The Service Provider shall provide safe and secure electrical and communication connections to Authority Assets, at no charge, in order for the Authority Assets to operate effectively and safely.

11. Continual Service Improvement

11.1. Overview

- 11.1.1. Continual service improvement uses methods from quality management in order to learn from past successes and failures with the aim of continually improving the effectiveness and efficiency of the Service Management processes and Services.

11.2. Requirements

The Service Provider shall:

- 11.2.1. Review the Services on a regular basis and identify opportunities to improve Service quality where necessary, and identify more economical ways of delivering the Service where possible;
- 11.2.2. Evaluate the Service Management processes on a regular basis. This includes identifying opportunities for establishing process metrics, setting targets for process metrics, identify where targeted process metrics are not reached, and holding regular benchmarking, audits, maturity assessments and reviews;
- 11.2.3. Define specific initiatives aimed at improving the Services and Service Management processes, based on the results of service reviews and process evaluations;
- 11.2.4. Implement initiatives where appropriate to improve the Services and the Service Management; and
- 11.2.5. Verify if improvement initiatives are proceeding according to plan, and to introduce corrective measures where necessary.

APPENDIX 1 - SERVICE LEVELS

1. Service Levels denoted with "*" shall be treated as a separate group of Service Levels, which are subject to paragraph 2.1.2 of this Schedule, where only the highest value single set of Service Credits shall be applied to each group each Period.
2. Service Credits shall be measured and applied on the basis that is stipulated in brackets in second column titled Service Level.
3. All "Daily" reporting requirements are required 7 days a week including bank holiday, however as the contact centre does not operate on Christmas Day (25th December) no reports are required for activities undertaken on 25th December and the associated reporting submissions for activities undertaken on 24th December shall be submitted on 26th December of that same year.
4. The Authority may, acting reasonable, grant the Service Provider a period of relief of Service Credits and/or relaxed Service Levels, which may be applied during the Transition Phases of the implementation of the initial Service, or part thereof, and subject to paragraph 5 of this Appendix in the event of a Variation to the Services ("Grace Period").
5. The Grace Period, if any, set by the Authority shall be dependant the Detailed Transition Plan and the transition plan of a Variation and may not be applied across all elements of the Service i.e. various call handling subject types of the Contract. Application of the Grace Period on the Service elements would depend on the criticality of the Service element/subject type and the complexity of the Variation. In all cases the Authority shall act reasonably when granting such Grace Periods.

No.	Service Level	Parameter	Target	Service Credits
1	Grade of service (Time to answer calls) (Periodic)*	Percentage of calls answered within set amount of time (20 seconds) Start time applies from the time the call enters the Service Provider's phone queue to speak to an Agent (after the a call has been routed through the IVR) until such time the call is answered by an Agent	80% of calls within 20 seconds	A 5% deduction of the call handling Charges for the reported Period for each 10% range below the target. For example: Grade of service within 71% – 80% range = 0% deduction Grade of service within 61% -70% range = 5% deduction Grade of service within 51% -60% range = 10% deduction

2	<p>Call abandonment rate (Daily)*</p>	<p>Percentage of calls that have been abandoned (where the caller terminates the call before the call is answered by an Agent, provided that the caller has waited at least 10 seconds in the telephony queue)</p> <p>Calculated as: $\frac{\text{no. of all inbound calls abandoned before 10 seconds}}{\text{total inbound calls}}$</p>	Less than or equal to 10%	<p>A 5% deduction of call handling Charges for the reported day for every 1% over the target</p> <p>For example i.e. 12% call abandonment rate = 10% deduction.</p>
3	<p>Average Talk Time - Oyster related calls (Periodic)*</p>	<p>Average time spent on the call with an Agent (including hold time during the call) for L&S, Oyster and sales calls.</p> <p>Measured from the time the call is answered by an Agent until the call is terminated or is transferred via the IVR to another IVR service option.</p>	6 minutes	<p>A 5% deduction of call handling Charges for the reported Period for every 20 seconds over the first 20 seconds. For example: ATT is within 6min – 6min 19sec range = 0% deduction ATT within 6min 20 sec -6min 39sec range = 5% deduction ATT within 6min 40 sec -6min 59sec range = 10% deduction</p>
4	<p>Average Talk Time - CPC calls (Periodic)*</p>	<p>Average time spent on the call with an agent (including hold time during the call)</p> <p>Measured from the time the call is answered by the Agent until the call is terminated or is transferred via the IVR to another IVR service option.</p>	6 minutes 30 seconds	<p>A 5% deduction of call handling Charges for the reported Period for every 20 seconds over the first 20 seconds. For example: ATT is within 6min 30sec – 6min 49sec range = 0% deduction ATT within 6min 50sec - 7min 9sec range = 5% deduction ATT within 7min 10sec - 7min 29sec range = 10% deduction</p>

5	<p>Contact centre availability by percentage - Calls only (Periodic)*</p>	<p>The percentage of time per Period that the Service Provider's contact centre is operational during 08:00 - 20:00 seven days a week to:</p> <ol style="list-style-type: none"> 1. Receive calls; 2. Make calls; 3. Maintain a VPN connection to Authority systems; and 4. Is not affected by an outage in the Service Provider's systems**. <p>**Excluding those as a result of a Force Majeure Event.</p>	<p>99.5% Contact Centre availability (equals 100m 48s)</p>	<p>The 99.5% applied to the daily 12 operating hours equates to 100 minutes & 48 seconds per Period of non-operational availability.</p> <p>A £10 deduction from the total Periodic Charges for each minute over 101 minutes per Period applies, i.e. Contact centre non-operational time per Period of 103m 20s = £20 deduction.</p>
6	<p>Contact centre availability by number of outages Calls only (Periodic) *</p>	<p>The number of instances per Period where the Contact Centre is not operational during 08:00 - 20:00 seven days a week to:</p> <ol style="list-style-type: none"> 1. Receive calls; 2. Make calls; 3. Maintain a VPN connection to Authority system; and 4. Is not affected by an outage in the Service Provider's systems**. <p>**Excluding those as a result of a Force Majeure Event.</p>	<p>No more than two outages per Period</p>	<p>A £1000 deduction from the total Periodic Charges for each additional outage above 2.</p>
7	<p>Mystery Shopper Surveys - call handling (Periodic)</p>	<p>As per Appendix 5 (Quality Measurement Criteria) of Schedule 4 (Service Scope Specification), surveys conducted by the Authority and by a Third Party appointed by Authority providing quantitative and qualitative feedback</p>	<p>85% average satisfaction rate</p>	<p>A 5% deduction of total call handling Charges reported for the Period for every 5% below the target. For example: Satisfaction rate within 81% – 85% range = 0% deduction Satisfaction rate within 76% -80% range = 5% deduction Satisfaction rate within 71% -75% range = 10% deduction</p>
8	<p>Freedom of Information Act Data requested by the Authority (per request)</p>	<p>In the event the Authority has request information from the Service Provider as detailed in Clause 30.8.5.</p>	<p>5 Business Days to retrieve and provide all relevant Data to the Authority, unless otherwise agreed in writing</p>	<p>A £500 deduction applied per/day per/request for each Business Day after the target that the request is not entirely fulfilled.</p>

9	<p>Freedom of Information Act request notification (per request)</p>	<p>Applicable to all Information Access Requests received by the Service Provider and its sub-contractors as detailed in Clause 32.2.1.</p>	<p>between the Parties, as per Clause 32.2.2.</p> <p>2 Business Days to notify the Authority of the request, as per Clause 32.2.1.</p>		<p>A £500 deduction applied per/day per/request for each Business Day after the target that the notification has not been sent to the Authority.</p>
10	<p>Accuracy of reporting Data (Daily) (Weekly) (Periodic) (Daily 9:30, 14:00, 20:15)</p>	<p>All reporting data as detailed in Appendix 4 (Reporting Requirements) of Schedule 4 (Service Scope Specification) has been included and contains correct data.</p>	<p>100%</p>		<p>Corrective Action Notice</p>
11	<p>Acknowledgement of ad-hoc report request</p>	<p>As per paragraph 10.10 of Section A of Schedule 4 (Service Scope Specification) acknowledge such request and agree with the Authority of a reasonable timeframe as to when the report will be provided to the Authority.</p>	<p>Request made before midday - by 20:00 of that same Business Day, otherwise 17:00 of following Business Day</p>		<p>A Service Credit of £50 is levied per report, where a report is delivered more than 1 hour later than the target,</p>

12	<p>Provision of daily reporting Data (Daily)</p>	<p>As per Appendix 4 (Reporting Requirements) of Schedule 4 (Service Scope Specification), the Service Provider shall provide complete and correct reports. For recurring reports each instance of a report delivered on its due date shall be deemed to be a unique report.</p>	<p>Every day 10:00 AM</p>	<p>A Service Credit of £50 is levied per report, where a report is delivered more than 1 hour later than the target,</p>
13	<p>Provision of weekly reporting Data (Weekly)</p>	<p>As per Appendix 4 (Reporting Requirements) of Schedule 4 (Service Scope Specification), the Service Provider shall provide complete and correct reports. For recurring reports each instance of a report delivered on its due date shall be deemed to be a unique report.</p>	<p>Every Monday 10:00 AM</p>	<p>A Service Credit of £50 is levied per report, where a report is delivered more than 1 hour later than the target.</p>
14	<p>Provision of Periodic reporting Data (Periodic)</p>	<p>As per Appendix 4 (Reporting Requirements) of Schedule 4 (Service Scope Specification), the Service Provider shall provide complete and correct reports. For recurring reports each instance of a report delivered on its due date shall be deemed to be a unique report.</p>	<p>2nd Business Day (usually a Tuesday) after Period end 10:00 AM</p>	<p>A Service Credit of £50 is levied per report, where a report is delivered more than 1 hour later than the target.</p>

15	Provision of intraday reporting Data (3 times daily)	As per Appendix 4 (Reporting Requirements) of Schedule 4 (Service Scope Specification), the Service Provider shall provide complete and correct reports. For recurring reports each instance of a report delivered on its due date shall be deemed to be a unique report.	Every day 09:00, 14:00 and 20:15	A Service Credit of £50 is levied per report, where a report is delivered more than 1 hour later than the target.
16	Problem Report submission (per report)	Submission to the Authority as stated in paragraph 7.2.3 of Schedule 8 (Service Management)	10 calendar days	None
17	Category 1 Major Incident notification (per notification)	To notify the Authority within 15 min of a Category Major Incident as stated in paragraph 6.4.1 of Schedule 8 (Service Management)	15 min	None
18	Category 2 & 3 Major Incident notification (per notification)	To notify the Authority within 1 hr of a Category 2 or Category 3 Major Incident as per paragraph 6.4.1 of Schedule 8 (Service Management)	1 hr	none