

EPSRC Facility for Ion Beam Irradiation and Analysis

(Successful Bidder) credit control contact	(Successful Bidder) will provide a named credit controller to deal with day to day account queries and ensure that there are introductions and sufficient handover should personnel change.
(Successful Bidder) account manager contact	(Successful Bidder) will provided a named account managers to deal with issues and queries beyond simple billing issues and ensure that there are introductions and sufficient handover should personnel change.

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KPI's per calendar month						
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			SLA Level			
Type	Description	Time for Performance	Green	Amber	Red	Comments
Service Level	Percentage of User enquiries responded to within Stated Window		95% and above	>90% but <95%	90% or less	Bidder to populate stated window
Service Level	Percentage of Access Requests Responded to within Stated Window		95% and above	>90% but <95%	90% or less	Bidder to populate stated window

Service Level	Percentage of Training Requests Responded to within Stated Window		95% and above	>90% but <95%	90% or less	Bidder to populate stated window
Service Level	Percentage of Training Requests Delivered within 3 months...specify level and who training		95% and above	>90% but <95%	90% or less	Bidder to specify level of training
Service Level	Number of Customer Complaints (expressed as a percentage of the Total Number of User Approvals made within the period)		Less than 5%	5-10%	Over 10%	