SCANNING, VALIDATION AND STORAGE SERVICES

SCHEDULE 2.2

PERFORMANCE LEVELS

Version: Final 230420

Performance Levels

1 DEFINITIONS

In this Schedule, the following definitions shall apply:

"Available"	Not Used;
"End User"	means any person authorised by the Authority to use the IT Environment and/or the Services;
"Help Desk"	means the single point of contact help desk set up and operated by the Supplier for the purposes of this Agreement;
"Non-Available"	in relation to the IT Environment or the Services, means that the IT Environment or the Services are not Available;
"Performance Monitoring Report"	has the meaning given in Paragraph 1.1(a) of Part B;
"Performance Review Meeting"	means the regular meetings between the Supplier and the Authority to manage and review the Supplier's performance under this Agreement, as further described in Paragraph 1.5 of Part B;
"Repeat KPI Failure"	has the meaning given in Paragraph 3.1 of Part A;
"Satisfaction Survey"	has the meaning given in Paragraph 4 of Part B;
"Service Availability"	Not Used
"Service Downtime"	Not Used
"System Response Time"	Not Used

PART A: PERFORMANCE INDICATORS AND SERVICE CREDITS

1 PERFORMANCE INDICATORS

1.1 Annex 1 sets out the Key Performance Indicators and Performance Indicators which the Parties have agreed shall be used to measure the performance of the Services by the Supplier.

1.2 The Supplier shall monitor its performance against each Performance Indicator and shall send the Authority a report detailing the level of service actually achieved in accordance with Part B.

1.3 Service Credits shall accrue for any KPI Failure and shall be calculated in accordance with Annex 1 of this Schedule.

1.4 The Supplier will utilise as a single point of contact the Strategic Service Desk (SSD) to report all service technology Incidents and exchange information.

1.5 The criteria for the level of priority of a service technology Incident is defined as:

(a) Priority Level 1 (P1): Major Fault – An incident causing serious disruption to any part of the system; or causing the service not to operate in accordance with the defined system requirements; or preventing access to the service;

(b) Priority Level 2 (P2): Significant Fault – causing the service not to operate in accordance with the defined system requirements but still usable with difficulty;

(c) Priority Level 3 (P3): Minor Fault causing the service not to operate completely in accordance with the defined system requirements but with no disruption to business activity;

(d) Priority Level 4 (P4): All other requests for service;

The Supplier shall report and resolve service technology Incidents in accordance with Annex 1 of this Schedule.

2 SERVICE POINTS

2.1 Not Used

2.2 Not Used

2.3 Not Used

3 REPEAT KPI FAILURES AND RELATED KPI FAILURES

Repeat KPI Failures

3.1 If a KPI Failure occurs in respect of the same Key Performance Indicator in any two consecutive Measurement Periods, the second and any subsequent such KPI Failure shall be a **"Repeat KPI Failure"**.

3.2 Not Used

Related KPI Failures

3.3 Where a KPI Failure arises in respect of two or more Service Levels and the Supplier can establish (to the satisfaction of the Authority) that such Service Failures: (i) have arisen due to the same root cause; (ii) resulted in the same category of End Users being adversely affected; and (iii) relate to the same Service (as specified in this Schedule 2.2 (Performance Levels) then:

(a) only the Performance Indicator which has the highest corresponding Service Credits shall be considered for the purposes of calculating the Service Credits under Annex 1; and

(b) the corresponding Service Credits for all the other Performance Indicators referred to in this paragraph 3.3 other than the Performance Indicators referred to in paragraph 3.3(a), shall not be considered for the purposes of calculating the Service Credits under Annex 1.

4 PERMITTED MAINTENANCE

4.1 Not Used.

5 SERVICE CREDITS

5.1 Not Used.

5.2 The Authority shall use the Performance Monitoring Reports provided pursuant to Part B, among other things, to verify the calculation and accuracy of the Service Credits (if any) applicable to each Service Period.

PART B: PERFORMANCE MONITORING

1 PERFORMANCE MONITORING AND PERFORMANCE REVIEW

1.1 Within 10 Working Days of the end of each Service Period, the Supplier shall provide:

(a) a report to the Authority Representative which summarises the performance by the Supplier against each of the Performance Indicators as more particularly described in Paragraph 1.2 (the "**Performance Monitoring Report**"); and

(b) a report to the Authority's senior responsible officer which summarises the Supplier's performance over the relevant Service Period as more particularly described in Paragraph 1.3 (the "**Balanced Scorecard Report**")*.*

Performance Monitoring Report

1.2 The Performance Monitoring Report shall be in such format as agreed between the Parties from time to time and contain, as a minimum, the following information:

Information in respect of the Service Period just ended

(a) for each Key Performance Indicator and Performance Indicator, the actual performance achieved over the Service Period, and that achieved over the previous 3 Measurement Periods;

(b) a summary of all Performance Failures that occurred during the Service Period;

(c) Not Used;

(d) which Performance Failures remain outstanding and progress in resolving them;

(e) for any KPI Failures or PI Failures occurring during the Service Period, the cause of the relevant KPI Failure or PI Failure and the action being taken to reduce the likelihood of recurrence;

(f) the status of any outstanding Rectification Plan processes, including:

(i) whether or not a Rectification Plan has been agreed; and

(ii) where a Rectification Plan has been agreed, a summary of the Supplier's progress in implementing that Rectification Plan;

(g) for any Repeat Failures, actions taken to resolve the underlying cause and prevent recurrence;

(h) Not Used;

(i) the Service Credits to be applied, indicating the KPI Failure(s) to which the Service Credits relate;

(j) the conduct and performance of any agreed periodic tests that have occurred, such as the annual failover test of the Service Continuity Plan;

(k) relevant particulars of any aspects of the Supplier's performance which fail to meet the requirements of this Agreement;

(l) such other details as the Authority may reasonably require from time to time; and

Information in respect of previous Service Periods

(m) a rolling total of the number of Performance Failures that have occurred over the past six Service Periods;

(n) the amount of Service Credits that have been incurred by the Supplier over the past six Service Periods;

(o) the conduct and performance of any agreed periodic tests that have occurred in such Service Period such as the annual failover test of the Service Continuity Plan; and

Information in respect of the next Quarter

(p) any scheduled Service Downtime for Permitted Maintenance and Updates that has been agreed between the Authority and the Supplier for the next Quarter.

Balanced Scorecard Report

1.3 The Balanced Scorecard Report shall be presented in the form of a dashboard and, as a minimum, shall contain a high level summary of the Supplier's performance over the relevant Service Period, including details of the following:

(a) financial indicators;

(b) the Service Levels achieved;

(c) behavioural indicators;

(d) performance against its obligation to pay its Sub-contractors within 30 days of receipt of an undisputed invoice;

(e) Milestone trend chart, showing performance of the overall programme; and

(f) sustainability and energy efficiency indicators, for example energy consumption and recycling performance.

1.4 The Performance Monitoring Report and the Balanced Scorecard Report shall be reviewed and their contents agreed by the Parties at the next Performance Review Meeting held in accordance with Paragraph 1.5.

1.5 The Parties shall attend meetings on a monthly basis (unless otherwise agreed) to review the Performance Monitoring Reports and the Balanced Scorecard Reports. The Performance Review Meetings shall (unless otherwise agreed):

(a) take place within 5 Working Days of the Performance Monitoring Report and Balanced Scorecard Report being issued by the Supplier;

(b) take place at such location and time (within normal business hours) as the Authority shall reasonably require (unless otherwise agreed in advance); and

(c) be attended by the Supplier Representative and the Authority Representative.

1.6 The Authority shall be entitled to raise any additional questions and/or request any further information from the Supplier regarding any KPI Failure and/or PI Failure.

2 PERFORMANCE RECORDS

2.1 The Supplier shall keep appropriate documents and records (including Help Desk records, staff records, timesheets, training programmes, staff training records, goods received documentation, supplier accreditation records, complaints received etc) in relation to the Services being delivered. Without prejudice to the generality of the foregoing, the Supplier shall maintain accurate records of call histories for a minimum of 12 months and provide prompt access to such records to the Authority upon the Authority's request. The records and documents of the Supplier shall be available for inspection by the Authority and/or its nominee at any time and the Authority and/or its nominee may make copies of any such records and documents.

2.2 In addition to the requirement in Paragraph 2.1 to maintain appropriate documents and records, the Supplier shall provide to the Authority such supporting documentation as the Authority may reasonably require in order to verify the level of the performance of the Supplier both before and after each Operational Service Commencement Date and the calculations of the amount of Service Credits for any specified period.

2.3 The Supplier shall ensure that the Performance Monitoring Report, the Balanced Scorecard Report and any variations or amendments thereto, any reports and summaries produced in accordance with this Schedule and any other document or record reasonably required by the Authority are available to the Authority on-line and are capable of being printed.

3 PERFORMANCE VERIFICATION

The Authority reserves the right to verify the Availability of the IT Environment and/or the Services and the Supplier's performance under this Agreement against the Performance Indicators including by sending test transactions through the IT Environment or otherwise.

4 SATISFACTION SURVEYS

4.1 In order to assess the level of performance of the Supplier, the Authority may undertake satisfaction surveys in respect of End Users or various groups of End Users (each such survey a "**Satisfaction Survey**"), the results of which may be reflected in the Balanced Scorecard Report. The subject matter of Satisfaction Surveys may include:

(a) the assessment of the Supplier's performance by the End Users against the agreed Key Performance Indicators and Performance Indicators; and/or

(b) other suggestions for improvements to the Services.

4.2 The Authority shall reflect in the Balanced Scorecard Report any aspects of the Supplier's performance of the Services which the responses to the Satisfaction Surveys reasonably suggest are not meeting the Services Description.

5 VIRTUAL LIBRARY COMPLETENESS

5.1 Virtual Library shall be complete where all of the information required to be uploaded at the time of measurement under Schedule 8.4 (Reports and Records Provisions) Annex 3 (Virtual Library), has been properly uploaded to the Virtual Library in accordance with Paragraph 3 of that Schedule at the time of measurement.

ANNEX 1: KEY PERFORMANCE INDICATORS AND PERFORMANCE INDICATORS

The Key Performance Indicators and Performance Indicators that shall apply to the Operational Services are set out below:

	Product/Service	**Service Level Agreement**	**Service Credit / Action to take if Supplier fails SLA**
KPI 1	**Processing Applications: Receipt to storage**	100% of standard applications/documents must be processed to the point of storage or referral within 48 hours of the mail arriving. This includes: - Sorting and opening mail - Recording of documents - Scanning of Paper Forms (paper only) - Record and Process Payments (paper forms only) - Validation of documents and paper photographs - Scanning of documents - Verify captured data (paper only).	The Supplier will provide a service credit for the unit price of the 'receipt to storage' element. This will be equivalent to all Main and Supplementary Processing Charges but excludes Other Process Charges and Residual Charges The Supplier will provide a resolution report and improvement plan, with corrective actions taken to prevent re-occurrence.
KPI 2	**Data capture (paper forms)**	100% of the specified data fields on the physical application form to match the data on the downloaded copy	The Supplier will provide a service credit for the unit price of the 'receipt to storage' element. The Supplier will provide a resolution report and improvement plan, with corrective actions taken to prevent re-occurrence.
KPI 3	**Scanning Quality**	99.5% of documents to be scanned correctly	The Supplier will provide a service credit for the unit price of the 'receipt to storage' element. The Supplier will provide a resolution report and improvement plan, with corrective actions taken to prevent re-occurrence.

KPI 4	**Damage, Theft or Loss of UK Documents/Passports**	0% loss, theft or damage rate for all UK documents/passports	The Supplier will pay HM Passport Office a Service Credit of £30 for every instance of loss, theft or damage of a UK-issued document or passport. These represent approximately 90% of the total 2018 volume of documents replaced by HM Passport Office. (Costs reflect the cost of replacement plus the CIFAS fee). The Supplier will provide a resolution report and improvement plan, with corrective actions taken to prevent re-occurrence.
KPI 5	**Damage, Theft or Loss of Foreign Documents/ Passports**	0% loss, theft or damage rate for all foreign documents/passports	The Supplier will pay HM Passport Office a Service Credit of up to a maximum of £500 for every instance of loss, theft or damage of a foreign document. These documents represent approximately 10% of the total 2018 volume of documents replaced by HM Passport Office. (Costs reflect the average 2018 cost of a compensation claim from an overseas customer). HM Passport Office will approach the Supplier on a case by case basis if we have case costing over £500. The Supplier will provide a resolution report and improvement plan, with corrective actions taken to prevent re-occurrence.
PI 1	**Threat Checking**	100% of inbound mail to be threat checked	The Supplier will provide a resolution report and improvement plan, with corrective actions taken to prevent re-occurrence.

PI 2	**Payment Handling (paper forms)**	100% of payments received are accurately recorded and processed	The Supplier will provide a resolution report and improvement plan, with corrective actions taken to prevent re-occurrence.
PI 3	**Document Checks**	100% of documents to receive an initial check, e.g. for damage 100% of all documents specified in Validation process must undergo Validation	The Supplier will provide a resolution report and improvement plan, with corrective actions taken to prevent re-occurrence.
PI 4	**Organisation requests for action**	~100% of requests for an action such as a re-scan or a further validation check to be conducted and the response returned within: - 4 hours for urgent requests - 24 hours for standard requests	The Supplier will provide a resolution report and improvement plan, with corrective actions taken to prevent re-occurrence.
PI 5	**Audits**	100% compliance achieved in audits	The Supplier will provide a resolution report and improvement plan, with corrective actions taken to prevent re-occurrence.
PI 6	**Document Return to Customer**	100% of all documents to be dispatched to customers within 48 hours of notification	The Supplier will provide a resolution report and improvement plan, with corrective actions taken to prevent re-occurrence.
PI 7	**Document Return to Authority**	100% of internal requests for documents to be transferred to an internal HM Passport Office team to be actioned within 24 hours	The Supplier will provide a resolution report and improvement plan, with corrective actions taken to prevent re-occurrence.
PI 8	**Compliance with Government Security Policy**	100% compliant with Government Security Policy. 0% Errors in accordance to the Organisation's security requirements. 100% notification within: - 24 hours for any minor breaches for example the loss of a document. - 1 hour for a major breach for example theft or a break-in.	The Supplier will provide a resolution report and improvement plan, with corrective actions taken to prevent re-occurrence.

PI 9	**Provision of Management Information**	100% reporting of all defined management information reports, electronically, on a daily, weekly, monthly and ad hoc basis (as agreed with the Organisation)	The Supplier will provide a resolution report and improvement plan, with corrective actions taken to ensure the timely provision or accurate management information.
PI 10	**IT System Faults**	100% of system faults resolved as follows: P1 within 2 operational hours P2 within 4 operational hours P3 within 5 business days P4 within 15 business days 100% immediate notification on all system failure 100% notification on all system repair or maintenance due to take place within 2 weeks. 100% of system incidents to be communicated as follows: P1 Immediate P2 within 10 Minutes P3 within 8 Hours P4 within 3 Days	The Supplier will provide a resolution report, for incidents and improvement plan, with corrective actions taken to ensure a timely response to HM Passport Office requests
PI 11	**Accuracy checks**	100% of cases receiving an accuracy check, conducted by the Embedded Civil Service Team, to contain no errors. This includes, but is not limited to, checks on: • accuracy of document registration • accuracy of validation outcome • accuracy of scanning	The Supplier will provide a resolution report, and improvement plan with corrective actions taken to prevent re-occurrence

PI 12	**Correctly 'failed' cases**	100% of cases referred to the Embedded Civil Servant Team to have been appropriately failed. That is, the expected validation checks have been correctly applied by the Supplier prior to the 'failed' case being referred by the HM Passport Office system (DAP) to the Embedded Civil Servant Team	The Supplier will provide a resolution report, and improvement plan with corrective actions taken to prevent re-occurrence