Schedule 10 (Service Levels)

1. Definitions
	1. In this Schedule, the following words shall have the following meanings and they shall supplement Schedule 1 (Definitions):

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| "Critical Service Level Failure" | has the meaning given to it in the Award Form; |
| "Service Credits" | any service credits specified in the Annex to Part A of this Schedule being payable by the Supplier to the Buyer in respect of any failure by the Supplier to meet one or more Service Levels; |
| "Service Credit Cap" | has the meaning given to it in the Award Form; |
| "Service Level Failure" | means a failure to meet the Service Level Performance Measure in respect of a Service Level; |
| "Service Level Performance Measure" | shall be as set out against the relevant Service Level in the Annex to Part A of this Schedule; and |
| "Service Level Threshold" | shall be as set out against the relevant Service Level in the Annex to Part A of this Schedule. |

1. What happens if you don’t meet the Service Levels
	1. The Supplier shall at all times provide the Deliverables to meet or exceed the Service Level Performance Measure for each Service Level.
	2. The Supplier acknowledges that any Service Level Failure shall entitle the Buyer to the rights set out in Part A of this Schedule including the right to any Service Credits and that any Service Credit is a price adjustment and not an estimate of the Loss that may be suffered by the Buyer as a result of the Supplier’s failure to meet any Service Level Performance Measure.
	3. The Supplier shall send Performance Monitoring Reports to the Buyer detailing the level of service which was achieved in accordance with the provisions of Part B (Performance Monitoring) of this Schedule.
	4. A Service Credit shall be the Buyer’s exclusive financial remedy for a Service Level Failure except where:
		1. the Supplier has over the previous (twelve) 12 Month period exceeded the Service Credit Cap; and/or
		2. the Service Level Failure:
			1. exceeds the relevant Service Level Threshold;
			2. has arisen due to a Prohibited Act or wilful Default by the Supplier;
			3. results in the corruption or loss of any Government Data; and/or
			4. results in the Buyer being required to make a compensation payment to one or more third parties; and/or
		3. the Buyer is also entitled to or does terminate this Contract pursuant to Clause 14.4 of the Core Terms (When the Buyer can end the contract).
	5. Not more than once in each Contract Year, the Buyer may, on giving the Supplier at least three (3) Months’ notice, change the weighting of Service Level Performance Measure in respect of one or more Service Levels and the Supplier shall not be entitled to object to, or increase the Charges as a result of such changes, provided that:
		1. the total number of Service Levels for which the weighting is to be changed does not exceed the number applicable as at the Start Date;
		2. the principal purpose of the change is to reflect changes in the Buyer's business requirements and/or priorities or to reflect changing industry standards; and
		3. there is no change to the Service Credit Cap.
2. Critical Service Level Failure

On the occurrence of a Critical Service Level Failure:

* 1. any Service Credits that would otherwise have accrued during the relevant Service Period shall not accrue; and
	2. the Buyer shall (subject to the Service Credit Cap) be entitled to withhold and retain as compensation a sum equal to any Charges which would otherwise have been due to the Supplier in respect of that Service Period ("**Compensation for Critical Service Level Failure**"),

provided that the operation of this Paragraph 3 shall be without prejudice to the right of the Buyer to terminate this Contract and/or to claim damages from the Supplier for material Default.

Part A: Service Levels and Service Credits

1. Service Levels

If the level of performance of the Supplier:

* 1. is likely to or fails to meet any Service Level Performance Measure; or
	2. is likely to cause or causes a Critical Service Failure to occur,

the Supplier shall immediately notify the Buyer in writing and the Buyer, in its absolute discretion and without limiting any other of its rights, may:

* + 1. require the Supplier to immediately take all remedial action that is reasonable to mitigate the impact on the Buyer and to rectify or prevent a Service Level Failure or Critical Service Level Failure from taking place or recurring;
		2. instruct the Supplier to comply with the Rectification Plan Process;
		3. if a Service Level Failure has occurred, deduct the applicable Service Level Credits payable by the Supplier to the Buyer; and/or
		4. if a Critical Service Level Failure has occurred, exercise its right to Compensation for Critical Service Level Failure (including the right to terminate for material Default).
1. Service Credits
	1. The Buyer shall use the Performance Monitoring Reports supplied by the Supplier to verify the calculation and accuracy of the Service Credits, if any, applicable to each Service Period.
	2. Service Credits are a reduction of the amounts payable in respect of the Deliverables and do not include VAT. The Supplier shall set-off the value of any Service Credits against the appropriate invoice in accordance with calculation formula in the Annex to Part A of this Schedule.

Annex A to Part A: Service Levels and Service Credits Table

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| **KPI number** | **Title**  | **Key Performance Indicator** | **Target** | **Service Level Threshold** | **Service Credit** | **Measurement Methodology** |
| **1** | **Level Accuracy Survey: Annual Test (Routine work)** | Level Surveying to be carried out every 12 months on all fixed dynamic weighbridges in use for Enforcement. | Annual Survey per site | 100% | 0.2% | Supplier to provide an activity log detailing a rolling 12 month schedule, on a monthly basis. Schedule to include 12 monthly historic data per site. |
| **2** | **Level Accuracy Survey:Remedial work and re-survey required(Routine work)**  | If during the Routine Annual Level Accuracy Survey, remedial work and a re-survey are required; these are to be carried out within 8 working days of the date of any failed level accuracy survey; where work being carried out, isn't a major repair. And not more than 4 weeks in advance of the verification test. | 8 working days of failure | 100% | 0.2% | Supplier to provide an incident report and activity log detailing MI such as; failed survey date, remedial work dates, re-surveys, parts replaced, completion dates, and a breakdown of costs per site.  |
| **3** | **Level Accuracy Surveys: Faults/Breakdowns(Non-Routine work)** | Level accuracy surveys are to be carried out with-in 12 working days of the reported fault. | 12 working days of the reported fault | 100% | 0.2% | Supplier to provide an incident report and activity log detailing MI such as: when requests received, additional level survey dates , DVSA staff member who reported the fault, completion dates. |
| **4** | **Level Accuracy Survey Certification(Routine work)** | Levels Survey & Statement of Witness to be emailed to site and copied to Trading Standards Officer. MI to show data with a survey reference number, so that CM can request the certificate when required | Level Survey & Statement of Witness to be emailed within 15 working days of Level Survey | 100% | 0.2% | Supplier to provide evidence that each site is compliant with the level requirements in the Consolidated Code of Practice and DVSA Policy |
| **5** | **Helpline and Call out Service for Breakdown and RepairAttendance timeline(Non-Routine work)** | ***Attend*** site within 2 working days of any reported equipment fault/breakdown. | 2 working days | 100% | 0.2% | Supplier to provide an activity log detailing MI such as when requests were received and attendance on site. |
| **6** | **Helpline and Call out Service for Breakdown and RepairRepair timeline(Non-Routine work)** | ***Repairs*** to equipment to be ***completed*** within 8 working days of a *reported fault*/breakdown | 8 working days | 100% | 0.2% | Supplier to provide an incident report and activity log detailing MI which should include completion dates. |
| **7** | **Helpline and Call out Service for Breakdown and RepairVerification timeline** | Suppliers to arrange attendance of a Weights and Measures Inspector to reverify any equipment within 15 working days of the reported fault/breakdown. | 15 working days | 100% | 0.2% | Supplier to provide an activity log detailing MI which should include completion dates. |
| **8** | **Downtime** | Supplier to provide a 98% availability of the network all times | All times | 100% | 0.2% | Supplier’s MI will provide independently validated information on system availability.  |
| **9** | **Calibration & Verifications**  | Verifications to be carried out every 6 months on all fixed weighbridges in use for Enforcement. | 6 months | 100% | 0.2% | Supplier to provide an activity log detailing a rolling 12-month schedule, on a monthly basis. Schedule to include 12 monthly historic data per site. |
| **10** | **Calibration & Verifications**  | Verifications to be carried out on IVA sites every 12 months | 12 months | 100% | 0.2% | Supplier to provide an activity log detailing a rolling 12-month schedule, on a monthly basis. Schedule to include 12 monthly historic data per site. |
| **11** | **Social Value** | Milestones described in ‘K280021986 Schedule 10 Annex A – Social Value Milestones’ will be met  | 12 Months | 90% | 0.2% | Supplier to provide a report on status against milestones on an annual basis.  |

The Service Credits shall be calculated on the basis of the following formula:

Worked example:

• The Service Level Threshold (Suppliers target) for KPI No. 8 (Downtime) is 100%

• The Service Level Performance Measure (Suppliers achievement) is 98%

• The Service Credit for KPI No. 8 is x 0.2%

Calculation: 100% - 98% = 2% x 0.2% = 0.4% of the charges that month, payable to the DVSA as a service credit, to be deducted from the next valid Invoice, payable by the supplier.

A service credit cap of 5% will apply to each KPI per 12-month rolling period.

Part B: Performance Monitoring

1. Performance Monitoring and Performance Review
	1. Within twenty (20) Working Days of the Start Date the Supplier shall provide the Buyer with details of how the process in respect of the monitoring and reporting of Service Levels will operate between the Parties and the Parties will endeavour to agree such process as soon as reasonably possible.
	2. The Supplier shall provide the Buyer with performance monitoring reports ("**Performance Monitoring Reports**") in accordance with the process and timescales agreed pursuant to Paragraph 1.1 of Part B of this Schedule which shall contain, as a minimum, the following information in respect of the relevant Service Period just ended:
		1. for each Service Level, the actual performance achieved over the Service Level for the relevant Service Period;
		2. a summary of all failures to achieve Service Levels that occurred during that Service Period;
		3. details of any Critical Service Level Failures;
		4. for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
		5. the Service Credits to be applied in respect of the relevant period indicating the failures and Service Levels to which the Service Credits relate; and
		6. such other details as the Buyer may reasonably require from time to time.
	3. The Parties shall attend meetings to discuss Performance Monitoring Reports ("**Performance Review Meetings**") on a Monthly basis. The Performance Review Meetings will be the forum for the review by the Supplier and the Buyer of the Performance Monitoring Reports. The Performance Review Meetings shall:
		1. take place within one (1) week of the Performance Monitoring Reports being issued by the Supplier at such location and time (within normal business hours) as the Buyer shall reasonably require;
		2. be attended by the Supplier's Representative and the Buyer’s Representative; and
		3. be fully minuted by the Supplier and the minutes will be circulated by the Supplier to all attendees at the relevant meeting and also to the Buyer’s Representative and any other recipients agreed at the relevant meeting.
	4. The minutes of the preceding Month's Performance Review Meeting will be agreed and signed by both the Supplier's Representative and the Buyer’s Representative at each meeting.
	5. The Supplier shall provide to the Buyer such documentation as the Buyer may reasonably require in order to verify the level of the performance by the Supplier and the calculations of the amount of Service Credits for any specified Service Period.
2. Satisfaction Surveys
	1. The Buyer may undertake satisfaction surveys in respect of the Supplier's provision of the Deliverables. The Buyer shall be entitled to notify the Supplier of any aspects of their performance of the provision of the Deliverables which the responses to the Satisfaction Surveys reasonably suggest are not in accordance with this Contract.