

Call-Off Schedule 14 (Service Levels)

1. Definitions

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

"Critical Service Level Failure"	has the meaning given to it in the Order 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 Order 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.

2. What happens if you don't meet the Service Levels

- 2.1 The Supplier shall at all times provide the Deliverables to meet or exceed the Service Level Performance Measure for each Service Level.
- 2.2 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.
- 2.3 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.

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- 2.4 A Service Credit shall be the Buyer's exclusive financial remedy for a Service Level Failure except where:
- 2.4.1 the Supplier has over the previous (twelve) 12 Month period exceeded the Service Credit Cap; and/or
- 2.4.2 the Service Level Failure:
- (a) exceeds the relevant Service Level Threshold;
 - (b) has arisen due to a Prohibited Act or wilful Default by the Supplier;
 - (c) results in the corruption or loss of any Government Data; and/or
 - (d) results in the Buyer being required to make a compensation payment to one or more third parties; and/or
- 2.4.3 the Buyer is otherwise entitled to or does terminate this Contract pursuant to Clause 10.4 (CCS and Buyer Termination Rights).
- 2.5 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:
- 2.5.1 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;
- 2.5.2 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
- 2.5.3 there is no change to the Service Credit Cap.

3. Critical Service Level Failure

On the occurrence of a Critical Service Level Failure:

- 3.1 any Service Credits that would otherwise have accrued during the relevant Service Period shall not accrue; and
- 3.2 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

4. Service Levels

If the level of performance of the Supplier:

4.1 is likely to or fails to meet any Service Level Performance Measure; or

4.2 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:

4.2.1 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;

4.2.2 instruct the Supplier to comply with the Rectification Plan Process;

4.2.3 if a Service Level Failure has occurred, deduct the applicable Service Level Credits payable by the Supplier to the Buyer; and/or

4.2.4 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).

5. Service Credits

5.1 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.

5.2 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 in accordance with the calculation formula in the Annex to Part A of this Schedule.

5.3 The Service Levels in Annex A with "N/A" against them have been waived by the Buyer with the understanding that these can be reinstated (with one month's prior written notice) where deemed appropriate as a response to Service Level issues, and where reinstated that they will only start applying from the date of expiration of such notice (and without retroactive effect).

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

	Criterion	#	Service Level Performance Measure	Service Level Threshold	Service Credit	Required in Performance Monitoring Report?
1	Service available for processing transactions over all channels measured over 1 month – scheduled maintenance is NOT excluded from this calculation	Continuous	99.99%	98%	N/A	Yes
2	Authorisation time applicable for each Supplier – excluding network transit times, and other Supplier times in the authorisation chain	Continuous	95% within 250 msec	90%	N/A	Yes
3	Gross Settlement value is received in the Buyer's bank accounts in accordance with the following: Settlement value: <£25k – T + 3 Working Days Settlement Value: >£25k – T + 1 Working Days Where T is the transaction date.	Event	100% (zero missed days)	No more than three (3) failures in one Service Period	N/A	Yes
4	Secure download of settlement data (whether gross or net settlement) to the Buyer to include at least all debits and credits and any other information as agreed between the Supplier and	Event	100% (zero missed days)	No more than three (3) failures in one Service Period	N/A	Yes

Framework Ref: RM6118 – Payment Acceptance

Government Banking Service

Project Version: v1.0

Model Version: v3.1

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	the Buyer before 07.00 UK time					
5	Help desk standard availability	Continuous	24 hours per day (7 days/week/36 5 (6) days of the year)	N/A	N/A	Yes
6	Support response – level 1 issue – Buyer unable to transact – Supplier to state other supported issue levels	Event	30 minutes	N/A	N/A	Yes
7	In the event that Supplier systems fail so that payment processing is not possible the Recovery Time Objective is less than one minute	Event	100%	N/A	N/A	N/A
8	In the event that Supplier systems fail so that payment processing is not possible the Recovery Point Objective on restoration of payment processing availability is 'no data loss'	Event	100%	N/A	N/A	N/A
9	Support response – business and account	Event	0.5 day	N/A	N/A	N/A
10	Buyer own equipment connect	Event	7 days	N/A	N/A	N/A
11	Provision of replacement equipment	Event	1 day	N/A	N/A	N/A
12	MID/TID set-up and other Buyer Identifiers	Event	5 days	N/A	N/A	N/A
13	Test account set-up	Event	5 days	N/A	N/A	N/A

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14	Bulk detokenisation on termination	Event	2 weeks	N/A	N/A	N/A
15	Time data is kept real-time available before archive or secondary storage	Event	1 year	N/A	N/A	N/A
16	Time to access and make available data from archive or secondary storage	Event	1 day	N/A	N/A	N/A
17	Audited system changes by supplier and CA available for time period	Event	2 years	N/A	N/A	N/A
18	Secure access required by the Buyer to Supplier's other reports, data, management information and administrative functions (excluding settlement data, see above) measured over 1 month – scheduled maintenance is NOT excluded from this calculation	Continuous	99.80%	N/A	N/A	N/A
19	Supplier's scheduled maintenance and upgrade periods shall ensure that at least one of Supplier's payment processing systems remains fully operational and capable of processing peak transaction volumes applicable to that maintenance and upgrade periods and Buyer shall be made aware of these periods at	Event	100%	N/A	N/A	N/A

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	least one month in advance by email or other electronic communication					
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Part B: Performance Monitoring

6. Performance Monitoring and Performance Review

- 6.1 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.
- 6.2 The Supplier shall provide the Buyer with performance monitoring reports ("**Performance Monitoring Reports**") in accordance with the process and timescales agreed pursuant to paragraph 6.1 of Part B of this Schedule which shall contain, as a minimum, the following information in respect of the relevant Service Period just ended:
 - 6.2.1 for each Service Level, the actual performance achieved over the Service Level for the relevant Service Period;
 - 6.2.2 a summary of all failures to achieve Service Levels that occurred during that Service Period;
 - 6.2.3 details of any Critical Service Level Failures;
 - 6.2.4 for any repeat failures, actions taken to resolve the underlying cause and prevent recurrence;
 - 6.2.5 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
 - 6.2.6 such other details as the Buyer may reasonably require from time to time.
- 6.3 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:
 - 6.3.1 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;
 - 6.3.2 be attended by the Supplier's Representative and the Buyer's Representative; and
 - 6.3.3 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.

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- 6.4 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.
- 6.5 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.

7. Satisfaction Surveys

- 7.1 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.

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