

Schedule 3

Performance Levels

Schedule 3: Performance Levels

1 Definitions

1.1 In this Schedule, the following definitions shall apply:

“ACR Scale”	the "Absolute Category Ranking" rating scale, which is the most commonly used rating scale for measuring telephony service quality using a "Mean Opinion Score" (MOS) approach;
"Agent"	has the meaning given in Schedule 2 (<i>Services Description</i>);
“Asset Register”	those elements of the Registers that are to be maintained by the Supplier during the Term that are described in Paragraph 2.1.1 of Schedule 25 (Exit Management);
“Assigned”	that a Service Incident has been assigned to the relevant resolver group in DWP Place;
“Available”	has the meaning given in Paragraph 1.1 of Part B of Annex 1;
“Business Critical Application”	those applications listed in DWP Place and classified as "Business Critical" based on the scoring via the SCF. DCCC is the Business Critical Application for this Contract;
“Business Critical Output”	<p>The Business Critical Outputs for the purposes of this Contract (as at the first Operational Service Commencement Date) will be agreed between the Parties during the "Discovery and Design" Phase of Implementation, and may be amended with the agreement of both Parties from time to time. They will include but are not limited to:-</p> <ul style="list-style-type: none">• BACS Payment Files;• Overseas Payment Files relating to Authority customers living outside the UK;• Faster Payments;

“Business Critical Services”

for the purposes of this definition, a "service" may comprise a combination of "components" e.g.: application software, databases, operating systems and middleware, hardware, telephony, data communications and interfaces to/from other services or applications, that represents all or part of the totality of the IT Environment.

A Business Critical Service is a service that is comprised of:

- any component or combination of components which are dependent on Business Critical Applications; and/or
- any element of a business service module of any application identified as a Business Critical Application.

The Business Critical Services for the purposes of this Contract (as at the first Operational Service Commencement Date) will be confirmed by the Authority during the "Discovery and Design" Phase of Implementation, and may be amended by the Authority from time to time through updates made to the Authority's "Incident Management framework" (as referred to in Schedule 2 (*Services Description*)). As an example (but without limitation) a Business Critical Service could be the WFM or Survey Service (as defined in Schedule 2 (*Services Description*)) (or any other core components described in Paragraphs 4 to 10 of Schedule 2 (*Services Description*));

"Business Group"

has the meaning given in Schedule 2 (*Services Description*);

"DCCC"

has the meaning given in Schedule 2 (*Services Description*);

"DWP Place"

has the meaning given to it in Schedule 2 (*Services Description*);

“End User”

any person authorised by the Authority to use the IT Environment and/or the Services;

"Feature Release"

the rollout of new or updated functionalities within an existing product;

"Help Desk"	the single point of contact help desk set up and operated by the Supplier for the purposes of this Contract;
"Historical Reporting Service"	has the meaning given in Schedule 2 (<i>Services Description</i>);
"Key Site"	<p>any site delivering or supporting the Authority's business that comprises more than 200 users and also includes (but not restricted to):</p> <ul style="list-style-type: none">• all Pension Centres;• all Disability Benefit Centres;• any site that presents a single point of failure for any service to citizens;• any Contact centre;• any CMG centre;• any site that is then-currently identified by the Authority as a VIP site;• any campus or complex;• any site that has requested active resilience;• any Benefit Delivery Centre; and• any Datacentres. <p>A complete list of DWP sites and the associated users at each site, which will also identify which sites are "Key Sites", will be populated and available within DWP Place and will be subject to updating by the Authority from time to time;</p>
"Major Incident"	has the meaning given in Schedule 2 (<i>Services Description</i>);
"Non-Available"	in relation to the IT Environment or the Services, that the IT Environment or the Services are not Available;
"Non-Standard Service Request"	has the meaning given in Schedule 2 (<i>Services Description</i>);
"Performance Failure Relief Claim"	has the meaning given in Paragraph 1.2.10 of Part B;

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“Performance Monitoring Report”	has the meaning given in Paragraph 1.1.1 of Part B;
“Performance Review Meeting”	the regular meetings between the Supplier and the Authority to manage and review the Supplier's performance under this Contract, as further described in Paragraph 1.5 of Part B;
"Problem"	has the meaning given in Schedule 2 (<i>Services Description</i>). Problems are classified and prioritised according to their business impact and urgency, and are given a priority level (i.e. "Critical"/"P1", "High"/"P2", "Moderate"/"P3" or "Low"/"P4") in accordance with the Authority's Problem Management policies and procedures as referred to in Paragraph 12.5 of Schedule 2 (<i>Services Description</i>);
"Project Work Request" or "PWR"	has the meaning given in Schedule 2 (<i>Services Description</i>);
“Repeat KPI Failure”	has the meaning given in Paragraph 3.1 of Part A;
"Resolved" or "Resolution"	has the meaning given in Paragraph 3.1 of Part B of Annex 1 to this Schedule;
"Root Cause Analysis"	has the meaning given in Schedule 2 (<i>Services Description</i>);
"Root Cause Analysis Reports"	has the meaning given in Schedule 2 (<i>Services Description</i>);
“Satisfaction Survey”	has the meaning given in Paragraph 4.1 of Part B of Annex 1;
“Secondary Application”	all remaining applications, services and outputs not specified as a Business Critical Application or with 'Key' status are referred to as having secondary status. Those applications services and outputs having 'Key' status for the purposes of this Contract (as at the first Operational Service Commencement Date) will be confirmed by the Authority to the Supplier during the "Discovery and Design" Phase of Implementation, and may be amended by the Authority from time to time through updates made to the Authority's

	"Incident Management framework" (as referred to in Schedule 2 (<i>Services Description</i>));
"Secondary Service"	all remaining applications, services and outputs not specified as either a Business Critical Service or with 'Key' status are referred to as having secondary status Those applications services and outputs having 'Key' status for the purposes of this Contract (as at the first Operational Service Commencement Date) will be confirmed by the Authority to the Supplier during the "Discovery and Design" Phase of Implementation, and may be amended by the Authority from time to time through updates made to the Authority's "Incident Management framework" (as referred to in Schedule 2 (<i>Services Description</i>));
"Secondary Site"	any site delivering or supporting the Authority's business that is not a Key Site. A complete list of sites and the associated users at each site will be populated and available within DWP Place and will be subject to updating by the Authority from time to time;
"Service Availability"	has the meaning given in Paragraph 2 of Part B of Annex 1;
"Service Catalogue"	has the meaning given in Schedule 2 (<i>Services Description</i>);
"Service Criticality Framework" or "SCF"	an objective assessment of every operational and pre-operational technical service in DWP Place. For this Contract, DCCC would be the technical service in DWP Place. All operational technical services are assessed and ranked and given a score. Those that score highly such as DCCC will be classed as a Business Critical Application;
"Service Downtime"	any period of time during which any of the Services are not Available; and
"Service Request"	has the meaning given in Schedule 2 (<i>Services Description</i>).

Part A: Performance Indicators and Service Credits

1 Performance Indicators

- 1.1 Annex 1 sets out the Key Performance Indicators and Subsidiary Performance Indicators which the Parties have agreed shall be used to measure the performance of the Services and Social Value 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 Points, and therefore Service Credits, shall accrue for any KPI Failure and shall be calculated in accordance with Paragraphs 2, 3 and 5.

2 Service Points

- 2.1 If the level of performance of the Supplier during a Service Period achieves the Target Performance Level in respect of a Key Performance Indicator, no Service Points shall accrue to the Supplier in respect of that Key Performance Indicator.
- 2.2 If the level of performance of the Supplier during a Service Period is below the Target Performance Level in respect of a Key Performance Indicator, Service Points shall accrue to the Supplier in respect of that Key Performance Indicator as set out in Paragraph 2.3.
- 2.3 The number of Service Points that shall accrue to the Supplier in respect of a KPI Failure shall be the applicable number as set out in Annex 1 depending on whether the KPI Failure is a Minor KPI Failure, a Serious KPI Failure or a Severe KPI Failure, unless the KPI Failure is a Repeat KPI Failure when the provisions of Paragraph 3.2 shall apply.

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 The number of Service Points that shall accrue to the Supplier in respect of a KPI Failure that is a Repeat KPI Failure shall be calculated as follows:

$$\mathbf{SP = P \times 2}$$

where:

SP = the number of Service Points that shall accrue for the Repeat KPI Failure; and

P = the applicable number of Service Points for that KPI Failure as set out in Annex 1 depending on whether the Repeat KPI Failure is a Minor KPI

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Failure, a Serious KPI Failure, a Severe KPI Failure or a failure to meet the KPI Service Threshold.

Worked example based on the following Service Points regime for KPI 1: Supplier System Availability – Core platform:

Service Availability Severity Levels	Service Points
Target Performance Level: 99.99% or above	0
Minor KPI Failure: 99.86% to 99.98%	1
Serious KPI Failure: 99.73% to 99.85%	2
Severe KPI Failure: 99.60% to 99.72%	3
KPI Service Threshold: below 99.60%	4

Example 1:

If the Supplier achieves Service Availability of 99.91% in a given Measurement Period, it will incur a Minor KPI Failure for Service Availability in that Measurement Period and accordingly accrue 1 Service Point. If, in the next Measurement Period, it achieves Service Availability of 99.71%, it will incur a Severe KPI Failure and accordingly accrue 3 Service Points, but as the failure is a Repeat Failure, this amount is doubled and so the Supplier will incur 6 Service Points for the failure (i.e. $SP = 3 \times 2$). If in the next Measurement Period it achieves Service Availability of 99.71%, the Supplier will again incur 6 Service Points.

Example 2:

If the Supplier achieves Service Availability of 99.62% in a given Measurement Period, it will incur a Severe KPI Failure for Service Availability in that Measurement Period and accordingly accrue 3 Service Points. If, in the next Measurement Period, it achieves Service Availability of 99.89%, it will incur a Minor KPI Failure and accordingly accrue 1 Service Point, but as the failure is a Repeat Failure, this amount is doubled and so the Supplier will incur 2 Service Points for the failure (i.e. $SP = 1 \times 2$). If in the next Measurement Period it achieves Service Availability of 99.62%, the Supplier will incur 6 Service Points.

Related KPI Failures

- 3.3 In respect of any KPI Failures that can be demonstrably shown (to the Authority's reasonable satisfaction) to relate to the same root cause as set out in the relevant Root Cause Analyses, the Supplier shall only incur the Service Points associated with the largest calculated Service Point value when the relevant KPI Failures are compared to each other, and the Service Points associated with the other KPI Failure shall be disregarded. In the event that more than one KPI Failure has the same largest calculated Service Point value, the relevant KPI that appears first in the table in Paragraph 1 of Part A

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of Annex 1 shall be the KPI Failure that is applied pursuant to this Paragraph 3.3.

- 3.4 For the avoidance of doubt, all KPI Failures must appear within the Performance Monitoring Reports for the specified Service Period, and by definition each KPI Failure requires an associated Root Cause Analysis.

4 Permitted Maintenance

- 4.1 The Supplier shall be allowed to book Service Downtime for Permitted Maintenance between the hours of 2100 and 0600. All requests for Service Downtime to conduct Permitted Maintenance must follow the Operational Change Process as referred to in Schedule 2 (*Services Description*).
- 4.2 The Authority may move to 24x7 operation in the future for Self-Serve (as that term is defined in Schedule 2 (*Services Description*)), and if so the Authority may be prepared to accept changes to the required levels of capacity/resiliency/redundancy to allow maintenance activities to take place, however any such changes (if required by the Authority) would only be effective if and when agreed in accordance with the Change Control Procedure.

5 Service Credits

- 5.1 Paragraph 3 of Part C of Schedule 15 (*Charges and Invoicing*) sets out the mechanism by which Service Points shall be converted into Service Credits.
- 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:
- 1.1.1 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
 - 1.1.2 a report created by the Supplier 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

- 1.2.1 for each Key Performance Indicator and Subsidiary Performance Indicator, the actual performance achieved over the Service Period, and that achieved over the previous eleven (11) Service Periods;
- 1.2.2 trend analysis, and recommendations for improvement in reference to Performance Indicator performance;
- 1.2.3 a summary of all Performance Failures that occurred during the Service Period;
- 1.2.4 the severity level of each KPI Failure which occurred during the Service Period and whether each PI Failure which occurred during the Service Period fell below the PI Service Threshold;
- 1.2.5 which Performance Failures remain outstanding and progress in resolving them;
- 1.2.6 for any Material KPI Failures or Material 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;
- 1.2.7 the status of any outstanding Rectification Plan processes, including:
 - (i) whether or not a Rectification Plan has been agreed; and

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- (ii) where a Rectification Plan has been agreed, a summary of the Supplier's progress in implementing that Rectification Plan;
- 1.2.8 for any Repeat Failures, actions taken to resolve the underlying cause and prevent recurrence;
- 1.2.9 the number of Service Points awarded in respect of each KPI Failure;
- 1.2.10 in relation to any Performance Failure, details (if applicable) of (i) any proposal by the Supplier to apply Paragraph 3.3 of Part A above in respect of that Performance Failure and/or (ii) any relevant Relief Notice or Force Majeure Notice that has been submitted by the Supplier in accordance with the relevant provisions of the Contract in connection with that Performance Failure, each a "**Performance Failure Relief Claim**";
- 1.2.11 the Service Credits to be applied, indicating the KPI Failure(s) to which the Service Credits relate;
- 1.2.12 the conduct and performance of any agreed periodic tests that have occurred, such as the annual failover test of the Service Continuity Plan;
- 1.2.13 relevant particulars of any aspects of the Supplier's performance which fail to meet the requirements of this Contract;
- 1.2.14 such other details as the Authority may reasonably require from time to time; and

Information in respect of previous Service Periods

- 1.2.15 a rolling total of the number of Performance Failures that have occurred over the past twelve (12) Service Periods;
- 1.2.16 the amount of Service Credits that have been incurred by the Supplier over the past twelve (12) Service Periods;
- 1.2.17 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

- 1.2.18 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 an online accessible dashboard and, as a minimum, shall contain a high level summary

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of the Supplier's performance over the relevant Service Period, including details of the following:

- 1.3.1 financial indicators;
 - 1.3.2 delivery indicators including the Target Performance Levels achieved;
 - 1.3.3 behavioural and engagement indicators;
 - 1.3.4 performance against its obligation to pay its Sub-contractors within thirty (30) days of receipt of an undisputed invoice;
 - 1.3.5 performance against its obligation to pay its Unconnected Sub-contractors within sixty (60) days of receipt of an invoice;
 - 1.3.6 Milestone trend chart, showing performance of the overall programme;
 - 1.3.7 innovation indicators;
 - 1.3.8 sustainability indicators, for example net zero carbon, waste minimisation or performance to support a circular economy; and
 - 1.3.9 Social Value (as applicable).
- 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):
- 1.5.1 take place within 5 Working Days of the Performance Monitoring Report being issued by the Supplier;
 - 1.5.2 take place at such location and time (within normal business hours) as the Authority shall reasonably require (unless otherwise agreed in advance);
 - 1.5.3 be attended by the Supplier Representative and the Authority Representative; and
 - 1.5.4 without prejudice to the operation of the relevant provisions of the Contract, review any Performance Failure Relief Claims, however approval of any Performance Failure Relief Claims shall be at the sole discretion of the Authority acting in accordance with the terms of the Contract, and the Authority which may elect to reduce, in whole or in part, the associated Service Points.

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- 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.
- 1.7 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 will be reflected in the Balanced Scorecard Report. The subject matter of Satisfaction Surveys may include:
 - 1.7.1 the assessment of the Supplier’s performance by the End Users against the agreed Key Performance Indicators and Subsidiary Performance Indicators; and/or
 - 1.7.2 other suggestions for improvements to the Services.
- 1.8 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.

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 twelve (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 (as well as historic Performance Monitoring Reports and historic Balanced Scorecard Reports) 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

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

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Annex 1: Key Performance Indicators and Subsidiary Performance Indicators

Part A: Key Performance Indicators and Subsidiary Performance Indicators Tables

1 Key Performance Indicators

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

No	Key Performance Indicator Title	Definition	Measurement Frequency	Measurement Window	Severity Levels	Service Points	Publishable Performance Information:
KPI 1	Supplier System Service Availability - Platform	The platform is Available to receive incoming calls, make outbound calls (including outbound dialler) and route calls to appropriate Business Groups, Agents and skill groups (as referred to in Paragraph 4.14 of Schedule 2 (<i>Service Description</i>)), in accordance with the applicable Authority Requirements.	Monthly (i.e. in respect of each Service Period)	Monday to Friday 07:00 to 21:00 Saturday, Sunday & Bank Holidays 07:00 to 17:15	Target Performance Level: 99.99% or above	0	YES
					Minor KPI Failure: 99.86% to 99.98%	1	
					Serious KPI Failure: 99.73% to 99.85%	2	
					Severe KPI Failure: 99.60% to 99.72%	3	
					KPI Service Threshold: below 99.60%	4	
KPI 2	Supplier System Service Availability -	The platform is Available for inbound and outbound calls from and to authorised	Monthly	Monday to Friday 07:00 to 21:00	Target Performance Level: 99.99% or above	0	NO
					Minor KPI Failure: 99.86% to 99.98%	1	

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	Call Recording and Playback	Business Group personnel to be recorded in their entirety, and for all Voice Recordings (as defined in Schedule 2 (Services Description)) to be indexed and retrieved by Business Group authorised personnel, all in accordance with the applicable Authority Requirements.		Saturday, Sunday & Bank Holidays 07:00 to 17:15	Serious KPI Failure: 99.73% to 99.85%	2	
					Severe KPI Failure: 99.60% to 99.72%	3	
					KPI Service Threshold: below 99.60%	4	
KPI 3	Supplier System Service Availability - WebChat	Service Availability of the Web Chat Application (as defined in Schedule 2 (Services Description)) in accordance with the applicable Authority Requirements	Monthly	Monday to Friday 07:00 to 21:00 Saturday, Sunday & Bank Holidays 07:00 to 17:15	Target Performance Level: 99.99% or above	0	NO
					Minor KPI Failure: 99.86% to 99.98%	1	
					Serious KPI Failure: 99.73% to 99.85%	2	
					Severe KPI Failure: 99.60% to 99.72%	3	
					KPI Service Threshold: below 99.60%	4	
KPI 4	Supplier System Service Availability - WFM	Service Availability of the WFM application (as defined in Schedule 2 (Services Description)) in accordance with the	Monthly	Monday to Friday 07:00 to 21:00 Saturday, Sunday &	Target Performance Level: 99.90% or above	0	NO
					Minor KPI Failure: 99.80% to 99.89%	1	
					Serious KPI Failure: 99.70% to 99.79%	2	

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		applicable Authority Requirements		Bank Holidays 07:00 to 17:15	Severe KPI Failure: 99.60% to 99.69%	3	
					KPI Service Threshold: below 99.60%	4	
KPI 5	Supplier System Service Availability - Real-Time Reporting	Service Availability of the Real Time Reporting Service in accordance with the applicable Authority Requirements	Monthly	Monday to Friday 07:00-21:00 Saturday, Sunday & Bank Holidays 07:00 to 17:15	Target Performance Level: 99.90% or above	0	NO
					Minor KPI Failure: 99.80% to 99.89%	1	
					Serious KPI Failure: 99.70% to 99.79%	2	
					Severe KPI Failure: 99.60% to 99.69%	3	
					KPI Service Threshold: below 99.60%	4	
KPI 6	Supplier System Service Availability - Historical Reporting	Service Availability of the Historical Reporting Service (as defined in Schedule 2 (<i>Services Description</i>)) in accordance with the applicable Authority Requirements	Monthly	Monday to Friday 07:00 to 21:00 Saturday, Sunday & Bank Holidays 07:00 to 17:15	Target Performance Level: 99.90% or above	0	NO
					Minor KPI Failure: 99.80% to 99.89%	1	
					Serious KPI Failure: 99.70% to 99.79%	2	
					Severe KPI Failure: 99.60% to 99.69%	3	
					KPI Service Threshold: below 99.60%	4	
KPI 7	Supplier System Service Availability -	Service Availability of the Survey Service (as defined in Schedule 2 (<i>Services Description</i>))	Monthly	Monday to Friday 07:00 to 21:00	Target Performance Level: 99.5%	0	NO
					Minor KPI Failure: 99.4% to 99.49%	1	

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	Survey Service	in accordance with the applicable Authority Requirements		Saturday, Sunday & Bank Holidays 07:00 to 17:15	Serious KPI Failure: 99.30% to 99.39%	2	
					Severe KPI Failure: 99.20% to 99.29%	3	
					KPI Service Threshold: below 99.20%	4	
KPI 8	Severity 1 Service Incident Resolution	Severity 1 Service Incidents Assigned to the Supplier that are Resolved within two (2) hours of being Assigned to the Supplier.	Monthly	24x7x365(or 366, if applicable)	Target Performance Level: All Severity 1 Service Incidents are Resolved within 2 hours	0	YES
					Minor KPI Failure: One Severity 1 Service Incident is not Resolved within 2 hours	1	
					Serious KPI Failure: Two or three Severity 1 Service Incidents are not Resolved within 2 hours	2	
					Severe KPI Failure: Four or five Severity 1 Service Incidents are not Resolved within 2 hours	3	
					KPI Service Threshold: More than five Severity 1 Service Incident are not Resolved within 2 hours	4	
KPI 9	Severity 2 Service Incident Resolution	Severity 2 Service Incidents Assigned to the Supplier that are Resolved within four (4) hours of being Assigned to the	Monthly	24x7x365(or 366, if applicable)	Target Performance Level: All Severity 2 Service Incidents are Resolved within 4 hours	0	YES
					Minor KPI Failure: One Severity 2 Service Incident is not Resolved within 2 hours	1	

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		Supplier.			Serious KPI Failure: Two or three Severity 2 Service Incidents are not Resolved within 4 hours	2	
					Severe KPI Failure: Four or five Severity 2 Service Incidents are not Resolved within 4 hours	3	
					KPI Service Threshold: More than five Severity 2 Service Incidents are not Resolved within 4 hours	4	
KPI 10	Voice Telephony Service Quality	Telephony Service Quality measured using the Mean Opinion Score (MOS, using the ACR scale and only measuring components provided/managed by the Supplier)	Monthly	Monday to Friday 07:00 to 21:00 Saturday, Sunday & Bank Holidays 07:00 to 17:15	Target Performance Level: 99% of the calls measured in aggregate across all sites shall achieve a Mean Opinion Score (MOS) of 4.1 or greater.	0	NO
					Minor KPI Failure: MOS >= 3.8 and < 4.1	1	
					Serious KPI Failure: MOS >= 3.5 and < 3.8	2	
					Severe KPI Failure: MOS >= 3.2 and < 3.5	3	
					KPI Service Threshold: MOS < 3.2	4	

2 Subsidiary Performance Indicators

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No	Subsidiary Performance Indicator Title	Definition	Measurement Frequency	Measurement Window	Severity Levels	Publishable Performance Information:
SPI 1	Root Cause Analysis (RCA) delivery	Root Cause Analysis Reports are to be delivered to the Authority for every Severity 1 Service Incident, Severity 2 Service Incident and Major Incidents and as otherwise required under this Schedule 3 (<i>Performance Levels</i>). Root Cause Analysis Reports must set out the relevant Root Cause Analysis following Resolution of the relevant Service Incident. The Root Cause Analysis set out in each Root Cause Analysis Report must be accepted by the Authority without material comments on analysis and proposed action plans. The measurement under this Performance Indicator is expressed as a percentage of the total number of Root Cause Analyses required by the Authority during the Service Period that have been delivered to and accepted by the Authority	Monthly (i.e. in respect of each Service Period)	Working Days	Target Performance Level: 90% of all reports are delivered to and accepted by the Authority within 5 Working Days of Resolution of Severity 1 Incidents, Severity 2 Incidents, and Major Incident tickets	NO
					PI Service Threshold: below 90% of all reports are delivered to and accepted by the Authority within 5 Working Days of Resolution of Severity 1 Incidents, Severity 2 Incidents, and Major Incident tickets	

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		within the relevant period stated.				
SPI 2	Severity 3 Service Incident Resolution	Severity 3 Service Incidents Assigned to the Supplier that are Resolved within two (2) Working Days of being Assigned to the Supplier.	Monthly	Working Days	Target Performance Level: 95% or more of all Severity 3 Service Incidents are Resolved within 2 Working Days of being Assigned to the Supplier.	NO
					PI Service Threshold: fewer than 95% of all Severity 3 Service Incidents are Resolved within 2 Working Days of being Assigned to the Supplier.	
SPI 3	Severity 4 Service Incident Resolution	Severity 4 Service Incidents Assigned to the Supplier that are Resolved within three (3) Working Days of being Assigned to the Supplier.	Monthly	Working Days	Target Performance Level: 90% or more of all Severity 4 Service Incidents are Resolved within 3 Working Days of being Assigned to the Supplier.	NO
					PI Service Threshold: fewer than 90% of all	

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					Severity 4 Service Incidents are Resolved within 3 Working Days of being Assigned to the Supplier.	
SPI 4	Software Patching Performance - critical patches	Application by the Supplier of any patch that is required in order to address a critical bug or defect (i.e. a bug or defect that has completely blocked the functionality or performance of the relevant software or application), but which does not relate to a security vulnerability (a "Critical Patch").	Monthly	calendar days	Target Performance Level: 100% of Critical Patches are applied by the Supplier within 30 days of release by the relevant manufacturer/provider, unless otherwise agreed by the Authority.	NO
		A patch will be considered to have been "applied" for the purposes of this Performance Indicator when it has been tested and installed on the production environment so that the production environment is brought up to the latest acceptable version of the relevant software/application.			PI Service Threshold: below 100% of Critical Patches are applied by the Supplier within 30 days of release by the relevant manufacturer/provider, unless otherwise agreed by the Authority.	

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SPI 5	Software Patching Performance - security patches	<p>Application by the Supplier of any patch that is required in order to address a product specific, security related vulnerability (a "Security Patch").</p> <p>A patch will be considered to have been "applied" for the purposes of this Performance Indicator when it has been tested and installed on the production environment so that the production environment is brought up to the latest acceptable version of the relevant software/application.</p>	Monthly	calendar days	<p>Target Performance Level: 100% of Security Patches are applied by the Supplier within 30 days of release by the relevant manufacturer/provider, unless otherwise agreed by the Authority</p> <p>PI Service Threshold: below 100% of Security Patches are applied by the Supplier within 30 days of release by the relevant manufacturer/provider, unless otherwise agreed by the Authority.</p>	NO
SPI 6	Software Patching Performance - other	<p>Application by the Supplier of any patch which does not constitute a Critical Patch or a Security Patch, for example a Feature Release (an "Other Patch").</p> <p>A patch will be considered to have been "applied" for the purposes of this Performance</p>	Monthly	calendar days	<p>Target Performance Level: 100% of Other Patches are applied by the Supplier within 90 days of release by the relevant manufacturer/provider, unless otherwise agreed by the Authority</p>	NO

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		Indicator when it has been tested and installed on the production environment so that the production environment is brought up to the latest acceptable version of the relevant software/application. (PI Service Threshold: below 100% of Other Patches applied by the Supplier within 90 days of release by the relevant manufacturer/provider, unless otherwise agreed by the Authority	
SPI 7	Operational Change Management	<p>The % of successful Operational Change is calculated as $A / B \times 100$ where:</p> <p>A = the number of Operational Changes successfully deployed by the Supplier during each Service Period</p> <p>B = the number of Operational Changes deployed (both successfully and unsuccessfully) by the Supplier during each Service Period.</p> <p>For the purposes of this Performance Indicator, an Operational Change will be considered to have been "successfully" deployed if it</p>	Monthly	Service Period (Calendar month)	Target Performance Level: 99.5% or more of Operational Changes deployed successfully	NO
					PI Service Threshold: fewer than 99.5% of Operational Changes deployed successfully	

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		has been fully completed and implemented in accordance with the Operation Change Process and the relevant Authority Requirements and has been marked with a successful closure code in DWP Place. An Operational Change will be construed to have been "unsuccessfully" deployed where it is has not been successfully deployed as described above.				
SPI 8	Service Request Completion (standard catalogue)	Service Requests implemented within the stated Service Catalogue lead time, measured from receipt of a valid and authorised request from the Authority	Monthly	Working Days	Target Performance Level: 90% of Service Requests implemented within stated Service Catalogue lead time	NO
					PI Service Threshold: fewer than 90% of Service Requests implemented within stated Service Catalogue lead time	
SPI 9	Non-Standard Service Request acknowledgement	Non-Standard Service Requests that are acknowledged by the Supplier within 2 Working Days of receipt	Monthly	Working Days	Target Performance Level: The Supplier has acknowledged at least 90% of NSSRs within 2	NO

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					Working Days of receipt	
					PI Service Threshold: The Supplier has acknowledged fewer than 90% of NSSRs within 2 Working Days of receipt	
SPI 10	Non-Standard service request quotations	Non-Standard Service Requests that the Supplier has produced and returned a quotation to the Authority within 20 Working Days of acknowledgement	Monthly	Working Days	Target Performance Level: 90% or more of quotations produced and returned to the Authority within 20 Working Days of acknowledgement] of the Authority's request, unless otherwise agreed PI Service Threshold: fewer than 90% of quotations produced and returned to the Authority within 20 Working Days of acknowledgement of the Authority's request, unless otherwise agreed	NO

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SPI 11	Project Work Requests acknowledgement	Project Work Requests that are acknowledged by the Supplier within 2 Working Days of receipt from the Authority.	Monthly	Working Days	Target Performance Level: The Supplier acknowledges at least 90% of all draft PWRs within 2 Working Days of receipt	NO
					PI Service Threshold: the Supplier acknowledges fewer than 90% of draft PWRs within 2 Working Days of receipt	
SPI 12	Project proposal quotations	Project Work Requests in respect of which the Supplier produces and returns to the Authority an initial quotation and fulfilment timescale within 20 Working Days of receipt from the Authority.	Monthly	Working Days	Target Performance Level: At least 90% of initial quotations and fulfilment timescales are produced and returned by the Supplier within 20 Working Days of the Supplier's receipt of a draft PWR, unless otherwise agreed	NO
					PI Service Threshold: fewer than 90% of initial quotations and fulfilment timescales are produced and returned by the	

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					Supplier within 20 Working Days of the Supplier's receipt of a draft PWR, unless otherwise agreed	
SPI 13	Problem Management P1 Problem record updates	P1 "Critical" Problem records on DWP Place ("P1 Problem Records") that are updated at least every two Working Days to demonstrate progression of investigations.	Monthly	Working Days	Target Performance Level: 100% of P1 Problem Records are updated by the Supplier at least every two Working Days	NO
					PI Service Threshold: fewer than 100% of P1 Problem Records are updated by the Supplier at least every two Working Days	
SPI 14	Problem Management P2 Problem record updates	P2 "High" Problem records on DWP Place ("P2 Problem Records") that are updated at least every five Working Days to demonstrate progression of investigations	Monthly	Working Days	Target Performance Level: 100% of P2 Problem Records are updated by the Supplier at least every five Working Days	NO
					PI Service Threshold: fewer than 100% of P2 Problem Records are updated by the Supplier at least every five Working Days	

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SPI 15	Problem Management P3 Problem record updates	P3 “Moderate” Problem records on DWP Place ("P3 Problem Records") that are updated at least every ten Working Days to demonstrate progression of investigations	Monthly	Working Days	Target Performance Level: 100% of P3 Problem Records are updated by the Supplier at least every ten Working Days	NO
					PI Service Threshold: fewer than 100% of P3 Problem Records are updated by the Supplier at least every ten Working Days	
SPI 16	Problem Management P4 Problem record updates	P4 “Low” Problem records on DWP Place ("P4 Problem Records") that are updated at least every fifteen Working Days to demonstrate progression of investigations	Monthly	Working Days	Target Performance Level: 100% of P4 Problem Records are updated by the Supplier at least every fifteen Working Days	NO
					PI Service Threshold: fewer than 100% of P2 Problem Records are updated by the Supplier at least every fifteen Working Days	
SPI 17	Problem Management P1 Problem resolution	P1 "Critical" Problems that have been fully resolved (and the relevant P1 Problem Record has been fully	Monthly	calendar days	Target Performance Level: 100% of P1 Problems Resolved and	NO

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		populated and provide meaningful information regarding the Problem resolution, the closure justification and any associated risk if the Problem has not been permanently fixed) (i.e. the Problem has been "Resolved and Recorded") within 30 days of the Problem being raised			Recorded within thirty days of being raised	
					PI Service Threshold: below 100% of P1 Problems Resolved and Recorded within 30 days of being raised	
SPI 18	Problem Management P2 Problem resolution	P2 "High" Problems that have been fully resolved (and the relevant P2 Problem Record has been fully populated and provide meaningful information regarding the Problem resolution, the closure justification and any associated risk if the Problem has not been permanently fixed) (i.e. the Problem has been "Resolved and Recorded") within 60 days of the Problem being raised	Monthly	calendar days	Target Performance Level: 100% of P2 Problems have been Resolved and Recorded within sixty days of being raised	NO
					PI Service Threshold: below 100% of P2 Problems have been Resolved and Recorded within sixty days of being raised	
SPI 19	Problem Management P3 Ticket resolution	P3 "Moderate" Problems that have been fully resolved (and the relevant P3 Problem Record has been fully populated and provide meaningful information regarding the Problem	Monthly	calendar days	Target Performance Level: 100% of P3 Problems have been Resolved and Recorded within eighty days of being raised	NO

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		resolution, the closure justification and any associated risk if the Problem has not been permanently fixed) (i.e. the Problem has been "Resolved and Recorded") within 80 days of the Problem being raised			PI Service Threshold: below 100% of P3 Problems have been Resolved and Recorded within eighty days of being raised	
SPI 20	Problem Management P4 Problem resolution	P4 "Low" Problems that have been fully resolved (and the relevant P4 Problem Record has been fully populated and provide meaningful information regarding the Problem resolution, the closure justification and any associated risk if the Problem has not been permanently fixed) (i.e. the Problem has been "Resolved and Recorded") within 100 days of the Problem being raised	Monthly	calendar days	Target Performance Level: 100% of P4 Problems Resolved and Recorded within one hundred days of being raised	NO
					PI Service Threshold: below 100% of P4 Problems Resolved and Recorded within one hundred days of being raised	
SPI 21	Historical Report Delivery - On time delivery	This measure relates to more advanced data reporting provided by the Supplier under the Historical Reporting Service (which includes reports that are not available to the Authority via application, GUI or similar, and therefore needs to be	Monthly	calendar days	Target Performance Level: At least 99% of the Historical Reports are delivered on time, i.e, by 07:15AM on all days when the relevant Historical Reports are due	NO

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		configured, checked and delivered by the Supplier) (the " Historical Reports "), and measures the percentage of the Historical Reports that are delivered on time by the Supplier in accordance with the Authority's requirements for the Historical Report Service from time to time.			PI Service Threshold: fewer than 99% of the Historical Reports are delivered on time, i.e, by 07:15AM on all days when the relevant Historical Reports are due	
SPI 22	Historical Report Delivery - Accuracy	This measure relates to the accuracy of the Historical Reports, with the level of accuracy being determined in accordance with the Authority's relevant monitoring processes and procedures from time to time			Target Performance Level: 99% accuracy of Historical Report content	NO
					PI Service Threshold: below 99% accuracy of Historical Report content	
SPI 23	Asset Register Accuracy - On time submission	The Supplier must maintain an accurate and current Asset Register of all in-scope software, license, and hardware assets as contained within the demarcation diagrams advised by the Authority to the Supplier from time to time. The Asset Register must be submitted to the	Quarterly	Each Quarter	Target Performance Level: Complete Registers are submitted by the Supplier to the Authority on time for quarterly review	NO
					PI Service Threshold: Supplier fails to to submit all or part of the Registers to the	

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		Authority quarterly for audit and review purposes by the relevant quarterly deadline date agreed with the Supplier.			Authority on time for quarterly review	
SPI 24	Asset Register Accuracy and Compliance	The Authority will take a sample of the Asset Register and validate for accuracy, and also for compliance status against Authority's Configuration Management Policies and Procedures.	Quarterly	Each Quarter	Target Performance Level: 99% or higher accuracy of all records sample checked by the Authority	NO
		As part of these quarterly audits, the Authority will sample a minimum of 10% of the total volume of all Registers records across each 12 month period during the Term.			PI Service Threshold: less than 99% accuracy of all records sample checked by the Authority	
SPI 25	Annual Sustainability Report	Submission of Sustainability Reports (as defined in Schedule 4 (<i>Standards</i>)) for waste created and Greenhouse Gas emissions and compliance with the commitments set out in its Sustainable Development Plan (as that term is defined in Schedule 4 (<i>Standards</i>))	Annually	24x7x365(or 366, if applicable)	Target Performance Level: Supplier achieves the committed levels of reduction in waste and emissions in line with its Sustainable Development Plan commitments.	YES

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					PI Service Threshold: The Supplier fails to achieve the committed levels of reduction in waste and/or emissions in line with its Sustainable Development Plan commitments.	
SPI26	Sustainable Development Plan Report	Submission of Sustainable Development Plan (SDP) Report (as defined in Schedule 8 Question 5 Response (<i>Solution</i>)) detailing progress towards the 17 commitments listed in the Timed Action Plan, describing achievements to date, progress towards the targets, and future plans, including a RAG status of delivery against each commitment.	Monthly	24x7x365(or 366, if applicable)	Target Performance Level: Supplier achieves, or demonstrates a consistent progression towards, the committed levels of reduction in line with the SDP.	NO
					PI Service Threshold: The Supplier fails to achieve, or demonstrate consistent progression towards, the committed levels of reduction in line with the SDP.	

3 Optional Services

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The Key Performance Indicators and Subsidiary Performance Indicators set out in the tables in Paragraphs 1 and 2 above shall also apply to the Supplier's performance of any Optional Services that may be instructed by the Authority, in each case to the extent applicable to the relevant Optional Services (and any associated Operational Services). In addition, any specific Performance Indicators that may be agreed by the Parties to apply in respect of the performance of any particular Optional Services shall be deemed to be incorporated into this Annex 1 with effect from the date they are agreed in writing between the Parties.

Part B: Definitions

1 Available

- 1.1 The IT Environment and/or the Services shall be Available when:
- 1.1.1 End Users are able to access and utilise all the functions of the Supplier System and/or the Services; **and**
 - 1.1.2 the Supplier System is able to process the Authority Data and to provide any required reports within the timescales set out in the Services Description and the other Authority Requirements.

2 Service Availability

- 2.1 Service Availability shall be measured as a percentage (rounded to two decimal points) of the total time within the relevant "Measurement Window" set out in respect of the applicable KPI in the relevant column of the table in Paragraph 1 of Part A of this Annex 1 (the "**Measured Minutes**") in a Service Period that the IT Environment and the relevant Services are Available, in accordance with the following formula:

$$\text{Service Availability \%} = \frac{(MP - SD) \times 100}{MP}$$

where:

- MP = total number of Measured Minutes within the relevant Service Period; and
- SD = total number of minutes of Service Downtime in the relevant Service Period.

- 2.2 When calculating Service Availability in accordance with this Paragraph 2, Service Points shall accrue if any Service Downtime occurs for any reason during the Measured Minutes, including, but not limited to, as a result of Emergency Maintenance undertaken by the Supplier.

3 Fix Times

- 3.1 The "**Fix Time**" of a Service Incident is the period from the time that the Service Incident has been reported to the Supplier to the point of its Resolution and "**Resolution**" or "**Resolved**" means that the Service Incident record has been set to a 'resolved' state within DWP Place, and, in relation to a Service Incident either:
- 3.1.1 the root cause of the Service Incident has been removed and the Services are being provided in accordance with the Services Description and Target Performance Levels; or
 - 3.1.2 the Authority has been provided with a workaround in relation to the Service Incident deemed acceptable by the Authority.

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- 3.2 Fix Times for Severity 3 Service Incidents and Severity 4 Service Incidents shall be measured in Working Days.

Worked example: if the Fix Time period is expressed as 2 Working Days, and the Service Incident is Assigned to the Supplier during the period 08:00 to 18:00 on a Working Day, the period is measured until the same time on the second Working Day after the clock started. For example, if the clock started at 10:00 on a Monday, the Fix Time would require it to be Resolved by 10:00 on the Wednesday.

If the Service Incident is Assigned outside of the period 08:00 to 18:00 on a Working Day, then the clock will start at the beginning of the next such period. For example, if Assigned at 21:00 on a Monday, the clock would start at 08:00 on Tuesday, requiring it to be Resolved by 08:00 on Thursday.

The calculation may be paused in certain scenarios, for example if the Service Incident is validly placed on hold by the Supplier pending further information from the Authority.

- 3.3 Fix Times for Severity 1 Service Incidents and Severity 2 Service Incidents shall be measured 24x7.
- 3.4 The Supplier shall measure Fix Times as part of its service management responsibilities and report periodically to the Authority on Fix Times as part of the Performance Monitoring Report.
- 3.5 For the purposes of this Paragraph 3, the following expressions shall have the meanings set opposite them below:

“Service Incident”	a reported occurrence of a failure to deliver any part of the Services in accordance with the Authority Requirements or the Performance Indicators;
“Severity 1 Service Incident”	<p>a Service Incident which, in the reasonable opinion of the Authority:</p> <ul style="list-style-type: none">(a) constitutes a loss of the Service which prevents a large group of End Users from working;(b) has a critical impact on the activities of the Authority;(c) causes significant financial loss and/or disruption to the Authority;(d) results in any material loss or corruption of Authority Data;(e) constitutes or results in a complete failure of a Business Critical Application and/or

Business Critical Service affecting all users at one or more Key Sites, or all users at two or more Secondary Sites;

- (f) constitutes or results in any delay to, or the inaccurate production of, Business Critical Outputs; and/or
- (g) meets the criteria for a Severity 2 Service Incident but which the Authority designates (in its sole discretion) as a Severity 1 Service Incident due to its wider impact and/or urgency;

Non-exhaustive examples:

- (h) a loss of power to a data centre causing failure of Services; or
- (i) a failure of the Services to provide user authentication service;

“Severity 2 Service Incident”

a Service Incident which, in the reasonable opinion of the Authority has the potential to:

- (a) have a major (but not critical) adverse impact on the activities of the Authority and no workaround acceptable to the Authority is available;
- (b) have a major (but not critical) adverse impact on the activities of the Authority and no workaround acceptable to the Authority is available;
- (c) cause a financial loss and/or disruption to the Authority which is more than trivial but less severe than the significant financial loss described in the definition of a Severity 1 Service Failure;
- (d) constitute or result in a complete failure of a Business Critical Application and or Business Critical Service affecting all users at a single Secondary Site;
- (e) constitute or result in a partial failure of a Business Critical Application and or Business Critical Service affecting all users

at one or more Key Sites, or all users at two or more Secondary Sites;

- (f) constitute or result in a complete failure of a Secondary Application and/or Secondary Service affecting all users at one or more Key Sites; and/or
- (g) meets the criteria for a Severity 3 Service Incident but which the Authority designates (in its sole discretion) as a Severity 2 Service Incident due to its wider impact and/or urgency;

Non-exhaustive examples:

- (h) corruption of organisational database tables; or
- (i) loss of ability to update Authority Data;

“Severity 3 Service Incident”

a Service Incident which, in the reasonable opinion of the Authority has the potential to:

- (a) have a major adverse impact on the activities of the Authority which can be reduced to a moderate adverse impact due to the availability of a workaround acceptable to the Authority;
- (b) have a moderate adverse impact on the activities of the Authority;
- (c) partial failure of a Business Critical Application and or Business Critical Service affecting all users at a single Secondary Site;
- (d) constitutes or results in a complete failure of a Secondary Application and or Secondary Service affecting all users at one or more Secondary Sites; or
- (e) constitutes or results in a partial failure of a Secondary Application and or Secondary Service affecting all users at one or more Key Sites; or
- (f) constitutes or results in a partial failure of a Secondary Application and or Secondary

Service affecting all users at two or more
Secondary Sites; and/or

- (g) failure of a piece of equipment;

Non-exhaustive example:

- (i) inability to access data for a class of
customers;

**“Severity 4 Service
Incident”**

a Service Incident which, in the reasonable opinion
of the Authority:

- (a) has the potential to have a minor adverse
impact on the provision of the Services to
End Users;
- (b) constitutes or result in a partial failure of a
Secondary Application and or Secondary
Service affecting all users at one
Secondary Site; and/or
- (c) is a Service Incident which is not a Severity
1 Service Incident, Severity 2 Service
Incident, or Severity 3 Service Incident;

Non-exhaustive example:

- (d) inability to access data for a single
customer.

4A Reporting on the Contract: General

- 4A.1 The Supplier shall collaborate with the Authority to establish and maintain an effective and beneficial working relationship to ensure the Contract is delivered in accordance with the terms of this Contract.
- 4A.2 The Authority may from time to time make requests for information from the Supplier where it reasonably considers such requests necessary to satisfy itself of the Supplier’s compliance with the Contract. The Supplier shall comply with such requests without undue delay and shall source and deliver such requested information at no additional charge to the Authority.
- 4A.3 The Authority may undertake spot checks at any time to ensure that the Supplier is complying with its obligations under this Contract and the Supplier shall co-operate fully, at its own cost, with the Authority in respect of such checks.
- 4A.4 The Supplier shall manage and report on its arrangements with Sub-contracts in the manner and at the frequency required by the Authority. The Supplier shall have in place mechanisms for the provision of management information,

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including feedback to and from customers and stakeholders, change control procedures and the prompt resolution of any problems.

- 4A.5 In all instances, the Supplier shall co-operate and provide such reasonable assistance as may be necessary to facilitate monitoring in relation to the Contract. Failure to provide such reasonable assistance shall be deemed a Default.
- 4A.6 This Paragraph 4A is without prejudice to the Authority's other rights and the Supplier's other obligations and responsibilities under and/or pursuant to the Contract.