

Service Levels and Reporting

X-ray photoelectron spectroscopy

(Successful Bidder) credit control contact	(Successful Bidder) will provide a named credit controller to deal with day to day account queries and ensure that there are introductions and sufficient handover should personnel change.					
(Successful Bidder) account manager contact	(Successful Bidder) will provided a named accounts manager to deal with issues and queries beyond simple billing issues and ensure that there are introductions and sufficient handover should personnel change.					
KPI's per calendar month						
			SLA Level			
Type	Description	Time for Performance	Green	Amber	Red	Comments
Service Level	Percentage of User enquiries responded to within Stated Window		95% and above	>90% but <95%	90% or less	Bidder to populate stated window
Service Level	Percentage of Access Requests Responded to within Stated Window		95% and above	>90% but <95%	90% or less	Bidder to populate stated window

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Service Level	Percentage of Training Requests Responded to within Stated Window		95% and above	>90% but <95%	90% or less	Bidder to populate stated window
Service Level	Percentage of Training Requests Delivered within 3 months...specify level and who is training		95% and above	>90% but <95%	90% or less	Bidder to specify level of training
Service Level	Percentage of Requests for Feedback on Data Interpretation Responded to within Stated Window		95% and above	>90% but <95%	90% or less	Bidder to populate stated window
Service Level	Number of User Complaints (expressed as a percentage of the Total Number of User Approvals made within the period)		Less than 5%	5-10%	Over 10%	
Service Level	Percentage Planned Uptime/Downtime per instrument of Total Available Time within Period		90% and above	>85% but <80%	70% or less	to be reviewed annually

Service Level	Percentage of Access Costs recovered by year 3					Bidder to populate based on bid
Service Level	Percentage of Access Costs recovered by year 5					Bidder to populate based on bid
Service Level	Number of Publications (inc Examples of Key Publications)					Bidder to populate
Service Level	Number of publicity activities per year					Bidder to populate
Additional Service Levels	Bidder to populate	Bidder to populate	Bidder to populate	Bidder to populate	Bidder to populate	Bidder to populate
In the event of a red level KPI a report must be sent to EPSRC and the advisory panel with a plan of how this will be rectified within 1 month						

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REPORTING

Report	Description	Reporting frequency	Comments
Reporting and Management Information	Total number of all Users		
Reporting and Management Information	Spectrum of Department Affiliation & user types		
Reporting and Management Information	Number of University / Research Groups Involved		
Reporting and Management Information	Percentage of Access Requests Accepted		

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Reporting and Management Information	Percentage of Access Granted to different user groups as outlined in the charging model		
Reporting and Management Information	Percentage of Access Costs recovered		
Additional Reporting and Management Information	Bidder to populate	Bidder to populate	Bidder to populate