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**Finance & HR Outsourced Services**

Appendix 4: Key Performance Indicators

**Service Standards – Finance**

The Finance service shall be available during the following hours of operation:

|  |  |  |
| --- | --- | --- |
| Monday | 9.00am | 5.30pm |
| Tuesday | 9.00am | 5.30pm |
| Wednesday | 9.00am | 5.30pm |
| Thursday | 9.00am | 5.30pm |
| Friday | 9.00am | 5.30pm |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |
| Bank Holidays | Closed | Closed |

In order to ensure that a quality service is delivered, the following service standards shall be monitored and achieved:

|  |  |
| --- | --- |
| **Finance Service** | **Requirement** |
| **Financial Accounts** | |
| Update accounts mapping for financial/management accounts reporting | Within 2 days of written request (unless changes are material) |
| Achieve SSRO’s Payment targets (Undisputed invoices paid within 30 working days) | 100% |
| **Management Accounts** | |
| Management accounts reporting available (monthly by 5pm on 5th working day) | 100% |
| Update chart of accounts activity centre, activity structure and delegated authority/ staff code structure. | Within 2 days of written request (unless changes are material) |
| Create and/ maintain journal definitions and pre-sets | As agreed with SSRO at the time of request |
| Load annual budget and subsequent forecast updates into general ledger | Within 2 days of written request |
| Management accounts queries | Within 1 working day |
| **Resource Accounts** | |
| Monthly Financial (Resource) accounts available | monthly by 5pm on 5th working day |
| Annual Financial (Resource) accounts supporting backup and analysis available | by 7th working day |
| Financial (Resource) accounts queries | within 1 working day |
| **Payments** | |
| Achieve agreed weekly BACS deadlines | 95% |
| Achieve SSRO’s Payment targets   * Undisputed invoices paid within 5 working days * Undisputed invoices paid within 30 working days | 80%  100% |
| **Service Support and Uptime** | **Requirement** |
| Uptime Guarantee | 98% |
| First time fix | 98% |
| Service Response Time | Priority within 3 working hours  Non-Priority within 6 working hours |
| Telephone Support | Within 30 minutes of original call |

**Service Standards - Payroll**

The Payroll service shall be available during the following hours of operation:

|  |  |  |
| --- | --- | --- |
| Monday | 9.00am | 5.30pm |
| Tuesday | 9.00am | 5.30pm |
| Wednesday | 9.00am | 5.30pm |
| Thursday | 9.00am | 5.30pm |
| Friday | 9.00am | 5.30pm |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |
| Bank Holidays | Closed | Closed |

In order to ensure that a quality service is delivered, the following service standards shall be monitored and achieved:

|  |  |
| --- | --- |
| **Payroll Service** | **Requirement** |
| Produce payroll on agreed schedule  (in time for payment to employees on 25th of each month) | 98% |
| Distribution of payroll output as per agreed schedule (e.g. journal to general ledger) | 98% |
| Accuracy of payroll processing content  (payroll final within 2 payroll runs) | 98% |
| Electronic pay slips and P60’s on HR system | 25th of each month |
| Reporting to SSRO pension schemes | Last working day each month |
| Achieve BACS deadlines to schedule | 100% |
| Payroll queries (current tax year) | 80% within 1 day  15% within 2 days  5% within 10 days |
| Payroll queries (previous tax years) | 80% within 10 days  20% within 20 days |
| Calculation of net pay to enable manual payments | Up to 10 within 2 working days 11 to 20 within 3 working days  20+ agreed on request |
| HMRC queries | 100% 1 within 10 days |
| Other queries / questionnaires | 100% within 10 days |
| **Service Support and Uptime** | **Requirement** |
| Uptime Guarantee | 98% |
| First time fix | 98% |
| Service Response/Resolution Time | Priority within 3 working hours  Non-Priority within 6 working hours |
| Telephone Support | Within 30 minutes of original call |

**Service Standards – Human Resources (HR)**

The HR service shall be available during the following hours of operation:

|  |  |  |
| --- | --- | --- |
| Monday | 9.00am | 5.30pm |
| Tuesday | 9.00am | 5.30pm |
| Wednesday | 9.00am | 5.30pm |
| Thursday | 9.00am | 5.30pm |
| Friday | 9.00am | 5.30pm |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |
| Bank Holidays | Closed | Closed |

In order to ensure that a quality service is delivered, the following service standards shall be monitored and achieved

|  |  |
| --- | --- |
| **HR Service** | **Requirement** |
| Monthly reporting, to be agreed, but expected to be:   * No of employees/ structure * Absence * Payroll * Holiday booked and outstanding * Training booked | By 2nd working day each month |
| Communication of planned downtime | 5 working days |
| Initial communication of any other downtime | Within 2 hours |
| **Service Support and Uptime** | **Requirement** |
| Uptime Guarantee | 98% |
| First time fix | 98% |
| Service Response/Resolution Time | Priority within 3 working hours  Non-Priority within 6 working hours |
| Telephone Support | Within 30 minutes of original call |

**System performance summary**

## System maintenance

* 1. The Supplier will ensure that the System/software(s) are maintained in line with the manufacturer’s instructions and will include, quality assurance checks and service programme agreed and set out in the contract.
  2. Planned servicing will take place at a frequency set out and agreed by the SSRO and Contractor or more frequently if deemed necessary by the Contractor at no additional cost.

## Uptime guarantee

* 1. The Contractor undertakes that during the subsistence of the Contract the system(s) will have an 98% target for full use by the SSRO at its site and remotely (“Uptime”) and service levels (systems and back up) will exceed 98%, measured on a 12 hours a day, 5 days a week basis over fixed three month periods beginning on the Commencement Date (herein a “Quarterly Period”). A system will be considered to be not available if:
  + it is unable to properly perform its core functions because of a network malfunction;
  + the system/software is not producing correct results; or
  + the software provided by the Contractor which supports the service are not fully operational to a level which would support full and proper use by the SSRO for any reason, providing it is the fault of the Contractor.

## Downtime

* 1. “Downtime” shall mean time when the system/software(s) is not available in accordance with section 2.1 above, but shall not include periods of time during which a system/software(s) is unavailable for use as a consequence of:
  + planned maintenance to the system which is actually performed;
  + breakdown as a result of poor usage of the system/software by the SSRO;
  + abuse, wilful damage or neglect on the SSRO’s part;
  + inaccessibility of the system/software to the Contractor or its representative at times when the SSRO had agreed to make this available for access; or
  + failure of the system/software due to any event of Force Majeure.
  1. Hours of Downtime shall be defined as the period during which the system/software(s) fails to function in accordance with this agreement in a substantial way. For the purpose of this, if the system/software fails to function, but those services can still be carried out (offline) without materially adversely affecting the operation of the SSRO, such failure shall not be considered downtime.
  2. Downtime shall commence at the time when a call is placed by the SSRO to the Contractor requiring assistance. Downtime ends at the time at which the affected part or parts of the system/software(s) is again available for their applicable use under this Agreement. A log shall be kept and the time of all service calls to the Contractor shall be logged together with a joint entry of the SSRO and the Contractors engineers/helpdesk detailing the end of the downtime period.
  3. Downtime will be calculated cumulatively over a Quarterly Period. Downtime in a Quarterly Period shall be calculated by reference to the average downtime across all systems in the SSRO’s site, provided that the Contractor shall ensure that Uptime shall not fall below the required level of 98%.
  4. Uptime and Downtime shall be measured quarterly but reported monthly by the SSRO to the Contractor.

## Service credits

**Downtime**

* 1. The Contractor shall pay a Service Credit of £2,250.00 (capped at a maximum of £9,000 in any 12-month period of the Contract) in each instance where system Downtime leads to late delivery of payroll to employees, late delivery of payment to third parties, or missed financial reporting statutory deadlines in any quarter.
  2. The Contractor will appoint an Account Manager for the SSRO. One of the Account Manager’s responsibilities will be to ensure service levels are maintained and coordinate with the SSRO staff regarding Downtime.
  3. The Client will undertake to monitor Uptime and Downtime with quarterly performance review logged and forwarded (emailed) to the Contractor.