

Call-Off Schedule 14 (Service Levels)

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The standards of service required by the buyer and what happens when these are not met.

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Call-Off Ref:

Crown Copyright 2024

1. Definitions

- 1.1 In this Call-Off Schedule 14, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

"Service Level Failure"	means a failure to meet the Service Level Minimum Threshold 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 Call-Off Schedule 14; and
"Service Level Minimum Threshold"	shall be the minimum level of performance as set out against the relevant Service Level in the Annex to Part A of this Call-Off Schedule 14.
"Service Level Target"	shall be the expected level of performance as set out against the relevant Service Level in the Annex to Part A of this Call-Off Schedule 14

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 Minimum Threshold 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 Call-Off Schedule 14.
- 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 Call-Off Schedule 14.

Call-Off Schedule 14 (Service Levels)

Call-Off Ref:

Crown Copyright 2024

Part A: Service Levels

1. Service Levels

If the level of performance of the Supplier:

is likely to cause or causes a Service Level Failure 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:

- 1.1 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 from taking place or recurring;
- 1.2 instruct the Supplier to comply with the Rectification Plan Process;

Annex A to Part A: Service Levels Table

[Buyer Guidance Note: Buyers should note that they are not able to amend or add new bespoke Service Level Performance Criteria, only to remove by way of Order Form Special Term any which are not relevant to a particular Call-Off Contract. Buyers should consider whether policy and/or legislative requirements regarding publication of KPIs apply to their Call-Off Contract, and may wish to indicate in the Order Form which measures they will publish as KPIs.]

Service Level	Service Level Target	Service Level Minimum Threshold	Service Level Performance Measure	Service Level Methodology
Contingent Labour (Professional Interims)				
Fulfilment rate				
Time to complete				

CV to Offer	■	■	■■■■■ ■■■■■ ■■■	■■■■■■■■■■ ■■■■■■■■■■ ■■■■■■■■■ ■■■■■■■■■■■■■■■■■■ ■■■■■■■■■■■■■■■■■■ ■■■■■■■■■■■■■■■■■■ ■■■■■■■■■■■■■■■
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Contingent Labour (Administration & Clerical Workers)				
Fulfilment rate	████	████	████████████████ ████████████████ ████████████████ ████████████████ ██████	████████████████ ████████████████ ████████████████ ████████████████ ████████████████ ██████ ████████████████ ████████████████ ████████████████ ████████████████ ████████████████ ████████████████.
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Quality of hire	████	████	████████████ ████████████ ████████████ ██████	████████████ ████████████ ████████████ ████████████ ████████████ ████████████
Requisition age	████	████	████████████ ████████████ ████████████ ████████████ ████████████ ████████████ ████████████ ████████████	████████████ ████████████ ████████████ ████████████ ████████████ ██████ ████████████ ████████████

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Recruit, Train, Deploy

Filled first time

Time to complete

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Social Value

Part B: Performance Monitoring

1. Performance Monitoring and Performance Review

- 1.1 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.
- 1.2 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 Call-Off Schedule 14 which shall contain, as a minimum, the following information in respect of the relevant Service Period just ended:
 - 1.2.1 for each Service Level, the actual performance achieved over the Service Level for the relevant Service Period;
 - 1.2.2 a summary of all failures to achieve Service Levels that occurred during that Service Period;
 - 1.2.3 for any repeat Service Level Failures, actions taken to resolve the underlying cause and prevent recurrence; and
 - 1.2.4 such other details as the Buyer may reasonably require from time to time.
- 1.3 The Parties shall attend meetings to discuss Performance Monitoring Reports ("**Performance Review Meetings**") on a frequency as set out in the Order Form. 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:
 - 1.3.1 take place at least one (1) week from the date 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;
 - 1.3.2 be attended by the Supplier's Representative and the Buyer's Representative; and
 - 1.3.3 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.
- 1.4 The minutes of the Performance Review Meeting will be agreed and signed by both the Supplier's Representative and the Buyer's Representative after each meeting.
- 1.5 The Supplier shall provide to the Buyer such documentation as the Buyer may reasonably require in order to verify the level of the

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performance by the Supplier, and as a minimum the self-service reports set out in the Order Form.

2. Satisfaction Surveys

- 2.1 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.