**RM6265 Services Levels and Service Credits Table (Part of Call-Off Schedule 14)**

| Service Levels | | | | Service Credit for each Service Period |
| --- | --- | --- | --- | --- |
| Number | Key Indicator | Service Level Performance Measure | Service Level Threshold |
| 1 | Vehicle Availability | Fulfilling a booking in relation to supply of the correct specification/group of vehicle, within the ordered timeframe, or offering an alternative vehicle specification/group or delivery means, which is acceptable to the customer.  Suppliers are required to provide evidence of vehicle booked compared with vehicle offered/supplied including when cancelled or not delivered by the Supplier. | 98% | 0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure |
| 2 | Invoicing | The Supplier shall provide Buyers with accurate invoices each month.  Accuracy is based on all lines being reported with no errors, resulting in an undisputed consolidated invoice. | 80% (4 out of 5) of monthly reports accurate over a 5 month period. Each monthly invoice carries 20% weighting | 0.2% Service Credit gained for each percentage under the specified Service Level Performance Measure |
| 3 | Vehicle traffic violations | Supplier payment of issued fines within initial permitted period set out by the penalties clerk and Supplier contacting Buyer on 100% of occasions within 48 hours to advise of correspondence, summons or fine issue, to enable the Buyer to appeal directly to the penalty clerk, where required | 100% | 0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure |
| 4 | Social Value Review | For contracts where a Further Competition took place or Direct Awards over £100,000 spend per annum, on-time submission of an annual Social Value Review no later than one month following the anniversary of the Call-Off Contract go-live date. | 100% | N/A |

The Service Credits shall be calculated on the basis of the following formula:

|  |  |  |
| --- | --- | --- |
| *Formula*: x% (Service Level Threshold) - x% (actual Service Level performance) | = | x multiplied by the Service Credit rate in the table above to calculate the Charges payable to the Buyer as Service Credits to be deducted from the next Invoice payable by the Buyer |
| *Worked example*: 98% (e.g. Service Level Threshold for **Vehicle Availability** Service Level) minus 75% (e.g. actual performance achieved against this Service Level in a Service Period) | = | 23 percentage points multiplied by the rate of 0.5% (Service Credit gained for each percentage point under the specified Service Level Threshold for each Service Period) = 11.5% Service Credit gained.  Call-Off Contract Charges payable (e.g. £100,000) x 11.5% Service Credit gained = £11,500 Service Credits would be deducted from the next valid invoice payable by the Customer. |