



Client Service Level Agreements

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What is the number one complaint about your purchasing functions?



"I'm dissatisfied with life in general."



What is a CSLA

- A performance-based technique where a written agreement is established between the customer and using departments that defines key service objectives, metrics, and acceptable quality levels (AQLs)
 - Originally used in information technology (IT) procurements
 - Now expanding into other internal services within government
- In practice, the term *CSLA* is sometimes used to refer to the identified services that are to be provided between the parties – such as delivery time (of the service) or performance criteria.



Why an CSLA? What does it do?

- Clarifies Roles
- Explains purchasing categories
- Provides service expectations by process
- Identifies Performance metrics
- Purchasing Thresholds and Requirements



Clarifies roles

Purchasing Services

- Timely info & service
- Clear templates/forms
- Process to get vendors setup
- Partner with customer
- Advise in RFB/RFP
- Documentation for contracts/audits
- Ensure compliance

Internal Customers

- Plan and schedule work
- Initiate approvals
- Provide complete info on forms
- Verify vendors are in system, if not – get info
- Use system to start purchase
- Develop scope of work



Purchasing Categories

- Goods and Standard Services Purchasing
 - Goods are supplies, parts related to maintenance, repair, operating, electrical, custodial, paint, etc
 - Standard Services are services routinely provided to a large number of customers without customization (example: building maintenance, window washing, pest control)



Purchasing Categories

- Construction Purchasing

- Procurement related to constructing something.
- Construction may occur in new building or renovation of existing buildings, including but not limited to major remodeling, asbestos abatement, elevator modernization, roofs, etc.



Purchasing Categories

- Architect, Engineering and Construction related Consultants Purchasing
 - Customized services consisting of specialized or creative expertise pertaining to design and/or construction consulting.
 - These services are based on personal skills or ideas of an individual(s) that are provided for a fee, which may be determined individually with each customer for each service contract.



Documents existing processes

- Vendor Management
- Order Processing
- Request for Bid
- Request for Proposal
- Construction Contract Management
- Communication and Document Management

(Processes have not changed – are updated and make it easier to understand roles and to plan)



Performance Metrics

- Meet quarterly with customer leadership to discuss service quality and performance
- Plan to:
 - Develop system measurements over the next year
 - Agree to service level performance measures – both sides



Example of a CLSA

Service Level Agreement

(Title of Agreement)

1.0 Introduction

1.1 Statement of Need

1.2 Background

2.0 Service Objectives

4.0 Service Level Metrics/AQLs

3.0 Applicable Directives

3.1 Compliance

3.2 Reference

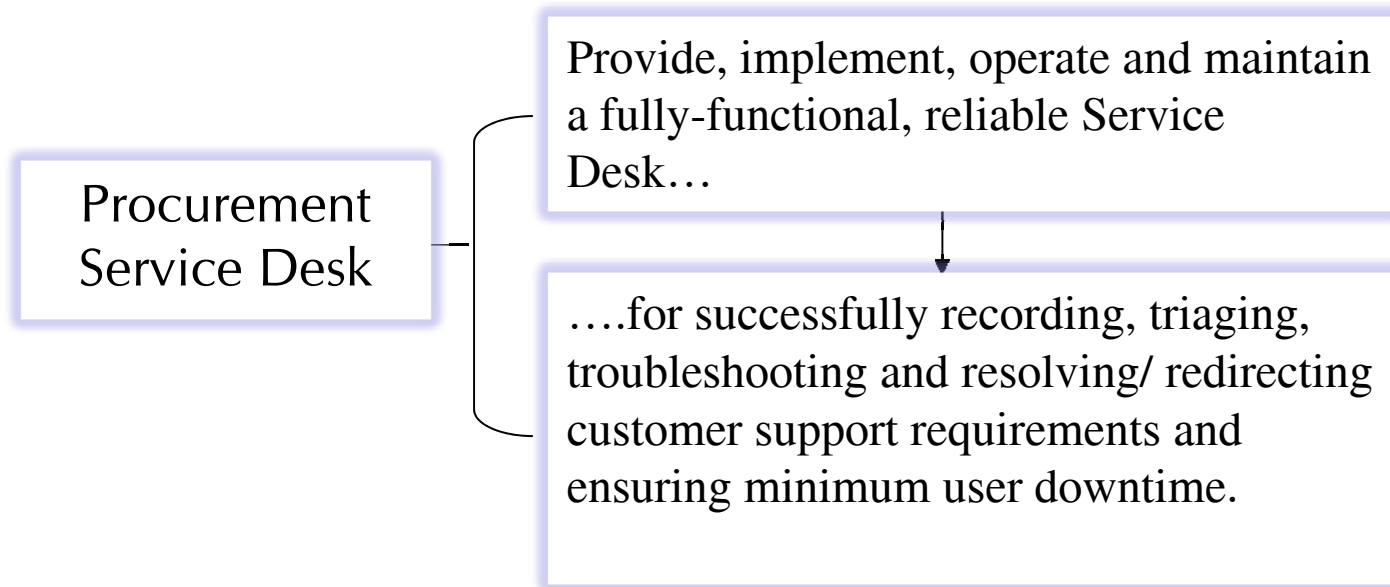
4.0 Constraints and Assumptions

5.0 Data Deliverables

6.0 Government Furnished Property (GFP)

Example of Service Objectives

Example





Service Level Metrics/AQLs

Title: Procurement Service Desk

Objective: Provide, implement, operate and maintain a fully-functional, reliable Procurement Service Desk for successfully recording, troubleshooting and resolving/ redirecting customer support requirements and ensuring minimum user downtime.

Metrics:

Response: Percentage of inbound calls answered within 20 seconds.

First Call Resolution: Percentage of inbound calls handled to resolution at Tier-1.

Quality: Percentage of customers surveyed expressing a “satisfactory” or better quality of service rating.

Acceptable Quality Levels:

Response: 80%

First Call Resolution: 70%

Quality: 80%



Some Best Practices in Developing CSLAs

- **Keep it simple!**
 - Look at the overall mission and develop a small set of key service level metrics—find things that are measurable, meaningful and have real impact on the department
- **Stay focused on mission success and customer satisfaction**
 - Leave measuring of activities and processes to the department
- **Manage AQL expectations – be realistic**
 - The closer to 100% perfection you require, then the higher the price -- be practical and realistic
- **Performance standards cannot exist in a vacuum; there must be a forum for discussion and negotiation**

Questions?

