

Service Level Table (X17)

Service	Service Level Requirement	Measurement	Target	Tolerance	Consequences of Non-Compliance
Catering Services					
Food Quality	Adherence to specified nutritional standards and health regulations	Customer satisfaction surveys, food inspections	85% satisfaction rating	±5%	Deductions from payment, liquidated damages
Food Safety	Compliance with food safety standards and regulations	Regular inspections, audit reports	100% compliance	0% tolerance	Termination of contract, legal action
Menu Variety	Offering a diverse and balanced menu	Number of unique menu items per week	20+	±5	Deductions from payment, liquidated damages
Dietary Requirements	Accommodation of specific dietary requirements (e.g., vegetarian, vegan, allergen-free)	Number of requests fulfilled	95% fulfilment rate	±5%	Deductions from payment, liquidated damages
Canteen Services					
Cleanliness and Hygiene	Maintaining a clean and hygienic environment	Regular inspections, customer feedback	90% satisfaction rating	±5%	Deductions from payment, liquidated damages
Staff Efficiency	Prompt and courteous service from staff	Customer satisfaction surveys, mystery shopper evaluations	85% satisfaction rating	±5%	Deductions from payment, liquidated damages
Mobile Kitchen Pop-up Services					
Setup Time	Efficient setup of the mobile kitchen within specified timeframes	Time taken for setup	30 minutes	±10 minutes	Deductions from payment, liquidated damages
Equipment Functionality	Proper functioning of all kitchen equipment	Regular maintenance checks, incident reports	98% operational rate	±2%	Deductions from payment, liquidated damages
Service	Timely and	Delivery time,	95% on-	±5%	Deductions from

NEC3 TSC 2013: Service Level Table for Catering, Canteen, and Mobile Kitchen Pop-ups, Kiosk and Vending Machine Services (X17)

Service	Service Level Requirement	Measurement	Target	Tolerance	Consequences of Non-Compliance
Delivery	efficient delivery of food to specified locations	customer satisfaction	time delivery rate, 85% satisfaction rating		payment, liquidated damages