# Decision tree
# OP-CWF & OP-SLD

For the required capacity, do you specifically want to deploy one or more resources and is it possible to bill based on hours multiplied by rate?

✗ Are any of the resources who are going to be deployed self-employed persons?

✗ **Does the supplier have in all cases:**
o A specific expertise that enables the supplier to carry out the work on the basis of a fixed price per deliverable, product or service level?
o The financial responsibility with respect to service levels, deliverables and/or the end result?
o The management and supervision of the services/work to be carried out?
o The freedom to decide which of **its own** resources to deploy?

✓ The required solution is **OP-CWF**
The reporting and/or payment relates to work actually performed in a specific period at a rate per person (resource) per hour.

✓ The required solution is **OP-SLD**
The reporting and/or payment does **not** relate to work actually performed in a specific period at a rate per person (resource) per hour.

④

✗ Get in touch with the **Hiring Desk** or **Procurement** to agree the specifications of the request/assignment.

Does it entail hiring in several resources (team or pool) from the same supplier, whereby the supplier schedules the resources?

Does it entail outsourcing an existing KPN **service** to a supplier?

✗ Does it involve outsourcing **work** for which you **can** agree deliverables, milestones and/or sprints with the supplier, but for which **no** concrete **end result** can yet be formulated?

✗ The desired contract type: **OP CWF - Named**

✓ The desired contract type: **OP CWF - Pool**

✓ The desired contract type: **OP SLD – SLA**

✗ The desired contract type: **OP SLD – SoW**

✓ The desired contract type: **OP SLD – TaaS**

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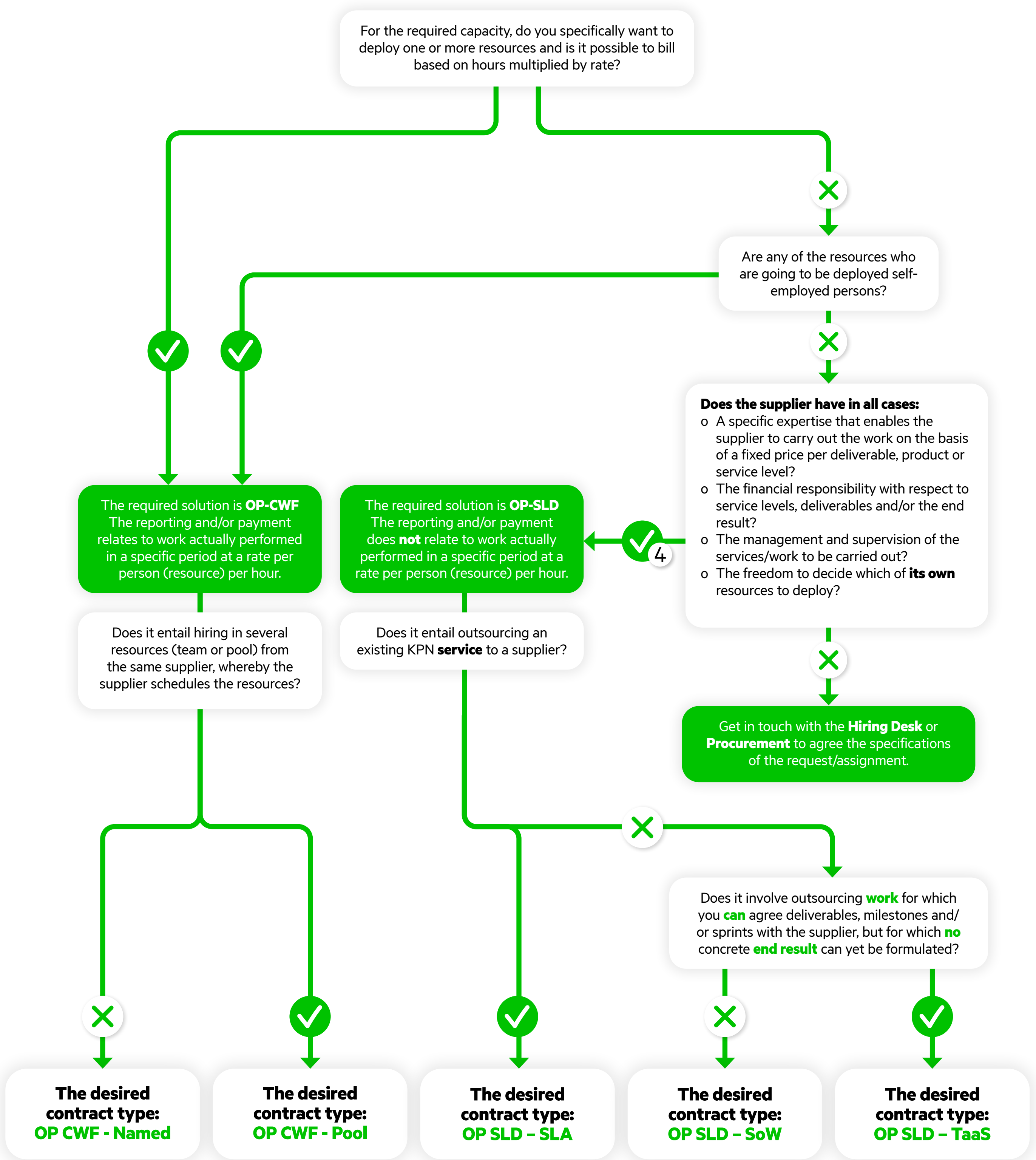
**OP-CWF Named** Named is a contract type for the external hiring of one or more named resources, whereby **KPN decides which resource is to be deployed.** In this case, billing is based on the number of hours actually worked multiplied by an all-in rate per hour. These external resources are not included in the FTE headcount and the risk of potential contract variations is for KPN.

The personnel concerned are:
• Personnel of the supplier or subcontractor that are seconded in accordance with KPN's remuneration scheme and under the management and supervision of KPN.
• Self-employed people contracted via the broker under a model agreement with result obligation.

**OP-CWF Pool** is a contract type for the external hiring of several resources in the employment of a specific supplier, whereby **the supplier is responsible for the scheduling and deployment.** This relates to the external hiring of several named resources in the employment of a specific supplier, with billing based on the number of hours actually worked multiplied by an all-in rate per hour.
These external resources are not included in the FTE headcount and the risk of potential contract variations is for KPN.

The personnel concerned are:
• Personnel seconded by or via the supplier in accordance with KPN's remuneration scheme and under the management and supervision of KPN.

**A Service Level Agreement** is a contract type within OP-SLD in which we **outsource a specific KPN service** to a supplier.
The services are measurable thanks to the fact that the service levels have been formulated in accordance with the SMART (Specific, Measurable, Acceptable, Relevant and Time-bound) method. The payment to the supplier is related directly to the quality of the achieved SLAs.

**A Statement of Work** is a contract type within OP-SLD in which outsourced work is linked to an **actual result obligation (output)** with deliverables and milestones.

This result obligation is to be described in accordance with the SMART method (Specific, Measurable, Acceptable, Relevant and Time-bound). The end result is a concrete formulation of what is to be delivered. The deliverables and milestones that are to be determined are intended to monitor the progress towards the required objectives, for the benefit of the end result.

**Team as a Service** is a contract type within OP-SLD in which the **end result has not yet been formulated**.

Concrete deliverables, milestones and/or sprints may, however, be formulated, with user stories forming the basis for what the supplier and a dedicated team (capacity) is supposed to deliver at a fixed price per deliverable, milestone and/or sprint.

**kpn**