

LOT 2 (FIRE) - MARCH 2017

Table 7	
Critical Success Factor	Delivery
Key Performance Indicator	D2 - Fault Management
Performance Indicator	D2A - Emergency faults rectified on time
PI Measure	Emergency faults rectified within the timescales prescribed in the Specification
PI Purpose	To ensure emergency faults are rectified in a timely manner in accordance with the Specification.
PI Event Definition	The number of emergency faults rectified within the Emergency Clearance Times as set out in Schedule 12c - Appendix 2 expressed as a percentage of the total number of emergency faults notified to the Supplier.
PI Monitoring Methods	<p>The number of emergency faults rectified within the Emergency Clearance Times ("Faults Closed on Time") as set out in Schedule 12c - Appendix 2 divided by the total of the total number of emergency faults notified to the Supplier (the "Total Faults") and multiplied by 100 to give the percentage of emergency faults rectified on time:</p> $\text{Percentage of emergency faults closed on time} = \frac{\text{Faults Closed on Time}}{\text{Total Faults}} \times 100$
Supplier Responsibilities	To update the Company on the rectification of each emergency fault.
Performance Levels	
Level 1 - Meets Requirements	Percentage of emergency faults closed on time is greater than or equal to 95%
Level 2 - Below Requirements	Percentage of emergency faults closed on time is between 80 to 94.99%
Level 3 - Unsatisfactory	Percentage of emergency faults closed on time is less than 80%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>



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Table 8	
Critical Success Factor	Delivery
Key Performance Indicator	D2 - Fault Management
Performance Indicator	D2B - Standard faults rectified on time
PI Measure	Standard Faults rectified within the timescales set out in the Specification
PI Purpose	To ensure standard faults are rectified in a timely manner in accordance with the Specification
PI Event Definition	The number of standard faults rectified within the Standard Clearance Times as set out in Schedule 12c - Appendix 2 expressed as a percentage of the total number of standard faults notified to the Supplier.
PI Monitoring Methods	<p>The number of standard faults rectified within the Standard Clearance Times ("Faults Closed on Time") as set out in Schedule 12c - Appendix 2 divided by the total of the total number of standard faults issued to the Supplier (the "Total Faults") and multiplied by 100 to give the percentage of standard faults rectified on time:</p> $\text{Percentage of standard faults closed on time} = \frac{\text{Faults Closed on Time}}{\text{Total Faults}} \times 100$
Supplier Responsibilities	To update the Company on the rectification of each standard fault.
Performance Levels	
Level 1 - Meets Requirements	Percentage of standard faults closed on time is greater than or equal to 95%
Level 2 - Below Requirements	Percentage of standard faults closed on time is between 80 to 94.99%
Level 3 - Unsatisfactory	Percentage of standard faults closed on time is less than 80%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>



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Table 9	
Critical Success Factor	Delivery
Key Performance Indicator	D2 - Fault Management
Performance Indicator	D2C - Faults rectified on time
PI Measure	Faults rectified within the timescales set out in the Specification
PI Purpose	To ensure faults are rectified in a timely manner in accordance with the Specification
PI Event Definition	The number of Faults rectified within the Standard Clearance Times as set out in Schedule 12c - Appendix 2 expressed as a percentage of the total number of Faults notified to the Supplier.
PI Monitoring Methods	<p>The number of Faults rectified within the Standard Clearance Times ("Faults Closed on Time") as set out in Schedule 12c - Appendix 2 divided by the total of the total number of standard faults issued to the Supplier (the "Total Faults") and multiplied by 100 to give the percentage of standard faults rectified on time:</p> <p>Percentage of standard Faults closed on time = $\frac{\text{Faults Closed on Time}}{\text{Total Faults}} \times 100$</p>
Supplier Responsibilities	To update the Company on the rectification of each Fault.
Performance Levels	
Level 1 - Meets Requirements	Percentage of Faults closed on time is greater than or equal to 95%
Level 2 - Below Requirements	Percentage of Faults closed on time is between 80 to 94.99%
Level 3 - Unsatisfactory	Percentage of Faults closed on time is less than 80%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> <p>Percentage score = $\frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$</p> <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>



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Table 10	
Critical Success Factor	Delivery
Key Performance Indicator	D4 – Management Information
Performance Indicator	D4A – Asset reporting
PI Measure	The percentage of audits which confirm that the Supplier's asset reporting is up to date and meets the required data accuracy in compliance with the Specification.
PI Purpose	To measure compliance with the Supplier's asset reporting obligations as set out in Appendix D to the Specification.
PI Event Definition	The number of audits which fail to demonstrate full compliance with the Specification, expressed as a percentage of the total number of audits undertaken by the Supplier.
PI Monitoring Methods	<p>The Company will, for each Period, carry out random audits of the Supplier's asset reporting including, but not limited to, the frequency and timeliness of updating the asset reports and data accuracy.</p> <p>The Company will collate the results from the random audits undertaken during each Period and will determine the number of audits which confirm compliance with the Specification (the "<u>Satisfactory Audits</u>"). The Company will also record the total number of random audits undertaken in the relevant Period (the "<u>Total Audits</u>") to give the percentage success rate:</p> $\text{Percentage success rate} = \frac{\text{Satisfactory Audits}}{\text{Total Audits}} \times 100$
Supplier Responsibilities	To comply with its asset reporting obligations under the Contract and to assist the Company in undertaking audits.
Performance Levels	
Level 1 - Meets Requirements	Percentage success rate is equal to or greater than 98%
Level 2 - Below Requirements	Percentage success rate is between 95 and 97.99%
Level 3 - Unsatisfactory	Percentage success rate is less than 95%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>



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Table 11	
Critical Success Factor	Delivery
Key Performance Indicator	D5 – Health, Safety, Environmental
Performance Indicator	D5A – Number of Supplier audits completed versus planned
PI Measure	The number of the Supplier's health and safety audits completed as a percentage of those planned.
PI Purpose	To measure the effectiveness of the Supplier's health and safety monitoring systems.
PI Event Definition	The number of the Supplier's health and safety audits completed in the relevant Period, expressed as a percentage of the number of planned audits to be undertaken.
PI Monitoring Methods	<p>The Supplier collates the number of health and safety audits completed in the relevant Period (the "<u>Actual number of Audits</u>") and makes a comparison against the planned number of audits to be undertaken in the relevant Period, as advised to the Company's Representative, prior to the Period commencing (the "<u>Planned Number of Audits</u>"). The Actual Number of Audits is divided by the Planned Number of Audits and multiplied by 100 to give the percentage of audits completed:</p> $\text{Percentage audits completed} = \frac{\text{Actual Number of Audits}}{\text{Planned Number of Audits}} \times 100$
Supplier Responsibilities	To collate the number of health and safety audits completed in the relevant Period and to compare these against the planned number of audits to be undertaken in the relevant Period (as advised to the Company's Representative).
Performance Levels	
Level 1 - Meets Requirements	Percentage audits completed is equal to or greater than 98%
Level 2 - Below Requirements	Percentage audits completed is between 95 and 97.99%
Level 3 - Unsatisfactory	Percentage audits completed is less than 95%
Quarterly Contract Scorecard scoring	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

