

Key Performance Indicator 1	
KPI Number	1
Service Area	Service Delivery
PI Descriptor	Post Design Services and Ad-hoc Tasking – Part 2 Delivery & Task Delivery
Incidence Measure	<p>The Contractor will be required to return the Part 2 TAF (Contractor's Quotation) to the Authority within 10 working days of the Part 1 Submission.</p> <p>The Contractor will also be required to deliver in accordance with the required delivery date agreed between the Authority and the Contractor on the relevant TAF once agreed and signed by both parties. The Authority will measure the Contractor performance against time for the contracted due date and actual date delivered for each part 2 return.</p>
Start	On submission of any TAF Part 1.
Stop	Task completed and delivered in accordance with the timescales and standards as set out in the Tasking Form
Who Reports?	The Contractor in the Progress Report
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	REDACTED
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	95% of TAF Part 2s returned within 10 working days of submission of TAF Part 1 and 95% all TAFs completed on, or before, the delivery date agreed at the TAF Part 2.
	85 – 94% of TAF Part 2s submitted within 10 working days of submission of TAF Part 1 and/ or 85 – 94% TAFs completed on, or before, the delivery date agreed at the TAF Part 2.
	Less than 85% of TAF Part 2s returned within 1- working days of submission of TAF Part 1 and/ less than 85% of TAFs completed on, or before, the delivery date agreed at the TAF Part 2.

Key Performance Indicator 2	
KPI Number	2
Service Area	In-Service Support
PI Descriptor	Delivery of Ad-Hoc Spares
Incidence Measure	The Contractor shall deliver ad hoc spares within the agreed lead times listed in the spares list at Annex C in accordance with Annex A SOW Line Item 18.
Start	Contract Award

Stop	Contract Expiry
Who Reports?	The Contractor in the Progress Report
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	REDACTED
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	95% of Spares requested within the quarter delivered within the agreed lead times listed in the spares list.
	85-94% of spares requested within the quarter delivered within the agreed lead times listed in the spares list.
	Less than 85% of spares requested within the quarter delivered within the agreed lead times listed in the spares list.

Key Performance Indicator 3	
KPI Number	3
Service Area	In-Service Support
PI Descriptor	Completion of Repairs
Incidence Measure	The Contractor shall complete agreed repairs within the agreed timescales.
Start	Contract Award
Stop	Contract Expiry
Who Reports?	The Contractor in the Progress Report
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	REDACTED
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	95% of repairs agreed within the quarter, completed within the agreed timescales.
	85-94% of repairs agreed within the quarter completed within the agreed timescales.
	Less than 85% of repairs agreed within the quarter completed within the agreed timescales.