

707141451 – Remote Sensor Network
Annex I – Key Performance Indicators

Key Performance Indicator 1	
KPI Number	1
Service Area	Service Delivery
PI Descriptor	Post Design Services and Framework Tasking – Return of Part 2
Incidence Measure	The Contractor will be required to return the Part 2 Tasking (Contractor's Quotation) to the Authority within 15 working days unless otherwise agreed of the Part 1 Submission.
Start	On submission of any Part 1 Tasking.
Stop	Submission of the completed Part 2 (Contractor Quotation) to the Authority within 15 working days unless otherwise agreed in accordance with the timescales and standards as set out in the Tasking Form.
Who Reports?	The Contractor in the Quarterly Progress Report
Monitoring Frequency	Quarterly from Contract Award
Reporting Frequency	Quarterly from Contract Award
Retention Attribution	5% of the Core Payment in accordance with Condition 7.4 of the Terms and Conditions
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	75% of Task Part 2s returned on, or before, the agreed submission date.
	74% – 50% of Task Part 2s returned on, or before, the agreed submission date.
	Fewer than 49% Task Part 2s returned on, or before, the agreed submission date.

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Key Performance Indicator 2	
KPI Number	2
Service Area	Service Delivery
PI Descriptor	Post Design Services and Framework Tasking – Part 3 Delivery
Incidence Measure	The Contractor will also be required to deliver in accordance with the delivery date agreed between the Authority and the Contractor on the relevant TASK once agreed and signed by both parties. The Authority will measure the delivery of the Task against the schedule and contracted due date agreed in each Task.
Start	On submission of any Part 3 Tasking.
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 from Contract Award
Reporting Frequency	Quarterly from Contract Award
Retention Attribution	5% of the Core Payment in accordance with Condition 7.4 of the Terms and Conditions
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	75% of all Tasks completed on, or before, the delivery date agreed in the Part 2.
	74% – 50% Tasks completed on, or before, the delivery date agreed at the Part 2.
	Less than 49% of Tasks completed on, or before, the delivery date agreed at the Task Part 2.

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Key Performance Indicator 3	
KPI Number	3
Service Area	Social Value
PI Descriptor	Social Value Plan (SVP)
Incidence Measure	The Contractor will be required by the Authority to perform in accordance with the Social Value Plan at Annex M to the Contract. The Contractor's performance of meeting its obligations will be monitored.
Start	Contract Award
Stop	Contract Expiry
Who Reports?	The Contractor in the Quarterly Progress Report
Monitoring Frequency	Quarterly from Contract Award
Reporting Frequency	Quarterly from Contract Award
Retention Attribution	5% of the Core Payment in accordance with Condition 7.4 of the Terms and Conditions.
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	≥ 90% SVP artefacts delivered on time
	≥ 90% SVP artefacts delivered within 10 working days of agreed delivery date
	≥ 90% SVP artefacts delivered over 11 working days from agreed delivery date

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Key Performance Indicator 4	
KPI Number	4
Service Area	In-Service Support
PI Descriptor	Delivery of Spares
Incidence Measure	The Contractor shall deliver spares within the agreed lead times listed in the Spares List at Annex C in accordance with the process detailed in Annex A SOW27.
Start	Contract Award
Stop	Contract Expiry
Who Reports?	The Contractor in the Progress Report
Monitoring Frequency	Quarterly from Contract Award
Reporting Frequency	Quarterly from Contract Award
Retention Attribution	5% of the Core Payment in accordance with Condition 7.4 of the Terms and Conditions
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.

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Key Performance Indicator 5	
KPI Number	5
Service Area	In-Service Support
PI Descriptor	Completion of Repairs
Incidence Measure	The Contractor shall complete agreed repairs within the agreed timescales stated within the repair survey.
Start	Contract Award
Stop	Contract Expiry
Who Reports?	The Contractor in the Progress Report
Monitoring Frequency	Quarterly from Contract Award
Reporting Frequency	Quarterly from Contract Award
Retention Attribution	5% of the Core Payment in accordance with Condition 7.4 of the Terms and Conditions
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.