**CONDITION 45(a)**

**STATEMENT OF REQUIREMENT**

**C-17 Cargo Hold Mock Up**

**Support Contract**

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# **BACKGROUND**

1. The C17 Cargo Hold Mock Up (CHMU) is a true to size representation of a C-17 freight bay. Internally, it represents the inside of the cargo hold of a C-17 with a suspended simulation of the wing spar fuel tanks. It is mainly made from wood with a steel structure underpinning the main floor. It is used by the Joint Air Delivery Test & Evaluation Unit (JADTEU) to safely assess whether items to be loaded onto a C-17 for internal carriage within mandated clearance limits. The CHMU provides a safe alternative to using a live airframe from the operational fleet, mitigating risk to the airframe during loading trials by negating need for live aircraft.
2. Images of the C-17 CHMU and the in scope equipment can be found at Annex A.
3. The CHMU was designed and built by the Defence Aviation Repair Agency (DARA) and delivered in 2001. DARA have since closed and support for the CHMU was handed over to the station in 2008.
4. Through continuous support and provision of the CHMU, the RAF does not require a live C-17 Aircraft to be used for loading testing, meaning that the UK has a full fleet of 8x C-17 Aircraft available. This allows the C-17 Delivery Team (DT) to meet the Command Acquisition Support Plan (CASP) by meeting the Actual Available Fleet (AAF).

# **SCOPE OF REQUIREMENT**

1. The Contractor shall assume the role of Design Organisation (DO) and the Authority will retain the role as the Engineering Authority (EA). The Contractor shall undertake the Core Work and Non-Core Work initiated by the Authority/EA for the duration of the Contract. The Core Work elements can be found in the table below, and these will be priced as part of the Contractor’s tender return at Schedule 2[[1]](#footnote-2).
2. Examples of the type of Non-Core Work that may be initiated by the Authority during the Contract using the Tasking Process can also be found below. These examples are for illustrative purposes only and all Non-Core Tasks are to be priced upon request.
3. A list of Anticipated Financial Year (FY) 23/24 Non-Core Tasks is also provided below. This list is provided in good faith and represents the Authority’s best endeavours to identity foreseen Non-Core Tasks which the Authority expects to initiate in FY23/24 of the Contract. **Note: this list is provided for illustrative purposes only and no commitment is made by the Authority to initiate any of these Non-Core tasks during FY23/24 or at any other time during the Contract duration.**

|  |
| --- |
| **Core Tasks** |
| Confirm annually that the CHMU installation (original design & maintenance) remains Fit for Purpose and safe to operate via a F100/equivalent form. |
| Complete all scheduled maintenance and ensure 6 &12 monthly inspection regimes are completed on time and servicing records are updated and published. |
| Complete statutory annual LOLER inspection on both CHMU winch and ramp under extant legislation and provide C-17 DT with certificates for audit purposes. |
| Provide advice and authority to DT on design constrains and load limits, including on single items in excess of 40,000kg.. |
| Complete 6 monthly internal location & dimension comparison checks of CHMU Structure compared to the Aircraft dimensions.  Example checks could include, but are not limited to, ER Tank, Life Rafts, Oxy System components, ramp door, etc.  N.B. – The Contractor **will not have access to the Aircraft** and Aircraft dimensions will be provided to the Contractor from the EA. |
| Provide the DT with any relevant information in support of and attend a virtual Annual Safety Panel. |
| Attend RAF Brize Norton to conduct a condition survey following a CHMU breakdown and report findings within 2 working days (repairs identified will be agreed via a non-core task). |
| Prepare and supply information for the upkeep of the C-17 CHMU, including updates to authority owned technical publications. |
| General Project Management maintenance of Contract to cover aspects such as, but not limited to:  POC for ad-hoc queries, timely email responses, Tasking Authorisation Form (initiated by the Authority) responses, meeting attendances such as the Biannual Project, Contract & Safety Review, etc. |

|  |
| --- |
| **Examples of Non-Core Tasks** |
| Prepare new specifications, drawings and instructions for maintaining the design of the CHMU or its parts, including obsolescence. |
| Respond to design change recommendations from local occurrence investigations and provide advice to the EA. |
| Execute any design changes to the CHMU system in line with DT owned drawings and documentation.  This could include, but is not limited to, design changes as a result of modifications/obsolescence/repairs. |
| Provide training to the user regarding pre-use checks/inspections which should be completed outside of the 6 and 12 monthly scheduled maintenance. |
| Carry out necessary adjustments to CHMU structure following 6 & 12 monthly internal dimension comparison checks of CHMU Structures to the Aircraft. |
| Adhoc sourcing of Spare Parts and components in support of the maintenance and upkeep of the CHMU. |
| Complete maintenance and/or inspections following one-off loading of single items in excess of 40,000kg. |
| Complete any additional maintenance or repair tasks as identified and requested by the EA. |

|  |
| --- |
| **Anticipated FY23/24 Non-Core Tasks** |
| Complete an in-depth review of CHMU systems and maintenance schedule to determine whether extant maintenance & periodicities remain valid.  This must be partly based on past failure models.  Subsequent update and maintaining of the Maintenance Schedule throughout contract life. |
| Create a Through Life Management Plan (TLMP) in line with all relevant regulations, legislation and statutory requirements. |
| Create an Obsolescence Management Plan (OMP) in accordance with IEC 62402:2019 and covering:  Identification & Reporting of Obsolescence Risks and Issues  Identification of Mitigations for each Obsolescence Risk & Issue  Identification of Resolution for Obsolescence Issues. |
| Conduct a condition survey of the CHMU floor associated with the cargo bay, ramp and toes and provide advice to EA on re-skinning the floor. |
| Make provision to attend up to 4 visits to RAF Brize Norton during year 1 of the contract to complete condition and maintenance surveys. |

1. The Contractor must ensure that all maintenance, repairs and inspections are carried out by Baseline Personnel Security Standard (BPSS) security cleared and Suitably Qualified and Experienced Personnel (SQEP). However, where the Contractor’s systems knowledge does not adequately cover a sub-system, a relevant competent sub-contracted organisation or Original Equipment Manufacturer (OEM) must be consulted in respect to engineering, technical or usage decisions regarding the respective sub-system. For example, when dealing with the CHMU Winch or Screw Jacks.
2. All work carried out by the Contractor must be completed to the satisfaction of the Authority’s Project Manager.

# **AUTHORITIY’S RESPONSIBILITIES**

1. The Authority will ensure that the Contractor has access to JADTEU Hangar 92 at RAF Brize Norton (where the CHMU is located and work is to be performed) and will ensure basic provisions (toilets, kitchen etc) are available for use at no extra cost to the Contractor while they are conducting scheduled inspections & maintenance, breakdown condition surveys and Non-Core Taskings.
2. The C-17 DT and C-17 Engineering Manager at RAF Brize Norton will make the initial contact to the Contractor for Maintenance Service Notifications and any defaults/failures in the CHMU system identified by the user during loading trials. The C-17 DT will therefore act as the conduit between the Contractor and JADTEU (the user) and will ensure Points of Contact (POC) are readily available.
3. To accommodate the Contractor’s personnel & equipment (para 18), the Authority shall, to the best of its endeavours, provide support in transporting equipment (for unusual and heavy loads) on and off site at RAF Brize Norton. For example, where availability of equipment and personnel permits, the Authority will provide access to a forklift.
4. Given the C-17 DT will retain the role of EA, the DT will also retain all original drawings and design documentation of the CHMU as well as dimensions of the C-17 Platform itself. The C-17 DT will issue copies of these to the Contractor where internal dimension checks and new drawings/inspections arise. Subject to non-core tasking, The Contractor agrees to share any new documentation, including drawings and dimensions, with the EA (if adjusted).
5. The Authority will create a Maintenance Records Documentation System and share this with the Contractor. This will cover the component lifing metrics, maintenance schedules (extant or up issued by the Contractor), servicing records and statutory inspections. The Authority will retain the rights to this data throughout the contract.

# **CONTRACTOR’S RESPONSIBILITIES**

1. In addition to the Core and Non-Core requirements, the Contractor shall identify points of contact for both routine and ad hoc queries and will be responsive to emails and telephone calls as required. Similarly, the Contractor shall, as soon as practicable, contact the Authority to discuss pertinent issues including issues which may impact the completion of a task or its delivery date.
2. The Contractor shall supply all tooling to carry out inspections, maintenance, and repair work. This will include common tooling and specialist equipment for certain inspections, such as LOLER testing. It will be the Contractor’s responsibility to ensure their tooling and equipment is serviceable and calibrated. The C-17 DT will not procure any tooling and neither JADTEU nor Hangar 92 will store any tooling or equipment on the Contractor’s behalf.
3. The Contractor shall report to the EA and the user any failures, malfunctions, or defects to the CHMU that has resulted in the CHMU being in an unsafe condition and therefore not usable.
4. The Contractor shall ensure that all personnel working on the CHMU have a minimum security clearance of (BPSS) and are DBS cleared, to enable them to access the CHMU at RAF Brize Norton. Where required, obtaining BPSS clearance will be at the expense of the Contractor and will subsequently be continually monitored by the Contractor.
5. When accessing RAF Brize Norton, the Supplier must report to the Main Security Gatehouse and be booked on site, using the POC given by the Authority. The POC will escort the Supplier to JADTEU and Hangar 92.

# **TASKING PROCESS**

1. The Tasking Process below sets out the mechanism by which Contractor Non-Core Tasking Deliverables shall be initiated and authorised by the Authority under line item 2 of the Schedule of Requirements.

## **Part 1 – Task Requirement**

1. JADTEU inform the C-17 Delivery Team of the Repair/Emergent Tasking requirement and seek permission of the DT to contact the Contractor. The DT will complete and issue an authorised TAF Part 1 form (template can be found at Annex C) in readiness for the Contractor to complete TAF Part 2.
2. The C-17 Delivery Team will record details of the issued TAF on the TAF tracker and update accordingly.

## **Part 2 – Price Breakdown**

1. Upon receipt of TAF Part 1, the Contractor shall fully complete, sign and date the TAF Part 2, annotating the Work to Perform, Quantity to Review, Firm Price Quotation, Task Commencement and Task Completion Dates.
2. The Contractor may be expected to carry out adhoc sourcing of Spare Parts and equipment for the upkeep and maintenance of the CHMU. Where this is executed, it will be clearly identified on Part 1 of the TAF form.
3. The Contractor shall submit the completed TAF Part 2 back to the Authority’s Commercial and Operations Managers (Box 1 & 2 DEFFORM 111) no later than the submission date stated by the Authority in the TAF Part 1.

## **Part 3 – Task Authorisation**

1. Following any necessary clarifications of the Part 2 Price Breakdown, the C-17 DT may commit to the Task by sending a duly signed Part 3 authorisation form to the contractor and endorsed CPF Purchase Order Number.
2. The C-17 Operations Manager will update the TAF tracker and the TAF will be filed.

## **Part 4 Task Completion**

1. The Contractor will confirm that the work has been completed in accordance with the endorsed TAF (and the prevailing Contract Conditions, including any delivery instructions). Upon Acceptance (and assuming the deliverable is not Rejected in accordance with Contract Condition 28 and specified in Schedule 8), the Authority will sign part 4 of the TAF and return it to the Contractor, confirming the Task has been completed and payment can be claimed in accordance with Contract Condition 35.
2. The C-17 Operations Manager will then update the TAF Tracker and then TAF will then be filed.

# **CONTRACT PERFORMANCE & REPORTING**

1. All work tasked to the Contractor is to be completed in accordance with the timeframe stipulated either on the maintenance schedule periodicity (core tasks) or on the Task Authorisation Form (non-core tasks). The Authority requests that the Contractor informs them of any significant delays at the earliest opportunity on any core or non-core tasking.
2. The Contractor’s performance against all tasks (core and non-core) shall be measured across three metrics. These metrics can be found in the bulleted list below:
   1. The Authority expects all periodic scheduled maintenance to take place in a timely manner and be completed in advance of the scheduled expiry date. Each scheduled maintenance event and its completion will be assessed using a Key Performance Indicator (KPI). Further information on the KPIs for Core tasks can be found at Annex D.
   2. All non-core taskings will be assessed using a KPI assessing Task Completion Dates (set by the Contractor in each TAF Part 2). Further information on the KPIs for non-core tasks can be found in Annex F.
3. At the end of each 6-monthly period, the Contractor shall complete two Biannual KPI Reports (example at Annexes G & E) – one for the Scheduled Maintenance and one for the Non-Core taskings that have been completed in that previous 6-month period. These Biannual KPI Reports will be discussed and reviewed at the Project, Contract and Safety Review.
4. Each Biannual KPI reports will document the performance against the scheduled maintenance event and each individual Non-Core TAF, assigning each a numerical score: Red = 3, Amber = 2, Green = 1. The aggregate score for the 6-monhtly period will then be converted into a MEAN KPI Score using the following formula:
   1. Sum of individual Scheduled Maintenance Event OR TAF scores divided by the number of Scheduled Maintenance Event OR TAFs completed = MEAN KPI Score
5. The Mean KPI Scores for the quarter will correspond to the following quarterly KPI performance outcomes:
   1. GREEN: 1 - 1.66
   2. AMBER: 1.67 - 2.32
   3. RED: 2.33 – 3
6. A detailed example can be found in Annexes E&G. The Biannual KPI Reports shall be sent to the Authority within the 10 following business days of the reporting period end date (Annex H). It should be noted that the first Report due on 17/04/23 is a shadowed report only and shall not be formally recorded. It is anticipated that the Biannual Project, Contract and Safety Review (para 42) will take place after receipt of the Biannual KPI Report and the Report shall feature as a standing agenda item.

## **Rectification Plan & Critical Service Failure**

1. In the event that the Contractor returns an AMBER or RED Biannual KPI Report on either the Core or Non-Core Tasking Report followed by another AMBER or RED on EITHER KPI Report in the following Reporting period, the Contractor shall produce a Rectification Plan and issue this to the Authority within 20 working days of the Biannual KPI Report due date. The Rectification Plan will identify the root cause(s) for the poor performance and how this will be remedied. If necessary, the Contractor shall offer to hold a meeting to discuss the Rectification Plan and its findings.
2. In the event that a Rectification Plan has been produced and the Contractor does not return a GREEN Biannual KPI Report (on either KPI report) within the following 2 Biannual KPI Reporting Periods, this will constitute a Critical Service Failure. In such circumstances, the Authority reserves its rights to terminate the Contract in accordance with Contract Condition 42.

# **LOCATION OF WORK, COMMUNICATION & CONTRACT REVIEWS**

1. All maintenance and inspections and the majority of reparatory work will be completed at RAF Brize Norton.
2. It is expected that the Screw Jacks and Winch will be repaired and overhauled by the OEM (offsite from RAF Brize Norton). When needed, the Contractor will be required to remove the Winch and Screw Jacks and then refit once the overhaul/reparatory work has been completed. The DT will arrange delivery and collection of these items with the OEM. For example, it is anticipated that the Screw Jacks will need to be overhauled every 5 years (via Non-Core task).
3. The Contractor shall identify points of contact for both routine and ad hoc queries and will be responsive to emails and telephone calls as required. Similarly, the Contractor shall, as soon as practicable, contact the Authority to discuss pertinent issues including issues which may impact the completion of a task or its delivery date.
4. A Contract Kick Off meeting will be held within the first month of Contract Award at RAF Brize Norton. The EA, user and Contractor will attend this meeting and the Contractor’s Travel and Subsistence costs will be covered by the EA.
5. A bi-annual project, contract & safety review will be held to discuss contract performance, safety concerns, any issues with work (previous/ongoing/upcoming) and any upcoming work. The first contract review will commence in or around April 2023 and then will be held biannually to allow for 2 reviews per FY. This review will be conducted via telecon or online (timings to be initiated by the Authority). It is envisaged that the review will take place **after** the scheduled maintenance in order to allow for the KPI report to be completed.
6. Coinciding with the 2nd bi-annual contract & safety review, it is expected that the Contractor will contribute to and attend an annual Safety Panel with the EA, JADTEU and RAF Brize Norton Station Commander. This would involve a review of the Safety Case as well as a review of any failures of the CHMU. This Safety Panel would take place via telecon or online.
7. The Authority accepts that there is no requirement for the Contractor to work weekends and public holidays unless agreed by both parties prior to the commencement of work.

# **EXCLUSIONS**

1. The Contractor will not have access to the C-17 Aircraft itself nor any technical data (including drawings) pertaining to the aircraft. Where the Contractor requires further information or documentation concerning the CHMU, the Contractor will need to request this from the Authority.
2. The Contractor will not hold the rights to the original drawings and documentation of the CHMU, these rights will remain with the Authority. Any up issues to the drawings made by the Contractor following adjustments to the CHMU will be owned by the Authority.
3. It must also be noted that the Local Exhaust Ventilation (LEV) will fall outside of the Contractor’s remit. The responsibility for the inspection & maintenance of the LEV rests with RAF Brize Norton’s station services provider Vinci.

# **ANNEX A – IMAGES & DESCRIPTION OF IN SCOPE EQUIPMENT**

Please see below a PowerPoint Presentation containing images and associated descriptions of the C-17 CHMU.

Please contact the Authority if you require visibility of any more images.



# **ANNEX B – SCHEDULED MAINTENANCE PERIODICITIES**

Please see **below** for an object link to the extant maintenance schedule for the C-17 CHMU.



# **ANNEX C – TASK AUTHORISATION FORM**

|  |  |  |  |
| --- | --- | --- | --- |
| **PART 1: TASK REQUIREMENT** (to be completed by the Authority) | | | |
| **Contract No.:** |  | | |
| **C17CSAE Unique Task Number:** |  | **Version no:** |  |
| **Task Category:** (as per the Schedule of Requirement) |  | | |
| **Task Title:** |  | | |
| **Background and Requirement:** |  | | |
| **Deliverables:** |  | **Acceptance Criteria:** | In accordance with Contract Condition 28 (and Schedule 8), the Authority’s Acceptance Criteria for this task is […] |
| **Part 2 of TAF to be submitted by the Contractor no later than:** |  | **Task Required by Date:** |  |
| **Signed:** (Authority Operations Manager) |  | **Date:** |  |

|  |
| --- |
| **PART 2: PRICE BREAKDOWN** (to be completed by the Contractor *responding to the task proposed by the Authority at Part 1.*) |
| The work described in Part 1 is submitted for authorisation against the following **Firm Price** quotation:   |  |  |  |  | | --- | --- | --- | --- | | Work to Perform: | | Quantity | Total Firm Price (£) ex VAT: | | Type of Work to Perform:  Part Number:  Description:  Serial Number: | |  |  | | Task Commencement date:  Task Completion date:  Signature:  Date: | Appointment *(Authorised Contractor Representative)*:  Contact Details: | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **PART 3: TASK AUTHORISATION** (to be completed by the Authority for task approval and authorisation) | | | |
| **Operations Manager Endorsement:** | Operations Managerapproval is hereby given for this task to proceed at a Firm Price of **[£................................] ex VAT**. For Tasks above £20,000.00, both the Authority’s Project Manager and Commercial Officer are required to sign for authorisation to continue. | | |
| **Signed:**  (Name and post) |  | **Date:** |  |
| **Commercial Approval:** | The Contractor is duly authorised to carry out the work detailed in Part 1, for the total Firm Price detailed at Part 2 of this form in accordance with the Contract Terms and Conditions.  All other terms and conditions of the Contract remain unchanged.  The Contractor is to acknowledge receipt of the Tasking Order Form within two working days of the signature date below. | | |
| **Completion date:** | A completion date of **[……….…………..…….]** is given for this task. | | |
| **Signed:**  (Name and post) |  | **Date:** |  |
| **PART 4: TASK COMPLETION** (to be completed by the Authority) | | | |
| This is to certify that the Task requirement at Part 1 has been completed to the satisfaction of the Authority and payment can be claimed in accordance with Contract Condition 35. | | | |
| **Signed and Dated:** (Name and post) |  | | |

# **ANNEX D – KPI 1 – TIMELY COMPLETION OF CORE TASKS (PERIODIC MAINTENANCE AND INSPECTIONS)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Area** | | **Delivery** | |
| **Description** | | Timely completion of Periodic Scheduled Maintenance / Dimension Checks (Schedule of Requirements Item 1). | |
| **Definitions** | | Completion is the execution of the periodic scheduled inspection & maintenance carried out in line with the maintenance schedule, along with updating all servicing records, to the satisfaction of the Authority (DEFFORM 111, box 2).  If the Contractor can demonstrate that delays to the periodic scheduled inspection & maintenance are caused by Authority action/inaction or extraordinary events outside of the control of the Contractor, the task originator and the Contractor shall agree a reasonable alternative date for which to measure Task completion performance against this KPI. | |
| **Data Source** | | The Authority | |
| **Data Maintainer** | | The Authority | |
| **Data Provider** | | The Contractor | |
| **Monitoring Frequency** | | Biannually | |
| **Reporting Frequency** | | Biannually | |
| **Reporting Method** | | Biannual KPI Report | |
| **Level** | **Performance Criteria** | | **Effect** |
| **GREEN** | Good (On Time)  On time completion of authorised scheduled maintenance / dimension checks & update of maintenance records up to 1 week before expiry date. | | Full payment of Task sum will be due in accordance with Condition 35. |
| **AMBER** | Approaching Target  Completion of authorised scheduled maintenance / dimension checks & update of maintenance records 1-4 business days after expiry date. | | Full payment of Task sum will be due in accordance with Condition 35, however:  The Contractor shall email the task originator to explain the causes of the untimely completion of the task.  **Note the Rectification Plan and Critical Service Failure provisions in the Contract Reporting section** |
| **RED** | Requires Improvement  Completion of authorised scheduled maintenance / dimension checks & update of maintenance records 5+ business days after expiry date. | | Full payment of Task sum will be due in accordance with Condition 35, however:  The Contractor shall email the task originator to explain the causes of the untimely completion of the task.  **Note the Rectification Plan and Critical Service Failure provisions in the Contract Reporting section** |

# **ANNEX E – BLANK BIANNUAL KPI REPORT COVERING CORE WORK & SCHEDULED MAINTENANCE – TABULAR FORMAT**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Reporting period:** |  |  |  |  |
| **SCHEDULED MAINTENANCE EVENT** | **SCHEDULED MAINTENANCE EVENT EXPIRY DATE** | **ACTUAL DELIVERY DATE** | **KPI SCORE** | **KPI SCORE COMMENTS** |
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|  |  |  |  |  |
|  |  | **Mean KPI score** |  |  |
|  |  | **Final KPI Rating**  **RAG** |  |  |

**For the avoidance of doubt, only Scheduled Maintenance Events discharged (completed/Accepted) during the associated KPI reporting period (Annex H) are to be complied in the Biannual KPI Report. In progress Scheduled Maintenance Events are to be reported in the ensuing Biannual KPI Report.**

## **Example Biannual Aggregate KPI Scoring – Core Work & Scheduled Maintenance**

‘KPI SCORE’ FIELD: GREEN = 1, AMBER = 2, RED = 3.

MEAN KPI BOUNDARIES:

GREEN: 1 - 1.66, AMBER: 1.67 - 2.32, RED: 2.33 - 3.

*GREEN EXAMPLE:*

The Contractor returned a report of 5x Scheduled Maintenance Events. These Events were scored as 3x GREEN (3), 1x AMBER (2), 1x RED (3). This provides a total score of 8. 8/5 = 1.6 = **GREEN**.

*AMBER EXAMPLE:*

The Contractor returned a report of 4x Scheduled Maintenance Events. These Events were scored as 1x GREEN (1), 2x AMBER (4), 1x RED (3). This provides a total score of 8. 8/4 = 2 = **AMBER**.

*RED EXAMPLE:*

The Contractor returned a report of 5x Scheduled Maintenance Events. These Events were scored as 1x GREEN (1), 1x AMBER (2), 3x RED (9). This provides a total score of 12. 12/5 = 2.4 = **RED**

# **ANNEX F – KPI 2 – TIMELY COMPLETION OF NON-CORE AUTHORISED TASKS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Area** | | **Delivery** | |
| **Description** | | Timely completion of Authorised Tasks (Schedule of Requirements Items 2). | |
| **Definitions** | | Completion is delivery of Task output in accordance with the acceptance criteria stated in the Tasking Authorisation Form (TAF) to time, cost, and performance parameters to the satisfaction of the Authority’s task originator (DEFFORM 111, box 2).  Changes to the completion by date are to be by exception, via formal revisions of the TAF, accepted by the Authority’s task originator.  If the Contractor can demonstrate that delays to the delivery of a Task output are caused by Authority action/inaction or extraordinary events outside of the control of the Contractor, the task originator and the Contractor shall agree a reasonable alternative date for which to measure Task completion performance against this KPI. | |
| **Data Source** | | The Authority | |
| **Data Maintainer** | | The Authority | |
| **Data Provider** | | The Contractor | |
| **Monitoring Frequency** | | Per individual TAF | |
| **Reporting Frequency** | | Biannually | |
| **Reporting Method** | | Biannual KPI Report | |
| **Level** | **Performance Criteria** | | **Effect** |
| **GREEN** | Good (On Time)  Completion of authorised non-core work by the completion date on the TAF. | | Full payment of Task sum will be due in accordance with Condition 35. |
| **AMBER** | Approaching Target  Completion of authorised non-core work 1-9 business days after the completion date outlined on the TAF. | | Full payment of Task sum will be due in accordance with Condition 35, however:  The Contractor shall email the task originator to explain the causes of the untimely completion of the task.  **Note the Rectification Plan and Critical Service Failure provisions in the Contract Reporting section** |
| **RED** | Requires Improvement  Completion of authorised non-core work 10+ business days after the completion date outlined on the TAF. | | Full payment of Task sum will be due in accordance with Condition 35, however:  The Contractor shall email the task originator to explain the causes of the untimely completion of the task.  **Note the Rectification Plan and Critical Service Failure provisions in the Contract Reporting section** |

# **ANNEX G – BLANK BIANNUAL KPI REPORT COVERING NON-CORE TAFs – TABULAR FORMAT**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Reporting period:** |  |  |  |  |
| **TAF #** | **COMMITTED CONTRACTUAL DELIVERY DATE** | **ACTUAL DELIVERY DATE** | **KPI SCORE** | **KPI SCORE COMMENTS** |
|  |  |  |  |  |
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|  |  |  |  |  |
|  |  | **Mean KPI score** |  |  |
|  |  | **Final KPI Rating**  **RAG** |  |  |

**For the avoidance of doubt, only TAFs discharged (Completed/Accepted) during the associated KPI reporting period (Annex H) are to be complied in the Biannual KPI Report. In progress TAFs are to be reported in the following Biannual KPI Report.**

## **Example Biannual Aggregate KPI Scoring – Non-Core TAFs**

‘KPI SCORE’ FIELD: GREEN = 1, AMBER = 2, RED = 3.

MEAN KPI BOUNDARIES:

GREEN: 1 - 1.66, AMBER: 1.67 - 2.32, RED: 2.33 - 3.

*GREEN EXAMPLE:*

The Contractor returned a report of 6x TAFs. These TAFs were scored as 4x GREEN (4), 1x AMBER (2), 1x RED (3). This provides a total score of 9. 9/6 = 1.5 = **GREEN**.

*AMBER EXAMPLE:*

The Contractor returned a report of 8x TAFs. These TAFs were scored as 2x GREEN (2), 4x AMBER (8), 2x RED (6). This provides a total score of 15. 16/8 = 2 = **AMBER**.

*RED EXAMPLE:*

The Contractor returned a report of 5x TAFs. These TAFs were scored as 1x GREEN (1), 1x AMBER (2), 3x RED (9). This provides a total score of 12. 12/5 = 2.6 = **RED**

# **ANNEX H – BIANNUAL KPI REPORT PERIODICITIES**

|  |  |
| --- | --- |
| Reporting Period | Report Due |
| 01/12/2022-31/03/2023 | 17/04/2024 |
| 01/04/2023-30/09/2023 | 13/10/2023 |
| 02/10/2023-28/03/2024 | 15/04/2024 |
| 02/04/2024-30/09/2024 | 14/10/2024 |
| 01/10/2024-31/03/2025 | 14/04/2025 |
| 01/04/2025-30/09/2025 | 14/10/2025 |
| 01/10/2025-31/03/2026 | 16/04/2026 |
| 01/04/2026-30/09/2026 | 14/10/2026 |
| 01/10/2026-31/03/2027 | 14/04/2027 |

# **ANNEX I – LABOUR RATES AND NON-CORE TRAVEL & SUBSISTENCE**

# **(for Line Item 2 only)**

**Table 1 - Firm Labour Rates**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Employee role** | **Firm Price Per hour (£) Ex VAT** | | | | |
| **xx/xx/2022 31/03/2023** | **01/04/2023 31/03/2024** | **01/04/2024 31/03/2025** | **01/04/2025 31/03/2026** | **01/04/2026 31/03/2027** |
| [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |
| [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |
| [redacted] | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |

\*FIRM rates are inclusive of labour overheads, profit and all indirect costs except for those listed below.

**Table 2 - Firm Travel and Subsistence Rates**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Type of Subsistence** | **Firm Price (£) Ex VAT** | | | | |
| **xx/xx/2022 31/03/2023** | **01/04/2023 31/03/2024** | **01/04/2024 31/03/2025** | **01/04/2025 31/03/2026** | **01/04/2026 31/03/2027** |
| **Daily Rate per person (over 10 hours)** | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |
| **Overnight Rate per person per night (Includes accommodation, evening meal & breakfast)** | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |
| **Mileage per mile travelled** | [redacted] | [redacted] | [redacted] | [redacted] | [redacted] |

1. For the avoidance of doubt, Core prices at Schedule 2 shall be inclusive of all direct and indirect costs associated with delivering the service, including travelling costs and subsistence. [↑](#footnote-ref-2)