

BATUK KPI MEDEVAC**1. KPI Table**

KPI Ref	Description	SOR Ref	Delivery Measure	Performance Satisfaction Level Required		Evidence	Review Period	MOD Monitor
				GREEN	RED			
1	<p>Taskline 1 Availability. The Supplier shall ensure that one platform is available 24/7/365. In order to be deemed available each aircraft shall:</p> <p>1. Meet the readiness state (RS) as defined in the SoR.</p> <p>2. Be fully maintained and serviced iaw KCAA Regulations.</p> <p>3. Be crewed by available current, competent, qualified and experienced personnel.</p>	<p>1.1</p> <p>7.1 to 7.3</p> <p>2.1, 11.1 to 11.2</p>	Non availability is reported when the platform is not at the point of injury within the RS as defined in the SOR.	100%	99% or less	The Supplier will confirm availability daily by phone call.	Daily	BATUK

	4. Have on board all necessary equipment. 5. Aircraft fuelled and refuels avail.	4.1 to 4.5, 5.1 to 5.4, 6.1 to 6.2. 10.1 to 10.7 1.7, 3.1						
2	Taskline 1 Reliability. The Supplier shall ensure that one platform is reliable. In order for the platform to be deemed reliable the aircraft shall: 1. Task is achieved by completing a successful MEDEVAC.		The platform fails to complete a task i.e. One or more aspects are found to be deficient during a task.	100%	99%	MedLO/MERT will confirm arrival at pick up location and successful handover over the patient.	Every call out.	BATUK
3	Taskline 2 Availability The Supplier shall ensure that one platform is available. In order to be deemed available each aircraft shall: 1. Meet RS as defined in the SOR.	1.2 1.2	Non availability is reported when the platform is not at the point of injury within the RS as defined in the SOR.	100%	99%	The Authority to confirm compliance.	Every call out.	BATUK

	<p>2. Be located at the designated training area location.</p> <p>3. Have been fully maintained and serviced iaw KCAA Regulations.</p> <p>4. Be crewed by available current, competent, qualified and experienced personnel.</p> <p>5. Have on board all necessary equipment.</p> <p>6. Aircraft fuelled and refuels avail.</p>	<p>7.1 to 7.3</p> <p>2.1, 11.1 to 11.2</p> <p>4.1 to 4.5, 5.1 to 5.4, 6.1 to 6.2, 10.1 to 10.7</p> <p>1.7, 3.1</p>						
4	<p>Task Line 2 Reliability.</p> <p>The Supplier shall ensure that one platform is reliable. In order for the platform to be deemed reliable the aircraft shall:</p>		<p>The platform fails to complete a task i.e. One or more aspects are found to be deficient during a task.</p>	100%	99%		Every call out.	BATUK

	1. Task is achieved by completing a successful MEDEVAC from a designated forward location.							
5	<p>Ground Ambulance – HLS Response. The Supplier shall ensure one available and reliable ground ambulance is available 24/7/365. To be deemed available and reliable the ground ambulance shall:</p> <p>1. Meet the response times as per the SOR and be situated at the designated landing site ready to conduct takeover of the patient from the air MEDEVAC platform to the Aga Khan Hospital.</p> <p>2. Be suitably equipped and configured to continue patient care with a communication system as per the SoR.</p>	<p>1.4</p> <p>1.6, 13.3</p>	Non availability is reported when the ground ambulance is not at the HLS to meet the air MEDEVAC platform.	100%	99%	MedLO will confirm arrival at pick up location and successful handover over the patient.	Every call out.	

	<p>3. Manned by a minimum of one qualified person in pre-emergency care to Level 5.</p> <p>4. Be able to transfer the patient and continue care in the correct configuration.</p> <p>5. Be a fully serviceable ground ambulance maintained and operated within Kenyan Road Transport Regulations.</p> <p>6. Be driven by a competent driver backed up with a trained mechanic and despatch team.</p>	<p>13.7, 14.2</p> <p>13.3 to 13.6</p> <p>13.1 to 13.3</p> <p>13.7</p>						
6	<p>Ground Ambulance – All other responses.</p> <p>The Supplier shall ensure one available and reliable ground</p>		Non availability is reported when the ground ambulance is not at the patient's location within the	100%	99%	MedLO will confirm arrival at pick up location and successful	Every call out.	BATUK

	<p>ambulance is available 24/7/365. To be deemed available and reliable:</p> <p>1. Be within agreed timescale between Kifaru Barracks or Nairobi SLA / SSFA to the Aga Khan Hospital.</p> <p>2. Be suitably equipped and configured to continue patient care.</p> <p>3. Manned by a minimum of one qualified person in pre-emergency care to Level 5.</p> <p>4. Be able to transfer the patient and continue care in the correct configuration.</p> <p>5. Be a fully serviceable ground ambulance maintained and operated within Kenyan</p>	<p>1.4</p> <p>1.6, 13.3</p> <p>13.3 to 13.6</p> <p>13.3 to 13.6</p>	RS as defined in the SOR.			handover over the patient.		
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	Road Transport Regulations.							
	6. Be driven by a competent driver backed up with a trained mechanic and despatch team.	13.1 to 13.3						
		13.7						

2. The Authority will use a Red & Green (RAG) system to monitor each KPI.

Service has failed to meet 100%	Service has met 100%
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- 2.1 If service levels drop below 100% for any of the KPI's then the contractor will receive a RED against this KPI.
- 2.2 Service Level Deductions are applicable to all the KPIs.
- 2.3 Any KPI that is red will result in a Service Level Deduction deducted from the contractor's invoice the following month at the rate of 10% deducted from the monthly management fee for the following month for each KPI that has turned red the previous month.
- 2.4 KPI's will only revert back to GREEN once Performance Rectification Process (3) has been followed and necessary improvements have been made to the satisfaction of the Authority. If the Authority is not satisfied then the KPI will remain RED and a further deduction will be applicable to the following months invoice. This deduction will be as per 2.3 at a rate of 10% per KPI.

2.5 Deductions will only be made for KPI's that turn RED.

Performance Rectification Process

3. This sets out the procedure to address any performance concerns (including KPI's that have not been met), between the Authority and the Service Provider (SP). Performance concerns are to be resolved at the lowest level and should avoid escalation where possible. If the Designated Officer (DO) and SP are unable to settle a performance concerns the following process is to be followed:

3.1 The Authority shall raise a performance concern using a Performance Rectification Report (an example is provided below). A Performance Rectification Report will be generated for ALL occurrences where a KPI turns RED.

3.2 The SP shall record all performance concerns received in a register and shall hold a copy of each Performance Rectification Report it receives from the Authority.

3.3 The SP shall maintain a record of all corrective and preventative actions taken in response to a concern that is raised by the Authority.

3.4 The SP shall resolve a performance concern, to the satisfaction of the Authority, within 5 working days of the performance concern being raised by the Authority. Failure to resolve a performance concern, to the satisfaction of the Authority for KPI's that are RED will result in that KPI remaining RED until such time that it has been resolved to the satisfaction of the Authority, as per 2.4.

Performance Rectification Report.

4. Example of a Performance Rectification Report.

Performance Rectification Report	
Date of Incident:	
Reported By:	
Issue:	
Proposed Rectification Activity:	
Review Date:	