

Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
3.2.1	Provide on Request freight services to Authorised Demanders, including: – courier service within UK to provide a delivery service within 24 hours – Parcel Freight Service within UK and Europe – Palletised Freight service within UK and Europe – mail transportation service for British Forces Post Office (BFPO) to Belgium and Germany – Irregular Dimensions & Weight freight service within UK – Special Types General Order (STGO) to Great Britain (ie excluding Northern Ireland) and Europe – freight services for all Defence Materiel between Great Britain and Northern Ireland. These services shall be delivered in accordance with: • the requirement in the Request from the Authorised Demander, and • Codes and Standards.	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
3.2.2	Provide on Request global freight consolidation, forwarding and customs services to Authorised Demanders, including: a. Packing and holding Defence Materiel received prior to consolidation and on-move to the Falkland Islands. b. Packing and holding Commercial and Private Freight prior to consolidation and on-move to the Falkland Islands. c. Packing (including re-packing of fibreboard boxes) and holding Authority equipment received from contractors in the USA prior to consolidation and on-move to UK. d. Consolidation e. Transporting f. Customs clearance of all exports and imports, including: • required customs declarations; • identifying, preparing and including with the consignment all necessary customs clearance and export/import documentation; • conducting all procedures and providing all necessary data that allows the Authority to comply with HMRC requirements for Returned Goods Relief on re-imports of Defence Materiel from military operations conducted outside the EU.	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
3.2.3	Provide on Request mobile crane services within the UK to Authorised Demanders, including: • General Lifts • Project Lifts The minimum period of notice is 24 hours. These services shall be delivered in accordance with the Codes and Standards.	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
3.2.4	Provide on Request driver services within Great Britain (ie excluding Northern Ireland) to Authorised Demanders to collect and deliver Authority-owned vehicles ranging from 350 cc motorcycles up to and including 15 tonne demountable rack offload and pickup system (DROPS) vehicles, covered by licence categories A to D1+E and including left hand drive vehicles. Unless otherwise directed by the Authority, vehicles are to be delivered to the consignee with a full tank of fuel. Requests will normally be on 2 days' notice but sometimes service may be required at short notice (<24 hours).	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
3.2.5	Provide on Request courier services to Authorised Demanders in support of the Armed Forces compulsory drugs testing (CDT) throughout Great Britain (i.e. excluding Northern Ireland) including movement of: – diagnostic specimen transit boxes – compulsory drug testing CDT team equipment – bagged clinical waste Requests will normally be on 24-72 hours' notice but sometimes movement may be required at short notice (<6 hours). Samples are to be delivered with the minimum of delay to the nominated Local Government Chemist Laboratory (as advised by the Authority) during its normal working hours (Business Days 0700 to 1800). Any movements outside these hours and for Weekend and Public Holidays shall only be made with the prior written authorisation of the Authority. The Authority requires the exclusive use of vehicles in the delivery of this service. CDT Samples will be presented in a sealed container for collection. Clinical waste for transportation will be in sealed bags. CDT samples are transported in packaging that complies with ADR 2.2.62.1.5.6.	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
3.3.1 (i)	Provide as an on Request service all movements of personal belongings in the UK or overseas for Entitled Personnel and dependents within personal scales and Entitlements in accordance with the requirement in the Request from the Authorised Demander, including: – provision of advice and support for Entitled Personnel and dependents in the organisation, management and movement of personal belongings throughout the process – booking service – pre-move surveys – furniture movement service – a full contractor pack and unpack service to, from or between countries not specified in the furniture movement service – a self pack removals service, including provision of packing materials – Bulk Moves – storage of furnishings and personal effects The DP shall ensure that packing is compliant with the Codes and Standards, or such higher standards are may be required for certain items and / or modes of transport. The DP shall ensure that packing is compliant with the Codes and Standards, or such higher standards are may be required for certain items and / or modes of transport.	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
3.3.1 (ii)	The DP shall ensure shipments arrive undamaged (excluding items packed by owner).	90.00%	PC2	Medium	2.0	24 hrs	Where the total number of shipments in the relevant Contract Month <u>less</u> the sum of the Service Performance Failure Tallies for this SOR Line Item in the relevant Contract Month <u>divided by</u> the total number of shipments in the relevant Contract Month (expressed as a percentage), <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Event
3.3.1 (iii)	The DP shall ensure a customer satisfaction rate of 90% or above, to be monitored by customer feedback provided via the online post move quality survey (Nil response to survey is measured at 100% satisfaction.)	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
3.3.1 (iv)	The DP shall ensure that there is no breach of Entitlement, save that where the DP obtains the Authority's prior written agreement it may provide the user of the service with up to 15% in excess of the relevant personal scale and Entitlement as set out in the Codes and Standards. The DP shall notify the Authority of all cancellation charges, wasted journey charges and charges incurred for the movement of excess volume, up to 15% over Entitlement. The DP may offer additional excess to users of the service provided that the DP recovers all associated costs directly from the user of the service.	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.1.1.(i)	Translate Authority requirements for Commodities into Product Specifications and obtain the Authority's approval of these specifications in accordance with the agreed timescale for each Authority requirement.	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.1.1.(ii)	Throughout the life of each product, continue to identify non-standard and alternative products and formulations which will meet the Authority's requirements.	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.1.1.(iii)	Where such non standard or alternative products and formulations are identified, obtain the approval of the Authority before procuring them for the Authority.	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.1.1.(iv)	Ensure that, in accordance with the Authority's requirements, all Commodities are sourced from companies which hold the appropriate quality standards	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.1.1.(v)	Ensure conformity with the Authority approved specifications.	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event

Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
4.2.1.(i)	Inventory Manage all Commodity Articles and ensure that they are available for delivery to Authorised Demanders, including determining and maintaining the required minimum stock levels.	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.2.1.(ii)	Provide Commodities to meet Contingent Stock requirements	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.2.1. (iii)	Re-life stock that has passed its expiry date where appropriate.	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.2.1.(iv)	Undertake obsolescence management including advising of impending product obsolescence and the action being taken to ensure continuity of supply.	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.2.1.(v)	Ensure that, where required, products are procured from the same Family	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.2.1.(vi)	Identify excess stock of Commodities that may be designated for disposal	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.2.1.(vii)	Implement and progress disposal processing, including Segregation of stock for disposal, subject to the Authority authorising such disposal	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.2.1.(viii)	Provide an accelerated UOR procurement process and fulfil on Request Urgent Operational Requirements (UORs)	100.00%	PC1	Very High	20.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.1.(i)	Provide technical management support to the Authority for all Commodities including producing and managing the Commodities elements of the Authority Product Master File	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.1.(ii)	Provide through life planning and support	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.1.(iii)	Apply NATO codification in accordance with the relevant Codes and Standards	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.1.(iv)	Comply with the safety case process, maintaining and providing product safety data and advising of any safety related issues and managing airworthiness certification accordingly	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.1.(v)	Undertake product recall, within 1 hour of identification	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.1.(vi)	Respond to defect reports and product notices/recalls, including compliance with Product Recall Information Notices and Withdrawal Information Notices, notifying the Authority within 1 hour of receipt	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.1.(vii)	Provide and manage Product Specification data in accordance with Codes and Standards	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.1.(viii)	Provide version controlled device and product bulletins, device and product alerts, technical memoranda and other Commodity documentation	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.1.(ix)	Establish a repository for all Commodity Product Specification and design data, and managing and maintaining that repository through the Term	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.1.(x)	Provide samples for testing in accordance with the Codes and Standards	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.2	Provide technical support for defence clothing (comprising: military clothing and footwear, parade clothing and footwear, ceremonial clothing and accoutrements, occupational clothing and footwear, personal protective equipment, adventurous training equipment, physical training equipment and standards and colours), including: – managing and configuring clothing designs, design repositories, and master designs in the pattern room – managing the research and development and product trials for defence clothing – providing a computer aided design (CAD) and development service utilising an industry standard system for electronic cutting patterns – providing samples/prototypes for testing – providing sample patterns for testing and for support to industry.	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.3.(i)	Provide medical supplies technical support, including repairing, maintaining and calibrating medical, dental and veterinary equipment (MDVE) in accordance with the Codes and Standards	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.3.(ii)	Where MDVE requires airworthiness certification, managed accordingly.	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.3.(iii)	Provide training to Authorised Demanders for maintenance and use of all appropriate MDVE in accordance with the training programme agreed with the Authority	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.3.(iv)	Supply non-standard formulations of medical pharmaceuticals on Demand or Request	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.3.(v)	Provide the Authority with and maintain an up-to-date list of pharmaceuticals that are due to come off patent within the next two years with their associated dates. The forecast should include an analysis of the implication for future supply	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.4	Provide General Supplies technical support, including identifying Commodities which must be procured from the same Family.	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
4.3.5	Provide technical support for the defence food service (the provision of catering support to UK armed forces on operations, on exercises and in barracks at non-contract catering units, including provision of worldwide food supply contracts and other specific food supply contracts including Operational Ration Packs), including: • managing the product catalogue and price list as required by the Authority • providing locally sourced food supplies at overseas locations to UK/EU standards • providing samples for testing • managing Food Selection Panels (FSPs) • specifying food products suitable for export to Authorised Demanders at overseas locations.	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event

Appendix 1: Ramp-Up Table

SOR Line Item number	SOR Line Item requirement	09/01/2015	12/01/2015	03/01/2016	06/01/2016	09/01/2016	12/01/2016	03/01/2017	06/01/2017	09/01/2017	12/01/2017	03/01/2018	06/01/2018	09/01/2018
1.1.1 (i)	Strategic Approach Deliver a strategic approach to the delivery of the Services that includes: Enhanced Support Chain Visibility - Measured: Full refresh of IS capability in accordance with the Service Delivery Plan. - Milestones: Perform technology refresh forecasts, evaluation, analysis, selection, and implementation (as approved by the CCB), annually, from April - June.	n/a	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.1.1 (ii)	Strategic Approach Deliver a strategic approach to the delivery of the Services that includes: Modernised Commodity Support Services Measured: Optimise Commodity Stock Levels Milestones: Reduce stock levels for Commodities from Year 5 - Leidos Reference WBS 4.2 (excludes food, ORP, fuels and batteries)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.1.1 (iii)	Exceed inventory availability at lower cost (post adjustment) by the 7th anniversary of the Services Commencement Date and through the contract term, - Leidos Reference Chapter 1 [1-10] and WBS 4.2.	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.1.1 (iv)	Strategic Approach Deliver a strategic approach to the delivery of the Services that includes: Leidos Reference Chap 1, Figure 1-1, SO7 Safety, Health, Environment and Quality (SHEQ) Culture Measure – Enhanced Health and Safety Milestones:	n/a	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.1.1 (v)	End of Year 3 - SH002: IFR Major RIDDOR - Injuries resulting in a report under RIDDOR being required: 50% reduction - Leidos Reference Chap 10, Figure 10-21	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.1.1 (vi)	End of Year 4 - SH003: IFR 3 day injuries - Injury at work related absence for more than 3 days (not including the day of the injury) requiring to be recorded under EU Directive: 12% reduction - Leidos Reference Chap 10, Figure 10-21	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.1.1 (vii)	End of Year 5 - SH004: Lost Work Days - Count of days absence resulting from a work related injury, not including the day of the injury: 5% reduction - Leidos Reference Chap 10, Figure 10-21	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.1.1 (viii)	End of Year 8 - SH005: IFR Lost Time Accidents. Work related injuries per 100,000 hours worked: 8% reduction - Leidos Reference Chap 10, Figure 10-21	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
-	Measure – Enhanced Environmental Protection	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
-	Milestones:	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.1.1 (ix)	By end of Year 3 - GHG emissions from UK travel for admin purposes. Reduced by 19% - Leidos Reference Chap 11, Figure 11-5	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.1.1 (x)	By end of Year 4 - Waste Recycled. Zero to landfill - Leidos Reference Chap 11, Figure 11-5	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.1.1 (xi)	By end of Year 4 - Water Consumed - 50% / m2 In Defence Fulfilment Centre compared to existing facilities Leidos Reference Chap 11, Figure 11-5	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.1.1 (xii)	By end of Year 5 - GHG emissions from energy consumed within existing estate (the part that has a long-term future). Reduce by 10% - Leidos Reference Chap 11, Figure 11-5	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.1.1 (xiii)	By end of Year 8 - Full operating capability of an integrated waste collection and recycling service. - Leidos Reference Chap 11, Figure 11-5	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.1.1 (xiv)	By end of Year 10 - 25% reduction of packaging purchased (by weight) - Leidos Reference Chap 11, Figure 11-5	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.1.1 (xv)	By end of Year 10 - Paper Demand: Reduced by 25% - Leidos Reference Chap 11, Figure 11-5	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
1.1.2.(i)	Deliver an integrated Service including single accountability to the Authority for the Services;	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.1.2.(ii)	strategy formation and deployment across the Services;	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.1.2.(iii)	Interoperability with the defence support chain design set out in the Codes and Standards	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.1.2.(iv)	resource requirements that provide in full the Services;	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.1.2.(v)	Integrated processes for procuring and delivering the Services, the support infrastructure and standardised support information;	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.1.2.(vi)	exploitation of management information, including collection of data;	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.1.2.(vii)	programme management and project management of the Services	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.1.2. (viii)	delivery of supplier relationship management	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.1.2.(ix)	delivery of key account management	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.1.2.(x)	Conduct annual Customer Satisfaction Surveys of front line command (FLC) and Authority representatives and provide the results of the surveys within 30 days of the end of the Contract Year.	N/A	N/A	N/A	N/A	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.1.2. (xi)	The outcome of these surveys will form part of the performance assessment of SOR Line Item 1.1.2 (x). Customer satisfaction targets will be agreed prior to the Service Commencement Date.	N/A	N/A	N/A	N/A	TBC - % satisfaction	TBC - % satisfaction	TBC - % satisfaction	TBC - % satisfaction	TBC - % satisfaction	TBC - % satisfaction	TBC - % satisfaction	TBC - % satisfaction	TBC - % satisfaction
1.1.3.(i)	Attend the quarterly Strategic Board meetings	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.1.3.(ii)	Issue the Required Strategic Board MI 10 BDs before the quarterly Strategic Board meeting.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.2.1.(i)	Participate in the Authority's annual planning and budgeting processes in accordance with Schedule 9 (Annual Planning Cycle) and Schedule 12 (Governance).	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.2.1.(ii)	Produce the following deliverables in accordance with Schedule 9 (Annual Planning Cycle) and Schedule 12 (Governance): (1) Nine (9) Contract Months before the start of each Contract Year, a first draft of the Forecast of Expenditure (2) Seven (7) Contract Months before the start of each Contract Year, a second draft of the FE. (3) Five (5) Contract Months before the start of each Contract Year, a third draft of the FE. (4) Two (2) Contract Months before the start of each Contract Year, the final FE.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.3.1.(i)	Attend monthly Operating Board meetings	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
1.3.1.(ii)	No later than 2 BDs before each Operating Board meeting, provide the Authority with the Required Operating Board MI.	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%