



BRITISH FORCES CYPRUS

Contract No: 700676383

DRIVEN PERSONNEL TRANSPORT SUPPORT (DPTS)

SCHEDULE 11 KEY PERFORMANCE INDICATORS (KPIs)

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INTRODUCTION

- (1) The Contractors performance shall be measures against the target for each Key Performance Indicator (KPI) listed at Schedule 11 to the Contract.
- (2) The KPI's shall come in to effect at Service Commencement and shall be measured on a quarterly basis for the duration of the Contract, including any option periods that may be invoked.
- (3) The Authority reserves the right to perform an audit of the quarterly report and the methodology used to compile it at any time.

REPORTING PROCESS

- (4) The Contractor shall assess their performance for each quarterly period against each KPI in accordance with the Performance Indicator Assessment Table below and record the results for each KPI within the KPI table.
- (5) The Contractor shall submit the Performance report for the preceeding quarter for review at the Quarterly Contract Review Meeitings. The Performance Report shall be submitted to the Designated Officer and the Commercial Manager at least two (2) weeks prior to the Quarterly Review Meeting.
- (6) The Authority shall review the Performacne Report prior to the Quarterly Contract Review Meeting and confirm its acceptance or rejection of the report at the meeting. In the event that the Authority rejects the report, reasons for rejection shall be provided to the Contract at the meeting and rectification actions agreed.

NON-ACHIEVEMENT OF KPIs

- (7) The Contractors performance in any quarterly period shall be considered unacceptable if 25% or more of the KPIs achieve a Critical Weakness Score (Red) or 50% or more of the KPIs achieve a Minor Weaknes Score (Amber). For scoring urposes, where there is a combination of Red and Amber performance scores, an Amber shall be worth half the value of a Red and the Amber and Red percentage scores shall be combined to calculate the total percentage value of non-achievement of the KPIs.
- (8) Should the Cotractor fail to meet the acceptable performance levels against the KPIs as detailed at point (7) an abatement shall be applied to the monthly payment following the three (3) month period in which the failure occurered. The abatement shall be equivalent to 5% of the total value of the predeeding three (3) months payments. An abatement shall not apply to the first quarter of the Contract duration.
- (9) Should the level of performance continue to fall below the acceptable performance levels for two consecutive reporting periods, a further 5% abatement shall be applied and the Authority shall require the Contractor to submit a reporting detailing the reasons for continued failure and the measures to be put in place to increase performance to meet the accepteable performance levels.
- (10) Shoud performance levels fail to improve following the implementation of performance rectification actions, the Authority reserves the right to provide notice to the Contractor of its intention to terminate the Contract as a Material Breach has occurred.

PERFORMANCE INDICATOR ASSESSMENT TABLE

Statement	Qualitative Assessment	Quantitative Assessment	Colour
Satisfactory	Performance matching target	98% of target % or better	G
Minor Weakness	Small variation from target	95-97.9% of target %	A
Critical Weakness	Major variation from target	Less than 95% of target %	R

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KEY PERFORMANCE INDICATORS (KPIs)

	Key Performance Indicator	SOR/T&C Reference Paragraph	Target	Result	Assessment Method	Importance Weighting
	1. Contractor Vehicles - General					
	a. All Vehicles used for the Contract appear on the Authorised Vehicles List (AVL).	SOR Annex A, 3a & 3b SOR Annex A, App 3	100%		100% checks of all vehicles provided in the preceding month are carried out against the AVL on a monthly basis by the payments clerk when processing invoices. The AVL is reviewed by the Contractor and presented to the Authority every six months.	High
	b. All vehicles have a valid RoC MOT (not applicable for vehicles under 2 years old from date of first registration).	SOR Annex A, 3e SOR Annex A, App 3	100%		A copy of the RoC MOT is included in each vehicle's documentation and may be checked by the bus escort or group leader upon vehicle receipt. Cases of non-compliance are reported to the DemO. The DemO records cases of non-compliance and presents them in the 6 monthly KPI review meeting. The AVL which only contains vehicles with valid RoC MOT is reviewed by the Contractor and presented to the Authority every six months.	High
	c. All vehicles are fitted with fully functioning seat belts for all passengers.	SOR Annex A, 3h	100%		Seat belts are checked by passengers or bus escorts every time a bus, minibus or taxi is provided and cases of non-compliance are reported to the DemO. The DemO records cases of non-compliance and presents them in the 6 monthly KPI review meeting.	High
	d. All vehicles are equipped with fully serviceable fire extinguishers.	SOR Annex A, 3h	>95%		Presence of a fire extinguisher is checked by passengers or bus escorts every time a bus, minibus or taxi is provided and cases of non-compliance are reported to the DemO. The DemO records cases of non-compliance and presents them in the 6 monthly KPI review meeting.	Medium
	e. All vehicles are equipped with a first aid kit.	SOR Annex A, 3h	>95%		Presence of a first aid kit is checked by passengers or bus escorts every time a bus, minibus or taxi is provided and cases of non-compliance are reported to the DemO. The DemO records cases of non-compliance and presents them in the 6 monthly KPI review meeting.	Medium
	f. All vehicles have an Access Pass for the BFC Station they wish to enter.	SOR Annex A, 5a	100%		100% checks are carried out by the SF Police at each Station's entry point/s. Failure to have a valid vehicle access pass will result in prohibition of vehicle entry to the Station.	High
	g. Vehicles are parked in designated parking areas following receipt of permission by the Station Authorities.	SOR Annex A, 9c	100%		If approved, only designated parking areas are in use to park Contractor vehicles. Vehicles parked outside of these areas are reported to the Police.	Medium
	2. Ad-Hoc Buses and Minibuses					
	a. The correct size buses and minibuses are provided as per the size specified on the Demand Order.	SOR Annex A, App 1, 1d	100%		The size of the provided buses and minibuses is checked by the bus escort or group leader and cases of non-compliance are reported to the DemO. The DemO records cases of non-compliance and presents them in the 6 monthly KPI review meeting.	High
	b. Buses and minibuses are provided at the location specified on the Demand Order.	SOR Annex A, App 1, 2a & 2b	100%		The bus escort or group leader informs the DemO if a bus or minibus does not turn up at the location requested. The DemO records cases of non-compliance and presents them in the 6 monthly KPI review meeting.	High
	c. Buses and minibuses are provided at the time specified on the Demand Order.	SOR Annex A, App 1, 2a & 2b SOR Annex A, App 1, 3c & 3d	>99%		The bus escort or group leader informs the DemO if a bus or minibus does not turn up on the time requested. The DemO records cases of non-compliance and presents them in the 6 monthly KPI review meeting.	High
	d. Minibuses up to 30 seats are less than 11 years old from the date of first registration at the time of the demanded journey.	SOR Annex A, App 1, 6e SOR Annex A, App 3	>80%		The AVL which contains the vehicle ages is reviewed by the Contractor and presented to the Authority every six months.	Medium

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	e. Buses of 52 to 55 seat capacity are less than 13 years old from the date of first registration at the time of the demanded journey.	SOR Annex A, App 1, 6f SOR Annex A, App 3	>80%		The AVL which contains the vehicle ages is reviewed by the Contractor and presented to the Authority every six months.	Medium
	3. MOD Personnel Driven Buses					
	A. Not used					
	b. Not used					
	c. Not used					
	d. Not used					
	4. Taxis					
	a. The correct size taxis are provided as per the size specified on the Demand Order.	SOR Annex A, App 2, 1c	100%		The size of the provided taxis is checked by the group leader and cases of non-compliance are reported to the DemO. The DemO records cases of non-compliance and presents them in the 6 monthly KPI review meeting.	High
	b. Taxis are provided at the location specified on the Demand Order.	SOR Annex A, App 2, 2a & 2b	100%		The group leader informs the DemO if a taxi does not turn up at the location requested. The DemO records cases of non-compliance and presents them in the 6 monthly KPI review meeting.	High
	c. Taxis are provided at the time specified on the Demand Order.	SOR Annex A, App 2, 2a & 2b SOR Annex A, App 2, 3c	>90%		The group leader informs the DemO if a taxi does not turn up on the time requested. The DemO records cases of non-compliance and presents them in the 6 monthly KPI review meeting.	High
	d. All taxis are less than 8 years old from the date of first registration at Contract commencement and no older than 10 years old at any time during the life of the Contract.	SOR Annex A, App 2, 6d SOR Annex A, App 3	>80%		The AVL which contains the vehicle ages is reviewed by the Contractor and presented to the Authority every six months.	Medium
	5. Contractor Drivers					
	a. All Contractor drivers used for the Contract appear on the Authorised Drivers List (ADL)	SOR Annex A, App 1, 7b SOR Annex A, App 2, 7b SOR Annex A, App 4	100%		The ADL is reviewed by the Contractor and presented to the Authority every six months.	High
	b. All Contractor drivers have valid RoC Driver and Professional Driver Licenses as required by RoC Law.	SOR Annex A, App 1, 7a to 7e SOR Annex A, App 2, 7a to 7e SOR Annex A, App 4	100%		The ADL contains all Contractor driver information, including license expiry dates. The ADL is reviewed by the Contractor and presented to the Authority every six months.	High
	c. All Contractor drivers have a valid Military Camp Access Pass to enable them to drive in the BFC Station they wish to enter.	SOR Annex A, 5b	100%		100% checks are carried out by the SF Police at each Station's entry point/s. Failure to have a valid access pass will result in prohibition of entry to the Station.	High
	d. All Contractor drivers drive the vehicles with due care and attention, obey traffic regulations, wear their seat belt at all times, do not smoke in vehicles and do not use handheld mobile phones whilst driving.	SOR Annex A, App 1, 7e SOR Annex A, App 2, 7e	100%		Cases of non-compliance are reported to the DemO by the bus escort or group leader. The DemO records cases of non-compliance and presents them in the 6 monthly KPI review meeting.	High
	6. Demand Order Processing					
	a. All Demand Orders are accepted by the Contractor.	SOR Annex A, App 1, 3 SOR Annex A, App 2, 3	100%		Cases of non-compliance are recorded by the DemO and presented in the 6 monthly KPI review meeting.	High
	b. All Demand Amendments are accepted by the Contractor.	SOR Annex A, App 1, 4 SOR Annex A, App 2, 4	100%		Cases of non-compliance are recorded by the DemO and presented in the 6 monthly KPI review meeting.	High
	c. All Demand Cancellations are accepted by the Contractor.	SOR Annex A, App 1, 5 SOR Annex A, App 2, 5	100%		Cases of non-compliance are recorded by the DemO and presented in the 6 monthly KPI review meeting.	High
	7. Replacement Vehicles					

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KEY PERFORMANCE INDICATORS (KPIs)

	Key Performance Indicator	SOR/T&C Reference Paragraph	Target	Result	Assessment Method	Importance Weighting
	a. In case of a breakdown or accident, replacement buses and minibuses of the same size as requested shall be provided within 45 minutes to enable continuation/completion of the journey.	SOR Annex A, App 1, 11a	>95%		Cases of delay in providing replacement buses or minibuses are reported to the DemO by the bus escort or group leader. The DemO records cases of non-compliance and presents them in the 6 monthly KPI review meeting.	High
	b. In case of a breakdown or accident, replacement taxis of the same size as requested shall be provided within 30 minutes to enable continuation/completion of the journey.	SOR Annex A, App 2, 10a	>95%		Cases of delay in providing replacement taxis are reported to the DemO by the group leader. The DemO records cases of non-compliance and presents them in the 6 monthly KPI review meeting.	High
	c. A written record of any accident or breakdown is prepared by the Contractor and submitted to the DemO within 48 hours of the incident. This includes but is not limited to, the cause of the incident and remedial action taken.	SOR Annex A, App 1, 11e SOR Annex A, App 2, 10e	>90%		Cases of non-compliance are recorded by the DemO and presented in the 6 monthly KPI review meeting.	Medium
	8. Issues and Complaints					
	a. All issues and complaints are acknowledged by the Contractor within 24 hours of receipt.	SOR Annex A, 8a	>95%		Cases of non-compliance are recorded by the DemO and presented in the 6 monthly KPI review meeting.	Medium
	b. A full explanation is prepared by the Contractor and forwarded to the DemO within 3 working days from the time of complaint receipt.	SOR Annex A, 8a	>95%		Cases of non-compliance are recorded by the DemO and presented in the 6 monthly KPI review meeting.	Medium
	9. Sustainability					
	a. The Contractor maintains an Environmental Management System which focuses on the reduction of the environmental footprint.	SOR Annex A, 12a (i)	>60%		The Contractor briefs the Authority on progress and changes in output which have a positive outcome on the environmental footprint in the 6 monthly KPI review meeting.	Low
	b. The Contractor maintains an Environmental Management System which focuses on open engagement on sustainability issues.	SOR Annex A, 12a (ii)	>60%		The Contractor communicates regularly with the Authority on progress and changes in output which improve communication and provide opportunities to participate in sustainability programmes.	Low
	c. The Contractor engages with the Authority and its suppliers to increase sustainability and builds an innovative infrastructure to support operations and minimise resource use.	SOR Annex A, 12a (iii)	>60%		Cases of non-compliance are recorded by the DemO and presented in the 6 monthly KPI review meeting.	Low