

Annex C to Contract CBRN/00287

Key Performance Indicators (KPI)

KPI 1	
Description	Core Contract Support
Type	Key Performance Indicator.
<p>Linked to: Item 1 of the Schedule of Requirements.</p> <p>All deliverables should be in accordance with the requirements set out in the Statement of Work at Annex A to the Contract (Work Package 1).</p>	<p>PI 1.1 - Questions & queries acknowledged and an initial response provided within two working days.</p> <p>PI 1.2 – Quarterly Progress Reports delivered 10 working days prior to each Bi-Annual Progress Meeting or within 10 working days of the end of the quarter if no meeting scheduled.</p> <p>PI 1.3 – Meeting Agenda distributed at least ten working days prior to each Bi-Annual Progress Meeting.</p> <p>PI 1.4 - Draft meeting minutes to be delivered to the Authority within ten working days of each Bi-Annual Progress Meeting.</p> <p>PI 1.5 – Updates to the Project Management Plan and Technical Data Pack made available within five working days of a request by the Authority.</p> <p>PI 1.6 - Quality Management Plan, made available within ten working days of a request by the Authority.</p> <p>PI 1.7 - All Registers identified in the Statement of Work at Annex A made available within five working days of a request.</p> <p>PI 1.8 - All deliverable reports have been delivered by the agreed contractual dates within Item 1 of the Schedule of Requirements.</p>
Data source	CBRN DT
Data Owner (Output)	CBRN DT, Operations Support Manager.
Monitoring frequency	Continuous
Reporting frequency	Quarterly
Performance Criteria	
Green	<p>Of the PIs stated above, the Contractor shall be scored Green where they deliver:</p> <ul style="list-style-type: none"> • All of the PIs to the agreed timescale. • Two PIs no more than 6 working days over the agreed delivery date • One PI no more than 8 working days over the agreed

	delivery date
Amber	<p>Of the PIs stated above, the Contractor shall be scored Amber where they deliver:</p> <ul style="list-style-type: none"> • Two PIs 7-10 working days over the agreed delivery date • One PI 9-11 working days over the agreed delivery date
Red	<p>Of the PIs stated above, the Contractor shall be scored Red where they deliver:</p> <ul style="list-style-type: none"> • Two PIs 11+ working days over the agreed delivery date • One PI 12+ working days over the agreed delivery date

KPI 2	
Description	Survey, Repair & other Ad-hoc Taskings

Type	Key Performance Indicator.
<p>Linked to: Item 2 of Schedule of Requirements</p> <p>All deliverables should be in accordance with the requirements set out in the Statement of Work at Annex A to the Contract (Work Package 2).</p>	<p>PI 2.1 – Surveys, Repairs and other Ad-hoc Taskings completed within the timescales agreed in the Task Approval Form (TAF).</p> <p>PI 2.2 – Survey reports delivered to the Authority within ten working days of completion of the Survey.</p> <p><i>Note – the repair order – or partial repair order, shall only be deemed complete when the equipment is packed ready for delivery to the MOD, the required paperwork is complete and the receiving customer has been notified that the Articles are ready to be delivered.</i></p> <p><i>Note – Any consignment found to be faulty or deficient in anyway after delivery has been accepted will be classed and applied as a Green failure against the contractor's performance in the quarter the deficiency was identified regardless of when the delivery was made.</i></p>
Data source	CBRN DT
Data Owner (Output)	CBRN DT, Operations Support Manager.
Monitoring frequency	Continuous
Reporting frequency	Quarterly

Performance Criteria	
Green	<p>Of the PIs stated above, the Contractor shall be scored Green where they:</p> <ul style="list-style-type: none"> • Deliver all of the PIs outlined above to the agreed

Green	<p>timescale.</p> <ul style="list-style-type: none"> Fail to deliver any one of the PIs outlined above within the agreed timescales on only 1 occasion during the quarter.
Amber	<p>Of the PIs stated above, the Contractor shall be scored Amber where they:</p> <ul style="list-style-type: none"> Fail to deliver any one of the PIs outlined above within the agreed timescales on 2-3 occasions during the quarter.
Red	<p>Of the PIs stated above, the Contractor shall be scored Red where they:</p> <ul style="list-style-type: none"> Fail to deliver any one of the PIs outlined above within the agreed timescales on more than 3 occasions during the quarter.

KPI 3	
Description	Consumable Spares

Type	Key Performance Indicator.
<p>Linked to: Item 3 of Schedule of Requirements</p> <p>All deliverables should be in accordance with the requirements set out in the Statement of Work at Annex A to the Contract (Work Package 3).</p>	<p>PI 3.1 – Consumable Spares supplied to the Authority within agreed lead times with the Authority’s Operations Support Manager (in accordance with Annex D3) when requested.</p> <p><i>Note – Any consignment found to be faulty or deficient in anyway after delivery has been accepted will be classed and applied as a Green failure against the contractor’s performance in the quarter the deficiency was identified regardless of when the delivery was made.</i></p>
Data source	CBRN DT
Data Owner (Output)	CBRN DT, Operations Support Manager.
Monitoring frequency	Continuous
Reporting frequency	Quarterly

Performance Criteria	
Green	<p>Of the PIs stated above, the Contractor shall be scored Green where they:</p> <ul style="list-style-type: none"> Deliver the PI outlined above to the agreed timescale.

Green	<ul style="list-style-type: none"> Fail to deliver the PI outlined above within the agreed timescales on only 1 occasion during the quarter.
Amber	<p>Of the PIs stated above, the Contractor shall be scored Amber where they:</p> <ul style="list-style-type: none"> Fail to deliver the PI outlined above within the agreed timescales on 2-3 occasions during the quarter.
Red	<p>Of the PIs stated above, the Contractor shall be scored Red where they:</p> <ul style="list-style-type: none"> Fail to deliver the PI outlined above within the agreed timescales on more than 3 occasions during the quarter.

KPI 4	
Description	Provision of Post Design Services (PDS) and Ad-Hoc Tasks

Type	Key Performance Indicator.
Linked to: Item 4 of Schedule of Requirements All deliverables should be in accordance with the requirements set out in the Statement of Work at Annex A to the Contract (Work Package 4).	PI 4.1 –PDS Taskings completed within the timescales agreed in the Task Approval Form (TAF). PI 4.2 - Ad-hoc Taskings completed within the timescales agreed in the Task Approval Form (TAF).
Data source	CBRN DT
Data Owner (Output)	CBRN DT, Operations Support Manager.
Monitoring frequency	Continuous
Reporting frequency	Quarterly

Performance Criteria	
Green	<p>Of the PIs stated above, the Contractor shall be scored Green where they:</p> <ul style="list-style-type: none"> Deliver the PI outlined above to the agreed

	<p>timescale.</p> <ul style="list-style-type: none">• Fail to deliver the PI outlined above within the agreed timescales on only 1 occasion during the quarter.
Amber	<p>Of the PIs stated above, the Contractor shall be scored Amber where they:</p> <ul style="list-style-type: none">• Fail to deliver the PI outlined above within the agreed timescales on 2-3 occasions during the quarter.
Red	<p>Of the PIs stated above, the Contractor shall be scored Red where they:</p> <ul style="list-style-type: none">• Fail to deliver the PI outlined above within the agreed timescales on more than 3 occasions during the quarter.