



Ministry
of Defence



ABEO: Improved Rocket Propelled Grenade Protection Post Design Services

Key Performance Indicators

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Protected Mobility Vehicle Programme
Defence Equipment and Support
Spruce 2A #1309
MoD Abbey Wood South
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BS34 8JH

1. Key Performance Indicators

1.1. KPI 1 – Issue of Progress Reports

Service Area	Management
Description	Timely issue of full and accurate Progress Reports at most 10 working days after the request from the Authority.
Definitions	In accordance with Para 3.6 of the Statement of Work (Annex A to the Contract), the progress report shall be requested bi-annually by the Authority. Issue date shall be the delivery of the report to the Authority and their acceptance that the report covers all areas required and is sufficiently accurate.
Authority Review Period	5 working days
Start	Upon request of the Authority.
Stop	Acceptance by the Authority of a delivered, accurate Progress Report, that covers all areas required.
Data Source	The Contractor
Data Maintainer	The Contractor
Data Provider	The Contractor
Monitoring Frequency	Bi-annually
Reporting Frequency	Bi-annually
Reporting Method	Progress Reports

Performance Criteria (by Report)	
Delivery of Progress Reports:	
Delivered within 10 working days after the request from the Authority.	No pts
Delivered up to 1 working days late.	1 pts
Delivered between 2 to 3 working days late.	2 pts
Each additional working day late	An additional 2 pts

Scoring and Performance Bands	
Score = total points in accumulated in the period	
GREEN	No pts
AMBER	2
RED	>2

1.2. KPI 2 – Provision of Tasking Information

Service Area	Management
Description	Timely completion and return of tasking forms.
Definitions	<p>Tasking form proposal includes: Tasking information, scope of work, full cost breakdown (detailing each allowance separately) and timescales.</p> <p>Where complexity of Tasking request prevents completion within 10 working days. The Contractor shall notify the Authority of this within 3 working days of receiving Part 1 of the Tasking Form and agree a longer response time.</p> <p>Clock stops if Contractor can demonstrate to the Authority's satisfaction that events outside their control have prevented timely delivery. The Authority and Contractor to agree date and time for clock to re-start in such circumstances.</p> <p>Issue shall be the delivery of a completed Tasking Form to the Authority and their acceptance that they are complete and accurate.</p>
Authority Review Period	10 working days
Start	Issue of Tasking Form to the Contractor.
Stop	Acceptance of delivered, accurate Tasking Form, that covers all areas required, by the Authority.
Data Source	The Contractor
Data Maintainer	The Contractor
Data Provider	The Contractor
Monitoring Frequency	Bi-annually
Reporting Frequency	Bi-annually
Reporting Method	Progress Report

Performance Criteria (By Task)	
Timely Delivery of Tasking Form Proposal	
Delivered on time.	No pts
Delivered in an acceptable state between 11 and 15 working days or 1 to 5 days after agreed timescale	2 pts
Delivered in an acceptable state between 16 and 20 working days or 6 to 10 days after agreed timescale	An additional 2 pts
Each additional working day late	An additional 2 pts

Scoring and Performance Bands	
Score = total points in accumulated in the period	
GREEN	No pts
AMBER	<2
RED	>2

1.3. KPI 3 – Completion of Non-Core PDS Tasks

Service Area	Delivery
Description	Timely completion of PDS Tasks.
Definitions	<p>Completion will be the delivery of output from the Task in accordance with the acceptance criteria stated in the Tasking Form to time cost and performance. KPI criteria and scoring can be modified per task with agreement from both parties and recording on the Tasking Form.</p> <p>Clock stops if Contractor can demonstrate to the Authority's satisfaction that events outside their control have prevented timely delivery. The Authority and Contractor to agree date and time for clock to re-start in such circumstances.</p>
Authority Review Period	5 working days
Start	Task Completion date.
Stop	Delivery and acceptance of Task Output and Task Completion Form.
Data Source	The Authority
Data Maintainer	The Authority
Data Provider	The Authority
Monitoring Frequency	Bi-annually
Reporting Frequency	Bi-annually
Reporting Method	Progress Report

Performance Criteria (by Task)	
Timely Delivery of Task Output and Task Completion Form	
Delivered on time.	No pts
Delivered up to 5 working days late.	1 pts
Each additional 5 working days late.	An additional 2 pts

Scoring and Performance Bands	
Score = total points in accumulated in the period	
GREEN	No pts
AMBER	<2
RED	>2

2. Performance Indicators

2.1. PI 1 – Meetings

Service Area	Management
Description	Provide Suitably Qualified and Experienced Personnel (SQEP) to attend all meetings as detailed within the SOW when required.
Definitions	Meeting date, time location and appropriate level of attendance shall be agreed between the Authority and the Contractor no less than 10 working days prior to the meeting. Clock stops if Contractor can demonstrate to the Authority's satisfaction that events outside their control have prevented timely attendance. APM and Contractor to agree date and time for clock to re-start in such circumstances.
Start	At meeting
Data Source	The Contractor
Data Maintainer	The Contractor
Data Provider	The Contractor
Monitoring Frequency	Bi-annually
Reporting Frequency	Bi-annually
Reporting Method	Progress Reports

Performance Criteria	
GREEN	Suitable attendance of all meetings.
AMBER	N/A
RED	Failure to attend meeting.

2.2. PI 2 – Response time to Project Advice and Assistance

Service Area	Management
Description	Response time to Project Advice and Assistance
Definitions	All responses will be within 4 working days of original enquiry Clock stops if events fall outside control of The Contractor. The Authority and Contractor to agree date and time to re-start clock.
Data Source	The Authority
Data Maintainer	The Authority
Data Provider	The Authority
Monitoring Frequency	Per-enquiry
Reporting Frequency	Bi-annually
Reporting Method	Progress Reports

Performance Criteria (by Task)	
Response time to Project Advice and Assistance	
Response on time	No pts
Response 2 working days late	2 pts
Response between 3 and 5 working days late	An additional 2 pts
Each additional working day late	An additional 2 pts

Scoring and Performance Bands	
Score = total points in accumulated in the period	
GREEN	<4
AMBER	4
RED	>4