

**Annex E - Key Performance Indicators****KPI Table 1 – Key Performance Indicators**

The Key Performance Indicators to be used in this Contract are listed below. These shall be reviewed and reported on at the Quarterly Review Meetings and Quarterly Progress Reports. Any deductions shall be made in accordance with Annex AI.

KPI Number	Title	Description	Targets	Consequence	Reporting Mechanism
KPI 1	<b>Outputs (Variable and Call Off)</b>	<p>The Contractor shall complete all call off and variable tasks as agreed at the time of tasking.</p> <p>The Storage of Containers (reference Annex O - 2.6.01) shall not be included in the measurable data for KPI 1.</p>	93% of all output tasks (call off and variable) completed in the measurement month will be completed within agreed Performance Time boundaries annotated within Annex O and Annex L documents.	<p>10% reduction in payment for each task delivered outside of agreed time boundaries.</p> <p>Following failure to meet the original delivery date, a further 5% reduction in payment will be applied for tasks that exceed an agreed updated delivery date between the Authority and Contractor.</p> <p>The combined maximum reduction shall be 20% under KPI 1 and KPI 6 only.</p> <p>N.B. Delivery definition: is the date where the Task has been Completed by the Contractor for Acceptance and Receipting by the Authority.</p>	The Contractor shall report number of tasks which have exceeded the Performance Time boundaries at each Quarterly Review. The Authority will inspect no less than 10% of tasks raised each quarter.

KPI Number	Title	Description	Targets	Consequence	Reporting Mechanism
<b>KPI 2</b>	<b>Contractor Response Times to Requests for Information</b>	<p>The Contractor shall respond to all Authority Requests for Information (RFI) clearly headed with "NON-SAFETY CRITICAL – Request for Information " or "SAFETY CRITICAL – Request for Information" by providing the information required within 5 working days (end of next working day for safety critical RFI) of the Authority's written request.</p> <p>The information shall be of the required format and quality as defined in the written request and the Authority's acceptance of the information will be given in writing within 2 working days of receipt.</p>	<p>70% of all RFI responses provided by the Contractor in the month shall be provided within 5 days and be reasonably accepted by the Authority on first receipt.</p> <p>100% of all safety critical RFI responses provided by the Contractor in the month shall be provided by the end of the next working day and be reasonably accepted by the Authority on first receipt.</p>	20% Reduction in Monthly Core Fee.	The Contractor shall maintain a log of when this KPI is not met for discussion at Quarterly Review meetings.
<b>KPI 3</b>	<b>Quarterly Review Meetings</b>	<p>Information required for each quarterly review will be provided by the Contractor to the Authority no later than 5 working days before each meeting. The information shall be of the required format and quality as defined in Annexes C and V to this Contract and will be accepted as such by the Authority within 2 working days of receipt.</p> <p>Information that is not accepted by the Authority shall be reworked and resubmitted with 1 working day of the</p>	<p>100% of Quarterly Review information packs shall be provided no later than 5 working days before each meeting for acceptance by the Authority.</p> <p>100% of Quarterly Review information packs reasonably rejected by the</p>	25% Reduction in the Monthly Core Fee, in the month in which the QRM occurs.	The Contractor shall maintain a log of when this KPI is not met for discussion at Quarterly Review Meetings.

KPI Number	Title	Description	Targets	Consequence	Reporting Mechanism
		<p>Authority's rejection subject to the Authority providing a clear definition of why it is not reasonably accepted.</p> <p>See Annex C Serial 2.9</p>	Authority will be corrected and resubmitted to the reasonable satisfaction of the Authority within 1 working day of rejection.		
<b>KPI 4</b>	<b>Tasking Authorisation Form (TAF) Part 2 return</b>	<p>For Routine Tasking Requirements, the Contractor shall, on receipt and acceptance of a completed P1 within fifteen (15) working days, provide acknowledgement to the Authority's request by means of a completed P2 with a timescale and a Price, as appropriate for the tasking (Either ROM, Fixed or Firm), for completion.</p> <p>For Complex Tasking Requirements, the timeframe for Contractor completion shall be within thirty (30) working days.</p> <p>For Urgent Tasking requirements the timeframe for Contractor completion shall be within three (3) working days.</p>	90% of all P2s returned in the month shall be completed within agreed Performance Time boundaries.	15% reduction in Monthly Core Fee.	The Contractor shall maintain a log and report the number of tasks where the TAF part 2 was returned outside of the agreed time boundaries.
<b>KPI 5</b>	<b>Safety &amp; Environmental</b>	The Contractor shall manage the Safety & Environmental process on behalf of the Authority, advising the Authority of issues as they arise. The Contractor shall provide safe equipments for the Users.	All equipment is in accordance with contractual safety requirements with safety issues dealt with satisfactorily in acceptable timescales	25% Reduction in Monthly Core Fee.	The Contractor shall report against this KPI at each Quarterly Review meeting.

KPI Number	Title	Description	Targets	Consequence	Reporting Mechanism
		See Annex C Serial 2.10	(as defined in tasking form).  100% of safety cases and hazard logs are to be valid at all times.		
<b>KPI 6</b>	<b>Quality of Repairs</b>	The Contractor shall ensure that no repaired item requires further rectification within the warranty period.	The Contractor shall ensure that 0% of repairs require further rectification to the repaired item within the warranty period.	15% reduction in payment for the repair component of the task.  The combined maximum reduction shall be 20% under KPI 1 and KPI 6 only.	The Contractor shall record and report incidents where repair rectification is required in the Quarterly Progress Report.
<b>KPI 7</b>	<b>CONDO</b>	The Contractor shall provide CONDO SQEP staff as tasked by the Authority.  Any further SQEP CONDO Staff required shall be agreed between the Contractor and Authority.  See Annex C Serial 1.2.	The Contractor shall maintain 100% availability of 1 CONDO SQEP for the duration of the Contract to be deployed at 20 working days notice.	20% Reduction in Monthly Core Fee.	The Contractor shall report against this KPI at each Quarterly Review meeting.