ANNEX B – KEY PERFORMANCE INDICATORS (KPIs)

1. Introduction

The following Key Performance Indicators (KPIs) shall be used by the Authority to measure the performance of the Contractor during the Start-Up Phase and the provision of the Field Electrical Power Supplies – Support (FEPS-S) Service, as per Clause 9.5 of the Contract. Recording of the Contractor's performance against the KPIs shall occur monthly (excluding Social Value, which is recorded quarterly only) and be reviewed quarterly.

The Contractor's performance will be assessed in line with the criteria set out in the section "**KPI Assumptions, Tables, and Impacts**", and recorded in the KPI Scoring Form (Table 1).

The KPI Scoring form identifies which KPIs are monitored in which phase:

a. Start-Up Phase KPIs: 1, 2, 3, 4, 5A, 5B (max score [INFORMATION REDACTED]).

b. Provision of FEPS-S KPIs: 3, 4, 5A, 5B, 5C, 5D, 6A, 6B, 6C, 6D (max score [INFORMATION REDACTED]).

The performance level achieved against the individual criteria shall be scored each month, and the performance score for the quarter shall be calculated by taking an average of the performance score for the three months in that quarter.

2. KPI Reporting

The Contractor will report the monthly KPI performance within the Monthly Review Report and the quarterly KPI performance within the Quarterly Review Report (in accordance with Contract Clauses 3.3.3 and 3.3.2 respectively).

3. UK Government's transparency commitments

Each quarter, performance against the following four KPIs shall be published, as part of the UK Government's transparency commitments.

a. **KPI 6A and 6B Combined – Readiness & Provision of Assets. Scoring:** [INFORMATION REDACTED].

b. **KPI 6C and 6D Combined – Provision of Spares & Replacement Assets. Scoring:** [INFORMATION REDACTED].

c. **KPI 5 – Meetings, Communications and Helpdesk Performance. Scoring:**

   1. Start-Up Phase [INFORMATION REDACTED].
   2. Provision of FEPS-S (5A to 5D combined): [INFORMATION REDACTED].

d. **KPI 4 – Social Value. Scoring:** [INFORMATION REDACTED].

4. Payment Reduction During FEPS-S Service Provision

The Quarterly Review Report and Meeting shall be used to agree the performance score for that quarter, and that score shall be used to determine any FEPS-S Payment reduction, as per Clauses 9.2 and 9.5 of the Contract Terms and Conditions. This mechanism is detailed under the section "**KPI Scoring and Impact on Payment**".

5. Default

For KPIs 1, 2, 3, 5c, 5d, 6a, 6b, 6c, and 6d, where the same KPI continues to be scored as non-compliant for [INFORMATION REDACTED] consecutive months and/or where any [INFORMATION REDACTED] or more of those KPIs are scored as non-compliant for [INFORMATION REDACTED] consecutive months, this shall be classed as a Default. The Authority shall be entitled to terminate

the whole or any part of this Contract by giving notice in writing to the Contractor, as per Clause 14 of the Contract Terms and Conditions.

6. Alleviation from application

The Contractor may seek alleviation from the application of KPIs and any Payment Reductions or assessment of Default, in accordance with the Relief Event process set out at Clause 9.7 of the Contract Terms and Conditions.

7. KPI Scoring and Impact on Payment

To incentivise contractual performance of the elements covered by the KPIs during the period of FEPS-S Service Provision, [INFORMATION REDACTED] of the payment for the provision of FEPS-S shall be performance related.

KPI performance shall be reviewed each quarter, which shall include Authority consideration of any Contractor-identified mitigating circumstances surrounding the performance of the Contract. The monthly scores attained within that quarter will be averaged to produce a final KPI score (excluding Social Value which is only scored quarterly).

Should performance targets not be met, there shall be a corresponding reduction of that quarter's FEPS-S payment (the total of 3 x monthly FEPS-S payments), up to a maximum of [INFORMATION REDACTED], linked to the achieved KPI score;

Quarterly KPI Score (%)	Payment Reduction (%)
≥95	[INFORMATION REDACTED]
94-94.9	
93-93.9	
92-92.9	
91-91.9	
90-90.9	
<90	

Table 1 - KPI Score and Payment Reduction

If the Contractor has identified mitigating circumstances, the Authority shall consider the justification presented to determine if the reduction shall be applied.

Should the Authority determine that a payment reduction applies for the quarter, this shall be deducted from the next monthly FEPS-S payment due. Should there be a payment reduction for the final quarter before the end of the Contract duration, this shall be considered as part of the final payment reconciliation (see Annex O – FEPS-S Service Price Reconciliation).

Should the Authority determine that a payment reduction is not to be applied for the quarter, this shall not affect its ability to apply subsequent reductions in the future.

An example of KPI scoring and impact on payment is held at Appendix i of this Annex.

8. KPI Scoring Form

KPI 1: EQUIPMENT TRANSITION Applicable During Start-Up Phase				
Criteria	**Reference**	**Scoring**	**Score**	**Comments**
Transition of FEPS-S Equipment from the agreed UK location to the Contractor's premises is in accordance with agreed schedule.	Table 3: Equipment Transition	[INFORMATION REDACTED]		
KPI 2: FEPS-S SERVICE START UP Applicable During Start-Up Phase				
Criteria	**Reference**	**Scoring**	**Score**	**Comments**
FEPS-S Service Start Up activities being performed/delivered against agreed schedule, in accordance with the FEPS-S Delivery, Contract Deliverable Requirement List (CDRL), and FEPS-S Service Statement of Work (SoW).	Table 4: FEPS-S Start-up	**[INFORMATION REDACTED]**		
KPI 3: SAFETY AND ENVIRONMENTAL REQUIREMENTS Applicable During Start-Up Phase and Provision of FEPS-S Service				
Criteria	**Reference**	**Scoring**	**Score**	**Comments**
All safety hazards to be raised and reviewed within appropriate timelines. Safety and Environmental Case Report (SECR) provided in accordance with timescales.	Table 5: Safety and Environmental	[INFORMATION REDACTED]		
KPI 4: SOCIAL VALUE Applicable During Start-Up Phase and Provision of FEPS-S Service				
Criteria	**Reference**	**Scoring**	**Score**	**Comments**

Maintain the Social Value Plan and make agreed progress against its key aims.	Table 6 Social Value Plan Progress	[INFORMATION REDACTED]		
KPI 5: MEETINGS, COMMUNICATIONS AND HELPDESK				
5A – Secretarial Support to Meetings Applicable During Start-Up Phase and Provision of FEPS-S Service				
Criteria	**Reference**	**Scoring**	**Score**	**Comments**
Meeting minutes shall be forwarded within [INFORMATION REDACTED] of the meeting in draft form to the Authority's Project Manager for review. The Contractor shall issue the final version no later than [INFORMATION REDACTED] after each meeting, unless agreed by the Authority.	Terms & Conditions Clause 3.1 - Meetings	[INFORMATION REDACTED]		
5B – Response to Communication Applicable During Start-Up Phase and Provision of FEPS-S Service				
Criteria	**Reference**	**Scoring**	**Score**	**Comments**
Email enquiries shall be acknowledged by the Contractor within [INFORMATION REDACTED] and be responded to no later than [INFORMATION REDACTED], unless agreed by the Authority. The Project Manager shall track how many reports they receive of acknowledgements response timescales being exceeded.	Terms & Conditions Clause 3.2 - Communication	[INFORMATION REDACTED]		
5C – Helpdesk Telephone Calls and Emails Applicable During Provision of FEPS-S Service				
Criteria	**Reference**	**Scoring**	**Score**	**Comments**

Telephone calls and Emails to be processed in accordance with timescales.	Table 7: Helpdesk Response and Resolution	[INFORMATION REDACTED]		
5D – Support provision Applicable During Provision of FEPS-S Service				
Criteria	**Reference**	**Scoring**	**Score**	**Comments**
Relevant technical support to be provided, based on the nature of the request.	Table 8: Helpdesk Quality	[INFORMATION REDACTED]		
KPI 6: STOCK AVAILABILITY and DELIVERY Applicable During Provision of FEPS-S Service				
6A – Readiness of Assets				
Criteria	**Reference**	**Scoring**	**Score**	**Comments**
Stock holding of FEPS-S Equipment sufficient to satisfy the Notice to Move (NTM) levels, as applicable.	Table 10: NTM Stock Holding	[INFORMATION REDACTED]		
6B – Provision of Assets				
Criteria	**Reference**	**Scoring**	**Score**	**Comments**
All FEPS-S Equipment to be delivered to nominated UK mainland and Northern Ireland MOD location/establishment in line with agreement minimum achievement levels.	Table 11: Asset Delivery Table 12: Time between Deployments	[INFORMATION REDACTED]		
6C – Provision of Spares				
Criteria	**Reference**	**Scoring**	**Score**	**Comments**

All spares to be delivered in line with agreed minimum achievement levels	Table 13: Spares / Replacement Asset Delivery	[INFORMATION REDACTED]		
6D – Provision of Replacement Assets				
Criteria	**Reference**	**Scoring**	**Score**	**Comments**
All replacement assets to be delivered in line with agreed minimum achievement levels, and 100% of replacement assets to be delivered within double the target timescale.	Table 13: Spares / Replacement Asset Delivery	[INFORMATION REDACTED]		
		Total Score	**%**	

Table 2 – KPIs Scoring Form

9. KPI ASSUMPTIONS, TABLES, and IMPACTS

KPI 1 – EQUIPMENT TRANSITION

Applicable During Start-Up Phase

The Contractor shall ensure that the progress being made against the Equipment Transition requirement is in line with the Equipment Transition Plan provided by the Contractor at Annex H – Appendix i, in order to meet the Milestone:

Equipment Transition from the agreed UK location to the Contractor's premises	Date
100%	[INFORMATION REDACTED]

Table 3 - Equipment Transition Milestone

The list of Equipment to be transitioned is based on the current information held on the Authority's asset management system, JAMES, and held at Annex N to the Contract.

Activities to be undertaken by the Contractor within the Equipment Transition period include transportation, receipt, inspection, recording and asset management, and configuration management.

The current location of the FEPS-S equipment is found in Annex N, however this is subject to change. The location(s) of the UK Premises will be confirmed prior to Contract Award and will be within England, Scotland and Wales. Northern Ireland and any other island are excluded.

KPI 2 – FIELD ELECTRICAL POWER SUPPLIES - SUPPORT – START-UP

Applicable During Start-Up Phase

The Contractor shall ensure that the progress being made against the Start-Up Phase is in line with the delivery of the FEPS-S Service SoW at Annex A, CDRL Deliverables by their required dates at Annex D, and FEPS-S Demonstration Plan (CDR 02-01), in order to meet the FEPS-S Service (Partial) Milestone:

Level of Service Provided	Date
FEPS-S Service (Partial)	[INFORMATION REDACTED]

Table 4 - FEPS-S Start Up Milestone

KPI 3 - SAFETY AND ENVIRONMENTAL REQUIREMENTS

Applicable During Start-Up Phase and Provision of FEPS-S Service

The Contractor shall be pro-active in their identification of potential Safety and Environmental hazards.

The Contractor shall be open and honest in raising potential hazards promptly to the attention of the Authority (including OI Project Team, Safety Advisor and, where appropriate, those MOD personnel using FEPS-S equipment), irrespective of its origin and how it first came to the Contractor's attention.

Identified potential hazards shall be assessed by the Safety and Environmental Panel promptly. Hazards of a potentially more serious nature shall be assessed more promptly. The timelines set out

within Safety and Environmental Table shall be used as indicative of the level of service the Authority requires.

Ser (a)	Event (b)	Definition (c)
1	Safety hazard identified is potentially Category A or B	Time from identification to assessment shall not be greater than [INFORMATION REDACTED], subject to availability of MOD Panel Members. Time from assessment to an action plan, agreed by the Safety Panel, being put in place shall not be greater than [INFORMATION REDACTED].
2	Potential environmental hazard identified	Time from identification to assessment shall not be greater than [INFORMATION REDACTED]. Time from assessment to an action plan, agreed by the Environmental Panel, being put in place shall not be greater than[INFORMATION REDACTED].
3	Action Plan is put in place.	The Contractor shall discharge his responsibilities in accordance with the Action Plan.

Table 5 - Safety and Environmental

The Contractor shall satisfy the Authority no less frequently than quarterly that they have delivered a service at least as good as that indicated by this KPI and by the Safety and Environmental Management Plans for each FEPS-S equipment.

The Contractor shall maintain the Safety and Environmental Case Reports in accordance with CDR 06-03. The Contractor shall update the Safety and Environmental Case Report no later than [INFORMATION REDACTED] after the SEP has been held. Following receipt of the Authority's comments the Contractor shall provide an updated version within [INFORMATION REDACTED].

KPI 4 – SOCIAL VALUE

Applicable During Start-Up Phase and Provision of FEPS-S Service

The contractor shall produce a report each quarter, detailing their progress against their Social Value Plan, held at Annex H – Appendix ii of the Contract. Progress will be scored against the criteria in Table 11.

Serial	Social Value Element	Scoring
1	**Social Value Plan** **Outcome:** The SVP is current and appropriate. **Criteria:** Maintain an up-to-date plan which details how you will deliver the Social Value requirements of the Contract, across the three Social Value Themes. **Metric:** SVP is reviewed every quarter and updated as required.	[INFORMATION REDACTED]
2	**SV Theme:** Tackling economic inequality	[INFORMATION REDACTED]

	Outcome: Increase supply chain resilience and capacity **Criteria:** Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the contract. **Metric:** Planned activities are delivered in accordance with the timescales and standards as set out in the “Tackling economic inequality” section of the SVP.	
3	**SV Theme:** Fighting climate change **Outcome:** Effective stewardship of the environment **Criteria**: Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions. **Metric:** Planned activities are delivered in accordance with the timescales and standards as set out in the “Fighting climate change” section of the SVP.	[INFORMATION REDACTED]
4	**SV Theme:** Equal Opportunity **Outcome:** Tackling inequality in the contract workforce **Criteria**: Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce. **Metric:** Planned activities are delivered in accordance with the timescales and standards as set out in the “Equal Opportunity” section of the SVP.	[INFORMATION REDACTED]

Table 6 - Social Value Plan Progress

KPI 5 – MEETINGS, COMMUNICATION AND HELPDESK

5A – SECRETARIAL SUPPORT TO MEETINGS

Applicable During Start-Up Phase and Provision of FEPS-S Service

The Contractor shall be responsible for taking and issuing minutes of all meetings. These shall be forwarded within [INFORMATION REDACTED] of the meeting in draft form to the Authority's Project Manager for review. The Authority shall have [INFORMATION REDACTED] to review and provide feedback or request changes to this draft. The Contractor shall issue the final version no later than [INFORMATION REDACTED] after each meeting, unless agreed by the Authority. (Terms and Conditions, Clause 3.1).

5B – RESPONSE TO COMMUNICATION

Applicable During Start-Up Phase and Provision of FEPS-S Service

The Contractor shall respond to email enquiries issued to their support manager from the Authority within [INFORMATION REDACTED], to confirm receipt. This response shall also include an answer to any enquiry where one is available, or a timescale to provide an answer where further investigation is required. This timescale shall not exceed [INFORMATION REDACTED] unless agreed by the Authority. (Terms and Conditions, Clause 3.2).

5C & 5D – HELPDESK PERFORMANCE

Applicable During Provision of FEPS-S Service

Over any continuous [INFORMATION REDACTED] period, the Contractor shall meet or improve upon the following timescales for response to, and resolution of, all received helpdesk queries:

Ser (a)	Event (b)	Timescales for Providing a Response or Resolution (c)
1	On receipt of a telephone call.	At least [INFORMATION REDACTED] of Callers shall receive an immediate human response (within 5 rings). Other Callers shall receive immediate confirmation they've called the right number (e.g., a voice message) and an indication of how long they will need to wait to speak to someone.
2	On receipt of an e-mail.	Users receive immediate confirmation their message has been received and an indication of how long they will need to wait for an initial response.
3	For Technical Support that is **NOT** of an involved or complex nature.	[INFORMATION REDACTED] of all requests for technical support shall be resolved within [INFORMATION REDACTED] of receipt.
4	For Technical Support that is of an involved or complex nature.	[INFORMATION REDACTED] of all requests for technical support shall have received expert technical support within [INFORMATION REDACTED] of receipt.

Table 7 - Helpdesk Response and Resolution

Over any continuous [INFORMATION REDACTED] period, the Contractor shall deliver a helpdesk service that meets or improves on the following quality requirements:

Ser (a)	Indication of the Quality of Service Required (b)
1	Users get prompt and responsive service.
2	The Contractor meets his commitment to Users in a timely and satisfactory resolution of calls.
3	The Contractor delivers against resolution commitments made to Users and neither Callers nor other Users need to call back to chase progress or check on call status.
4	Incidents are not closed without the User's prior agreement.

5	Helpdesk technical support services are provided in accordance with operational priorities.

Table 8 - Helpdesk Quality

Helpdesk Requirements:

1. The Contractor shall assess the operational priorities and differing impacts to UK Defence activities of the requests for support received and will prioritise work on such requests in accordance with the Authority's priorities.
2. Where priorities are unclear, the Contractor shall seek direction from the MOD Project Manager.
3. The Contractor shall act intelligently and dynamically upon information received relating to Defence priorities.
4. The Contractor shall provide monthly reports upon the technical support and spares demand services he has provided.
5. The Contractor shall satisfy the Authority through these monthly reports that he has provided an effective service.
6. With [INFORMATION REDACTED] notice, the Authority shall be enabled to witness the service provided at any time; by review of technical support e-mail accounts, witnessing telephone conversations and other agreed means.
7. The Authority reserves the right to use other auditable evidence in addition to that supplied by the Contractor to assess the Contractor's performance.

Helpdesk Definitions:

Ser (a)	Term (b)	Definition (c)
1	Request(s) for support	Any request for Technical Support, whether by telephone, e-mail or other media, made by MOD personnel or their representatives (including personnel from the Service Provision and Transformation Contract (SPTC) undertaking Level 2-3 (L2-3) Maintenance, Repair and Overhaul (MRO) activities on behalf of Units).
2	Callers	Originator of the Request for Support.
3	Users	Any MOD personnel or representatives involved in the Request for Support whether the Caller, personnel involved in investigation of the matter or personnel involved in implementation of any solution.
4	Technical Support	Support relating to any technical, procedural or any other matter relating to the FEPS-S Equipment or Service (as purchased through Contract OI/0078 and its amendments) or relating to the Contract.
5	Help desk	The Contractor service that acts upon Request(s) for Support as required by Annex A to the Contract (in particular FEPS-S Service SoW Serials 088 and 089).
6	Resolution	When the Request for Support has been closed or the solution given, and user confirmation of closure is awaited.
7	Technical Support that is **NOT** of an involved or complex nature	Technical Support that requires assistance in providing appropriate information on points of contact or providing information on procedures/methods for logistical tasks (for example what forms to fill in, etc.).
8	Technical Support that is of an involved or complex nature	All other forms and types of Technical Support.

Table 9 - Helpdesk Definitions

KPI 6 - STOCK AVAILABILITY AND DELIVERY

Applicable During Provision of FEPS-S Service

6A – Readiness of Assets for Operations and Training

The Contractor shall ensure the ongoing availability of equipment by maintaining sufficient equipment stock holdings to satisfy the Notice to Move (NTM) levels, as stated in table 10.

a. When necessary, a FEPS generator of a higher kW power output can be included within the NTM 5 / 10 Days Quantity holding total of a FEPS generator with a lower kW power output, as long as the minimum total power requirement and numbers of generators are met.

   For example:

   (1) The NTM 5 Day Quantity is; [INFORMATION REDACTED]).

   The holding could be comprised of; [INFORMATION REDACTED].

b. If the Contractor is not in custody of the minimum number of FEPS 40 kW generators to satisfy the NTM 5 Days Quantity ([INFORMATION REDACTED]) or NTM 10 Days Quantity ([INFORMATION REDACTED]), the Authority's Project Team are to be notified within [INFORMATION REDACTED].

c. In the event that the Authority elects to call off NTM stock for the purposes of operations, the Contractor shall not be liable for the amount taken until the period at Para. b, below, is reached.

d. The Contractor shall be permitted up to [INFORMATION REDACTED] delays to replenish stock of FEPS equipment (all variants).

e. The Contractor shall not be held liable where stock levels are diminished due to act of the Authority, e.g., insufficient stock returns from Units, or where the Authority has elected to reduce equipment fleet size making NTM stock level unachievable. However, it is expected that the Contractor will be proactive in notifying the Authority of any shortfalls in stock levels.

f. The KPI shall be evaluated on the last reporting day of each calendar month.

Item Description	NSN	NTM 5 Days Quantity	NTM 10 Days Quantity
FEPS 8/12 kW	[INFORMATION REDACTED]	[INFORMATION REDACTED]	[INFORMATION REDACTED]
FEPS 8/12 kW (Wading)			
FEPS 16/24 kW			
FEPS 16/24 kW (Wading)			
FEPS 40 kW			
FEPS 40 kW (Wading)			

Table 10 – NTM Stock Holding

6B. Provision of Assets

Over any continuous [INFORMATION REDACTED] period, the Contractor shall meet the following timescale for delivery of all FEPS-S Assets; from the Authority's authorisation of the demand to the delivery of the Assets to the allocated UK mainland and Northern Ireland MOD location/establishment:

Demand	**Maximum duration from the Demand Authorisation to delivery to allocated UK mainland and Northern Ireland MOD location/establishment (calendar days)**	**Required minimum % achievement**
All Unit Demands	[INFORMATION REDACTED]	[INFORMATION REDACTED]

Table 11 - Asset Delivery

Key Assumptions

Delivery Time	[INFORMATION REDACTED] apply from point of OI authorising the demand. With reference to the demand process within the FEPS-S Service Terms of Reference (ToR) at Annex E.
Sequence of Deployments	Whilst operations/exercises may overlap, no full capability deployment shall be within [INFORMATION REDACTED] of another.
Time Between Deployments	Calendar days from the equipment being returned to the Contractor to being able to meet the Delivery Times.

Table 12 - KPI 6B Assumptions

6C & 6D. Provision of Spares and Replacement Assets

Over any continuous [INFORMATION REDACTED] period, the Contractor shall meet or improve upon the following percentage achievement of Supply Chain Pipeline Times for all received demands:

Supply Priority Code (SPC)	Maximum duration from receipt of Demand to Delivery to nominated 'Purple Gate' (JSC) (hours/ calendar days)	Maximum duration from receipt of Demand to Delivery to nominated UK unit or Point of Embarkation (hours/calendar days)	Required minimum % achievement
[INFORMATION REDACTED]			

Table 13 - Spares Delivery

Further to the Spares Delivery table above, [INFORMATION REDACTED] of all accepted demands are to be fulfilled **no later than** [INFORMATION REDACTED].

Where there is insufficient equipment available to satisfy all demands due to equipment being held by Units or on Theatre Equipment Table, on receipt of request from Authority, the Contractor shall:

a. Within [INFORMATION REDACTED], inform the Authority of the shortfall, notifying the equipment types for which there is a shortfall, the quantities concerned and shall propose a solution that enables the demand to be satisfied within the timescales above.

b. Within [INFORMATION REDACTED], request direction from the Authority with regards to prioritisation of equipment demands. A short-term action plan to enable ongoing equipment and/or spares demands to be satisfied shall be developed by the Contractor in conjunction with the Authority and subject to approval by the Authority.

c. Within [INFORMATION REDACTED], offer the demander alternative FEPS-S equipment where these could satisfy the demand and:

d. Where they could satisfy the demand more quickly or;

e. Where it is not possible to satisfy the demand within the timescales required by issuing the exact equipment demanded.

f. If directed by the Authority, reallocate equipment recalled by the Authority from lower priority uses. If this occurs, the Contractor shall offer users, whose equipment is being recalled, alternative FEPS-S equipment, where these could satisfy the requirement, and shall supply to Purple Gate all such equipment needed to replace the recalled equipment within [INFORMATION REDACTED] of the original equipment being recalled. The Contractor shall ensure that all plans to replace recalled equipment are agreed in advance with the Authority.

Example of KPI Scoring and Impact on FEPS-S Payment During FEPS-S Service Period

Quarter 5									
Month 1 (Aug)		**Month 2 (Sep)**		**Month 3 (Oct)**			**Quarter**		
KPI	**Score**	**KPI**	**Score**	**KPI**	**Score**		**KPI**	**Score**	**Max Poss.**
KPI 3	[INFORMATION REDACTED]	KPI 3	[INFORMATION REDACTED]	KPI 3	[INFORMATION REDACTED]		KPI 3	[INFORMATION REDACTED]	
KPI 4*		KPI 4*		KPI 4*			KPI 4*		
KPI 5a		KPI 5A		KPI 5A			KPI 5A		
KPI 5b		KPI 5B		KPI 5B			KPI 5B		
KPI 5c		KPI 5C		KPI 5C			KPI 5C		
KPI 5d		KPI 5D		KPI 5D			KPI 5D		
KPI 6a		KPI 6A		KPI 6A			KPI 6A		
KPI 6b		KPI 6B		KPI 6B			KPI 6B		
KPI 6c		KPI 6C		KPI 6C			KPI 6C		
KPI 6d		KPI 6D		KPI 6D			KPI 6D		
							Total		
*KPI 4 is only scored quarterly, so no monthly scores.									

Table 14 - Example Quarterly KPI Scoring During FEPS-S Service Provision Period

[INFORMATION REDACTED] payment reduction.
If the FEPS-S payment is [INFORMATION REDACTED]
This is deducted from the next FEPS-S Payment due after the Quarterly meeting: [INFORMATION REDACTED]