

**701851451- STATEMENT OF REQUIREMENT FOR GLOBAL AIRFIELD DATA & AIRCRAFT PERFORMANCE TOOL (GADAPT)**

**SCHEDULE 11**

**KPI Performance Monitoring**

**Key Performance Indicators (KPIs)**

1. The Contract shall be monitored by the Authority against the 4 overarching Key Performance Indicators (KPIs) at Annex A of the SOR. Performance of KPI’s will be formally reported by the contractor in the quarterly progress meetings.
2. The Authority shall review with the Contractor the KPI process, and the Authority may make minor adjustments, if required.
3. Any performance issues highlighted in these report meetings will be addressed by the Contractor, who shall be required to provide an improvement plan (“Remediation Plan”) to address all issues highlighted within a week of the Authority request.
4. Performance failure by the Contractor may result in administrative costs to the Authority. Where failure attributable to the Contractor is identified in the progress Report and relates to the KPIs then the service credit regime shall apply.
5. Key Performance Indicators (KPIs) must be met otherwise indicating that the service is failing to deliver. Without the use of service credits in such a situation, this service failure places strain on the relationship as delivery falls short of agreed levels. As a result, the only recourse would be to terminate and seek alternative supply.
6. The use of a strong service credit regime accompanied by a proactive approach to correcting failures and addressing their cause improves the relationship and enables a partnership rather than a confrontational style of working. Its focus is on managing and improving service.
7. Where a KPI has a percentage measure the Contractors performance will be rounded up or down to the nearest whole number.
8. Where a Red Status is awarded, the Contractors shall produce a Contractors Remediation Plan, detailing the measures that the Contractor will undertake to rectify this failure as well as any measures to be introduced to prevent this failure from occurring in the future. Measures proposed may include introduction of new KPIs.

**Service credits**

Service Credits The use of Service Credits is governed by the following principles:

 • Service Credits sit within the wider service management approach being pursued by the Supplier and the Authority. The use of Service Credits does not prejudice the Authority’s rights under appropriate clauses of the contract in the event of inadequate performance by the Contractor.

 • The Service Credit regime would be instigated on each occasion where there is a service failure (i.e., where a KPI is identified as having a ‘Red status’). This would also give rise to a Remediation Plan.

• The Authority has full and complete discretion on whether to claim all, part, or none of a Service Credit to which it is due.

 • Service Credits claimed will be applied to the subsequent invoice as a credit note.

• The full, agreed Service Credit regime shall operate from the initial delivery date until the end of the Contract Period. Service credits will be applied as follows:

**Service Credit 1: KPI 1**

* For an ‘Amber Status’ instance of failure within a month, the contractor shall formally articulate the issue(s) and mitigation at the CPR meeting and update their CPR report accordingly.
* For an ‘Amber Status’ spanning 2 consecutive months, the Contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ equal to 10% of the current reports monthly payment attributable to all contracted service in Schedule 2, Schedule of Requirement. ‘Service Credits’ will be suspended until the third consecutive months performance has been assessed.
* For a ‘Red Status’ in a single month, the contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ of 10% of the current reports payment attributable to all the contracted services in Schedule 2, Schedule of Requirement.
* For a ‘Red Status’ spanning 2 consecutive months, the Contractor shall review and update the ‘remediation plan’ and apply a ‘Service Credit’ of 15% of current reports payment attributable to all services detailed in Schedule 2, Schedule of Requirement.

**Service Credit 2: KPI 2**

* For an ‘Amber Status’ instance of failure within a month, the contractor shall formally articulate the issue(s) and mitigation at the CPR meeting and update their CPR report accordingly.
* For an ‘Amber Status’ spanning 2 consecutive months, the Contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ equal to 10% of the current report’s payment attributable to all contracted service in Schedule 2, Schedule of Requirement. ‘Service Credits’ will be suspended until the third consecutive months performance has been assessed
* For a ‘Red Status’ in a single month, the contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ of 10% of the current report’s payment attributable to all the contracted services in Schedule 2, Schedule of Requirement.
* For a ‘Red Status’ spanning 2 consecutive months, the Contractor shall review and update the ‘remediation plan’ and apply a ‘Service Credit’ of 15% of the current reports payment attributable to all services detailed in Schedule 2, Schedule of Requirement.

**Service Credit 2: KPI 3**

* For an ‘Amber Status’ instance of failure within a month, the contractor shall formally articulate the issue(s) and mitigation at the CPR meeting and update their CPR report accordingly.
* For an ‘Amber Status’ spanning 2 consecutive months, the Contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ equal to 10% of the current report’s payment attributable to all contracted service in Schedule 2, Schedule of Requirement. ‘Service Credits’ will be suspended until the third consecutive months performance has been assessed
* For a ‘Red Status’ in a single month, the contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ of 10% of the current report’s payment attributable to all the contracted services in Schedule 2, Schedule of Requirement.
* For a ‘Red Status’ spanning 2 consecutive months, the Contractor shall review and update the ‘remediation plan’ and apply a ‘Service Credit’ of 15% of the current reports payment attributable to all services detailed in Schedule 2, Schedule of Requirement.

**Service Credit 3 : KPI 4**

* For a ‘Red Status’ in a single month, the contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ of 15% of the current report’s payment attributable to all the contracted services in Schedule 2, Schedule of Requirement.
* For a ‘Red Status’ spanning 2 consecutive months, the Contractor shall review and update the ‘remediation plan’ and apply a ‘Service Credit’ of 20% of the current reports payment attributable to all services detailed in Schedule 2, Schedule of Requirement.

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| KPI | KPI Measurement | KPI Rating |
| 1 | Availability  | GADAPT service should be available 24 hours per day, every day of the year. Minor planned stoppages of up to 1 hr for updates may be permitted with at least 7 days’ notice with 2 instances of failure  | GADAPT service should be available 24 hours per day, every day of the year. Minor planned stoppages of up to 1 hr for updates may be permitted with at least 7 days’ notice with 1 instance of failure | GADAPT service should be available 24 hours per day, every day of the year. Minor planned stoppages of up to 1 hr for updates may be permitted with at least 7 days’ notice with no instances of failure. |
| 2 | Access | Access by multiple users at the same time is required with a minimum of 150 number of concurrent users with 2 or more instances of failure. | Access by multiple users at the same time is required with a minimum of 150 number of concurrent users. with 1 instance of failure. | Access by multiple users at the same time is required with a minimum of 150 number of concurrent users with no instance of failure. |
| 3 | Access | Admin and Main user access are to be separate to ensure info updates or requests are correctly processed and do not affect the main user access unintentionally with 2 or more instances of failure. | Admin and Main user access are to be separate to ensure info updates or requests are correctly processed and do not affect the main user access unintentionally with 1 or more instances of failure. | Admin and Main user access are to be separate to ensure info updates or requests are correctly processed and do not affect the main user access unintentionally with no instance of failure. |
| 4 | Accuracy  | Airfield and Obstacle Data must be accurate. Data must be accurate to the tolerances defined in ICAO Annex 15., with 2 or more instances of failure. | Airfield and Obstacle Data must be accurate. Data must be accurate to the tolerances defined in ICAO Annex 15., with 2 or more instances of failure. | Airfield and Obstacle Data must be accurate. Data must be accurate to the tolerances defined in ICAO Annex 15 with no instance of failure. |