

Key Performance Indicator 1	
KPI Number	1
Service Area	Service Delivery
PI Descriptor	Post Design Services and Ad-hoc Tasking – Part 2 Delivery
Incidence Measure	The Contractor will be required to return the Part 2 TAF (Contractor's Quotation) to the Authority within 15 working days of the Part 1 Submission. The Authority will measure the Contractor performance against the number of working days it takes to return the Part 2 to the Authority.
Start	On submission of any TAF Part 1
Stop	Once a TAF Part 2 has been formally submitted to the Authority
Who Reports?	The Contractor in the Progress Report
Monitoring Frequency	Quarterly from FOC
Reporting Frequency	Quarterly from FOC
Retention Attribution	5% of the Core Payment in accordance with Condition X of the Terms and Conditions
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	All TAF Part 2s submitted up to 15 working days after submission of TAF Part 1
	One or more TAF Part 2s submitted between 16 and 20 working days after submission of TAF Part 1
	One or more TAF Part 2s submitted 21+ working days after submission of TAF Part 1

Key Performance Indicator 2	
KPI Number	2
Service Area	Service Delivery
PI Descriptor	Post Design Services and Ad-hoc Tasking – Task Delivery
Incidence Measure	The Contractor will be required by the Authority Operations Manager to deliver in accordance with the required delivery date agreed between the Authority and the Contractor on the relevant TAF the part 2 return on receipt of the instruction. The Authority Operations Manager will measure the Contractor performance against the contracted due date and actual date delivered for each part 2 return.
Start	Date of receipt of instruction to proceed by Contractor through TAF Part 3.
Stop	Task completed and delivered in accordance with the timescales and standards as set out in the Tasking Form
Who Reports?	The Contractor in the Progress Report

Monitoring Frequency	Quarterly from FOC
Reporting Frequency	Quarterly from FOC
Retention Attribution	5% of the Core Payment in accordance with Condition X of the Terms and Conditions
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	All TAFs delivered on, or before, the delivery date agreed at the TAF Part 2.
	All TAFs delivered within 10 working days of the delivery date agreed at the TAF Part 2
	All TAFs delivered more than 10 working days of the delivery date agreed at the TAF Part 2.

Key Performance Indicator 3	
KPI Number	3
Service Area	Social Value
PI Descriptor	Social Value Plan (SVP)
Incidence Measure	The Contractor will be required by the Authority to perform in accordance with the Social Value Plan at Annex K to the Contract. The Contractor's performance of meeting its obligations will be monitored
Start	Contract Award
Stop	Contract Expiry
Who Reports?	The Contractor in the Progress Report
Monitoring Frequency	Quarterly from FOC
Reporting Frequency	Quarterly from FOC
Retention Attribution	5% of the Core Payment in accordance with Condition X of the Terms and Conditions and Condition 2 below
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	≥ 90% SVP artefacts delivered on time
	≥ 90% SVP artefacts delivered within 10 working days of agreed delivery date
	≥ 90% SVP artefacts delivered over 11 working days from agreed delivery date

Key Performance Indicator 4	
KPI Number	4
Service Area	Project Management
PI Descriptor	Delivery of Progress Reports
Incidence Measure	The Contractor will be required by the Authority to deliver a Progress Report for each Progress meeting in accordance with SOW line item SoW1 and Schedule 3 no later than 10 working days in advance of the scheduled progress meeting.
Start	Contract Award
Stop	Contract Expiry
Who Reports?	The Contractor in the Progress Report
Monitoring Frequency	Monthly from Contract Award and Quarterly from IOC
Reporting Frequency	Monthly from Contract Award and Quarterly from IOC
Retention Attribution	5% of the Core Payment in accordance with Condition X of the Terms and Conditions and Condition 2 below
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	Report delivered 10+ working days in advance of the Progress Meeting
	Report delivered 5 working days in advance of the Progress Meeting
	Report delivered less than 5 working days in advance of the Progress Meeting