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Annex F – Key Performance Indicators (KPIs)

KPI 1	
Description	Deliverables of the CDRLs stated in the SOW (Annex A).
All deliverables should be in accordance with the requirements set out in the Statement of Work (Annex A).	Performance Indicator (PI) 1.1 – All CDRL deliverables delivered by the dates specified within the SOW (Annex A).
Monitoring frequency	Continuous – Rolling 12-month period.
Reporting frequency	Fortnightly until initial equipment delivery, initial training delivery and technical publication tasks have been completed.

Performance Criteria	
Green	Of the PIs stated above, the Contractor shall be scored Green where they deliver: All CDRLs completed in accordance with the dates specified in the SOW Annex A.
Amber	Of the PIs stated above, the Contractor shall be scored Amber where they deliver: A CDRLs delivery that goes over 1-3 Working Days after the delivery date as specified in the SOW Annex A.
Red	Of the PIs stated above, the Contractor shall be scored Red where they deliver: A CDRLs delivery that goes over 4 Working Days after the delivery date as specified in the SOW Annex A.
Impact/Consequence	If the Contractor scores 'Amber' during one reporting period for this KPI, the Authority shall provide the Contractor with the opportunity to rectify issues. The Contractor shall provide the Authority with its Recovery Plan within 3 working days. If the Contractor scores 'Red' for this KPI, the Authority shall permanently retain 5% against the payment due for the relevant deliverable. Additionally, if the Contractor scores 'Red' for this KPI on two or more occasions during a rolling twelve-month period, it shall constitute a material breach by the Contractor and the Authority shall have the right, (but not the obligation) to terminate the contract in accordance with Condition 43 of the Contract. A breach shall result in written notification being sent to the Contractor with the Authority's intended course of action. The

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	Contractor shall respond to this notification within 1 working day.
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KPI 2	
Description	Equipment Repairs Tasks
All deliverables should be in accordance with the times set out in the Repair Turnaround Times document (Annex H).	PI 1.1 – <i>Start</i> - Receipt by the Contractor of a fully authorised TAF Part 3 from the Authority– (at Annex B to T&Cs). The Contractor must complete the repair task after being delivered to a mutually beneficial location (e.g., Contractor's site, unit location etc), within twenty working days or otherwise agreed with the Authority in writing. The Contractor must provide information to explain any delays and to provide an estimated time frame for completion of Repairs. <i>Finish</i> – Repair completed and equipment working to a condition acceptable to the Authority. The KPI shall measure the number of days late per Repair Task, rounded up. The date the Delivery Team accept the repair has been completed will be used to measure the KPI success
Monitoring frequency	Continuous - Rolling twelve-month period

Performance Criteria	
Green	Of the PIs stated above, the Contractor shall be scored Green where they deliver: All Contractor repairs completed in accordance with the agreed scope, specification, quality/ performance requirements, and completion date defined in the approved Tasking Form.
Amber	Of the PIs stated above, the Contractor shall be scored Amber where they deliver: A Contractor repair task is completed 1-3 Working Days over the agreed completion date defined in the approved Tasking Form.
Red	Of the PIs stated above, the Contractor shall be scored Red where they deliver: A Contractor repair task that goes over 4 Working Days after the completion date defined in the approved Tasking form.

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Impact/Consequence	If the Contractor scores 'Amber' against a TAF, the Authority shall provide the Contractor with the opportunity to rectify issues. The Contractor shall provide the Authority with its Recovery Plan within 3 working days. If the Contractor scores 'Red' for this KPI, the Authority shall permanently retain 5% against the payment due for the relevant Task. Additionally, if the Contractor scores 'Red' for this KPI on two or more occasions during a rolling twelve-month period, it shall constitute a material breach by the Contractor and the Authority shall have the right, (but not the obligation) to terminate the contract in accordance with Condition 43 of the Contract. A breach shall result in written notification being sent to the Contractor with the Authority's intended course of action. The Contractor shall respond to this notification within 1 working day.
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KPI 3	
Description	Provision of ad-hoc tasks
All deliverables should be in accordance with the requirements set out in the Statement of Work	PI 2.1 – <i>Start</i> - Receipt by the Contractor of a fully authorised TAF Part 3 from the Authority– (at Annex B to T&Cs). The Contractor must complete the tasking requirements within the agreed completion date on the Tasking Form. <i>Finish</i> – Task completed as specified in the Tasking Form. The KPI shall measure the number of days late per Task, rounded up. The date the Delivery Team accept the task has been completed will be used to measure the KPI success
Monitoring frequency	Continuous – Rolling 12-month period

Performance Criteria	
Green	Of the PIs stated above, the Contractor shall be scored Green where they deliver: All Contractor tasks completed in accordance with the agreed scope, specification, quality/ performance requirements, and completion date defined in the approved Tasking Form.
Amber	Of the PIs stated above, the Contractor shall be scored Amber where they deliver: A Contractor Tasks is completed 1-3 Working Days over the agreed completion date defined in the approved Tasking Form.

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Red	Of the PIs stated above, the Contractor shall be scored Red where they deliver: • A Contractor Tasks that goes over 4 Working Days after the completion date defined in the approved Tasking form.
Impact/Consequence	If the Contractor scores 'Amber' against a TAF, the Authority shall provide the Contractor with the opportunity to rectify issues. The Contractor shall provide the Authority with its Recovery Plan within 3 working days. If the Contractor scores 'Red' for this KPI, the Authority shall permanently retain 5% against the payment due for the relevant Task. Additionally, if the Contractor scores 'Red' for this KPI on two or more occasions during a rolling twelve-month period, it shall constitute a material breach by the Contractor and the Authority shall have the right, (but not the obligation) to terminate the contract in accordance with Condition 43. A breach shall result in written notification being sent to the Contractor with the Authority's intended course of action. The Contractor shall respond to this notification within 1 working day.