

Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
1.1.2. (xi)	The outcome of these surveys will form part of the performance assessment of SOR Line Item 1.1.2 (x). Customer satisfaction targets will be agreed prior to the Service Commencement Date.	Agreed - % satisfaction	PC3	High	5.0 per 1% (or part thereof) below the Service Performance Standard	24 hrs		Availability
1.1.3.(i)	Attendance of one member of the DP at quarterly Strategic Board meetings	100.00%	PC1	High	5.0	n/a	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.1.3.(ii)	Issue the Required Strategic Board MI 10 BDs before the quarterly Strategic Board meeting.	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.2.1.(i)	Participate in the Authority's annual planning and budgeting processes in accordance with Schedule 9 (Annual Planning Cycle ) and Schedule 12 (Governance ).	100.00%	PC1	Very High	20.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.2.1.(ii)	Produce the following deliverables in accordance with Schedule 9 (Annual Planning Cycle) and Schedule 12 (Governance): (1) Nine (9) Contract Months before the start of each Contract Year, a first draft of the Forecast of Expenditure (2) Seven (7) Contract Months before the start of each Contract Year, a second draft of the FE. (3) Five (5) Contract Months before the start of each Contract Year, a third draft of the FE. (4) Two (2) Contract Months before the start of each Contract Year, the final FE.	100.00%	PC1	Very High	20.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.3.1.(i)	Attendance of all four members of the DP at monthly Operating Board meetings	100.00%	PC1	High	5.0	n/a	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.3.1.(ii)	No later than 2 BDs before each Operating Board meeting, provide the Authority with the Required Operating Board MI.	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.3.2.(i)	Organise, attend and provide secretariat and administrative support to the PFWG Weekly Meetings which shall be held in respect of each week during the Term no later than 3 BDs after the end of that week.	100.00%	PC1	High	5.0	n/a	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.3.2.(ii)	No later than 1 BD before each PFWG Weekly Meeting, provide the Required PFWG Weekly MI.	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.3.2.(iii)	Issue minutes of the PFWG Weekly Meeting within 1 BD of the meeting	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.3.2.(iv)	Organise, attend and provide secretariat and administrative support to the PFWG Monthly Meetings which shall be held in respect of each month during the Term no later than 5 BDs after the Required PFWG Monthly MI.	100.00%	PC1	High	5.0	n/a	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.3.2.(v)	No later than 7 BDs after the end of the month, produce the Required PFWG Monthly MI.	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.3.2.(vi)	Issue minutes of the PFWG Monthly Meeting within 3 BDs of the meeting.	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.3.2.(vii)	Organise, attend and provide secretariat and administrative support to the PFWG Annual Meetings which shall be held in respect of each year during the Term no later than 2 BDs after issue of the Required PFWG Annual MI.	100.00%	PC1	High	5.0	n/a	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.3.2.(viii)	No later than 7 BD after the end of the year, produce the Required PFWG Annual MI.	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.3.2.(ix)	Issue minutes of the PFWG Annual Meeting within 1 BD of the meeting.	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.3.3	Deliver the Daily Dashboard for each day to the Authority at 0800 on that day.	100.00%	PC1	High	5.0	4 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.1.1.(i)	Produce and maintain the Service Delivery Plan, review with the Authority at least annually, and deliver an agreed updated version by 31 March each year.	100.00%	PC1	Very High	20.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.1.1.(ii)	Provide to the Authority a revised Service Delivery Plan within 20 BDs of any change agreed with the Authority	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.1.1 i - xvii	The Service Delivery Plan shall include: i The strategic approach and plan for delivery of the Services, including: • the Strategic Objectives, including the contractual milestones • the HR strategy • the property & infrastructure strategy • the information systems strategy. ii standard operating procedures for Service Delivery, including: • Integration services, including interoperability with the defence support chain • storage services • distribution services • commodity supply services iii asset management plan, including: service asset and configuration management plan in accordance the principles of through life management iv property management plan v HR plan vi quality management plan vii safety management plan viii environmental management plan ix risks, issues and opportunities management plan x security management plan that satisfies the security requirements set out in Schedule 30 (Security) xi information systems services management plan xii management information plan in accordance with Schedule 11 (Specified MI) xiii business continuity and disaster recovery plan xiv total support force plan xv benefits realisation plan xvi exit plan in accordance with Schedule 17 (Exit ) xvii corporate social responsibility (CSR) plan The Transition Plan is to be separately identified and these are to be aligned to the Chapters in the finalised SDP.	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.1.2.(i)	Deliver the Services in accordance with the Service Delivery Plan.  This includes:	100.00%	PC2	Very High	20.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event

Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
1.4.1.2. (ii)	Providing access for and every reasonable assistance to the Authority at zero (0) Business Days' notice to test the delivery of the Services in accordance with the Schedule 30.	100.00%	PC1	Very High	20.0	1 hr	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.1.2.(iii)	Providing access for and every reasonable assistance to the Authority at five (5) Business Days' notice to audit the delivery of the Services in accordance with the SDP.	100.00%	PC1	Very High	20.0	1 hr	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.1.2.(iv)	Reporting within 4 hours all: • actual, attempted or suspected breaches of security • environmental incidents • risks that have materialised together with mitigation or contingency action • health and safety incidents • occurrences of issues that are potentially harmful to the reputation of the Authority or DP	100.00%	PC1	Very High	20.0	n/a	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.1.2.(v)	Implementing business continuity and disaster recovery plans to restore: (i) Immediate Demands within 24 hours of interruption. (ii) Priority Demands within 7 days of interruption. (iii) Routine Demands and all other affected Services within 14 days of interruption.	100.00%	PC1	Very High	20.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.1.2.(vi)	Maintain accreditation by the Military Aviation Authority for technical services	100.00%	PC1	Very High	20.0	n/a	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.2.1	Provide complete, accurate and up to date Data and Management Information, including in accordance with the Service Delivery Plan and Schedule 11 (Specified MI), to allow the Authority to manage the Agreement at all times.	100.00%	PC1	Very High	20.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.2.2 (i)	Maintain at all times an information flow that allows the Authority to maintain up-to-date Data on the Services to enable the Authority to manage the end to end support chain, including: – inventory levels & locations – stock integrity management data, including the tracking of individual items – status of all Contingent Stock – ongoing usage and trend data for all AMM and Commodities to inform the Authority's forecasting – volumetric data for Commodities – consumption and financial data by UIN – consignment tracking – Depot Codes, Stores Group Codes and Return Stores Address Codes. – reporting failure to comply with HAZMAT and all other Specialised Materiel regarding storage or handling requirements – all equipment calibration documentation, logs, test certificates, data sheets and quality documentation Ensure that accurate, up to date Data is available to the Authority at all times in accordance with the Service Delivery Plan.	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.2.2 (ii)	Provide an IS portal to allow the Authority to interrogate, in real time (excluding scheduled system down times coordinated with the Authority) all Data pertaining to the delivery of the Services.	100.00%	PC1	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.3.1 (i)	Deliver a single point of contact for all Services which is available to all users of the Services 24 hours per day, 7 days per week, 52 weeks per year, throughout the Term.	100.00%	PC1	Medium	2.0 per 1% (or part thereof) below the Service Performance Standard	n/a	Where the total number of hours in the relevant Contract Month <u>less</u> the number of hours in the relevant Contract Month that the DP fails to meet the SOR Line Item Requirement, <u>divided by</u> the total number of hours in the relevant Contract Month, expressed as a percentage, <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.4.3.1 (ii)	Deliver a single point of contact for all Services . • Record all contact made with the help desk, assigning a unique reference number to each contact. • Provide immediate advice on all Demand and Request status enquiries • Report resolutions and issues that require Authority input	100.00%	PC2	Medium	2.0	24 hrs	Where the number of occasions on which the Services specified for this SOR Line Item are required by the Authority in the relevant Contract Month <u>less</u> the Service Performance Failure Tally for this SOR Line Item in the Contract Month, <u>divided by</u> the number of occasions on which the Services required by this SOR Line Item are required by the Authority in the relevant Contract Month, expressed as a percentage, <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Event
1.4.3.1 (iii)	Answer telephone calls to help desk within 2 minutes	98.00%	PC1	Medium	2.0 per 1% (or part thereof) below the Service Performance Standard	n/a	Where the total number of telephone calls answered in the relevant Contract Month <u>less</u> the total number of telephone calls answered in the relevant Contract Month after 2 minutes in the relevant Contract Month, <u>divided by</u> the number of telephone calls answered in the relevant Contract Month (expressed as a percentage), <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.4.3.1 (iv)	Acknowledge all other contact within 30 minutes	98.00%	PC1	Medium	2.0 per 1% (or part thereof) below the Service Performance Standard	0.5 hr	Where the total number of contacts (other than telephone calls) ("Non-Telephone Contacts") received in the relevant Contract Month <u>less</u> the sum of the Service Performance Failure Tallies for this SOR Line Item in the relevant Contract Month, <u>divided by</u> the total number of Non-Telephone Contacts in the relevant Contract Month, expressed as percentage, <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.4.3.1 (v)	Respond to service queries within 1 hour	98.00%	PC1	Medium	2.0 per 1% (or part thereof) below the Service Performance Standard	1 hr	Where the total number of service queries in the relevant Contract Month <u>less</u> the sum of the Service Performance Failure Tallies for this SOR Line Item in the relevant Contract Month, <u>divided by</u> the total number of service queries in the relevant Contract Month, expressed as a percentage, <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.4.3.1 (vi)	Provide product advice on all items of Commodities within 24 hours	98.00%	PC1	Medium	2.0 per 1% (or part thereof) below the Service Performance Standard	24 hr	Where the total number of times product advice is required in the relevant Contract Month <u>less</u> the sum of the Service Performance Failure Tallies for this SOR Line Item in the relevant Contract Month, <u>divided by</u> the total number of times product advice is required in the relevant Contract Month, expressed as a percentage, <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.4.3.1 (vii)	Resolve user complaints to the reasonable satisfaction of the user within 10 BDs. Escalate unresolved complaints to the Authority after 10 BDs	98.00%	PC1	Medium	2.0 per 1% (or part thereof) below the Service Performance Standard	24 hr	Where the total number of user complaints resolved in the relevant Contract Month <u>less</u> the sum of the Service Performance Failure Tallies for this SOR Line Item in the relevant Contract Month, <u>divided by</u> the number of user complaints resolved in the relevant Contract Month, expressed as a percentage, <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.4.3.1 (viii)	Provide a report to the Authority each Contract Month that provides an analysis of enquiry trends in order for the Authority and/or the DP to take appropriate action to reduce recurrence of enquiries/issues.	100.00%	PC1	Medium	2.0	24 hr	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.4.1	Deliver such training as Authorised Demanders may need on any changes to processes/procedures related to provision of the Services.  All training shall be delivered in accordance with the agreed timescales as specified in the Training Plan such that Authorised Demanders' access to the Services is not interrupted.	100.00%	PC1	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.4.2 (i) and (ii)	In accordance with the Annual Petroleum Training Delivery Programme, deliver petroleum operator laboratory technician training including: (i) training military petroleum specialists to enable them to test and analyse fuels on operations and exercises using in-service equipment (ii) testing students in accordance with the Course Specification	100.00%	PC1	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.4.4.2 (iii)	providing advice to trained staff	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event



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1.5.1	Provide a full logistical and warehouse operation (excluding the requirement to run a separate ammunition supply depot and bulk fuel installation) as the Force Secondary Depot, on Request comprising storage, issue, receipt, consignment tracking and management of and accounting for all Class I-V Supplies from a single fixed site. This includes the requirement to handle, track, receipt and issue oils and lubricants up to and including the Theatre Rendezvous. The Authority will give the DP a minimum of 12 months' notice of the requirement to implement the TSF solution, and will provide a Semi-Permissible Operating Environment in which the DP will carry them out. As from the end of the Authority's notice period, as specified by the Authority, the DP shall establish the Force Secondary Depot and operate it and provide the relevant services in full, taking into account and making sufficient provision for the likely austere nature of the fixed infrastructure akin to 'field conditions'.	100.00%	PC2	Very High	20.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.5.3	Provide all TSF solutions for Operation Anvil Output, as a Request service. All tasks, including the return of equipment to the UK, shall be delivered as directed by the Authority. The Authority will give the DP at least 6 months' notice of the requirement to provide these services, on and from the expiry of which the DP shall provide these services in full.	100.00%	PC2	Very High	20.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.5.4	Provide a Request service to operate a forward logistic site in a Semi-Permissible Operating Environment anywhere in the world to receive, store, maintain, account for and issue Defence Materiel and mail to and from the airport of disembarkation / seaport of disembarkation and to and from ships in designated ports and/or at sea deployed on military operations or exercises. Manage the delivery service, including provision of MHE as defined in JSP 886 and transportation as required, for both Defence Materiel and mail in support of the forward and reverse support chains, and for the movement of personnel. The Authority will give a minimum of 12 months' notice of the requirement for this service, on and from the expiry of which the DP shall provide this service in full.	100.00%	PC2	Very High	20.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.6.1.1 (i)	Process all Immediate Demands for AMM and Commodities in accordance with the SPS, and ensure that each such Demand: (a) is met in full; (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	99.50%	OTIF	Very High	1.0 per 1% (or part thereof) below the Service Performance Standard	1 hr	Where the total number of Immediate Demands in the relevant Contract Month <del>less</del> the sum of the Service Performance Failure Tallies in the relevant Contract Month <del>for such Immediate Demands</del> for this SOR Line Item, <del>divided by</del> the total number of such Immediate Demands in the relevant Contract Month, expressed as a percentage, <del>is less than</del> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.6.1.1 (ii)	Process all Priority Demands for AMM and Commodities in accordance with the SPS, and ensure that each such Demand: (a) is met in full; (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	98.00%	OTIF	High	1.0 per 1% (or part thereof) below the Service Performance Standard	24 hrs	Where the total number of Priority Demands in the relevant Contract Month <del>less</del> the sum of the Service Performance Failure Tallies in the relevant Contract Month <del>for such Priority Demands</del> for this SOR Line Item, <del>divided by</del> the total number of such Priority Demands in the relevant Contract Month, expressed as a percentage, <del>is less than</del> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.6.1.1 (iii)	Process all Routine Demands for AMM and Commodities in accordance with the SPS, and ensure that each such Demand: (a) is met in full; (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	98.00%	OTIF	Medium	1.0 per 1% (or part thereof) below the Service Performance Standard	24 hrs	Where the total number of Routine Demands in the relevant Contract Month <del>less</del> the sum of the Service Performance Failure Tallies in the relevant Contract Month <del>for such Routine Demands</del> for this SOR Line Item, <del>divided by</del> the total number of such Routine Demands in the relevant Contract Month, expressed as a percentage, <del>is less than</del> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.6.1.1(iv)	In respect of all Immediate, Priority and Routine Demands for AMM and Commodities to ensure that there are no instances of Individual Supply outside personal scale and Entitlement.	100.00%	PC2	High	5.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
1.6.1.2 (i)	Deliver, in accordance with the SOR Line Item Requirement and the performance criteria set out in the Request, all on Request Services that are specified by the Authorised Demander as "Immediate"	99.50%	OTIF	Very High	20.0	24 hrs	Where the total number of Requests in the relevant Contract Month that are specified as "Immediate" <del>less</del> the sum of the Service Performance Failure Tallies <del>for such "Immediate" Requests</del> in the relevant Contract Month for this SOR Line Item, <del>divided by</del> the number of such Requests in the relevant Contract Month, expressed as a percentage, <del>is less than</del> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Event
1.6.1.2 (ii)	Deliver, in accordance with the SOR Line Item Requirement and the performance criteria set out in the Request, all on Request Services that are specified by the Authorised Demander as "Priority"	98.00%	OTIF	High	1.0 per 1% (or part thereof) below the Service Performance Standard	24 hrs	Where the total number of Requests in the relevant Contract Month that are specified as "Priority" <del>less</del> the sum of the Service Performance Failure Tallies <del>for such "Priority" Requests</del> in the relevant Contract Month for this SOR Line Item, <del>divided by</del> the number of such Requests in the relevant Contract Month, expressed as a percentage, <del>is less than</del> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.6.1.2 (iii)	Deliver, in accordance with the SOR Line Item Requirement and the performance criteria set out in the Request, all on Request Services that are specified by the Authorised Demander as "Routine"	98.00%	OTIF	Medium	1.0 per 1% (or part thereof) below the Service Performance Standard	24 hrs	Where the total number of Requests in the relevant Contract Month that are specified as "Routine" <del>less</del> the sum of the Service Performance Failure Tallies <del>for such "Routine" Requests</del> in the relevant Contract Month for this SOR Line Item, <del>divided by</del> the number of such Requests in the relevant Contract Month, expressed as a percentage, <del>is less than</del> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.6.2.1 (i)	Operate the reverse support chain for all "Immediate" Returns of AMM and Commodities, in accordance with the SPS, and ensure that all Returns: (a) are receipted in full, (b) are fully comply with all relevant quality requirements and the Codes and Standards, (c) are delivered on time, and (d) are delivered to the correct location. This comprises all stages from collection from the Authorised Demander up to receipt at the destination.	99.50%	OTIF	Very High	1.0 per 1% (or part thereof) below the Service Performance Standard	1 hr	Where the total number of "Immediate" Returns in the relevant Contract Month <del>less</del> the sum of the Service Performance Failure Tallies for such Returns in the relevant Contract Month for this SOR Line Item, <del>divided by</del> the number of such Returns in the relevant Contract Month (expressed as a percentage), <del>is less than</del> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.6.2.1 (ii)	Operate the reverse support chain for all "Priority" Returns of AMM and Commodities, in accordance with the SPS, and ensure that all Returns: (a) are receipted in full, (b) are fully comply with all relevant quality requirements and the Codes and Standards, (c) are delivered on time, and (d) are delivered to the correct location. This comprises all stages from collection from the Authorised Demander up to receipt at the destination.	98.00%	OTIF	High	1.0 per 1% (or part thereof) below the Service Performance Standard	24 hrs	Where the total number of "Priority" Returns in the relevant Contract Month <del>less</del> the sum of the Service Performance Failure Tallies for such Returns in the relevant Contract Month for this SOR Line Item, <del>divided by</del> the number of such Returns in the relevant Contract Month (expressed as a percentage), <del>is less than</del> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.6.2.1 (iii)	Operate the reverse support chain for all "Routine" Returns of AMM and Commodities, in accordance with the SPS, and ensure that all Returns: (a) are receipted in full, (b) are fully comply with all relevant quality requirements and the Codes and Standards, (c) are delivered on time, and (d) are delivered to the correct location. This comprises all stages from collection from the Authorised Demander up to receipt at the destination.	98.00%	OTIF	Medium	1.0 per 1% (or part thereof) below the Service Performance Standard	24 hrs	Where the total number of "Routine" Returns in the relevant Contract Month <del>less</del> the sum of the Service Performance Failure Tallies for such Returns in the relevant Contract Month for this SOR Line Item, <del>divided by</del> the number of such Returns in the relevant Contract Month (expressed as a percentage), <del>is less than</del> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.6.3.1 (i)	Ensure that for each UIN all Immediate Demands for AMM and Commodities are processed in accordance with the SPS, and that for each UIN each such Demand: (a) is met in full, (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and that for each such Demand an acknowledged receipt by is obtained from the Authorised Demander.	99.50%	PC2	Very High	20.0	24 hrs	Where the total number of "Immediate" Demands in the preceding three Contract Months for each UIN, <del>less</del> the sum of the Service Performance Failure Tallies for such Demands in the three preceding Contract Months for the same UIN, <del>divided by</del> the number of such Demands in the three preceding Contract Months for the same UIN, expressed as a percentage, is less than the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.6.3.1 (ii)	Ensure that for each UIN all Priority and Routine Demands for AMM and Commodities are processed in accordance with the SPS, and that for each UIN each such Demand: (a) is met in full, (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and that for each such Demand an acknowledged receipt by is obtained from the Authorised Demander.	98.00%	PC2	High	5.0	24 hrs	Where the total number of "Priority" and "Routine" Demands in the preceding three Contract Months for each UIN, <del>less</del> the sum of the Service Performance Failure Tallies for such Demands in the three preceding Contract Months for the same UIN, <del>divided by</del> the number of such Demands in the three preceding Contract Months for the same UIN, expressed as a percentage, is less than the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability



Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I
1.6.4.1 (i)	Ensure that in respect of each Commodity NSN all Immediate Demands are processed in accordance with the SPS, and ensure that for each such NSN each such Demand: (a) is met in full; (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and. This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	99.50%	PC2	Very High	20.0	24 hrs	Where the total number of "Immediate" Demands in the three preceding Contract Months for each NSN <u>less</u> sum of the Service Performance Failure Tallys for such Demands in the preceding three Contract Months for the same NSN, <u>divided by</u> the number of "Immediate" Demands in the three preceding Contract Months for the same NSN expressed as a percentage, is <u>less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
1.6.4.1 (ii)	Ensure that in respect of each Commodity NSN all Priority and Routine Demands are processed in accordance with the SPS, and ensure that for each such NSN each such Demand: (a) is met in full, (b) fully complies with all relevant quality requirements and the Codes and Standards, (c) is delivered on time, and (d) is delivered to the correct location, and. This comprises all stages from receipt of demand up to and including acknowledged receipt by the Authorised Demander.	98.00%	PC2	High	5.0	24 hrs	Where the total number of "Priority" and "Routine" Demands in the three preceding Contract Months for each NSN <u>less</u> the sum of the Service Performance Failure Tallys for such Demands in the preceding three Contract Months for the same NSN, <u>divided by</u> the number of "Priority" and "Routine" Demands in the three preceding Contract Months for the same NSN expressed as a percentage, is <u>less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
2.1.1.1	Deliver an optimised storage solution ensuring that there is no deterioration or loss of items in store resulting from inappropriate storage conditions and taking account of: – safety split sites in accordance with Schedule 3 (Codes and Standards); – appropriate storage conditions as defined in the Product Specification for Specialised Materiel including environmental, temperature, security, HAZMAT, Protectively Marked Materiel (PMM), ITAR and Attractive to Criminal and Terrorist Organisations (ACTO) requirements; – the provision of storage for bulk fuels; – the provision of storage for bulk gases, both for stock holding and at Authority Sites, including portable (less than 25 litres) cryogenic vessels, in accordance with the Codes & Standards; – Segregation/Quarantine requirements.	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
2.1.1.2 (i)	Provide storage for Contingent Stock brought together prior to deployment.	100.00%	PC2	High	5.0	24hr	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
2.1.1.2 (ii)	Monitor Contingent Stock Fill Status and report to the Authority on a weekly basis as part of the Weekly Performance Flash Report in accordance with Schedule 11 (Specified MI), or such shorter period as the Authority may notify as it works towards implementation of the Operational Plans.	100.00%	PC1	High	5.0	24 hr	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
2.1.1.3 (i)	Provide environmentally controlled storage for master clothing patterns that ensures their condition is maintained, including a facility for conformance checking of production samples.	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
2.1.1.3 (ii)	Ensure that there is no deterioration of the master clothing patterns.	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
2.1.2.1	Schedule deliveries (including Returns and returning Loan Pool items) to the required location and ensure that appropriate arrangements are in place to receive them to ensure that at no time are there any scheduled deliveries waiting for access to any storage facility (whether owned, operated or controlled by the DP) as follows:	100.00%	PC2	Low	1.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
2.1.2.1 (i)	the Unloading of delivery vehicles shall commence within one hour of the scheduled delivery booking time; and	98.00%	PC2	Low	1.0 per 1% (or part thereof) below the Service Performance Standard	24 hrs	Where the total number of occasions on which delivery vehicles are Unloaded <u>less</u> the sum of the Service Performance Failure Tallys for occasions on which vehicles are not Unloaded within one hour <u>divided by</u> the total number of occasions on which delivery vehicles are Unloaded, expressed as a percentage, <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
2.1.2.1 (ii)	that Delivery vehicles shall be released within 45 minutes of the recorded materiel receipt time.	98.00%	PC2	Low	1.0 per 1% (or part thereof) below the Service Performance Standard	24 hrs	Where the total number of occasions on which the Services specified for this SOR Line Item are required by the Authority in the relevant Contract Month <u>less</u> the sum of the Service Performance Failure Tallys for this SOR Line Item in the Contract Month, <u>divided by</u> the number of occasions on which such Services are required by the Authority in the relevant Contract Month, expressed as a percentage, <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
2.1.3.1 (i)	Carry out the physical receipt of AMM and Commodities deliveries (including ex-works collections) and Returns in accordance with the Product Specification. Process and complete all documentation and/or electronic transactions to receipt the goods onto the system, track consignments, ensure clearance of invoices and close the item record. Process Returns in accordance with the Codes and Standards.	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
2.1.3.1 (ii)	Ensure that conforming AMM and Commodities received from trade, except those that are Priority Dues Out, are available for issue within 24 hrs.	100.00%	PC2	Medium	2.0 per 1% (or part thereof) below the Service Performance Standard	24 hrs	Where the total number of conforming AMM and Commodities received from trade (other than Priority Dues Out) in the relevant Contract Month <u>less</u> the sum of the Service Performance Failure Tallys for this SOR Line Item in the relevant Contract Month, <u>divided by</u> the total number of such AMM and Commodities in the relevant Contract Month, expressed as a percentage, <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
2.1.3.1 (iii)	Ensure that conforming AMM and Commodities received from trade that are Priority Dues Out are available for issue within 1 hour.	100.00%	PC2	Medium	2.0 per 1% (or part thereof) below the Service Performance Standard	24 hrs	Where the total number of conforming AMM and Commodities received from trade that are Priority Dues Out in the relevant Contract Month <u>less</u> the sum of the Service Performance Failure Tallys for this SOR Line Item in the relevant Contract Month, <u>divided by</u> the total number of such AMM and Commodities in the relevant Contract Month, expressed as a percentage, <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
2.1.3.1 (iv)	Keep all AMM and Commodities in storage conditions set out in their product specification at all times.	100.00%	PC2	Medium	2.0	Monthly	Where the number of occasions on which the Services specified for this SOR Line Item are required by the Authority in the relevant Contract Month <u>less</u> the sum of the Service Performance Failure Tallys for this SOR Line Item in the Contract Month, <u>divided by</u> the number of occasions on which such Services are required by the Authority in the relevant Contract Month, expressed as a percentage, <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Event
2.1.3.1 (v)	Ensure that conforming AMM and Commodities Returns are available for issue within 5 BD (following repair if required).	98.00%	PC2	Medium	2.0 per 1% (or part thereof) below the Service Performance Standard	24 hrs	Where the total number of conforming AMM and Commodity Returns in the relevant Contract Month <u>less</u> the sum of the Service Performance Failure Tallys for this SOR Line Item in the relevant Contract Month, <u>divided by</u> the total number of such AMM and Commodity Returns in the relevant Contract Month, expressed as a percentage, <u>is less than</u> the Service Performance Standard specified in column C, Service Performance Failure Points determined in accordance with column F will accrue.	Availability
2.2.1.1 (i), (ii), (iii), (iv)	Inspect incoming AMM receipts from trade, including: (i) inspecting receipted goods as directed by the Authority (ii) inspecting and handling Specialised Materiel (iii) ensuring that there are no instances of failure with respect to storage and handling of Specialised Materiel taking immediate remedial action where relevant with Specialised Materiel as defined by the relevant process (iv) managing non-conforming receipts in accordance with the relevant Codes and Standards	100.00%	PC2	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
2.2.1.1(v)	Inspect incoming AMM receipts from trade, except those that are Priority Dues Out, and notify the Authority of non-conforming receipts within 5 BDs.	100.00%	PC1	Medium	2.0	24 hr	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
2.2.1.1(vi)	Inspect incoming AMM receipts from trade and notify the Authority of non-conforming Priority Dues Out within 1 hour.	100.00%	PC1	Medium	2.0	1 hr	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
2.2.1.2 (i)	Remedial action Notify the Authority for Priority Dues Out within 12 hours of any remedial action required to rectify non-conforming receipts  If and when authorised to do so by the Authority, carry out the remedial action within the timescale agreed with the Authority.	100.00%	PC1	Medium	2.0	1 hr	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
2.2.1.2 (ii)	Remedial action Notify the Authority within 24 hours of any remedial action required to rectify non-conforming receipts except those that are Priority Dues Out  If and when authorised to do so by the Authority, carry out the remedial action within the timescale agreed with the Authority.	100.00%	PC1	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event
2.2.1.2 (iii)	On Request provide to the Authority within 1 BD a quotation for undertaking remedial action for non-conforming receipts.	100.00%	PC1	Medium	2.0	24 hrs	Service Performance Failure Points will accrue for each Service Performance Failure and Repeat Service Performance Failure against this SOR Line Item Requirement in accordance with paragraph 5 of Schedule 10 (PAYMENT, PERFORMANCE & INCENTIVISATION MECHANISM)	Event