

Key Performance Indicator 1	
KPI Number	1
Service Area	Service Delivery
PI Descriptor	Post Design Services and Repair Tasking
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, and following receipt of instructions to proceed in accordance with the purchase order raised on CP&F. The Authority Operations Manager will measure the Contractor performance against the contracted due date and actual date delivered for each equipment received following repair to the address detailed on the PO.
Start	Date of receipt of instruction to proceed by Contractor through CP&F.
Stop	Task completed and delivered in accordance with the timescales and standards as set out in the Tasking Form
Who Reports?	The Contractor to Authority Operations Manager in the quarterly Progress Report
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 5 of the Supplementary Conditions.
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	≥ 75% Tasking delivered in accordance with the required delivery date agreed between the Authority and the Contractor on the relevant TAF
	≥ 75% Tasking delivered within 10 working days of agreed delivery date
	≥ 75% Tasking delivered over 11 working days from agreed delivery date

Key Performance Indicator 2	
KPI Number	2
Service Area	Service Delivery
PI Descriptor	Post Design Services and Repair Tasking

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 CP&F.
Stop	Task completed and delivered in accordance with the timescales and standards as set out in the Tasking Form
Who Reports?	The Contractor to Authority Operations Manager in the quarterly Progress Report
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 5 of the Supplementary Conditions.
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	≥ 75% Tasking delivered in accordance with the required delivery date agreed between the Authority and the Contractor on the relevant TAF
	≥ 75% Tasking delivered within 10 working days of agreed delivery date
	≥ 75% Tasking delivered over 11 working days from agreed delivery date

Key Performance Indicator 3	
KPI Number	3
Service Area	Service Delivery
PI Descriptor	Spares orders past original required delivery date

Incidence Measure	The Contractor will be required by the Authority Operations Manager to provide/procure spares as required. The Contractor shall deliver in accordance with the required delivery date upon acceptance of the CP&F Order based on lead times referenced in the Initial Parts List. The Authority Operations Manager will measure the Contractor performance against the contracted due date and actual date delivered for each Spares order.
Start	Date of receipt by Contractor of accepted CP&F Order
Stop	Spares delivered duty paid to LSCD Donnington or to a delivery address detailed on the CP&F Purchase Order.
Who Reports?	The Contractor to APM in the monthly Progress Report
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 5 of the Supplementary Conditions.
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	≥ 90% orders delivered on-time <u>and</u> no overdue orders outstanding >30 calendar days after the due date for performance.
	≥ 90% orders delivered on time, <u>but</u> with one or more overdue orders outstanding between 31 and 60 calendar days after the due date for performance.
	< 90% of orders delivered on time <u>and/or</u> one or more overdue orders outstanding >60 calendar days after the due date for performance.

Key Performance Indicator 4	
KPI Number	4
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 O to the Contract. The Contractor's performance of meeting its obligations will be monitored
Start	Date of receipt by Contractor of accepted CP&F Order

Stop	Social Value Plan delivered in accordance with the timescales and standards as set out in Schedule TBC
Who Reports?	The Contractor to APM in the monthly Progress Report
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 5 of the Supplementary Conditions.
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