

<b>Key Performance Indicator 1</b>	
<b>KPI Number</b>	1
<b>Service Area</b>	Service Delivery
<b>PI Descriptor</b>	<b>Post Design Services and Repair Tasking</b>
<b>Incidence Measure</b>	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.
<b>Start</b>	Date of receipt of instruction to proceed by Contractor through CP&F.
<b>Stop</b>	Task completed and delivered in accordance with the timescales and standards as set out in the Tasking Form
<b>Who Reports?</b>	The Contractor to Authority Operations Manager in the quarterly Progress Report
<b>Monitoring Frequency</b>	Quarterly
<b>Reporting Frequency</b>	Quarterly
<b>Retention Attribution</b>	5% of the Core Payment in accordance with Condition 5 of the Supplementary Conditions.
<b>Retention Period</b>	Quarterly
<b>Performance Criteria</b>	
<b>Performance Bands</b>	<b>Performance Target</b>
	≥ 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

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

<b>Incidence Measure</b>	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.
<b>Start</b>	Date of receipt of instruction to proceed by Contractor through CP&F.
<b>Stop</b>	Task completed and delivered in accordance with the timescales and standards as set out in the Tasking Form
<b>Who Reports?</b>	The Contractor to Authority Operations Manager in the quarterly Progress Report
<b>Monitoring Frequency</b>	Quarterly
<b>Reporting Frequency</b>	Quarterly
<b>Retention Attribution</b>	5% of the Core Payment in accordance with Condition 5 of the Supplementary Conditions.
<b>Retention Period</b>	Quarterly
<b>Performance Criteria</b>	
<b>Performance Bands</b>	<b>Performance Target</b>
	≥ 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

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

<b>Incidence Measure</b>	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.
<b>Start</b>	Date of receipt by Contractor of accepted CP&F Order
<b>Stop</b>	Spares delivered duty paid to LSDC Donnington or to a delivery address detailed on the CP&F Purchase Order.
<b>Who Reports?</b>	The Contractor to APM in the monthly Progress Report
<b>Monitoring Frequency</b>	Quarterly
<b>Reporting Frequency</b>	Quarterly
<b>Retention Attribution</b>	5% of the Core Payment in accordance with Condition 5 of the Supplementary Conditions.
<b>Retention Period</b>	Quarterly
<b>Performance Criteria</b>	
<b>Performance Bands</b>	<b>Performance Target</b>
	≥ 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.

<b>Key Performance Indicator 4</b>	
<b>KPI Number</b>	4
<b>Service Area</b>	Social Value
<b>PI Descriptor</b>	<b>Social Value Plan (SVP)</b>
<b>Incidence Measure</b>	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
<b>Start</b>	Date of receipt by Contractor of accepted CP&F Order

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