

LOT 2 (FIRE) - MARCH 2017

Table 12	
Critical Success Factor	Delivery
Key Performance Indicator	D5 – Health, Safety, Environmental
Performance Indicator	D5B – Number of lost time injuries
PI Measure	Number of lost time injuries to Supplier Personnel occurring within a given Period.
PI Purpose	To measure the Supplier's compliance with its health and safety obligations set out in Part 8 of the Contract.
PI Event Definition	Lost time injuries (" <u>L</u> TIs") attributed to Supplier Personnel in connection with the delivery of the Services.
PI Monitoring Methods	The Supplier will provide details of any LTIs attributed to Supplier Personnel to the Company in connection with the delivery of the Services.
Supplier Responsibilities	The Supplier will provide details of any LTIs occurring within a given Period to the Company.
Performance Levels	
Level 1 - Meets Requirements	0 LTIs in relevant Period
Level 2 - Below Requirements	n/a
Level 3 - Unsatisfactory	>0 LTIs in relevant Period
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>



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Table 13	
Critical Success Factor	Delivery
Key Performance Indicator	D5 – Health, Safety, Environmental
Performance Indicator	D5C – Number of statutory notices/pollution events
PI Measure	The number of statutory notices/pollution event notices issued to the Supplier in connection with the delivery of the Services.
PI Purpose	To measure the Supplier's compliance with environmental regulations, as set out in Schedule 7 of the Contract.
PI Event Definition	The number of statutory notices/pollution events notices issued to the Supplier or a Sub-Contractor in connection with the delivery of the Services during a 13 Period rolling assessment timeframe.
PI Monitoring Methods	<p>The Supplier is required to inform the Company immediately in the event that it or a Sub-Contractor receives a statutory notice or a pollution event notice which is associated with the delivery of the Services or the actions of the Supplier or a Sub-Contractor ("All Notices"). The number of notices issued is divided by 13 to give the average number of notices issued per Period:</p> $\text{Average number of notices issued per Period} = \frac{\text{All Notices}}{13}$
Supplier Responsibilities	To disclose all statutory notices/pollution event notices to the Company.
Performance Levels	
Level 1 - Meets Requirements	Average number of notices issued per Period is less than or equal to 0.08
Level 2 - Below Requirements	Average number of notices issued per Period is between 0.09 and 0.23
Level 3 - Unsatisfactory	Average number of notices issued per Period is greater than 0.23
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>



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Table 14	
Critical Success Factor	Delivery
Key Performance Indicator	D5 – Health, Safety, Environmental
Performance Indicator	D5D – Number of non-compliances attributed to failure to meet a requirement of Schedule 7
PI Measure	The number of non-compliances attributed to a failure by the Supplier to meet a requirement of Schedule 7 of the Contract in connection with the delivery of the Services.
PI Purpose	To measure the Supplier's compliance with the requirements of Schedule 7 of the Contract.
PI Event Definition	The number of non-compliances attributed to the Supplier's failure to meet a requirement of Schedule 7 in connection with the delivery of the Services during a 13 Period rolling assessment timeframe.
PI Monitoring Methods	<p>The Company will record all non-compliances by the Supplier against the requirements set out in Schedule 7 ("<u>All Non-Compliances</u>"). The total number of non-compliances is then divided by 13 to give the average number of non-compliances issued per Period:</p> <p>Average number of non-compliances per Period =</p> $\frac{\text{All Non-Compliances}}{13}$
Supplier Responsibilities	
Performance Levels	
Level 1 - Meets Requirements	Average number of non-conformances issued per Period is less than or equal to 0.08
Level 2 - Below Requirements	Average number of non-conformances issued per Period is between 0.09 and 0.23
Level 3 - Unsatisfactory	Average number of non-conformances issued per Period is greater than 0.23
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> <p>Percentage score = $\frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$</p> <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

Table 15	
Critical Success Factor	Delivery



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Key Performance Indicator	D6 – Technical
Performance Indicator	D6A – Works/faults/planned maintenance completed in accordance with the Specification
PI Measure	The percentage of audits carried out by the Company confirming the delivery of the Services by the Supplier which comply with the Specification and the Programme.
PI Purpose	To measure the Supplier's compliance with the Specification in relation to delivery of the Services.
PI Event Definition	The number of audits carried out by the Company which fail to demonstrate compliance by the Supplier with the Specification, expressed as a percentage of the total number of audits undertaken by the Company.
PI Monitoring Methods	<p>The Company will, during each Period, carry out random audits of the Services provided by the Supplier including, but not limited to, planned preventative maintenance activities, fault and repair maintenance activities and Additional Works. The Company will collate the results from the random audits undertaken during each Period and will determine the number of audits which confirm compliance with the Specification (the "Satisfactory Audits"). The Company will also record the total number of random audits undertaken in the Period (the "Total Audits") to give the percentage success rate of the Supplier:</p> $\text{Percentage success rate} = \frac{\text{Satisfactory Audits}}{\text{Total Audits}} \times 100$
Supplier Responsibilities	To assist the Company in undertaking audits, inspections and assurance exercises.
Performance Levels	
Level 1 - Meets Requirements	Percentage success rate is greater than or equal to 98%
Level 2 - Below Requirements	Percentage success rate is between 95% and 97.99%
Level 3 - Unsatisfactory	Percentage success rate is less than 95%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

Table 16



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Critical Success Factor	Delivery
Key Performance Indicator	D7 – Commercial
Performance Indicator	D7A – Accuracy of Defined Cost components within the period applications for payment
PI Measure	The percentage variance between the audited and submitted Defined Cost components of the Application for Payment.
PI Purpose	To measure the data integrity of the Suppliers submitted cost substantiation relation to the submission of accurate application for payments.
PI Event Definition	The percentage accuracy of the submitted and audited Defined Cost. The resultant being the total submitted defined cost divided by the total audited Defined Cost for the items audited that shall represent as a minimum, 5% of the submitted Defined Cost for the Period.
PI Monitoring Methods	<p>Each Period a minimum of 5% (of the Period Defined Cost) sample audit will be undertaken. This will focus on specific Defined Cost components of the Maintenance Contractors Application for Payment such as but not limited to:-</p> <ul style="list-style-type: none"> a) Payment due for specific Maintenance Operatives b) Amount of Invoice for specific items of Plant & Equipment c) Amount of Invoice for specific items of Materials and charges d) Amount of Invoice for specific Subcontractors <p>The percentage variance =</p> $\frac{\text{Sample Audit Application Amount} - \text{Sample Audit Payment Amount}}{\text{Application Amount}} \times 100$
Supplier Responsibilities	To submit accurate Payment Applications to the Company.
Performance Levels	
Level 1 - Meets Requirements	Percentage variance is less than or equal to 2%
Level 2 - Below Requirements	Percentage variance is between 2.1% and 4%
Level 3 - Unsatisfactory	Percentage variance is greater than 4%
Quarterly Contract Scorecard	<p>The Performance Level will be identified by calculating the average percentage score for all Delivery Units for each period as follows:</p> $\text{Percentage score} = \frac{\text{Total of all Percentage Scores for Quarter}}{\text{Total number of Percentage Scores for Quarter}} \times 100$ <p>For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.</p>

