


## ATT 10 – Facilities Management – Baghdad Fuel – KPIs

Key Performance Indicators (KPI's) COM/10348/2024 – Provision of Facilities Management – Baghdad Fuel					 Foreign, Commonwealth & Development Office	
OFFICE: _____		Evaluation month: _____	_____	Evaluator name: _____	_____	
Supplier: _____		Date of the KPI revision _____	_____	Supplier signature: _____	_____	
No.	KPI Title	Definition	Severity Evaluation levels	Service points (1 to 5, use table below)	Consequences of Scoring Red (more than 2 consecutive Quarters)	
KPI 1	All services rendered in full compliance of Fuel Safety Standards as detailed in point 14, Health and Safety, of Attachment 04, Statement of Service Requirements resulting in minimal incidents and accidents during contract delivery	Number of accidents or incidents or reports of non-compliance with safety standards per quarter as reported	Green – no incidents or accidents and no more than 1 report of non-compliance with Fuel Safety Standards  Amber – 3 or less incidents and/or 1-2 accidents and/or more than 5 reports of non-compliance with Fuel Safety Standards  Red – 4 or more incidents and/or 2 or more accidents and/or more than 10 reports of non-compliance with Fuel Safety Standards		Report from the Contractor into the nature of the incident/accident(s) assessing whether they are consistent in nature or individual instances. The Contractor will be required to explain each incident/accident and must put in measures (agreed with the Authority) to mitigate future occurrences. If the contractor does not meet a score of 'Green' for KPI 1 due to non-compliance with Fuel Safety Standards defined in ATT 3, the contractor is required to submit a report detailing the implementation of the required Fuel Safety Standards by the next month.	
KPI 2	Limited complaints during service delivery	Number of complaints received per Quarter.	Green – 3 or less Amber – 4 to 5 Red – 6 or more		Report from the Contractor into the nature of the complaint(s) assessing whether they are consistent in nature or individual instances. The Contractor will be required to explain each complaint(s) and must put in measures (agreed with the Authority) to mitigate future occurrences. If this is linked to a particular member of the Contractor's staff the Authority is able to request the individual moved from the Contract.	

## ATT 10 – Facilities Management – Baghdad Fuel – KPIs

KPI 3	Emergency Callouts are attended to within specified time frames	Urgent call outs are attended within agreed times depending on the nature of the call.	Green – within SLA (ATT – 4) Amber – Over by 5 days Red – over by more than 10 days	<p>If the Contractor does not meet the delivery times within the SLA (ATT – 4) in 2 consecutive Quarterly occurrences, then the Authority will require the Contractor to provide a Recovery Plan, explaining the missed deliveries and providing the Authority with assurance that future deliveries will not be missed.</p> <p>Following the Recovery Plan, the Contractor will be on 'Strict Assessment' for a 12-month period. If the Contractor does not meet the delivery times within the SLA (ATT – 4) in 1 or more consecutive Quarterly occurrences, then the Authority reserves the right to terminate the Contract.</p> <p>The Authority reserves the right under ATT 3 –K7 to seek alternative provision of fuel in the event the Contractor fails to deliver fuel within the Amber &amp; Green timeframes.</p>
KPI 4	Quality goods delivered	<p>Confirmation of documents received from the refinery which demonstrate the quality of the fuel. The Authority will conduct tests (visual, water, density) of the fuel provided at random intervals. Fuel will fail the tests if it does not meet the required:</p> <ul style="list-style-type: none"> <li>-Fuel Type: Diesel fuel that meets the ASTM D975 standard.</li> </ul> <p>Fuel Quality: Must have a certain number of at least 45 and a sulphur content of no more than 0.05% by weight. The fuel must also be free from water, sediment, and other contaminants</p>	<p>Green – Fully received refinery documents, no test failures within Quarterly period.</p> <p>Amber – fully received refinery documents 1 test failure in the Quarterly period.</p> <p>Red – 2 or more test failures in the Quarterly period and/or 1 or more non-provision of refinery documents.</p>	<p>If the Contractor does not meet the quality measures within the SLA (ATT – 4) in 2 consecutive Quarterly occurrences, then the Authority will require the Contractor to provide a Recovery Plan, explaining the quality failures and providing the Authority with assurance that future fuel will meet the quality standard.</p> <p>Following the Recovery Plan, the Contractor will be on 'Strict Assessment' for a 12-month period. If the Contractor does not meet the quality measure within the SLA (ATT – 4) in 1 or more consecutive Quarterly occurrences, then the Authority reserves the right to terminate the Contract.</p> <p>The Contractor is required to remedy the failed delivery immediately to receive payment. Remedying the delivery with fuel which meets the required standard will not affect the KPI score. The Authority reserves the right under ATT 3 – K7 to seek alternative provision of fuel in the event the Contractor fails to provide fuel to the required quality in all circumstances.</p>

**ATT 10 – Facilities Management – Baghdad Fuel – KPIs**

KPI 5	Invoicing must be done as soon as fuel is supplied with a 30-day period for settlement by the Authority.	Number of delayed or missed invoices or number of delayed or missed statements	<p>Green – 100% of invoices received on or before 25<sup>th</sup> of the month</p> <p>Amber – 95% of invoices received on or before 25<sup>th</sup> of the month</p> <p>Red – below 90% of invoices received on or before 25<sup>th</sup> of the month</p>	Senior Stakeholder meeting to assess why invoices are not provided within time and how this can be resolved for future invoicing.
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**ATT 10 – Facilities Management – Baghdad Fuel – KPIs****KPI Scoring Matrix:**

This scoring Matrix will also be used to present the supplier with an overall score against each KPI per Quarter. Blue cannot be scored in the above KPI but the Supplier will achieve this through a combination of Green and Amber in consecutive Quarters.

**Worked Example:**

1. Q1 – Green, Q2 Green = overall Green
2. Q1 – Green, Q2 Amber = overall Blue
3. Q1 – Amber, Q2 Green = overall Blue
4. Q1 – Amber, Q2 Amber = overall Amber
5. Q1 – Red, Q2 Amber = overall Amber
6. Q1 – Amber, Q2 Red = overall Amber
7. Q1 – Red, Q2 Red = overall Red

Scoring Matrix	Performance Level Descriptions	Service Points
Green	<b>EXCELLENT</b> The Service Provider is performing above expectations & <b>fully meeting the required service levels</b>	<b>5</b>
Blue	<b>GOOD</b> The Service Provider is performing to expectations & <b>meeting the required service levels</b>	<b>N/A</b>
Amber	<b>SOME CONCERNS</b> The Service Provider has <b>failed to meet the expected performance target during the current &amp; previous period</b> - measures to rectify this have not been effective	<b>3</b>
Red	<b>SERIOUS CONCERNS Unsatisfactory Performance.</b> Escalation procedure invoked and contract termination under consideration when unsatisfactory performance is recorded after two consecutive quarters.	<b>0</b>