

KEY PERFORMANCE INDICATORS

**Combined Support Contract for
Accuracy International Ltd**

OVERVIEW

The Contractor's performance against the Key Performance Indicators (KPI) identified in the table below, shall be measured Quarterly in accordance with the KPI Review Meetings outlined in the Statement of Work. The performance against each KPI shall be assessed as Satisfactory (GREEN), Cause for Concern (AMBER) or Unsatisfactory (RED) in accordance with the Performance Criteria outlined in this document.

PERFORMANCE CRITERIA

Where the performance measurement review has established that satisfactory performance levels (GREEN) have been provided by the Contractor for all KPIs, the Authority shall authorise the Contractors full claim for payment of work undertaken. This will be a Quarterly Payment of the respective SOR Line for Core Payments within Schedule 2 of the Terms and Conditions of the Contract in accordance with Clause 46.6 of the Terms and Conditions.

In the event that the Contractor's performance against any of the KPIs as detailed in this Annex to the Contract has not been satisfactory meet, the Authority shall deduct a proportion of payment as a remedy for poor performance in accordance with the criteria detailed within each KPI below.

For the avoidance of doubt, the maximum reduction to any quarterly payment will be [REDACTED] (equating to 2 RED).

PERFORMANCE ASSESSMENT

If the assessment of the Contractor's performance is RED on both KPIs for two or more consecutive reporting periods, or AMBER on 1 or more KPIs, for three or more consecutive reporting periods then this will be considered a service failure.

In these circumstances, the Contractor shall submit a rectification plan to the Authority for agreement within [REDACTED] working days of the KPI Review meeting to detail how the required service level will be recovered. If the situation is not improved following the Contractor's attempt to rectify the service in accordance with its plan, then the Authority at its sole discretion reserves its rights to enforce the provisions of the Contract, including its right to terminate the Contract under the Terms and Conditions of the Contract (Material Breach).

KEY PERFORMANCE INDICATORS

- KPI 1 - Technical Support / Project Advice & Assistance Point(s) of Contact
- KPI 2 - Non-Core Tasking Responses & Completion

KEY PERFORMANCE INDICATORS (KPIs)

KPI 1 – Technical Support / Project Advice & Assistance Point(s) of Contact

Service Area	Delivery	
Description	Technical Support / Project Advice & Assistant Point(s) of Contact	
Definitions	The Contractor shall provide a Technical Support Point(s) of Contact for all Technical queries / information requests outlined in the Statement of Work as an Annex to the Contract. The Contractor shall acknowledge receipt and give an estimate of the effort required to respond to a technical question within [REDACTED] working days, during a Monday-Friday working week, excluding UK National Holidays.	
Authority Review Period	N/A	
Start	Receipt of written request (E-Mail) received from the Authority seeking Technical advice/information.	
Stop	Receipt of written response (E-Mail) received from the Contractor: Authority receives acknowledgment from Contractor providing an estimate of effort for full response within [REDACTED] working days of query/information request.	
Data Source	The Contractor & The Authority	
Data Maintainer	The Contractor & The Authority	
Data Provider	The Contractor & The Authority	
Monitoring Frequency	Daily	
Reporting Frequency	Quarterly	
Reporting Method	KPI Review Meeting	
Level	Performance Criteria	Effect on Payment
GREEN	KPI achieved. Contractor responded to all written requests from the Authority within [REDACTED] working days. Contractor provided full written responses to all Authority enquiries within the timescales outlined in the Contractors initial response.	Full payment of sum due under the Contract for that quarter
AMBER	KPI partially achieved. Up to [REDACTED] of all written requests were responded to by the Contractor within [REDACTED] working days. Contractor provided full written responses to [REDACTED] of Authority enquiries within the timescales outlined in the Contractors initial response.	Full payment less [REDACTED] of sum due under the Contract for that quarter
RED	KPI not achieved. Less than [REDACTED] of all written requests were responded to by the Contractor within [REDACTED] working days. Contractor provided full written responses to less than [REDACTED] of Authority enquiries within the timescales outlined in the Contractors initial response.	Full payment less [REDACTED] of sum due under the Contract for that quarter

KPI 2 – Non-Core Tasking Responses & Completion

Service Area	Delivery	
Description	Non-Core Tasking Responses & Task Completion	
Definitions	<p><u>Non-Core Tasking Responses</u></p> <p>This will be the time taken for the Contractor to respond to Tasking Proforma Part 1s in accordance with the timescales set out in the Statement of Work as an Annex to the Contract. The clock stops if the Contractor responds to the Authority's Operations Manager and/or Commercial Officer within the agreed timescales set out in the Statement of Work with justification/reasons for a delay and providing a revised timescale for response.</p> <p><u>Task Completion</u></p> <p>This will be the delivery of the output in accordance with the agreed timescales agreed in the Tasking Proforma Part 3. The clock stops if the Contractor can provide justification/reasons to the Authority's Operations Manager (OM) prior to the agreed delivery date that events outside of their control have prevented timely delivery. The OM and Contractor shall agree a revised date and time for clock to re-start in such circumstances.</p>	
Authority Review Period	5 business days	
Start	<p><u>Task Responses:</u> This will commence following the Authority's issue of Tasking Proforma Part 1.</p> <p><u>Task Completion:</u> This will commence following the Authority's issue of Tasking Proforma Part 3.</p>	
Stop	<p><u>Task Responses</u></p> <p>This will stop following the Authority's receipt of Tasking Proforma Part 2.</p> <p><u>Task Completion</u></p> <p>This will commence following the Authority's acceptance of service completed; or following the Authority's notification that goods have been accepted into Depot or other location as defined by the Schedule of Requirements or Demand Order Form.</p>	
Data Source	The Contractor & The Authority	
Data Maintainer	The Contractor & The Authority	
Data Provider	The Contractor & The Authority	
Monitoring Frequency	Quarterly	
Reporting Frequency	Quarterly	
Reporting Method	KPI Review Meeting	
Level	Performance Criteria	Effect on Payment
GREEN	KPI achieved. All scheduled tasks (Part 3s agreed) during the quarter have adhered to timescales and if applicable have been satisfied on or before scheduled delivery date.	Full payment of sum due under the Contract for that quarter
AMBER	KPI partially achieved. Between [REDACTED] scheduled tasks during the quarter have not adhered to timescales for responses and/or have not been completed on or before scheduled delivery date (for Part 3s agreed).	Full payment less [REDACTED] of sum due under the Contract for that quarter
RED	KPI not achieved. [REDACTED] or more scheduled tasks during the quarter have not adhered to timescales for responses and/or have not been completed on or before scheduled delivery date (for Part 3s agreed).	Full payment less [REDACTED] of sum due under the Contract for that quarter