

**701575561- STATEMENT OF REQUIREMENT FOR MILITARY FLIGHT PLANNING SOFTWARE**

**DEFFORM 47 - SCHEDULE 11**

**KPI Performance Monitoring**

**Key Performance Indicators (KPIs)**

1. The Contract shall be monitored by the Authority against the 4 overarching Key Performance Indicators (KPIs) at Annex A of the SOR. Performance of KPI’s will be formally reported by the contractor in the quarterly progress meetings.
2. The Authority shall review with the Contractor the KPI process, and the Authority may make minor adjustments, if required.
3. Any performance issues highlighted in these report meetings will be addressed by the Contractor, who shall be required to provide an improvement plan (“Remediation Plan”) to address all issues highlighted within a week of the Authority request.
4. Performance failure by the Contractor may result in administrative costs to the Authority. Where failure attributable to the Contractor is identified in the progress Report and relates to the KPIs then the service credit regime shall apply.
5. Key Performance Indicators (KPIs) must be met otherwise indicating that the service is failing to deliver. Without the use of service credits in such a situation, this service failure places strain on the relationship as delivery falls short of agreed levels. As a result, the only recourse would be to terminate and seek alternative supply.
6. The use of a strong service credit regime accompanied by a proactive approach to correcting failures and addressing their cause improves the relationship and enables a partnership rather than a confrontational style of working. Its focus is on managing and improving service.
7. Where a KPI has a percentage measure the Contractors performance will be rounded up or down to the nearest whole number.
8. Where a Red Status is awarded, the Contractors shall produce a Contractors Remediation Plan, detailing the measures that the Contractor will undertake to rectify this failure as well as any measures to be introduced to prevent this failure from occurring in the future. Measures proposed may include introduction of new KPIs.

**Service credits**

Service Credits The use of Service Credits is governed by the following principles:

 • Service Credits sit within the wider service management approach being pursued by the Supplier and the Authority. The use of Service Credits does not prejudice the Authority’s rights under appropriate clauses of the contract in the event of inadequate performance by the Contractor.

 • The Service Credit regime would be instigated on each occasion where there is a service failure (i.e., where a KPI is identified as having a ‘Red status’). This would also give rise to a Remediation Plan.

• The Authority has full and complete discretion on whether to claim all, part, or none of a Service Credit to which it is due.

 • Service Credits claimed will be applied to the subsequent invoice as a credit note.

• The full, agreed Service Credit regime shall operate from the initial delivery date until the end of the Contract Period. Service credits will be applied as follows:

**Service Credit 1: KPI 1**

* For an ‘Amber Status’ instance of failure within a month, the contractor shall formally articulate the issue(s) and mitigation at the CPR meeting and update their CPR report accordingly.
* For an ‘Amber Status’ spanning 2 consecutive months, the Contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ equal to 10% of the current reports monthly payment attributable to all contracted service in Schedule 2, Schedule of Requirement. ‘Service Credits’ will be suspended until the third consecutive months performance has been assessed.
* For a ‘Red Status’ in a single month, the contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ of 10% of the current reports payment attributable to all the contracted services in Schedule 2, Schedule of Requirement.
* For a ‘Red Status’ spanning 2 consecutive months, the Contractor shall review and update the ‘remediation plan’ and apply a ‘Service Credit’ of 15% of current reports payment attributable to all services detailed in Schedule 2, Schedule of Requirement.

**Service Credit 2: KPI 2**

* For an ‘Amber Status’ instance of failure within a month, the contractor shall formally articulate the issue(s) and mitigation at the CPR meeting and update their CPR report accordingly.
* For an ‘Amber Status’ spanning 2 consecutive months, the Contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ equal to 10% of the current report’s payment attributable to all contracted service in Schedule 2, Schedule of Requirement. ‘Service Credits’ will be suspended until the third consecutive months performance has been assessed
* For a ‘Red Status’ in a single month, the contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ of 10% of the current report’s payment attributable to all the contracted services in Schedule 2, Schedule of Requirement.
* For a ‘Red Status’ spanning 2 consecutive months, the Contractor shall review and update the ‘remediation plan’ and apply a ‘Service Credit’ of 15% of the current reports payment attributable to all services detailed in Schedule 2, Schedule of Requirement.

**Service Credit 3: KPI 3**

* For an ‘Amber Status’ instance of failure within a month, the contractor shall formally articulate the issue(s) and mitigation at the CPR meeting and update their CPR report accordingly.
* For an ‘Amber Status’ spanning 2 consecutive months, the Contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ equal to 10% of the current report’s payment attributable to all contracted service in Schedule 2, Schedule of Requirement. ‘Service Credits’ will be suspended until the third consecutive months performance has been assessed
* For a ‘Red Status’ in a single month, the contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ of 10% of the current report’s payment attributable to all the contracted services in Schedule 2, Schedule of Requirement.
* For a ‘Red Status’ spanning 2 consecutive months, the Contractor shall review and update the ‘remediation plan’ and apply a ‘Service Credit’ of 15% of the current reports payment attributable to all services detailed in Schedule 2, Schedule of Requirement.

**Service Credit 4 : KPI 4**

* For an ‘Amber Status’ instance of failure within a month, the contractor shall formally articulate the issue(s) and mitigation at the CPR meeting and update their CPR report accordingly.
* For a ‘Red Status’ in a single month, the contractor shall produce ‘a remediation plan’ and apply a ‘Service Credit’ of 10% of the current report’s payment attributable to all the contracted services in Schedule 2, Schedule of Requirement.
* For a ‘Red Status’ spanning 2 consecutive months, the Contractor shall review and update the ‘remediation plan’ and apply a ‘Service Credit’ of 15% of the current reports payment attributable to all services detailed in Schedule 2, Schedule of Requirement.

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| KPI | KPI Measurement | KPI Rating |
| 1 | Licence Holders  | The customer has up to 100 write access users and up to 300 read access users. Licences must support 50 concurrent users with 2 instances of failure. | The customer has up to 100 write access users and up to 300 read access users. Licences must support 50 concurrent users with 1 instance of failure. | The customer has up to 100 write access users and up to 300 read access users. Licences must support 50 concurrent users with no instances of failure. |
| 2 | Software Performance and Resilience | A zero-fail rate but where incidents occur technical solution to an event is to be given within 3 hours of occurrence, with no software outage being sustained for longer than 12 hours with 2 instances of failure. | A zero-fail rate but where incidents occur technical solution to an event is to be given within 3 hours of occurrence, with no software outage being sustained for longer than 12 hours with 1 instance of failure. | A zero-fail rate but where incidents occur technical solution to an event is to be given within 3 hours of occurrence, with no software outage being sustained for longer than 12 hours. |
| 3 | Software Performance  | Calculations and data must be IAW acft design and performance specifications with 2 instances of failure. | Calculations and data must be IAW acft design and performance specifications with 1 instance of failure. | Calculations and data must be IAW acft design and performance specifications. |
| 4 | Training  | All training courses must be DAST compliant with 1 instance of failure  |  | All training courses must be DAST compliant |