

Key Performance Indicators
for
In-Service Support (ISS) for Ships Protection Systems (SPS)

Key Performance Indicator 1	
KPI Number	1
Service Area	Service Delivery
PI Descriptor	Equipment Survey report provided past original required date
Incidence Measure	The Contractor will be required by the APM to conduct surveys of equipment considered to be faulty and provide a report with recommendations for repair or disposal if BER. The Contractor shall deliver in accordance with the required delivery date as agreed with the Authority and through acceptance of the CP&F Order. The APM will measure the Contractor performance against the contracted due date and actual date delivered for each equipment survey report.
Start	The later of date of receipt by Contractor of accepted CP&F Order or receipt of Article.
Stop	Faulty equipment survey report provided at or before the date detailed on the accepted CP&F Purchase Order.
Who Reports?	The Contractor to APM in the monthly Progress Report
Monitoring Frequency	Monthly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 22 of the Terms and Conditions of the Contract.
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	≥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.

Key Performance Indicator 2	
KPI Number	2
Service Area	Service Delivery
PI Descriptor	Equipment Repair delivered past required date
Incidence Measure	The Contractor will be required by the APM to deliver in accordance with the required delivery date following receipt of instructions to proceed in accordance with CP&F. The APM will measure the Contractor performance against the contracted due date and actual date delivered for each equipment received following repair.
Start	Date of receipt of instruction to proceed by Contractor through CP&F.
Stop	Repaired item repaired and ready for collection at repairer's works.
Who Reports?	The Contractor to APM in the monthly Progress Report
Monitoring Frequency	Monthly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 22 of the Terms and Conditions of the Contract.
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	≥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.

Key Performance Indicator 3	
KPI Number	3
Service Area	Service Delivery
PI Descriptor	Spares orders past original required delivery date
Incidence Measure	The Contractor will be required by the APM/IM to provide/procure spares as required. The Contractor shall deliver in accordance with the required delivery date upon acceptance of the CP&F Order. The APM will measure the Contractor performance against the contracted due date and actual date delivered for each Spares order.
Start	Date of receipt by Contractor of accepted CP&F Order
Stop	Spares delivered Ex-Works with completed DEFORM129J at the Contractor's premises (ready for delivery to the RN stores system), or delivery address detailed on the CP&F Purchase Order in accordance with Condition 39 of the Terms and Conditions of the Contract.
Who Reports?	The Contractor to APM in the monthly Progress Report
Monitoring Frequency	Monthly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 22 of the Terms and Conditions of the Contract.
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	≥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.

Key Performance Indicator 4	
KPI Number	4
Service Area	Service Delivery
PI Descriptor	Tasks completed past required delivery date
Incidence Measure	As required, the APM will raise a TAF for the Contractor to undertake specified tasking. The Contractor will provide a response to the TAF and agree a task delivery timescale. The APM will measure the Contractor performance against the contracted due date for completion of the task and actual date fulfilled
Start	Date of receipt by Contractor of accepted CP&F Order
Stop	Acceptance of Task Completion by the Authority, in accordance with Condition 18.1.5 of the Terms and Conditions of the Contract.
Who Reports?	The Contractor to APM in the monthly Progress Report
Monitoring Frequency	Monthly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 22 of the Terms and Conditions of the Contract.
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Targets
	≥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.

Key Performance Indicator 5	
KPI Number	5
Service Area	Contractor Management Activities
PI Descriptor	Provision of Deliverable Documentation
Incidence Measure	The Contractor will be required to provide all documentation in accordance with Annex M and Condition 12 of the Terms and Conditions of the Contract. The measure shall include on-time delivery of documentation, accuracy and quality of information provided.
Start	Commencement of Contract
Stop	APM acceptance of Deliverable Documentation listed at at Annex M
Who Reports?	The Contractor to APM in the monthly Progress Report/Submission of Deliverable Documentation
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 22 of the Terms and Conditions of the Contract.
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	Documentation is received no more than 7 calendar days late to due date for delivery and accepted with no amendments required.
	Documentation received between 8 to 14 calendar days late to due date for delivery and is accepted with no amendments required.
	Documentation > 14 calendar days late to due date for delivery and/or rejected by APM in accordance with Condition 12.3 of the Terms and Conditions to the Contract.