

KEY PERFORMANCE INDICATORS

KPI 1	Spares and Repairs
Performance Indicator	Spares and Repairs Delivery
Description	Management of Spares and Repairs orders to achieve delivery timescales specified in the Contract.
Definitions	Covers all deliveries of Spares and Repairs against CP&F Orders.
Start	Date of receipt of CP&F Order by MSI Defence Systems Ltd. In the case of Repairs the date of receipt of CP&F Order and Item for Repair/Refurbishment.
Stop	Receipt of item at Stores or delivery address detailed on the CP&F Order, in accordance with the Terms and Conditions of Contract.
Data Source	Monthly Progress Report/CRISP
Data Maintainer	MSI Defence Systems Ltd
Monitoring Frequency	Monthly: calendar month following period
Reporting Frequency	Quarterly

Band	Performance Target
GREEN (No retention)	All Orders are delivered on time.
AMBER (2.5% retention)	1 Order not delivered on time.
RED (5% retention)	2 or more Orders not delivered on time.

KEY PERFORMANCE INDICATORS

KPI 2	TMCC Refurbishment – FAT and Zurich
Performance Indicator	FAT and Zurich Certification
Description	The requirement for FAT and Zurich Certification following the refurbishment of TMCC
Definitions	Covers all FAT and Zurich Certifications on TMCC equipment following refurbishment
Start	Date of receipt of request from Authority (via email) to proceed with FAT and Zurich Certification
Stop	Confirmation and evidence of FAT and Zurich certification completion provided by MSI Defence Systems Ltd
Data Source	Monthly Progress Report/FAT and Zurich certification
Data Maintainer	MSI Defence Systems Ltd
Monitoring Frequency	With each TMCC refurbishment
Reporting Frequency	Quarterly

Band	Performance Target
GREEN (No retention)	FAT and Zurich Certification following refurbishment of TMCC provided within 21 calendar days of Authority's request iaw section 4.7 of Statement of Work (Annex A)
AMBER (2.5% retention)	FAT and Zurich Certification following refurbishment of TMCC provided between 22 and 28 calendar days of Authority's request iaw section 4.7 of Statement of Work (Annex A)
RED (5% retention)	FAT and Zurich Certification following refurbishment of TMCC provided in over 28 calendar days of Authority's request iaw section 4.7 of Statement of Work (Annex A)

KEY PERFORMANCE INDICATORS

KPI 3	Reponse to S2022s
Performance Indicator	Management of S2022s
Description	Response time for S2022 defects
Definitions	Response time to address S2022s
Start	Date of receipt of S2022 by MSI Defence Systems Ltd
Stop	Date response issued by by MSI Defence Systems Ltd
Data Source	Monthly Progress Report/DRACAS Database (MSI Defence Systems Ltd Supplied)
Data Maintainer	MSI Defence Systems Ltd
Monitoring Frequency	Monthly: calendar month following period
Reporting Frequency	Quarterly

Band	Performance Target
GREEN (No retention)	All S2022s closed within stated period
AMBER (2.5% retention)	Priority or Routine: Any S2022 less than or equal to 5 working days later than stated below
RED (5% retention)	Priority or Routine: Any S2022 more than 5 working days later than stated below
	Safety: S2022 outstanding for more than periods stated below

Activity	Safety	Priority	Routine
Initial Response	3 working days	30 calendar days	
S2022 response complete or on Contract	21 calendar days	5 months	10 months

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KPI 4	Contract Management Activities
Performance Indicator	Progress Reporting
Description	Provision of Deliverable Documentation
Definitions	The Contractor will be required to provide all documentation in accordance with Annex L 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 L
Data Source	Submission of documentation by MSI Defence Systems Ltd
Data Maintainer	MSI Defence Systems Ltd
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly

Points	Performance Target
GREEN (No retention)	Documentation is received on schedule and accepted with no amendments required.
AMBER (2.5% retention)	Documentation received between up to 14 calendar days and or is accepted with no amendments required.
RED (5% retention)	Documentation > 14 calendar days late to due date for delivery and/or rejected by APM.

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KPI 5	Non-Core Tasking
Performance Indicator	Delivery of Non-Core Tasking
Description	As required, the APM will raise a TAF for the Contractor to undertake specified requirements. 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
Definitions	Contractor is required to complete Non-Core Tasking on time and in scope.
Start	Date of receipt by Contractor of accepted CP&F Order
Stop	Acceptance of Task Completion by the Authority
Data Source	The Contractor to APM in the monthly Progress Report
Data Maintainer	MSI Defence Systems Ltd
Monitoring Frequency	Monthly: calendar month following period
Reporting Frequency	Quarterly

Points	Performance Target
GREEN (No retention)	All tasks completed on-time
AMBER (2.5% retention)	≥90% tasks delivered on time
RED (5% retention)	<90% of orders delivered on time

All KPIs are linked to the quarterly core payments at Annex B (Core Payments and Rates) and are in accordance with Clause 22 of the Terms and Conditions