**UK & Brazil: PR Partner 2019 KPIs**

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| **KPI** | **Description** | **Measurement** |
| Purchase Price / Variation on Price  | The Authority considers that the price mentioned in the Schedule of Prices and Rates will be the maximum amount of money payable for the services described on this contract. Any additional service(s) required will be quoted and charged separately, once they have been reviewed and approved by both parties by a written agreement. | 100%. This criteria will be evaluated against the financial report given by the Supplier to the Authority in the monthly progress reports.  |
| Maintain staff whereabouts and working calendar  | The Supplier will provide a list of members of staff assigned to work for the Authority along with all relevant documentation. The Supplier will draw a calendar based on operational requirements, within the monthly hour allowance (40hrs/member of staff). A minimum of 72 hours notice should be given by the Supplier, in case of any change in staff. The Authority will have to approve any changes accordingly. | 100%. |
| Detailed and accurate financial reporting  | The Supplier is expected to deliver a monthly detailed financial report (including expenditure receipts) in the format specified by the Authority (a short description of the service, number of staff and material should also be included in the report). The Supplier must inform the Authority of any changes in forecast at the earliest opportunity.  | <2 incidences. The Supplier is expected to deliver the monthly financial reports (including expenditure receipts) within the first 5 working days of the months following the activities.  |
| Service complaints | When the Authority delivers a verbal complaint, it is expected that the Supplier will respond verbally within a 2-hour period and propose a solution within 8 hours; or, if the Authority files a written complaint, the Supplier is expected to respond via email, within 24 hours to follow-up with additional information and a proposed solution. | <2 incidences monthly. The Supplier will be notified of any complaint by the Authority and will be expected to deliver a solution immediately. These criteria will be reviewed on a monthly basis, by looking at the historical records registered as part of the project. The Supplier should implement an action plan to avoid any future complains of that matter; the Authority will be able to provide comments to the action plan and will have to be in agreement with the final action plan. |
| Supervision of the service  | The Supplier should implement and follow a supervision programme that must be agreed by the Authority. Once there is an agreement on the supervision programme, this will be revised as required by the FCO Programme Manager or any other FCO Officer appointed by the Authority. | 100%The Supervision Programme reports will be filed in the Contract historic archive, and will serve the purpose to back up the link between services and payments. When the reports show service deficiencies, the Authority will be entitled to deliver payments that correspond to the service that was provided when this is no longer deliverable, or retain payments when the service can still be delivered. This will always be communicated to the Supplier in a timely manner. |
| Monthly Reporting Review  | Written narrative and financial reports should be produced and delivered monthly within the first 5 working days of the months of: April, May, June and July 2019. The Authority will provide the formats that will be used by the Supplier to report.  | 100% within the first 5 working days of each reviewed month. |
| Changes | The supplier cannot deviate from the project plan agreed during the kick-off meeting without prior written approval from the Authority. | No incidences. The supplier must seek Authority approval of any required changes in advance and these must always remain within the price detailed in the contract for the delivery of this service.  |
| Negligence | If a member of the Supplier’s staff is involved in any incident caused by negligence, he/she should be removed from the contract immediately and replaced when necessary, with the Authority’s written authorisation. Pursuant to the KPI on turnover, the Authority should be informed immediately.  | 100% |
| Supplier should be available when required by the Authority and schedule regular meetings.  | The Supplier’s Project Manager must organise fortnightly meetings or calls with the Authority. Ad-hoc meetings should be agreed at a minimum 48 hours in advance by the Authority. The Authority will be able to request urgent ad-hoc meetings as deemed necessary.  | 100% The Authority will agree with the Supplier, in advance; the date and time set for each meeting.  |
| Implementation  | Implementation of any agreed action points arising from Supplier/Authority management meetings should be implemented when requested by the Authority (unless otherwise agreed) and the Supplier must always generate the written confirmation of any implementation action. | 100% |
| Conduct | The Supplier must abide by the behavioural standards set out in Award Letter of the contract that uphold the reputation of the Authority and must not do anything that might cause embarrassment. The Authority shall be responsible for deeming what might be considered as an embarrassing conduct.  | 100%. Supplier to report any local transgressions to Authority. |
| Gender | The Supplier should ensure that the delivery of the objectives of the project give adequate consideration to gender equality, in compliance with the UK International Development Act (2002) and the UK Gender Act (2014). | 100% |
| Gender and Social Inclusion | The Supplier should ensure that gender and social inclusion considerations and expertise, as per the agreed project plan, supplier staff and methodology, are mainstreamed and considered throughout the life of the project. | 100%  |
| Delivery | The Supplier should ensure the delivery of the project as proposed, within budget and on time, and achieving all milestones by the agreed date, pursuant to any previously agreed changes to the aforementioned between the Supplier and Authority. | 100% |