

Electro-Optical System and Glide-Path Camera (EOS GPC)		
Key Performance Indicator 1 (“KPI-01”)		
Service Area	Service Delivery	
KPI Title	Technical Support	
Incidence Measures, Definitions and Description	<p>This KPI is designed to measure the performance of the Contractor’s obligations under Section 5.8 of Schedule 9 – Statement of Work.</p> <p>The Contractor shall perform all obligations within the specified Target Time defined under Section 5.8 of Schedule 9 – Statement of Work.</p> <p>Target Failure is defined as a failure to provide Contractor Deliverables within the agreed Target Time.</p> <p>Summary: Responsiveness to queries received via formal communication (email, telecom, fax) and requiring follow up action will be monitored, with Target Failure reported and assessed on a monthly basis.</p>	
Who Reports	Contractor	
Start	<p>Performance monitoring shall commence from Day 1 of the contract period. Monitoring shall be performed actively, with performance reported by the Contractor on a quarterly basis.</p> <p>Each obligation shall commence upon dispatch of Formal Communication from the AOM in accordance with Section 5.8 of Schedule 9 – Statement of Work. If Formal Communication is dispatched outside of agreed business hours, the response target times shall commence the next Business Day.</p>	
End	<p>Performance monitoring shall cease upon expiration of the contract. KPI reporting will be assessed quarterly, with application of performance payment to be conducted quarterly, in accordance with the agreed Milestone Payment Schedule.</p> <p>All KPI performance will be discussed at the Quarterly Performance Review, with outcomes to be notified to Ultra to enable accurate invoice submission.</p> <p>Each obligation shall cease upon Delivery of the Contractor Deliverables to the Authority, as defined under Section 5.8 of Schedule 9 – Statement of Work and in accordance with the procedure defined under Condition 29 of this Contract.</p>	
Monitoring Frequency	It is expected that performance shall be monitoring actively by the Contract to ensure any emergent issues or risks are identified and managed in accordance with the requirements of this contract.	
Reporting Frequency	In accordance with Condition 46.5 of this Contract and as further defined in Section 5.15 of Schedule 9 – Statement of Work	
Retention Period	In accordance with Condition 46.5 of this Contract	
Performance Criteria		
Performance will be assessed in accordance with the criteria for KPI-01 and the total milestone payment due to be paid to the Contractor shall be subject to the application of the agreed KPI Retention as detailed in the table below, in accordance with Condition 46.5 of this Contract. The application of KPI Retention will be exclusive to the profit attributed to performance of obligations under Section 5.8 Technical Support of Schedule 9 to the Contract.		
Performance Level	Performance Level	KPI Retention
“Green” To Standard	No [nil] Target Failure, in accordance with the Target Time defined in Section 5.8.1 of Schedule 9 – Statement of Work	NIL
“Amber” Unsatisfactory	No more than one [1] Target Failure, in accordance with the Target Time defined in Section 5.8.1 of Schedule 9 – Statement of Work	3
“Red” Under Performing	Two [2] or more Target Failure, in accordance with the timelines defined in Section 5.8.1 of Schedule 9 – Statement of Work	5

Electro-Optical System and Glide-Path Camera (EOS GPC)		
Key Performance Indicator 2 (“KPI-02”)		
Service Area	Service Delivery	
KPI Title	Non-Core Tasking Activity	
Incidence Measures, Definitions and Description	<p>This KPI is designed to measure the performance of the Contractor’s obligations under Sections 6.1, 6.2 and 6.3 of Schedule 9 – Statement of Work.</p> <p>The Contractor shall perform all obligations within the specified Target Time defined under Sections 6.1, 6.2 and 6.3 of Schedule 9 – Statement of Work.</p> <p>Target Failure is defined as a failure to achieve Acceptance of Contractor Deliverables within the agreed Target Time.</p> <p>The Contractor shall track all Non-Core Tasks raised against the Contract. The Contractor Deliverables shall be delivered in accordance with the lead times or FIRM delivery date agreed with the Authority in accordance with Condition 46.2 - Authorisation and Performance of Work.</p>	
Start	<p>Performance monitoring shall commence from Day 1 of the contract period. Monitoring shall be performed actively, with performance reported by the Contractor on a quarterly basis.</p> <p>Each obligation shall commence upon dispatch of a TAF Part C or CP&amp;F Purchase Order, in accordance with Condition 46.2 – Authorisation and Performance of Work, dependent on the specific obligation to be performed as defined in Section 6.0 of Schedule 9 – Statement of Work.</p>	
End	<p>Performance monitoring shall cease upon expiration of the contract. KPI reporting will be assessed quarterly, with application of performance payment to be conducted quarterly, in accordance with the agreed Milestone Payment Schedule.</p> <p>All KPI performance will be discussed at the Quarterly Performance Review, with outcomes to be notified to Ultra to enable accurate invoice submission.</p> <p>Each obligation shall cease upon Acceptance of the Contractor Deliverables by the Authority, as defined under Sections 6.1, 6.2 and 6.3 of Schedule 9 – Statement of Work and in accordance with the procedure defined under Condition 29 of this Contract.</p>	
Who Reports?	Contractor	
Monitoring Frequency	It is expected that performance shall be monitoring actively by the Contract to ensure any emergent issues or risks are identified and managed in accordance with the requirements of this contract.	
Reporting Frequency	In accordance with Condition 46.5 of this Contract and as further defined in Section 5.15 of Schedule 9 – Statement of Work	
Retention Period	In accordance with Condition 46.5 of this Contract	
Performance Criteria		
Performance will be assessed in accordance with the criteria for KPI-02 and the total milestone payment due to be paid to the Contractor shall be subject to the application of the agreed KPI Retention as detailed in the table below, in accordance with Condition 46.5 of this Contract. The application of KPI Retention will be exclusive to the profit attributed to performance of obligations defined in the non-core tasks performed in the respective reporting period.		
Performance Level	Performance Level	KPI Retention
“Green” To Standard	No [nil] Target Failure	NIL
“Amber” Unsatisfactory	No more than one [1] Target Failure	3
“Red” Under Performing	Two [2] or more Target Failure	5

Electro-Optical System and Glide-Path Camera (EOS GPC)		
Key Performance Indicator 3 (“KPI-03”)		
Service Area	Service Delivery	
KPI Title	Provision of Reports and Deliverable Documentation	
Incidence Measures, Definitions and Description	This KPI is designed to measure the performance of the Contractor's obligations associated to Deliverable Documentation.	
	The Contractor shall perform all obligations within the specified Target Time defined under this Contract for that deliverable.	
	Target Failure is defined as a failure to achieve Acceptance of Contractor Deliverables within the agreed Target Time.	
	The measure requires the on-time delivery of documentation and reports, with absolute accuracy and quality information provided, which are in the correct format.	
Start	Performance monitoring shall commence from Day 1 of the contract period. Monitoring shall be performed actively, with performance reported by the Contractor on a quarterly basis.	
	Each obligation shall commence from Day 1 of the contract period in accordance with Schedule 9 – Statement of Work.	
End	Performance monitoring shall cease upon expiration of the contract. Reporting will be assessed quarterly for application of performance payment to be conducted quarterly, in accordance with the agreed Milestone Payment Schedule.	
	All KPI performance will be discussed at the Quarterly Performance Review, with outcomes to be notified to Ultra to enable accurate invoice submission.	
	Each obligation shall cease upon Acceptance of the Contractor Deliverables by the Authority, as defined in Schedule 9 – Statement of Work and in accordance with the procedure defined under Condition 29 of this Contract.	
Who Reports?	Contractor	
Monitoring Frequency	It is expected that performance shall be monitoring actively by the Contract to ensure any emergent issues or risks are identified and managed in accordance with the requirements of this contract.	
Reporting Frequency	In accordance with Condition 46.5 of this Contract and as further defined in Section 5.15 of Schedule 9 – Statement of Work	
Retention Period	In accordance with Condition 46.5 of this Contract	
Performance Criteria		
Performance will be assessed against the criteria for KPI-03 and the total milestone payment due to be paid to the Contractor shall be subject to the application of the agreed KPI Retention as detailed in the table below, in accordance with Condition 46.5 of this Contract. The application of KPI Retention will be applied to the total profit due in the reporting period under performance of Sections 5.1, 5.2, 5.4, 5.7, 5.10, 5.11, 5.12 and 5.15 of Schedule 9 to the Contract.		
Performance Level	Performance Level	KPI Retention
“Green” To Standard	No [nil] Target Failure,	NIL
“Amber” Unsatisfactory	No more than one [1] Target Failure	1
“Red” Under Performing	Two [2] or more Target Failure	1.5