

**Key Performance Indicators (KPI)**

KPI 1	
Description	Core Contract Support

Type	Key Performance Indicator
Linked to: Item 1, 1a, 1b and 1c of the Schedule of Requirements.  All deliverables should be in accordance with the requirements set out in the Statement of Work at Annex A to the Contract.	PI 1.1 – Full and accurate submission of all quarterly reports at a minimum of 5 working days prior to quarterly review meetings  PI 1.2 - Accurate submission of Authority requested reports  PI 1.3 – Timely and adequately attended Meetings with suitable minutes provided within 5 working days of the meeting and agenda provided at a minimum of 5 working days prior to each meeting
Data source	SPSCM DT
Data Owner (Output)	SPSCM DT, Project Manager.
Monitoring frequency	Continuous
Reporting frequency	Quarterly

Performance Criteria	
<b>Green</b>	Of the PIs stated above, the Contractor shall be scored Green where he delivers: <ul style="list-style-type: none"> <li>All of the PIs to the agreed timescale</li> <li>One instance of a PI being delivered no more than 5 working days over the agreed delivery date</li> </ul>
<b>Amber</b>	Of the PIs stated above, the Contractor shall be scored Amber where he delivers: <ul style="list-style-type: none"> <li>One instance of a PI being delivered 5-10 working days over the agreed delivery date</li> <li>Two instances of a PI being delivered 1-10 working days over the agreed delivery date</li> </ul>
<b>Red</b>	Of the PIs stated above, the Contractor shall be scored Red where he delivers: <ul style="list-style-type: none"> <li>One instance of a PI being delivered 11+ working days over the agreed delivery date</li> </ul>

Impact/Consequence	In accordance with clause L1 of the Terms and Conditions
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KPI 2	
Description	Task Performance

Type	Key Performance Indicator
<p>Linked to: Item 2, 2a, 2b, 2c, 3, 3a, 3b and 3c of Schedule of Requirements</p> <p>All deliverables should be in accordance with the requirements set out in the Statement of Work at Annex A and the Tasking Authorisation Form (TAF) at Annex F.</p>	<p>PI 2.1 – Successful completion of Authorised Tasks within the specific turnaround times as detailed on the TAF.</p> <p>The task performance shall be assessed as follows (measured in working days):</p> <ol style="list-style-type: none"> <li>a. Planned Duration (PD) = Due Date – TAF Approval Date</li> <li>b. Achieved Task Duration (ATD) = Task Acceptance Date – TAF Approval Date</li> <li>c. Where the ATD is greater than PD, the %age over schedule will be calculated by:</li> </ol> $\left(\frac{ATD - PD}{PD}\right) * 100 = \%$
Data source	SPSCM DT
Data Owner (Output)	SPSCM DT, Project Manager.
Monitoring frequency	Continuous
Reporting frequency	Quarterly

Performance Criteria	
<b>Green</b>	<p>The Contractor shall be scored Green where he delivers:</p> <ul style="list-style-type: none"> <li>• All of the PIs to the agreed timescale</li> <li>• ATD is less than 5% over PD for the quarter</li> </ul>
<b>Amber</b>	<p>The Contractor shall be scored Amber where he delivers:</p> <ul style="list-style-type: none"> <li>• ATD is 5% - 10% inclusive over PD for the quarter</li> </ul>
<b>Red</b>	<p>The Contractor shall be scored Red where he delivers:</p> <ul style="list-style-type: none"> <li>• ATD is more than 10% over PD for the quarter</li> </ul>

Impact/Consequence	In accordance with clause L1 of the Terms and Conditions
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<b>KPI 3</b>	
Description	Completion of Task Authorisation Form – Part 2

Type	Key Performance Indicator
Linked to: Item 2, 2a, 2b, 2c, 3, 3a, 3b and 3c of Schedule of Requirements  All deliverables should be in accordance with the requirements set out in the Statement of Work at Annex A and the Tasking Authorisation Form (TAF) at Annex F.	PI 3.1 – Timely provision of tasking information within the TAF Part 2, based on percentage (%) per quarter of Tasking Authorisation Form Part 2s completed and returned on time.
Data source	SPSCM DT
Data Owner (Output)	SPSCM DT, Project Manager.
Monitoring frequency	Continuous
Reporting frequency	Quarterly

<b>Performance Criteria</b>	
<b>Green</b>	The Contractor shall be scored Green where he delivers: <ul style="list-style-type: none"> <li>• 100% of TAFs returned on time</li> </ul>
<b>Amber</b>	The Contractor shall be scored Amber where he delivers: <ul style="list-style-type: none"> <li>• Up to 10% of TAFs returned 1-3 days late</li> <li>• Up to 5% of TAFs returned more than 5 days late</li> </ul>
<b>Red</b>	The Contractor shall be scored Red where he delivers: <ul style="list-style-type: none"> <li>• More than 10% of TAFs returned 1-3 days late</li> <li>• More than 5% of TAFs returned more than 5 days late</li> </ul>

Impact/Consequence	In accordance with clause L1 of the Terms and Conditions
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