

KEY PERFORMANCE INDICATORS (KPIs)

1.1. Performance of the contract is to be recorded via the KPI Register at Appendix B1. Contract. The expectation is for service levels not to fall below 100% for each of the KPI's.

KPI #	Service Level Performance Criterion	Key Indicator
1	Reliability of Candidate pick-up.	Accuracy / Reliability / Timeliness
	The Supplier shall ensure each Candidate is collected by the Instructor at the pick-up point specified in the OTT, and at the time and date specified in the OTT.	
2	Acceptance of OTT.	Reliability
	The Supplier shall accept all OTTs raised by the Authority.	
3	Return of OTT.	Accuracy / Timeliness
	The Supplier shall sign, date-stamp, and return a scanned copy of the completed OTT via email to Authority no later than 5 working days before the LAT commencement date specified in the OTT.	
4	Availability of training vehicles and/or Instructor.	Reliability / Timeliness
	The Supplier's training vehicles and/or instructor used to deliver the Services shall be available at the dates and times specified in each OTT so that no planned LAT is delayed, abandoned or cancelled due to a training vehicle having a break down, being unavailable, or being un-roadworthy.	
5	Complaints resolution.	Accuracy / Timeliness
	The Supplier shall resolve all complaints raised by the Authority, to the Authority's satisfaction, within 10 Working Days of the complaint being raised.	
6	Candidate pass rate.	Quality
	The Supplier shall ensure Candidates pass a practical test in no more than 3 attempts.	
7	MI returns.	Accuracy / Timeliness
	The Supplier shall submit full, accurate MI reports to the Authority by the 5th Working Day of each month.	

1.2. The Authority will use a Red, Amber, Green (RAG) system to monitor each KPI.

RAG Key (Red, Amber, Green)		
Service level has failed to improve sufficiently and continues to be below 100%	Service level drops below 100% for the month	Service level has failed to improve sufficiently and continues to be below 100%

1.3. If service levels drop below 100% for any of the KPI's then the contractor will receive an AMBER against this KPI. The contractor will then need to demonstrate to the Authority that it has rectified this by the following months Monthly Mtg. Satisfactory rectification will result in the KPI being moved into GREEN for that month and no further action will be required.

1.4. Service Level Deductions are applicable to the following KPI's; 1, 2, 3, 4 & 6

1.5. If the KPI has not been improved by month 2 to the satisfaction of the Authority, then that months KPI will turn RED and a Service Level Deduction will be made from the contractor's invoice as per the following;

1.6.

1.6.1. The rate of profit (as detailed within the pricing annex xxx) will be deducted for the candidate / incident in question. This deduction will be made against the next invoice the Authority receives.

1.6.2. Deductions will only be made for KPI's that turn RED.

1.6.3. Deductions will be attributed to only the applicable candidate / tasking and NOT to the whole invoice.

1.6. Once the KPI turns RED it will stay RED on the KPI register until the service returns to the Authority's satisfaction when it will return to green. Deductions will be made every month until performance returns to GREEN.

1.7. If a KPI turns AMBER 3 times in a rolling 6 month period, then the third occasion that KPI will turn RED and applicable KPI Deductions will be made. In this circumstance clause 1.6 would apply.

1.8 KPI 5 will not be subject to Service Level Deductions, however the Performance Rectification Process detailed at para 2 will be applicable.

Performance Rectification Process

2. This sets out the procedure to address any performance concerns, between Authority and the Service Provider (SP). Performance concerns are to be resolved at the lowest level and should avoid escalation where possible. If the Designated Officer (DO) and SP are unable to settle a performance concerns the following process is to be followed:
 - 2.1 The Authority shall raise a performance concern using a Service Provision Report (an example is provided below).
 - 2.2 The SP shall record all performance concerns received in a register and shall hold a copy of each Service Provision Report it receives from the Authority.
 - 2.3 The SP shall maintain a record of all corrective and preventative actions taken in response to a complaint that is raised by the Authority.
 - 2.4 The SP shall resolve a performance concern, to the satisfaction of the DO, within 10 working days of the performance concern being raised by the Authority.
 - 2.5 The SP shall establish and maintain a documented and clearly defined process to record, manage, and resolve performance concerns raised by the Authority.
 - 2.6 Performance concerns raised by the SP are to be addressed with the respective DO, if a resolution is not achieved, the SP is to raise the performance concern with CDT Branch DST.

EXAMPLE OF A SERVICE PROVISION REPORT	
Service Providers Name:	Contract Number:
Comment from Unit Licencing/ Supervising Officer:	
Proposed resolution:	
Comment from Service provider:	
Proposed resolution:	
Comment from Designated Officer:	
Proposed resolution:	
Has a resolution been achieved satisfactory to the requirements of the Unit receiving CDT Yes/No	
CDT Branch Action:	
Army Commercial Action:	
Final outcome of this report:	
Note: This report is to be reproduced electronically. A copy of each report is to be initially sent to the service provider and CDT Branch, HQ DST for action. All reports are to be recorded and retained by the initiating Unit for 12 months or until the next Annual SPs Report.	