Schedule 16 - Key Performance Indicators Summary

	Performance Requirement	Performance Criteria	Year 1			Year 2				Year 3				
ID			Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
1	KPI 1: TAF (Part 2) to be submitted by the Contractor within 10 working days of RFQ being submitted by the Authority, with agreed information included as detailed at Section 4.	Green (G) Performance - all TAFs ≤ 10 working days (Unless otherwise agree between parties). Amber (A) Performance - 1 or more TAFs > 10 working days AND ≤ 20 working days Red (R) Performance - 1 or more TAFs > 20 working days												
2	KPI 2: Task completed within agreed timescales. Duration to commence on receipt of signed TAF by the Authority Project Manager and Commercial Officer.	Green (G) Performance - all tasks on time or early Amber (A) Performance - 1 or more tasks ≤ 25% extension of originally agreed or any agreed amended duration. Red(R) Performance - 1 or more tasks > 25% extension of originally agreed duration.												
3	KPI 3: Repairs carried out within 60 days from agreement of repair price with the Authority.	Green (G) Performance - All repairs carried out within 60 days (or customer informed of exceedance in advance) Amber (A) Performance ≥ 1 and < 3 repairs taking over 60 days Red (R) Performance ≥ 3 repairs taking over 60 days												
4	KPI 4: Technical Query Service (<24 hours): DA approved response to each query within ten (10) working days of request receipt from the Authority	Green (G) Performance - All TQs carried out within 2 days (or customer informed of exceedance in advance) Amber (A) Performance ≥ 1 and < 3 TQs taking over 2 days. Red (R) Performance ≥ 3 TQs taking over 2 days.												

Appendix 1 to Schedule 16 – Rectification Plan

Rectification Plan								
Issue Date:	DD/MM/YYYY	Issue Version:						
Contract Ref:	701264395							
KPI:								
Quarter affected:								
Due Date (end of quarter date):	DD/MM/YYYY	Estimated Revised	DD/MM/YYYY					
		Completion Date:						
Reasons:	[Insert reasons why delive	rable not delivered or	KPI not met]					
Remedial Plan:	[Insert plan to provide the deliverable required by the obligation or meet the KPI in future quarters, including timescales, responsible person(s) and actions taken to prevent further delays/underperformance]							
Supporting Documents:	[Insert document references for any attached supporting documentation]							
Contractor's Signature:	[NAME]							
	[ROLE] [SIGNATURE]							