

Key Performance Indicators**Key Performance Indicator 1 – Delivery of HAAIP Fan Sets**

a. The Contractor's performance under the Contract will be measured against a Key Performance Indicator (KPI) relating to the delivery of HAAIP Fan sets, in accordance with Appendix 1 to the SOR (Annex A), Schedule 2, and the Terms and Conditions of the Contract. Monitoring under this KPI shall include Contractor Deliverables due during previous KPI Reporting Periods that have not yet been delivered;

PERFORMANCE MEASURE	
KPI Number	1
KPI	Timely Delivery of HAAIP Fan Sets
Contract No. Reference	The Delivery Schedule at Appendix 2 of the SOR (Annex A) and Schedule 2 to the Contract.
Metric	In accordance with the Delivery Schedule (Appendix 2 of the SOR (Annex A)).
Who?	Contractor
Monitoring Frequency	Annually following delivery of yearly deliverables
Reporting Frequency	Annual frequency, with reports submitted within 20 business days of the due date stated in the Delivery Schedule (Annex A Appendix 2).
Incentive	<p>Remedial action will be required if the supplier achieves a Red in any year, the contractor will be required to submit a KPI remediation plan to the Authority within 5 business days immediately following failure to achieve the contracted delivery date, which shall detail the root cause of the KPI failure and how and when the contractor intends to return to Green. This remediation plan must be submitted to the Authority for review and approval.</p> <p>The supplier is expected to return to Green for the next annual delivery following implementation of the agreed remediation plan. In the event that the supplier does not return to Green for the next delivery, thus achieving a RED over the course of 2 consecutive years, the Authority reserves the right to invoke the Dispute Resolution clause (Condition 39) or to Terminate the Contract in accordance with the provisions of Material Breach (Condition 42).</p>
PERFORMANCE BANDS	
Green (target met)	Contract Target - 100% of HAAIP Fan sets are delivered in each contract year to the Authority, as agreed, by the delivery date(s) stated in the Contract Delivery Schedule.

	Note: It is at the Contractors' discretion how they deliver the units to achieve the specified dates.
Amber (Approaching target)	Below Contract Target - 100% of HAAIP Fan sets are delivered in each contract year to the Authority, as agreed, up to 5 business days later than the date(s) identified in the Contract Delivery Schedule.
Red (requires improvement)	Unacceptably below Contract Target - ≤100% of HAAIP Fan sets are delivered in each contract year to the Authority, as agreed, over 5 business days later than the date(s) identified in the Contract Delivery Schedule.

Key Performance Indicator 2 – Delivering Social Value

b. The Contractor's performance under the Contract will be measured against a Key Performance Indicator (KPI) relating to the delivery of Social Value outcomes, in accordance with the SOR (Annex A) and Conditions of the Contract;

PERFORMANCE MEASURE	
KPI Number	2
KPI	Delivering Social Value
Contract No. Reference	In Accordance with the SOR (Annex A).
Metric	<p>The Contractor shall supply to the Authority on a bi-annual basis a Social Value Report detailing:</p> <ol style="list-style-type: none"> 1. how it has met the Mandatory Assessment Criteria (MAC) detailed in the Statement of Requirements (Annex A) in the current Contract Year; and 2. how it intends to meet them in the following Contract Year, setting out intended activities for the next period. <p>This report will allow the Authority to monitor the Contractor's performance and activities directly against the contract and against the MACs identified within the SOR (Annex A).</p> <p>The report shall detail any benefits achieved and provide evidence against each of the MAC criteria. The Contractor shall deliver an Interim report delivered half-yearly with the full report shall be delivered Annually in line with the contract anniversary.</p> <p>Both reports must be submitted for Authority review, who will approve and determine the score achieved in the current year. The Authority will complete the review of all social value reports and advise accordingly within 10 business days.</p>

	<p>The Authority need to be content that the contractor has taken action to meet the MACs within the current reporting year and that the forward plan is achievable. If the Contractor can't achieve any of the MACs, they must evidence and justify why this is the case.</p> <p>If upon review the Authority determines that the report is insufficient in quality or content, or is otherwise deemed unacceptable, the Authority reserves the right to request amendment to the plan before approval is granted.</p>
Who?	Contractor
Monitoring Frequency	6 Monthly
Reporting Frequency	Interim report delivered half-yearly Full report delivered Annually (in the PRM)
Incentive	<p>Remedial action will be required if the supplier achieves a Red in any contract year. The contractor will be required to submit a KPI remediation plan to the Authority within 10 business days immediately following the end of the most recent failure year, which shall outline how and when the contractor intends to return to Green.</p> <p>The Authority shall work with the contractor if required, using reasonable endeavours, to assist a 'return to green'. The remediation plan must be approved by the Authority.</p> <p>In the event that a Red score is sustained over three (3) consecutive or aggregate years over the life of the contract, without appropriate remediation action being undertaken by the contractor, the Authority reserves the right to invoke the Dispute Resolution process at Condition 39.</p>
PERFORMANCE BANDS	
Green (target met)	Contract Target – All MACs met and report approved by the Authority.
Amber (Approaching Target)	Below Contract Target - Either ≤50% of the MACs have been met, or evidence provided in the report is deemed insufficient and thus unacceptable to the Authority when reviewed.
Red (Requires Improvement)	Unacceptably below Contract Target –No report has been delivered by the Contractor or the Contractor has not undertaken any activities in that contract year (directly against this contract) that demonstrate working towards achieving the MACs.