

## KEY PERFORMANCE INDICATORS

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			Unacceptable Performance	Poor Performance	Performance Met
<b>KPI 1: Earned Value Management</b>	<b>N/A</b>	Performance shall be measured by the Contractor's compliance with delivering monthly Level 4 EVM data as detailed in the Earned Value Management Requirements Industry Interface Document at Annex N to the Contract .	Not all EVM data is provided in full or all applicable EVM data is delivered in full but after 7 working days after the end of the relevant calendar month.	All applicable EVM data is provided in full between 6 and 7 working days after the end of each calendar month.	All applicable EVM data is provided in full and within or on 5 working days after the end of each calendar month.
<b>KPI 2: Contractor Schedule Performance</b>	<b>N/A</b>	Contractor's performance shall be measured based on the cumulative Schedule Performance Index (SPI) as detailed in the Earned Value Management Requirements Industry Interface Document at Annex N to the Contract.	Cumulative Schedule Performance Index (SPI) lower than 0.80.	Cumulative Schedule Performance Index (SPI) equal to or higher than 0.80 and lower than 0.90.	Cumulative Schedule Performance Index (SPI) equal to or higher than 0.90.
<b>KPI 3: On-time delivery of Quarterly Status Report(QSR)</b>	<b>N/A</b>	Report(s) shall be delivered to the Authority within 10 working days of the Quarterly Progress Meeting (QPM), in accordance with Plan 05 at Annex C to the Contract.	Report(s) is delivered less than 5 working days prior to the QPM.	Report(s) is delivered between 9 and 5 working days prior to the QPM.	Delivery of report(s) is delivered 10 working days prior to the QPM.

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<b>KPI 4: Government Furnished Asset (GFA) delivery</b>	N/A - Authority	A time measurement of performance shall be measured for the Authority making GFA available to the Contractor within agreed timeframes at Annex H to the Contract.	A delay in providing the GFA which will result in the delivery milestones not being met. The schedule baseline date for providing GFA is missed by 9 weeks or more.	A delay in providing the GFA which can be recovered by suitable mitigation in order to not affect the delivery milestones. The schedule baseline date for providing GFA is missed by more than 2 weeks and less than 9 weeks.	GFA are provided to the Contractor according to schedule to enable delivery milestones to be met fully (100%) within the agreed milestone delivery dates. The schedule baseline date for providing GFA is hit or missed by less than 2 weeks.
<b>KPI 5: Turnaround time of repairs</b>	<b>Schedule of Requirements Line items 3.5 &amp; 3.6 –Support</b>  <b>70%</b>	<p>The Contractor shall repair all repairable items within the turnaround time stated in the Contractor's agreed final Supply Support Plan (P&amp;R 04), in accordance with the Statement of Requirement at Annex A to the Contract.</p> <p>Performance shall be measured from the point at which the associated repairable item is collected by the Contractor from the Authority's warehousing depot at Leidos, Donnington, UK, until the point at which the item is delivered back into stores at the Authority's warehousing depot.</p> <p>The Contractor shall provide a Proof of Delivery (POD), including but not limited to a signed delivery note by an Authority representative. The Contractor shall maintain a record of all delivery notes.</p> <p>E.g. If one repair takes 95% of the agreed turnaround time and one</p>	The average % turnaround time for all repairs completed within the quarterly period is greater than 110%.	The average % turnaround time for all repairs completed within the quarterly period is greater than 100% but less than or equal to 110%.	The average % turnaround time for all repairs completed within the quarterly period is less than or equal to 100%.

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		takes 105%, the average will be calculated as 100% and the Contractor will have met the required performance.			
<b>KPI 6: Attributable Failures</b>	<b>Schedule of Requirements Line Items 3.5 &amp; 3.6 – Support</b>  <b>20%</b>	In the event that an equipment incident is agreed by the Incident Sentencing Panel as being the responsibility of the Contractor, the incident will be classified as Attributable, in accordance with the definitions stated at Appendix 1 to the Statement of Requirement (Annex A to the Contract).  E.g. If 10 incidents are raised in the quarter and one is sentenced as Attributable, then 10% is Attributable to the Contractor.	20% or more of equipment incidents are classified as Attributable.	Greater than or equal to 10% but less than 20% of equipment incidents are classified as Attributable.	Less than 10% of equipment incidents are classified as Attributable.

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<b>KPI 7: Non-Conforming Trade Receipts (NCTRs) into Leidos, Donnington</b>	<b>Schedule of Requirements Line Items 2, 3.2, 3.3, 3.5 &amp; 3.6</b>  <b>10%</b>	<p>The Contractor shall package in accordance with Condition 23.( Packaging and Labelling (excluding Contractor Deliverables containing Munitions) of the Terms and Conditions.</p> <p>In the event that equipment sent into the Authority's warehousing depot at Leidos, Donnington from the Contractor has a Non-Conforming Trade Receipt (NCTR) Notification raised against it, the item will be subject to investigation. If the investigation concludes that the item has not been packaged correctly by the Contractor then the item will count towards an NCTR.</p> <p>The Authority has provided the Leidos (LCST) Supplier Manual as guidance (Annex H - GFI 14). Please note that this document is subject to periodic updates. The Authority will provide the Contractor with the most up to date version, as and when it is available. The Contractor shall deliver equipment into Leidos, Donnington in accordance with the most recent LCST Supplier Manual provided by the Authority. In the event that the Contractor fails to meet this KPI and, on investigation, it is deemed to have been caused by the Authority failing to provide the most recent version of the LCST Supplier Manual, the Contractor will be graded as 'Performance Met' for this KPI in that quarter.</p>	≥1 NCTR is raised for equipment sent into Leidos, Donnington from the Contractor, and the investigation deems that the responsibility is with the Contractor.		No NCTRs raised for equipment sent into Leidos, Donnington from the Contractor