

**LOT 2 (FIRE) - MARCH 2017**

<b>Table 2</b>	
<b>Critical Success Factor</b>	<b>Customers</b>
<b>Key Performance Indicator</b>	C1 - Customer Satisfaction
<b>Performance Indicator</b>	C1B - Feedback Survey – Client Response
<b>PI Measure</b>	Client stakeholders' satisfaction of the customer service provided by the Supplier
<b>PI Purpose</b>	To ensure a high level of customer service from the Supplier
<b>PI Event Definition</b>	<p>The Company's Representative will nominate a client stakeholder (where the Services are being provided) to assess the Supplier's performance.</p> <p>The assessment will be made against customer service questions and assessment criteria set out in Schedule 12c (Performance Measurement) – Appendix 1 (Feedback Surveys).</p> <p>The client stakeholders will be selected by the Company (at its discretion) from individuals responsible for the non-commercial management of the Contract. This will typically be asset or building managers.</p>
<b>PI Monitoring Methods</b>	<p>On a quarterly basis the identified stakeholders will score the Supplier on the basis of the customer service questions and assessment criteria set out in Schedule 12c (Performance Measurement) – Appendix 1 (Feedback Surveys).</p> <p>Each question will be scored on the following basis:</p> <ul style="list-style-type: none"> <li>• 5 points – Exceeds Requirements</li> <li>• 4 points – Meets Requirements</li> <li>• 2 points – Below Requirements</li> <li>• 0 points – Poor</li> </ul> <p>Each question will carry an equal weighting.</p> <p>An overall percentage score will be calculated by adding together the score achieved for each question, dividing by the total maximum score and multiplying by 100.</p> <p>The expectation is that the Supplier achieves a score of 65% or more, as set out in the Performance Levels below.</p>
<b>Supplier Responsibilities</b>	None
<b>Performance Levels</b>	
<b>Level 1 - Meets Requirements</b>	The Supplier is scored at greater or equal to 65% across all TfL Business Areas
<b>Level 2 - Below Requirements</b>	The Supplier is scored at between 50 and 64.99%
<b>Level 3 - Unsatisfactory</b>	The Supplier is scored at less than 50%
<b>Quarterly Contract Scorecard</b>	For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.



**LOT 2 (FIRE) - MARCH 2017**

<b>Table 3</b>	
<b>Critical Success Factor</b>	<b>Customers</b>
<b>Key Performance Indicator</b>	C1 - Customer Satisfaction
<b>Performance Indicator</b>	C1C - Feedback Survey – End user response
<b>PI Measure</b>	End user stakeholders' satisfaction of the customer service provided by the Supplier
<b>PI Purpose</b>	To ensure a high level of customer service from the Supplier
<b>PI Event Definition</b>	<p>The Company's Representative will nominate an end user stakeholder (where the Services are being provided) to assess the Supplier's performance.</p> <p>The assessment will be made against customer service questions and assessment criteria set out in Schedule 12c (Performance Measurement) – Appendix 1 (Feedback Surveys).</p> <p>The end user stakeholders will be selected by the Company (at its discretion) from individuals responsible for the operational performance. This will typically be recipients of the Services, for example Rail/bus station staff, depot staff or office staff.</p>
<b>PI Monitoring Methods</b>	<p>On a quarterly basis the identified stakeholders will score the Supplier on the basis of the customer service questions and assessment criteria set out in Schedule 12c (Performance Measurement) – Appendix 1 (Feedback Surveys).</p> <p>Each question will be scored on the following basis:</p> <ul style="list-style-type: none"> <li>• 5 points – Exceeds Requirements</li> <li>• 4 points – Meets Requirements</li> <li>• 2 points – Below Requirements</li> <li>• 0 points – Poor</li> </ul> <p>Each question will carry an equal weighting.</p> <p>An overall percentage score will be calculated by adding together the score achieved for each question, dividing by the total maximum score and multiplying by 100.</p> <p>The expectation is that the Supplier achieves a score of 65% or more, as set out in the Performance Levels below.</p>
<b>Supplier Responsibilities</b>	None
<b>Performance Levels</b>	
<b>Level 1 - Meets Requirements</b>	The Supplier is scored at greater or equal to 65% across all TfL Business Areas
<b>Level 2 - Below Requirements</b>	The Supplier is scored at between 50 and 64.99%
<b>Level 3 - Unsatisfactory</b>	The Supplier is scored at less than 50%
<b>Quarterly Contract Scorecard</b>	For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.



## LOT 2 (FIRE) - MARCH 2017

### 3. Critical Success Factor - People

- 3.1. This CSF is defined as “Valuing our people”.
- 3.2. This CSF is measured through the following KPIs and PIs:
  - 3.2.1. KPI P1 – Training and Personnel, incorporating the following PIs:
    - a) P1A – Achievement of Agreed SLNT Plan (as set out in Table 4);
    - b) P1B – Key Personnel turnover (as set out in Table 5); and
- 3.3. Details of how these KPIs and PIs are measured are set out in the following Tables 4 to 5.
- 3.4. During the first four Periods following the Services Commencement Date:
  - 3.4.1. the PI and KPI targets will be reduced by 10%; and
  - 3.4.2. the Escalation Procedure shall not be initiated where the Supplier achieves “Below Requirements” or “Unsatisfactory” scores (as defined in the following tables) in relation to any KPI or PI.
  - 3.4.3. Any “Below Requirements” or “Unsatisfactory” scores achieved by the Supplier in respect of the first four Periods following the Services Commencement Date shall not be carried forward to initiate the Escalation Procedure in Quarters 3 and 4.

