

## ANNEX D – PERFORMANCE INDICATORS OF SUPPLIER PERFORMANCE

### Contractor Performance Indicators:

<b>Quality Performance Indicators</b>	<b>Means and method of measurement and evidence to demonstrate achievement</b>	<b>Date of review and/or frequency of review</b>
Achieve customer satisfaction that is at least "satisfactory".	Reported at progress meetings and documented in agreed minutes.	During scheduled quarterly Project Progress Meetings between [REDACTED] and [REDACTED].
RN User satisfaction.	Reported under annual Database User Group Meeting.	During annual Database User Group Meeting.
All deliverables achieve customer satisfaction against acceptance criteria.	Reported at progress meetings and documented in agreed minutes.	During scheduled Project Progress Meetings with final review in Qtr 4 of each FY.

<b>Cost Performance Indicators</b>	<b>Means and method of measurement and evidence to demonstrate achievement</b>	<b>Date of review and/or frequency of review</b>
All quotations shall be supported by appropriate cost breakdowns and evidence as requested by [REDACTED].	Confirmed by [REDACTED] that this has been achieved.	During scheduled Project Progress Meetings.
As Firm Price contract, all deliverables met within current scope of the contract.	Reported at progress meetings and documented in agreed minutes.	During scheduled Project Progress Meetings with final review in Qtr 4 of each FY.

<b>Time Performance Indicators</b>	<b>Means and method of measurement and evidence to demonstrate achievement</b>	<b>Date of review and/or frequency of review</b>
Provision of an annual issue of two versions of the WSD to the user systems by the end of each contract year.	Date of [REDACTED] Project Manager's or RN representative's signature on the fully completed DEFFORM 129J.	During scheduled Project Progress Meetings with final review in Qtr 4 of each FY.
All additional tasks to be completed by the contractually agreed date. Although a [REDACTED] Project Manager may agree in principle to action a request for change, a contractually agreed date may only be amended by way of a revision to the CP&F Task order by a member of the [REDACTED] staff.	Date of [REDACTED] Project Manager's or RN representative's signature on the fully completed DEFFORM 129J.	During scheduled Project Progress Meetings.
All draft meeting minutes to be issued within ten working days of the meeting for review / comment by [REDACTED].	[REDACTED] Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
All approved (final) meeting minutes to be issued within ten working days of receipt of comments from [REDACTED].	[REDACTED] Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
Issue the last of the seven new vehicles per annum to the users no later than four weeks prior to the annual February Database Group Validation Meeting.	[REDACTED] Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
Enter a CPF in the CPF Register and propose a way ahead within four weeks of receiving the CPF, given authorisation to proceed under the support service.	[REDACTED] Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
Each WSD meeting to be held within its scheduled month (e.g. Database Working Group Meeting to be held annually in October, etc) unless a change of date is mutually agreed.	[REDACTED] Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.

<b>Communication Performance Indicators</b>	<b>Means and method of measurement and evidence to demonstrate achievement</b>	<b>Date of review and/or frequency of review</b>
The contact list for key roles within the █████ WSD Team to be updated and issued to the Authority's Project Managers within two weeks of any <b>significant</b> personnel change which needs revision.	█████ Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
█████ to be informed about any issues that arise throughout the duration of the contract, these may be issues that are identified as a result of the Support Service, Site Visits, Change Impact Assessments, etc.	█████ Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
█████ to be informed of the hours spent on the Support Service at least quarterly, via the Project Progress Reports.	█████ Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
█████ to respond to █████ queries put to the █████ PM within ten working days.	█████ Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
█████ to raise any issues regarding any aspect of Customer Performance to initiate issue resolution.	█████ Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.

<b>Management Performance Indicators</b>	<b>Means and method of measurement and evidence to demonstrate achievement</b>	<b>Date of review and/or frequency of review</b>
For contracted meetings that are managed solely by █████ meeting calling notices to be issued via e-mail at least ten working days before the meeting.	Measurement to be taken from the date of the e-mail.	During scheduled Project Progress Meetings.
For contracted meetings that are managed solely by █████, meeting agendas to be issued via e-mail at least five working days before the meeting.	Measurement to be taken from the date of the e-mail.	During scheduled Project Progress Meetings.
Change Impact Assessment Procedure (CIAP) followed for all additional tasks.	█████ Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
Delivery of all milestones to the agreed delivery schedule.	█████ milestone acceptance.	During scheduled Project Progress Meetings.
Raising of invoices for payment via CP&F within five working days of milestone delivery.	█████ Project Manager to confirm that this has been done.	During scheduled Project Progress Meetings.

**Authority Performance Indicators:**

<b>Quality Performance Indicators</b>	<b>Means and method of measurement and evidence to demonstrate achievement</b>	<b>Date of review and/or frequency of review</b>
Provision of documentation/data required for progress of bids or tasks.	██████ Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
Once a programme has been agreed between the ██████ Project Manager and ██████ Project Manager, access and SMEs are to be provided at times and dates that have been agreed where applicable.	██████ Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
Achieve contractor satisfaction that is at least "satisfactory".	Reported at progress meetings and documented in agreed minutes.	During scheduled Project Progress Meetings.

<b>Communication Performance Indicators</b>	<b>Means and method of measurement and evidence to demonstrate achievement</b>	<b>Date of review and/or frequency of review</b>
Tasks to be placed on contract within the validity date of the original quotation.	██████ Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
When completion date has to be changed, due to a reason outside of ██████'s control or due to a force majeure event (where applicable), then a change on CP&F will be actioned within five working days of ██████ being advised of the agreed date.	██████ Project Manager confirmation that this has been achieved.	During scheduled Project Progress Meetings.
Responds to ██████ queries within ten working days of their receipt.	██████ Commercial Manager confirmation that this has been achieved.	During scheduled Project Progress Meetings.
Raise any issues of concern regarding ██████ performance to initiate resolution.	Agreed minutes of Progress Meetings.	During scheduled Project Progress Meetings.

<b>Management Performance Indicators</b>	<b>Means and method of measurement and evidence to demonstrate achievement</b>	<b>Date of review and/or frequency of review</b>
Government Furnished Assets (e.g. GFE, GFI) to be provided by the agreed dates specified in each task.	██████ Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
Meetings to take place at the agreed time and place.	To be measured against the time and place specified in the appropriate calling notice.	During scheduled Project Progress Meetings
Specified personnel in attendance at meetings as required by reference to the agenda and calling notice, or delegated representatives with domain knowledge.	██████ Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
██████ Project Manager to authorise payment (assuming no objection) within twenty working days of receipt of notification that the claim has been submitted.	██████ Project Manager acceptance that this has been achieved.	During scheduled Project Progress Meetings.
Reports progress on ██████'s queries (for example with respect to security issues and liaising with the ██████) on a quarterly basis.	██████ Project Manager confirmation that this has been achieved.	During scheduled Project Progress Meetings or in response to a Project Progress Report in a quarter where there is no meeting.
Reports progress towards solving an issue that impacts on the delivery of the WSD programme (for example with respect to security issues and liaising with the ██████) within ten working days of the issue being raised by ██████.	██████ Project Manager confirmation that this has been achieved.	During scheduled Project Progress Meetings or in response to a Project Progress Report in a quarter where there is no meeting.
Confirmation of acceptance of milestone within ten working days of submission else inform ██████ PM in writing (or e-mail) of full reason for rejection.	██████ Project Manager confirmation that this has been achieved.	During scheduled Project Progress Meetings or in response to a Project Progress Report in a quarter where there is no meeting.