

# **Precision Gunnery Training Equipment (PGTE)& Terrier Training System (TTS)**

## **Key Performance Indicators (KPIs)**

**Issued by**

**TSSP IST AVTA PT**

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### **Conditions for Release**

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**Purpose**

1. A **Key Performance Indicator** is a measurable value that demonstrates how effectively a company is achieving key objectives of the contract.
2. For Precision Gunnery Training Equipment & Terrier Training System, KPIs will be used to measure elements that are deemed crucial within In-Service Support (ISS).
3. The In-Service Support (ISS) contractor requirement is detailed within the Statement of Requirement (SOR) and accompanying appendices of TSSP/147.

**Scope**

4. This Schedule sets out the mechanism by which the Contractor's performance will be measured and monitored. In conjunction with the Terms and Conditions this Schedule sets out how deductions to the Monthly Payment will be calculated and applied if the Contractor fails to meet the Authority's requirement as stated within the SOR.

**Definitions****5. Deductions**

- i. In the event the Contractor's performance against one or more KPIs is not of the required level, the relevant deduction, as detailed at Table 1 in accordance with this Schedule and its associated Appendix, will be made to the payment for support of the period where the performance failure occurred.
- ii. For all KPIs there will be a percentage deduction of the agreed payment as detailed at clause viii below. In the event of the Contractor's failure to meet the set KPI targets deductions will be made to a maximum of twenty-five (25) per cent of the Monthly Payment. \*Except in circumstances where the Authority is entitled to terminate this Contract pursuant to condition 43 and condition 47.15 of the Terms and Conditions. The deductions will be made as follows:
  - i. for KPI 1 & 2 the performance period will be calculated on a monthly basis and the associated deduction (if applicable) will be for that month.
  - ii. For KPI 3 the performance period will be calculated on a quarterly basis and the associated deduction (if applicable) will be deducted from the last month of the associated quarter.
- iii. Should more than one KPI fail to be met in a calculation period, the larger of the percentage deductions will be applied and will not be a combined total reduction.
- iv. There is no mechanism for the Contractor to recover any deductions made to the Quarterly Payment under this Schedule. Deductions are permanent and not subject to any further review or reimbursement.
- v. The Authority shall be entitled to terminate the Contract for the Contractor's failure to perform against KPI obligations, in accordance with Condition 47.15 of the Terms and Conditions.

vi. In the event of any failure to achieve the required standard of performance against one or more KPIs, the Contractor shall take the applicable corrective action to remedy the failure at no additional cost to the Authority, subject to Condition 47.15 of the Terms and Conditions.

vii. The Contractor shall, within 10 Business Days after the end of each Quarterly Period, provide and issue to the Authority's Commercial Branch a Quarterly Performance Report which shall include details of:

- a. the Contractor's actual performance against the KPIs over the preceding Quarterly Period
- b. any failure to perform against the KPIs arising or persisting in the preceding Quarterly Period;
- c. any failure to perform against the KPIs that remain outstanding and the Contractor's progress in rectifying them;

viii. The Quarterly Progress Meeting will be the forum for the Contractor and the Authority to review and agree the content of the Performance Reports and the Contractor's invoice.

ix. Where the parties agree the content of the Performance Report, the Contractor may submit an invoice in accordance with Condition 47.14 (Milestone (Interim) Payments) of this Contract. Where the parties do not agree that the content of the Performance Report is an accurate reflection of the Contractor's performance of the SOR in the preceding Period, then condition 40 (Dispute Resolution) shall apply.

x. While the Contractor is responsible for monitoring its own performance against the KPIs and producing the Quarterly Performance Reports, the Authority shall conduct its independent monitoring and measuring of the Contractor's performance through quarterly progress meetings, and separate Independent Sentencing Committees which will also take place on a quarterly basis. This will assist with evaluating the accuracy of the data presented in the Performance Reports. The Authority may also elect to periodically (no more than six monthly) audit the Contractor's performance monitoring systems to verify that the Contractor is accurately capturing and presenting its performance against the SOR in the Performance Reports. The Contractor shall assist the Authority in any such exercise and shall grant the Authority access to any part of any of its systems, procedures and processes necessary to verify the contents of the Performance Reports.

KPI	Title	Description	Required Performance	Consequence
1	<b>Respond to all Unscheduled Maintenance Equipment Failure Reports (EFR)</b>	<p>1) PGTE; RAC AFV Gunnery School, D&amp;M School Bovington: Commence repairs on site within two (2) elapsed hours of notification, or, by 08:30 hours next business day if notified between 14:31 hours and 16:30 hours (Monday - Thursday) and 10:31 hours and 12:30 hours (Friday).</p> <p>2) PGTE; All other Units: Commence repairs on site by 10:00 hours next business day if notified by 16:30 hours (Monday - Thursday) and 12:30 hours (Friday).</p> <p>3) TTS; RBSL will respond to any request for assistance but as a minimum requirement he / she will be on site during Training Delivery and will commence repairs on site immediate of notification, or, by 08:30 hours next business day if notified after 16:30 hours (Monday - Friday).</p>	<p>Immediate Call out. As per the Description. To be reported Quarterly.</p> <p>Percentage will be calculated based on the number of monthly EFR's raised.</p>	A service credit will be applied as per table 2 below:
2	<b>EVM Reporting</b>	RBSL will submit the Monthly Report and Earned Value Management (EVM) Report by the 10th Business Day of each Month.	<p>Contractor to submit the Monthly Contract Report and Earned Value Management (EVM) Report by the 10th business day of the month.</p> <p>Green - Within 10 (ten) business days. Amber - Between 11 (eleven) and 15 (fifteen) business days. Red - More than 15 (fifteen) business days</p>	A service credit will be applied as per table 2 below:
3	<b>QPM Minutes</b>	RBSL will provide Quarterly Progress Meeting Minutes within 10 Business days.	Contractor to submit the minutes of the Quarterly Progress Meeting	A service credit will be applied as per table 2 below:

KPI	Title	Description	Required Performance	Consequence
			(QPM) within 10 (ten) business days of the QPM ending.  Green - Within 10 (ten) business days. Amber - Between 11 (eleven) and 15 (fifteen) business days. Red - More than 15 (fifteen) business days.	

**Table 2**

KPI	Critical	Red	Amber	Green	Critical Deduction	Red Deduction	Amber Deduction
1	<50%	50%-74.99%	75%-94.99%	95%>	25%	5.00%	2.50%
2	<50%	50%-74.99%	75%-94.99%	95%>	25%	5.00%	2.50%
3	<50%	50%-74.99%	75%-94.99%	95%>	25%	5.00%	2.50%

**Note:** percentage calculations will be round up to the nearest two decimal places for all KPIs, if the 3<sup>rd</sup> decimal place is 5 or higher. If 4 or lower, the percentage calculation will be rounded down to the nearest two decimal places. For all KPIs, any percentage calculation that is not whole will be rounded up to the nearest whole figure if the 1<sup>st</sup> decimal point is 5 or higher. If 4 or lower, the percentage calculation will be rounded down to the nearest whole figure.

**Description of Systems****Table 3**

PGTE System		
Equipment Description		Number of Systems
LDT	Loaders Drills Trainer System	Thirteen
SADT	Secondary Armament Drills Trainer System	Ten
UDT	Unit Driver Trainer System	Five
UDT PTT	Unit Driver Trainer PTT System	Five
CBT	Computer Based Training System	Seventy-Three
TGT	Turret Gunnery Trainer System	Twenty-eight
GPTT	Gunner PTT System	Fifty-Five
Multimedia	Multimedia Presenter System	Six
Terrier Training System		
CBT	Computer Based Training	Three Classrooms
MCT	Mission Crew Trainer	Four Simulators
RCT	Remote Control Trainer	One