

**ANNEX K Contract No ARTYSYS/00260****PHASE 1 Key Performance Indicators**

KPI	Phase 1 Procurement	Performance Definitions	Calculation/measurement	Target Performance	Comment
KPI 1	Responsiveness to a need for a change in design.	Ten working days from receipt of notification from the Authority to provide either an Action Plan, an agreed time frame for the Action Plan's provision (dependent on complexity) or a response outlining why the Contractor does not agree to the change. Where more than one Change Request is issued within a working week, additional time for a response is to be agreed with the Authority.	Within ten working days.  Number of Action Plans delivered within ten working days divided by total number of Change Requests made by the Authority.	100%	An Action Plan is defined as a plan for the activities required to be undertaken by the Contractor to assess the scope and impact of the change, including timescales for such activities and, where appropriate, costs.
KPI 2	Ability to adapt to unplanned work or changes in priority.	Responsiveness to the Agile Process.	$(\#RFCa / \#RFCp) * 100$	90%	Accepted / proposal? Subject to Incentivisation Agreement - this KPI may be removed

KPI	Phase 1 Procurement	Performance Definitions	Calculation/measurement	Target Performance	Comment
KPI 3	Provision of GFA	The Authority will Deliver the GFA on time and in full as defined in GFA plan and in full working order for the purposes of the Contract.	Percentage of GFA delivered to schedule as per GFA Plan at Annex D	90%	<p>The Authority has a duty under the Contract to deliver all GFA on time and in full.</p> <p>KPI 3 is not intended to reduce the Authority's obligations under the Contract; it is meant to focus the Authority on this obligation while operating with multiple dependencies, including in-service equipment and equipment currently being procured.</p> <p>Subject to contract, the Authority will work with the Contractor to address any existing and emerging issues with provision of GFA which may affect the scheduling of this Contract.</p>

KPI	Phase 1 Procurement	Performance Definitions	Calculation/measurement	Target Performance	Comment
KPI 4	Contractor Monthly Earned Value Schedule Performance Index (SPI) achievement.	Provision of timely and accurate Level 3 Contract Performance Reports (CPR) in accordance with WP3b of the Statement of Work (SoW)	All Reports to be delivered monthly within 6 working days following the end of the previous month	100%	<p>A provision of a monthly updated Contractor Master Schedule within 2 working days as per the Reporting Drumbeat is also required for measure of accuracy.</p> <p>A Working Day is Monday to Friday excluding any UK Public Holidays. For example, if the 1<sup>st</sup> and 2<sup>nd</sup> of the month fell on a Saturday and Sunday, working day 2 would be Tuesday 4<sup>th</sup></p> <p>CPRs are to be delivered in both static and electronic format to the Authority. Electronic format shall permit drill down to the lowest level where cost performance is captured.</p>

KPI	Phase 1 Procurement	Performance Definitions	Calculation/measurement	Target Performance	Comment
KPI 5	Contractor Monthly Earned Value Schedule Performance Index (SPI) achievement.	Demonstration of ability to manage schedule performance through appropriate planning, execution and mitigation activity, where tolerance is exceeded.	<p>Monthly calculation of rolling three-month average SPI for both Cumulative and Current Month (measured separately)</p> <p>M = current month S1 = Cumulative SPI S2 = Current Month SPI</p> $X_1 = \frac{S1[M] + S1[M-1] + S1[M-2]}{3}$ $X_2 = \frac{S2[M] + S2[M-1] + S2[M-2]}{3}$	KPI is achieved if calculated values of both $X_1$ and $X_2$ are $\geq 0.9$ and $\leq 1.1$	Monthly cycle of SPI reporting and any mitigations to continue independently

**PHASE 2 in-service Key Performance Indicators**

KPI	Phase 2 In-service	Performance definitions	Measurement	Target Performance	Comment
KPI 6	On time measurement for repair using Task Approval Form (TAF) from Part 1 to Part 2	The Contractor has delivered the Strip & Survey report in accordance with TAF Part 1 and the SoW WP3b(7).	<p>Each TAF turnaround time from Part 1 to Part 2 will be defined by delivery of the TAF Part 2 and Strip &amp; Survey report in accordance with the SoW WP3b(7).</p> <p>The total number of Contractor TAF Part 2 returns (where agreed Strip &amp; Survey date is met) is divided by the total Authority TAF Part 1's issued.</p> <p>All measurements will be calculated on a 12-month rolling basis, starting once a minimum of 10 TAF Part 2's have been received by the Authority.</p> <p>The quarterly KPI reported shall be measured over the preceding three months, supplemented by the equivalent measurement from the previous three quarters discounted by 25%, 50% and 75% respectively, with the sum of these four figures being divided by 250. Where no data is available for previous quarters, the current quarter KPI measurement will be substituted and discounted accordingly.</p> <p>Example: Authority has issued 20 TAF Part 1's to the Contractor, the Contractor has returned 18 TAF Part 2's on time ("Pass"), the Contractor has missed 2 TAF Part 2 deadlines ("Fail"), therefore <math>18/20 = 0.90 \times 100 = 90\%</math> Performance.</p>	90%	<p>The measurement time will commence once the Contractor is in receipt of all 3 requirements:</p> <ol style="list-style-type: none"> <li>1) TAF Part 1 from the Authority</li> <li>2) The Equipment to be repaired</li> <li>3) The Equipment Failure Report (EFR)</li> </ol> <p>The measurement time will end once the Contractors submits to the Contract Officer:</p> <ol style="list-style-type: none"> <li>1) TAF Part 2 from the Contractor</li> <li>2) Accompanied by the Strip and Survey report</li> </ol> <p><i>Measurement will be made quarterly and addressed at QPMs</i></p>

KPI	Phase 2 In-service	Performance definitions	Measurement	Target Performance	Comment
KPI 7	On Time measurement for physical repair from TAF Part 3 to TAF Part 4	The Contractor has delivered the work in accordance with TAF Parts 2 and the Strip and Survey reports.	<p>Upon receipt of TAF Part 3 from the Authority, the Contractor conducts the physical repair of the equipment in line with TAF Part 2 (agreed repair turnaround time) and the faults identified within the Strip &amp; Survey report.</p> <p>All measurements will be calculated on a 12-month rolling basis, starting once a minimum of 10 TAF Part 4's have been received by the Authority.</p> <p>The quarterly KPI reported shall be measured over the preceding three months, supplemented by the equivalent measurement from the previous three quarters discounted by 25%, 50% and 75% respectively, with the sum of these four figures being divided by 250. Where no data is available for previous quarters, the current quarter KPI measurement will be substituted and discounted accordingly.</p> <p>Example: The Contractor has completed 12 repairs, of which 3 repairs exceeded the agreed TAF Part 2 repair turnaround time ("Fail"), and 9 repairs met the turnaround time agreed in TAF Part 2 ("Pass"), therefore <math>9/12 = 0.75 \times 100 = 75\%</math> Performance</p> <p>The repair completion date will be measured from the date the freight collection request is booked, and, the freight collection reference and TAF Part 4 have been provided to the Authority.</p> <p>Note: -Delivery times/dates shall be in accordance with TAF Part 2 unless agreed otherwise</p>	90%	<i>Measurement will be made quarterly and addressed at QPMs</i>

KPI	Phase 2 In-service	Performance definitions	Measurement	Target Performance	Comment
KPI 8	On time delivery of Spares.	Delivery of spares in accordance with agreed lead times.	<p>Delivery of spares shall be in accordance with the delivery requirements agreed in the SoW WP3o(5) (list of spares with agreed lead times).</p> <p>Number of spares delivered* within agreed lead time divided by total number of overall spares delivered*.</p> <p>All measurements will be calculated on a 12-month rolling basis, starting once a minimum of 10 spares deliveries* have been received by the Authority.</p> <p>The quarterly KPI reported shall be measured over the preceding three months, supplemented by the equivalent measurement from the previous three quarters discounted by 25%, 50% and 75% respectively, with the sum of these four figures being divided by 250. Where no data is available for previous quarters, the current quarter KPI measurement will be substituted and discounted accordingly.</p> <p>Example: The Contractor has delivered a total of 30 spares, of which 25 have been on time and 5 have exceeded the agreed lead time, therefore <math>25/30 = 0.83333 \times 100 = 83.33\%</math> Performance</p> <p>The Spares delivery date will be measured from the date the freight collection request is booked, and, the freight collection reference has been provided to the Authority.</p> <p>* denotes a complete purchase order line</p>	90%	<i>Measurement will be made quarterly and addressed at QPMs</i>

KPI	Phase 2 In-service	Performance definitions	Measurement	Target Performance	Comment
KPI 9	Safety Critical Logistic Support Information - response time.	The Logistic Information Repository is to be updated with all changes to Technical Documentation and Logistic Support Information relating to the safety of the DJFI system within one calendar month of any changes.	The Logistic Information Repository updated with changes within One calendar month.	100%	All updates complete within 1 calendar month.
KPI 10	Quarterly Performance monitoring (QPM) Reports.	QPM report(s) shall be delivered to the Authority within 10 working days prior to the QPM meeting as referenced in SoW WP5c.	All Reports to be delivered 10 working days prior to QPM meeting.	100%	Calculation = Number of reports delivered within agreed delivery time / 4 per annum * 100.

**Reporting Format for Phase 1 procurement Key Performance Indicators****Table 1 report format for KPI 1**

KPI 1	Time to prepare (Tp)	Time from notification (Tn)	$(Tn/Tp)*100$ (Target = 80%)
Responsiveness to a need for a change in design			
Action plan presented within 5 working days of notification			

**Table 2 report format for KPI 2**

KPI 2	Request for change notices actioned (RFCa)	Request for change notices not actioned (RFCn)	$RFCa/(RFCa+RFCn) * 100$ (Target = 90%)
Ability to adapt to unplanned work or changes in priority			

**Table 3 report format for KPI 3**

KPI 3	GFA delivered to terms in Annex D (GFD)	GFA not delivered to terms in Annex D (GFND)	Percentage of GFA delivered on time = $\text{GFD} / \text{Total GFA} * 100$ (Target = 100%)
Provision of GFA			

**Table 4 report format for KPI 4**

KPI 4	Reports delivered to schedule	Total Responses (12)	Reports delivered to schedule/total (12) *100 (Target = 100%)
Earned Value Management			

**Table 5 report format for KPI 5**

KPI 5	SPI Current Month	SPI Current Month -1	SPI Current Month -2	Quarterly rolling average
Contractor Schedule Performance X <sub>1</sub>				
Contractor Schedule Performance X <sub>2</sub>				

**Reporting Format for Phase 2 in-service Key Performance Indicators****Table 6 report format for KPI 6**

KPI 6	Adhering to schedule	Total TAF 1 requests	Adhering to schedule/total TAF 1 requests *100 (Target = 90%)
On time measurement for repair using Task Approval Form (TAF) from Part 1 to Part 2			

**Table 7 report format for KPI 7**

KPI 7	Adhering to schedule	Total TAF 3 requests	Adhering to schedule/total TAF 3 requests *100 (Target = 90%)
On Time measurement for physical repair from TAF Part 3 to TAF Part 4			

**Table 8 report format for KPI 8**

KPI 8	Adhering to lead times	Total Deliveries	Adhering to lead times/total deliveries *100 (Target = 90%)
Delivery of Spares			

**Table 9 report format for KPI 9**

KPI 9	Adhering to schedule	Total Responses	Adhering to schedule/total responses *100 (Target = 100%)
Logistic Support Information – Response time			

**Table 10 report format for KPI 10**

KPI 10	Reports delivered to schedule	Total Responses (4)	Reports delivered to schedule/total (4) *100 (Target = 100%)
Quarterly Performance monitoring (QPM) reports			