

## **Key Performance Indicators**

### **T1 and T3 – Technical Key Performance Indicator 1 – Delivery of Hydrogas 3 Units**

a. Performance under this activity of the Contract will be measured against a Key Performance Indicator (KPI) relating to the monthly delivery of Upgraded and Refurbished Hg3 Units, in accordance with Annex C (Delivery Schedule) and the Terms and Conditions of Contract. Monitoring under this KPI shall include Contractor Deliverables due during previous KPI Reporting Periods that have not yet been delivered;

<b>KPI Number</b>	<b>1</b>	
<b>KPI</b>	Timely delivery of Hg3 Units	
<b>Contract Reference</b>	Statement of Work T1 and T2	
<b>Metric</b>	In accordance with Delivery Schedule (Annex C)	
<b>Who?</b>	Contractor	
<b>Applicable Period</b>	One (1) month following first delivery of Hg3 Kit of Parts until Contract expiry	
<b>Reporting Frequency</b>	Monthly	
<b>Incentive</b>	Retention of monthly contract fee in accordance with Line 1 or 4 (dependant on warranty option) of the Schedule of Requirements (Schedule 2)	
<b>Performance Bands</b>		<b>Retention Value</b>
<b>Green</b>	Contract Target - 100% of Hg3 Upgrade and Refurbished Units are delivered to the Authority	0% reduction of monthly contract value applied to the next invoice
<b>Approaching Target</b>	Below Contract Target ≤ 2 Business Days of Hg3 Upgrade and Refurbished Units are delivered to the Authority	40% reduction of monthly contract value applied to the next invoice
<b>Requires Improvement</b>	Unacceptably below Contract Target ≥3 - ≤5 Business Days of Hg3 Upgrade and Refurbished Units are delivered to the Authority	70% reduction of monthly contract value applied to the next invoice

### SMRM 3 – Service Management Key Performance Indicator 2 - Strip and Survey Reports

b. Performance under this activity of the Contract will be measured against a Key Performance Indicator (KPI) relating to the monthly availability of Strip and Survey Reports to be submitted to the Authority by the Contractor, in accordance with Annex A (Statement of Work) and the Terms and Conditions of Contract. Monitoring under this KPI shall include Contractor Deliverables due during previous KPI Reporting Periods that have not yet been delivered;

<b>KPI Number</b>	<b>2</b>	
<b>KPI</b>	Timely delivery of strip and survey reports	
<b>Contract Reference</b>	Statement of Work SMRM 3	
<b>Metric</b>	Terms and Conditions Condition 47. d	
<b>Who?</b>	Contractor	
<b>Applicable Period</b>	One (1) month following first delivery of Hg3 Kit of Parts until Contract expiry	
<b>Reporting Frequency</b>	Monthly by the 3 <sup>rd</sup> Business Day of each month	
<b>Incentive</b>	Retention of monthly contract fee in accordance with Line 1 or 4 (dependant on warranty option) of the Schedule of Requirements (Schedule 2)	
<b>Performance Bands</b>		<b>Retention Value</b>
<b>Green</b>	Contract Target: 100% of Strip and Survey reports received on time.	0% reduction of monthly contract value applied to the next invoice
<b>Approaching Target</b>	Below Contract Target: any Strip and Survey reports received ≤2 days after the Reporting Frequency	5% reduction of monthly contract value applied to the next invoice
<b>Requires Improvement</b>	Unacceptably below Contract Target: any Strip and Survey reports received ≥ 3 days after the Reporting Frequency	10% reduction of monthly contract value applied to the next invoice

### T1 and T3 – Technical Key Performance Indicator 3 - New Stores Rejects

c. Performance under this activity of the Contract will be measured against a Key Performance Indicator (KPI) relating to the monthly amount of New Stores Rejects delivered to the Authority by the Contractor, in accordance with Annex A (Statement of Work) and the Terms and Conditions of Contract. Monitoring under this KPI shall include Contractor Deliverables due during previous KPI Reporting Periods that have not yet been delivered;

<b>KPI Number</b>	<b>3</b>	
<b>KPI</b>	Number of New Stores Rejects	
<b>Contract Reference</b>	Statement of Work T1 and T2	
<b>Metric</b>	Stores rejection rate	
<b>Who?</b>	Contractor	
<b>Applicable Period</b>	One (1) month following first delivery of Hg3 Kit of Parts until Contract expiry	
<b>Reporting Frequency</b>	Monthly	
<b>Incentive</b>	Retention of monthly contract fee in accordance with Line 1 or 4 (dependant on warranty option) of the Schedule of Requirements (Schedule 2)	
<b>Performance Bands</b>		<b>Retention Value</b>
<b>Green</b>	Contract Target: $0 \leq 3.2\%$ of Hg3 Upgrade and Refurbished Units are subject to New Stores Reject (NSR)	0% reduction of monthly contract value applied to the next invoice
<b>Amber</b>	Below Contract Target: $\geq 3.3\%$ (= 1 Unit) of Hg3 Upgrade and Refurbished Units are subject to New Stores Reject (NSR)	10% reduction of monthly contract value applied to the next invoice
<b>Red</b>	Unacceptably below Contract Target: $\geq 10\%$ (= 3 Units) of Hg3 Upgrade and Refurbished Units are subject to New Stores Reject (NSR)	20% reduction of monthly contract value applied to the next invoice