

ANNEX J**KEY PERFORMANCE INDICATORS**

As per condition 48.5 the KPI retention value across all KPI's totals 5% of the associated milestone for the quarter, each KPI is subject to it's own retention weighting.

KPI Number	1
KPI	Timely helpdesk response to simple and complex user incidents.
Incidence Measure	The Contractor provides helpdesk responses in a timely manner to user raised incidents, in line with ATTR for the incident, dependant on whether it is complex or simple
Who	Contractor
Monitoring Frequency	Monthly
Reporting Frequency	Quarterly
Weighting	20% of KPI retention value
Performance Bands	
	More than 90% of helpdesk response to all complex and simple incidents meet the criteria, as set out in the SOR
	More than 70%, but less than 90%, of helpdesk response to all complex and simple incidents meet the criteria, as set out in the SOR
	Less than 70% of helpdesk response to all complex and simple incidents meet the criteria, as set out in the SOR

KPI Number	2
KPI	OPDEF Support – Response to OPDEFS.
Incidence Measure	The contractor provides OPDEF support in line with the response times required, dependent on priority, as set out under B2.8 of the SOR
Who	Contractor
Monitoring Frequency	Monthly
Reporting Frequency	Monthly
Weighting	20% of KPI retention value
Performance Bands	
	More than 90% of all OPDEFs are responded to within the timescales set out in the SOR
	More than 70%, but less than 90%, of all OPDEFs are responded to within the timescales set out in the SOR
	Less than 70% of all OPDEFs are responded to within the timescales set out in the SOR

KPI Number	3
KPI	OPDEF Support – Engineer Support
Incidence Measure	The contractor ensures SQEP is in attendance providing engineer support to complex OPDEFs to meet platform requirements in line with the SOR
Who	Contractor
Monitoring Frequency	Monthly
Reporting Frequency	Monthly
Weighting	22% of KPI retention value
Performance Bands	
	More than 90% of all engineer support attendance to cover complex OPDEFs is within the timescales set out in the SOR.
	More than 70%, but less than 90%, of all engineer support attendance to cover complex OPDEFs is within the timescales set out in the SOR
	Less than 70% of all engineer support attendance to cover complex OPDEFs is within the timescales set out in the SOR

KPI Number	4
KPI	Equipment Repairs – Returned to the Contractor
Incidence Measure	All E0 Stock, returned to the contractor, repaired and returned to the authority as A1 stock
Who	Contractor
Monitoring Frequency	Monthly
Reporting Frequency	Monthly
Weighting	10% of KPI retention value
Performance Bands	
	More than 75% of E0 stock returned for repair is repaired and returned as A1 stock within 93 working days
	Less than 75% of E0 stock returned for repair is repaired and returned as A1 stock within 93 working days

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KPI 5

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KPI Number	6
KPI	Disposals
Incidence Measure	The contractor is to carry out all disposals as instructed by the Authority.
Who	Contractor
Monitoring Frequency	Monthly
Reporting Frequency	Monthly
Weighting	14% of KPI retention value
Performance Bands	
	More than 80% of all disposals are carried out within 93 days of the contractor receiving the instruction from the authority
	More than 60% but less than 80% of all disposals are carried out within 93 days of the contractor receiving the instruction from the authority
	Less than 60% of all disposals are carried out within 93 days of the contractor receiving the instruction from the authority