

OUTPUT SERVICES KEY PERFORMANCE INDICATORS

Schedule 2.04	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
KPI	On target to meet all SOR for required Flying Hrs & deliver 25 Air shows	All Employees meet SQEP requirements	monthly		
Basis of assessment	Satisfactory Performance: Meets KPI	Satisfactory Performance: Meets KPI			
	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 1a]	
	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 1b]
How Measured/ Validation	Delivered in accordance with Authority Flying Hours and Air Show Plans. Contractor Performance report. Complaints process. CDO audit.	Contractor Performance Report. Complaints Process. CDO audit.			

Schedule 2.05	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
KPI	Meets requirements for forward support to satisfaction of Authority's RNAS customers in accordance with planned aircraft support programmes.	All Employees meet SQEP requirements	monthly]
Basis of assessment	Satisfactory Performance: No complaints about Service notified to CDO	Satisfactory Performance: Meets KPI			

	Sub-Standard Performance: Minor complaint(s) about Service delivery received by CDO. No adverse impact on Authority outputs/ resources.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 2a]	
	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Multiple complaints. Adverse impact on Authority outputs/ resources.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 2b]
How Measured/ Validation	Delivered in accordance with Authority plans. Contractor Performance report. Complaints Process. CDO audit	Contractor Performance Report. Complaints Process. CDO audit			

Schedule 2.06	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
KPI	Maintains Services and Authority operational capability	All Employees meet SQEP requirements	monthly		
Basis of assessment	Satisfactory Performance: No complaints about service notified to CDO	Satisfactory Performance: Meets KPI			
	Sub-Standard Performance: Minor complaint(s) about Service delivery received by CDO. No adverse impact on Authority outputs/ resources.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 3a]	
	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Multiple complaints. Adverse impact on Authority outputs/ resources.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 3b]
How Measured/ Validation	Delivered in accordance with Authority Plans. Contractor Performance report. Complaints Process. CDO audit	Contractor Performance Report. Complaints Process. CDO audit			

Schedule 2.07	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
KPI	Delivers Services in support of Authority operational capability	All Employees meet SQEP requirements	monthly		
Basis of assessment	Satisfactory Performance: No complaints about service notified to CDO	Satisfactory Performance: Meets KPI			
	Sub-Standard Performance: Minor complaint(s) about Service delivery received by CDO. No adverse impact on Authority outputs/ resources.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 4a]	
	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Multiple complaints. Adverse impact on Authority outputs/ resources.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 4b]
How Measured/ Validation	Contractor Performance report. Complaints Process. CDO audit	Contractor Performance Report. Complaints Process. CDO audit.			

Schedule 2.09	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
KPI	Courses delivered iaw agreed training plan and to required standards	All Employees meet SQEP requirements	monthly		
Basis of assessment	Satisfactory Performance: No complaints about service notified to CDO. No adverse comments following audit.	Satisfactory Performance: Meets KPI			
	Sub-Standard Performance: Minor complaint(s) about service received by CDO. Minor shortfalls identified after audit.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 5a]	

	Performance Failure: Training courses cancelled or postponed. Multiple complaints received. Material issues identified following audit.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 5b]
How Measured/ Validation	Contractor Performance Report. Complaints procedure. DSAT Training audit. CDO audit.	Contractor Performance Report. Complaints Process. CDO audit			

Schedule 2.10	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
KPI	Courses delivered in agreed training plan & to required standards	All Employees meet SQEP requirements	monthly		
Basis of assessment	Satisfactory Performance: No complaints about service notified to CDO. No adverse comments following audit.	Satisfactory Performance: Meets KPI			
	Sub-Standard Performance: Minor complaint(s) about Service received by CDO. Minor shortfalls identified after audit.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 6a]	
	Performance Failure: Training courses cancelled or postponed. Multiple complaints received. Material issues identified following audit.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 6b]
Validation	Contractor Performance Report. Complaints procedure. DSAT Training audit. CDO audit.	Contractor Performance Report. Complaints Process. CDO audit.			

Schedule 2.11	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
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OFFICIAL SENSITIVE - COMMERCIAL

KPI	Airfield operations continue to plan and without disruption	All Employees meet SQEP requirements	monthly		
Basis of assessment	Satisfactory Performance: Airfield operations conducted as planned. No complaints about Service notified to CDO	Satisfactory Performance: Meets KPI			
	Sub-Standard Performance Minor complaint(s) about Service delivery received by CDO. No adverse impact on Authority Airfield operations, outputs/ resources.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 7a]	
	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Multiple complaints. Adverse impact on Authority airfield operations, outputs/ resources.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 7b]
How Measured/ Validation	Contractor Performance Report, Airfield operations report. Complaints procedure. CDO audit.	Contractor Performance Report. Complaints Process. CDO audit.			

Schedule 2.12	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
KPI	Airfield operations continue to plan and without disruption	All Employees meet SQEP requirements	monthly		
Basis of assessment	Satisfactory Performance: Airfield operations conducted as planned. No complaints about Service notified to CDO	Satisfactory Performance: Meets KPI			
	Sub-Standard Performance Minor complaint(s) about Service delivery received by CDO. No adverse impact on Authority Airfield operations, outputs/ resources.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 8a]	

	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Multiple complaints. Adverse impact on Authority airfield operations, outputs/ resources.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 8b]
How Measured/ Validation	Contractor Performance Report, Airfield operations report. Complaints procedure. CDO audit.	Contractor Performance Report. Complaints Process. CDO audit			

[NOTE KPIs for MT Services (2.14 and 2.15) are dependent on whether MT Option is included in the Contract]

Schedule 2.14	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
Mt Operations	Vehicles operations delivered in accordance with SOR	All Employees meet SQEP requirements	monthly		
Basis of assessment	Satisfactory Performance: No complaints about Service notified to CDO	Satisfactory Performance: Meets KPI			
	Sub-Standard Performance Minor complaint(s) about Service delivery received by CDO. No adverse impact on Authority operations, outputs/ resources.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 9a]	
	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Multiple complaints. Adverse impact on Authority operations, outputs/ resources.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 9b]
How Measured/ Validation	Contractor Performance report. Complaints Process. CDO audit.	Contractor Performance Report. Complaints Process. CDO audit.			

Schedule 2.15	Performance vs Outputs	Performance vs SQEP	Review	Retention	Deduction
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			Period	Sum £	Sum £
Mt Maintenance	Vehicle availability meets SOR	All Employees meet SQEP requirements	monthly		
Basis of assessment	Satisfactory Performance: No complaints about Service notified to CDO.	Satisfactory Performance: Meets KPI.			
	Sub-Standard Performance: Minor complaint(s) about Service delivery received by CDO. No adverse impact on Authority operations, outputs/ resources.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 10a]	
	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Multiple complaints. Adverse impact on Authority operations, outputs/ resources.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 10b]
How Measured/ Validation	Vehicle records. Contractor Performance report. Complaints Process. CDO audit.	Contractor Performance Report. Complaints Process. CDO audit.			

Output Services Notes:

- 1a.** Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.04 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 1b.** Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.04 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)
- 2a.** Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.05 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 2b.** Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.05 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)
- 3a.** Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.06 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 3b.** Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule

2.06 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)

- 4a.** Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.07 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 4b.** Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.07 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)
- 5a.** Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.09 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 5b.** Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.09 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)
- 6a.** Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.10 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 6b.** Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.10 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)
- 7a.** Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.11 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 7b.** Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.11 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)
- 8a.** Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.12 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 8b.** Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.12 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)
- 9a.** Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.14 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 9b.** Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.14 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)
- 10a.** Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.15 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 10b.** Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.15 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)

INPUT SERVICES KEY PERFORMANCE INDICATORS

Schedule 2.01	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
KPI	Contractor Employees supplied in accordance with SOR to support Authority outputs	All Employees meet SQEP requirements	monthly		
Basis of assessment	Satisfactory Performance: Meets KPI	Satisfactory Performance: Meets KPI			
	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 1a]	
	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 1b]
How Measured/ Validation	Delivered in accordance with Authority programmes/plans. Contractor Performance report. Complaints process. Contractor attendance records. CDO audit.	Performance Report. Complaints Process. Contractor SQEP records. CDO audit.			

Schedule 2.02	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
KPI	Contractor Employees supplied in accordance with SOR to support Authority outputs	All Employees meet SQEP requirements	monthly		
Basis of assessment	Satisfactory Performance: Meets KPI	Satisfactory Performance: Meets KPI			
	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 2a]	

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	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 2b]
How Measured/ Validation	Delivered in accordance with Authority programmes/plans. Contractor Performance report. Complaints process. Contractor attendance records. CDO audit.	Performance Report. Complaints Process. Contractor SQEP records. CDO audit.			

Schedule 2.03	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
KPI	Contractor Employees supplied in accordance with SOR to support Authority outputs	All Employees meet SQEP requirements	monthly]	
Basis of assessment	Satisfactory Performance: Meets KPI	Satisfactory Performance: Meets KPI			
	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 3a]	
	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 3b]
How Measured/ Validation	Delivered in accordance with Authority programmes/plans. Contractor Performance report. Complaints process. Contractor attendance records. CDO audit.	Performance Report. Complaints Process. Contractor SQEP records. CDO audit.			

Schedule 2.08	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
KPI	Contractor Employees supplied in accordance with SOR to support Authority outputs	All Employees meet SQEP requirements	monthly		

Basis of assessment	Satisfactory Performance: Meets KPI	Satisfactory Performance: Meets KPI			
	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 4a]	
	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 4b]
	Delivered in accordance with Authority programmes/plans. Contractor Performance report. Complaints process. Contractor attendance records. CDO audit.	Performance Report. Complaints Process. CDO audit.			

Schedule 2.13	Performance vs Outputs	Performance vs SQEP	Review Period	Retention Sum £	Deduction Sum £
KPI	Contractor Employees supplied in accordance with SOR to support Authority outputs	All Employees meet SQEP requirements	monthly		
Basis of assessment	Satisfactory Performance: Meets KPI	Satisfactory Performance: Meets KPI			
	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.	Sub-Standard Performance: Failed to meet KPI but acceptable explanation and mitigations in place. No adverse impact to Authority output/ resources.		[See note 5a]	
	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.	Performance Failure: Failed to achieve KPI with unsatisfactory explanation. Adverse impact to Authority output/ resources.			[See note 5b]

How Measured/ Validation	Delivered in accordance with Authority programmes/plans. Contractor Performance report. Complaints process. Contractor attendance records. CDO audit.	Performance Report. Complaints Process. Contractor SQEP records. CDO audit.			
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Input Services Notes:

- 1a. Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.01 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 1b. Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.01 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)
- 2a. Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.02 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 2b. Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.02 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)
- 3a. Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.03 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 3b. Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.03 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)
- 4a. Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.08 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 4b. Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.08 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)
- 5a. Retention sum (£) calculated as 5% of the average monthly sum for the 5 year Contract Price element for Schedule 2.13 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 5%)
- 5b. Deduction sum (£) calculated as 10% of the average monthly sum for the 5 year Contract Price element for Schedule 2.13 as set out in the Pricing Model [B1 or B2] (ie 1/60th x 10%)

CONTRACT KEY PERFORMANCE INDICATORS

CONTRACT KPI 1

Schedule 2.17 Continuous Improvement	Performance vs Outputs	Review Period	Retention Sum £	Deduction Sum £
KPI	Contractor delivery of Continuous Improvement Plan. Delivery of proposals to support change from Input Services to Output Services. Delivery of proposals for savings to the Contract Price.	Annually		
Basis of assessment	Satisfactory Performance: Is on schedule to deliver/implement Continuous Improvement Plan.			
	Sub-Standard Performance: Delays in submission of proposals or proposals are inadequate for Authority to take forward. Proposed savings not material.		[See note 1]	
	Performance Failure: Failure to deliver or implement deliverables set out in the Continuous Improvement Plan. Fails to implement Authority Approved CI Change.			[See note 1]
How Measured/ Validation	Contractor Performance Report, Continuous Improvement Plan, delivery of Authority Approved CI change proposals. Implementation of Authority Approved CI change.			

CONTRACT KPI 2

Contract Governance Requirements	Performance vs Outputs	Review Period	Retention Sum £	Deduction Sum £
KPI	Effective working relationship between the parties. Required Information exchange and Performance Monitoring systems to manage the Contract. Response to Change requests iaw Contract.	Annually		
Basis of assessment	Satisfactory Performance: All meetings attended with appropriate level of representation. All reports (incl financial and performance) received in a timely manner.			
	Sub-Standard Performance: Up to 2 meetings where Contractor representation is not as required in Schedule 3. Reports late or incomplete		[See note 2]	
	Performance Failure: More than 2 meetings where Contractor representatives not as per Schedule 3. One or more reports not submitted			[See note 2]
How Measured/ Validation	Contractor Performance Report, Contractor engagement and attendance. Delivery of reports required iaw Contract.			

CONTRACT KPI 3

Contract Security Requirements	Performance vs Outputs	Review Period	Retention Sum £	Deduction Sum £
KPI	Contractor compliance with Security Regulations in accordance with Contract.	monthly]
Basis of assessment	Satisfactory Performance: No reported breaches of Contract security requirements			
	Sub-Standard Performance: no more than 1 minor recorded security breach in the Review Period.		[See note 3]	
	Performance Failure: One major or two minor security breaches in the Review Period.			[See note 3]
How Measured/ Validation	Reported Security breaches. Contractor Performance Report. CDO audit.. Security audit.			

CONTRACT KPI 4

Contract Health & Safety	Performance vs Outputs	Review Period	Retention Sum £	Deduction Sum £
KPI	Contractor operates a safe working environment	monthly		
Basis of assessment	Satisfactory Performance: Compliant with regulation and Legislation. No breaches of RN Health and Safety procedures			
	Sub-Standard Performance: No more than 2 minor breaches of RN H&S procedures in the Review Period.		[See note 4]	
	Performance Failure: More than 2 minor or 1 Major H&S breach in the Review Period.			[See note 4]
How Measured/ Validation	Reported breaches in H&S procedures. Contractors QMS; independent Authority audits.			

CONTRACT KPI 5

Contract Transition - Implementation & Exit	Performance vs Outputs	Review Period	Retention Sum £	Deduction Sum £
KPI	Contractor governance, management and delivery plans in place to support the transfer of Services (SCD and Exit).	monthly for period between Effective Date and end of Contract Year 1. Monthly with effect from Contract Year 4.		
Basis of assessment	Satisfactory Performance: Key milestones in Implementation/Exit Plan met.			
	Sub-Standard Performance: Failed to complete one key milestone. No adverse effect to SCD or Service delivery transfer.		[See note 5]	
	Performance Failure: Failed to complete one key milestone. No adverse effect to SCD or Service delivery transfer.			[See note 5]
How Measured/ Validation	Contractor Performance Report, Continuous Improvement Plan, delivery of Authority Approved CI change proposals.			

CONTRACT KPI 6

Contract Quality Requirements	Performance vs Outputs	Review Period	Retention Sum £	Deduction Sum £
KPI	Contractor compliance with Quality Assurance requirements of the Contract.	Quarterly		
Basis of assessment	Satisfactory Performance: Contractor performance in accordance with QA requirements. Contractor certification and passes QA audits. Performance is monitored, shortfalls identified and action taken to address issues.			
	Sub-Standard Performance: Deficiencies identified in Contractor QMS that have a minor impact on Service delivery.		[See note 6]	
	Performance Failure: Deficiencies identified as a result of independent audit that have a major impact on service delivery. Loss of required QA Certification.			[See note 6]
How Measured/ Validation	Contractor Performance Report, independent audit.			

Contract KPIs Notes:

1. Retention / Deduction sum (£) calculated as 1% of the proportion of the Annual Contract Price as set out in Pricing Model [1, 2, 3 or 4]
2. Retention / Deduction sum (£) calculated as 1% of the proportion of the Annual Contract Price as set out in Pricing Model [1, 2, 3 or 4]
3. Retention / Deduction sum (£) calculated as 1% of the monthly sum payable in the Payment Profile [1, 2, 3 or 4]
4. Retention / Deduction sum (£) calculated as 1% of the monthly sum payable in the Payment Profile [1, 2, 3 or 4]
5. Retention / Deduction sum (£) calculated as 1% of the monthly sum payable in the Payment Profile [1, 2, 3 or 4]
6. Retention / Deduction sum (£) calculated as 1% of the monthly sum payable in the Payment Profile [1, 2, 3 or 4]