

LOT 2 (FIRE) - MARCH 2017

Issued by	Signed: _____ The Supplier's Representative Date: _____
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SCHEDULE 12c: PERFORMANCE MEASUREMENT

1. Overview

- 1.1. This Schedule 12c (Performance Measurement) sets out the details as to how the KPIs and PIs for each Critical Success Factor are measured and the service performance levels required for each KPI and PI.

2. Critical Success Factor - Customers

- 2.1. This CSF is defined as “Putting customers and users at the centre of everything we do”.

- 2.2. This CSF is measured through the following KPIs and PIs:

2.2.1. KPI C1 - Customer Satisfaction, incorporating the following PIs:

- a) C1A – Feedback Survey – Commercial Response (as set out in Table 1);
- b) C1B – Feedback Survey – Client Response (as set out in Table 2); and
- c) C1C – Feedback Survey – End User Response (as set out in Table 3).

- 2.3. Details of how these KPIs and PIs are measured are set out in the following Tables 1 to 3.



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Table 1	
Critical Success Factor	Customers
Key Performance Indicator	C1 - Customer Satisfaction
Performance Indicator	C1A - Feedback Survey – Commercial Response
PI Measure	Commercial stakeholders' satisfaction of the customer service provided by the Supplier
PI Purpose	To ensure a high level of customer service from the Supplier
PI Event Definition	<p>The Company's Representative will nominate a commercial stakeholder (where the Services are being provided) to assess the Supplier's performance.</p> <p>The assessment will be made against customer service questions and assessment criteria set out in Schedule 12c (Performance Measurement) - Appendix 1 (Feedback Surveys).</p> <p>The commercial stakeholders will be selected by the Company (at its discretion) from individuals responsible for the commercial management of the Contract. This will typically be commercial or contract managers.</p>
PI Monitoring Methods	<p>On a quarterly basis the identified stakeholders will score the Supplier on the basis of the customer service questions and assessment criteria set out in Schedule 12c (Performance Measurement) – Appendix 1 (Feedback Surveys).</p> <p>Each question will be scored on the following basis:</p> <ul style="list-style-type: none"> • 5 points – Exceeds Requirements • 4 points – Meets Requirements • 2 points – Below Requirements • 0 points – Poor <p>Each question will carry an equal weighting.</p> <p>An overall percentage score will be calculated by adding together the score achieved for each question, dividing by the total maximum score and multiplying by 100.</p> <p>The expectation is that the Supplier achieves a score of 65% or more, as set out in the Performance Levels below.</p>
Supplier Responsibilities	None
Performance Levels	
Level 1 - Meets Requirements	The Supplier is scored at greater or equal to 65% across all TfL Business Areas.
Level 2 - Below Requirements	The Supplier is scored at between 50% and 64.99%
Level 3 - Unsatisfactory	The Supplier is scored at less than 50%
Quarterly Contract Scorecard	For the Quarterly Contract Scorecard, Level 1 = 100%, Level 2 = 50% and Level 3 = 0%.

