

OFFICIAL-SENSITIVE – COMMERCIAL

Tender No: 711552451
(TSSP/147)
Schedule 9

Schedule 9 – Publishable Performance Information - Key Performance Indicator Data Report (i.a.w. Condition 12) for Contract No: 711552451

KPI Description*	Rating Thresholds	Frequency of Measurement	Quarter and Year*	Average for Reporting Period	Rating*	Comment*
1. Respond to all Unscheduled Maintenance Equipment Failure Reports (EFR)	Good*: 95% and above					
	Approaching Target: 75% - 94.99%					
	Requires Improvement: 50% - 74.99%					
	Inadequate: <50%					
2. Availability PGTE	Good*: 95% and above					
	Approaching Target: 75% - 94.99%					
	Requires Improvement: 50% - 74.99%					
	Inadequate: <50%					

3. Availability TTS	Good*: 95% and above					
	Approaching Target: 75% - 94.99%					
	Requires Improvement: 50% - 74.99%					
	Inadequate: <50%					

*Publishable fields. Please note, of the four Rating Thresholds, only the 'Good' threshold is published.

Please see the [DEFFORM 539B Explanatory Notes](#) for guidance on completing the KPI Data Report.