

Annex F – Key Performance Indicator's

Key Performance Indicator 1	
KPI Number	1
Service Area	Service Delivery
PI Descriptor	Post Design Services and Ad-hoc Tasking – Part 2 Return & Task Delivery
Incidence Measure	<p>The Contractor will be required to return the Part 2 Task Authorisation Form (TAF) (Contractor's Quotation) to the Authority within 10 working days of the Part 1 Submission.</p> <p>The Contractor will be required to deliver in accordance with the delivery date as formally agreed between the Authority and the Contractor for each TAF. The Authority will measure the Contractors performance against the contracted delivery date and actual date of delivery for each TAF.</p>
Start	On submission of any TAF Part 1.
Stop	Task completed and delivered in accordance with the timescales and standards as set out in the Tasking Form
Who Reports?	The Contractor in the Progress Report
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 47.3 of the Terms and Conditions
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	95% of TAF Part 2s returned within 10 working days of submission of TAF Part 1 and 95% all TAFs completed on, or before, the delivery date agreed at the TAF Part 2.
	85 – 94% of TAF Part 2s returned within 10 working days of submission of TAF Part 1 and/ or 85 – 94% TAFs completed on, or before, the delivery date agreed at the TAF Part 2.
	Less than 85% of TAF Part 2s returned within 10 working days of submission of TAF Part 1 and/ less than 85% of TAFs completed on, or before, the delivery date agreed at the TAF Part 2.

Key Performance Indicator 2	
KPI Number	2
Service Area	In-Service Support
PI Descriptor	Delivery of Ad-Hoc Spares
Incidence Measure	The Contractor shall deliver ad hoc spares within the agreed lead times listed in the spares list at Annex B in accordance with Annex A SOW Line Item 18.

Start	Contract Award
Stop	Contract Expiry
Who Reports?	The Contractor in the Progress Report
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 47.3 of the Terms and Conditions
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	95% of Spares requested within the quarter delivered within the agreed lead times listed in the spares list.
	85-94% of spares requested within the quarter delivered within the agreed lead times listed in the spares list.
	Less than 85% of spares requested within the quarter delivered within the agreed lead times listed in the spares list.

Key Performance Indicator 3	
KPI Number	3
Service Area	In-Service Support
PI Descriptor	Completion of Repairs
Incidence Measure	The Contractor shall complete authorised repairs within the timescales agreed in the survey report.
Start	Contract Award
Stop	Contract Expiry
Who Reports?	The Contractor in the Progress Report
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 47.3 of the Terms and Conditions
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	95% of repairs authorised repairs within the quarter, completed within the agreed timescales.
	85-94% of authorised repairs within the quarter completed within the agreed timescales.
	Less than 85% of authorised repairs within the quarter completed within the agreed timescales.

Key Performance Indicator 4	
KPI Number	4
Service Area	In-Service Support
PI Descriptor	Completion of Servicing
Incidence Measure	The Contractor shall complete agreed servicing in accordance with the servicing schedule at Annex E.
Start	Contract Award
Stop	Contract Expiry
Who Reports?	The Contractor in the Progress Report
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 47.3 of the Terms and Conditions
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	95% of services scheduled within the quarter, completed within the agreed timescales.
	85-94% of services scheduled within the quarter, completed within the agreed timescales.
	Less than 85% of services scheduled within the quarter completed within the agreed timescales.

Key Performance Indicator 5	
KPI Number	5
Service Area	Social Value
PI Descriptor	Social Value Plan (SVP)
Incidence Measure	The Contractor will be required by the Authority to perform in accordance with the Social Value Plan at Annex G to the Contract. The Contractor's performance in meeting its obligations will be monitored.
Start	Contract Award
Stop	Contract Expiry
Who Reports?	The Contractor in the Progress Report
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	5% of the Core Payment in accordance with Condition 47.3 of the Terms and Conditions
Retention Period	Quarterly

Performance Criteria	
Performance Bands	Performance Target
	≥ 90% SVP artefacts delivered on time.
	≥ 90% SVP artefacts delivered within 10 working days of agreed delivery date.
	≥ 90% SVP artefacts delivered over 11 working days from agreed delivery date.