

ANNEX D – Key Performance Indicators (KPIs)

The KPIs for the Safety re-let will be categorised based on the defined Work Packages (WPs). There will be overarching contract KPIs alongside specific KPIs relating to both the Core and Ad Hoc Work Packages (WP 1 and 2).

Overarching KPIs

Category	Criteria	Description	Scoring Methodology	Maximum Score	Score
1. Risk	1.1 Risk Register	The Contractor will update and maintain a risk register to be submitted with the quarterly progress report 10 working days prior to the quarterly meeting.	<i>The Contractor will be scored based on;</i> <i>The completeness of the risks</i> <i>The adequacy of the RAG Assessment</i> <i>The sufficiency of the mitigations proposed</i>	Excellent = 15 Good = 11 Satisfactory/Benchmark = 8 Limited = 4 Poor = 0	/15
Sub-Total (Overarching KPIs)					

Core Task KPIs (WP 1)

Category	Criteria	Description	Scoring Methodology	Maximum Score	Score
	3.1 Invoice Accuracy - Completeness of information provided	<i>The Authority expects the Contractor to submit an invoice that is correctly populated in line with the prices agreed in Annex C.</i>	<i>Pricing included in agreement with firm prices outlined in Annex C.</i>	Correctly populated=15 Incorrectly populated = 0	/10
Sub-Total (Core Deliverables KPIs)					

Ad Hoc Task KPIs (WP 2)

Category	Criteria	Description	Scoring Methodology	Maximum Score	Score
4. Requests for Quotation	4.1 Requests for Quote	<i>The Contractor will respond to all requests for quote within the specified period of 10 working days as determined in Annex B – Tasking Process Form. The overall score will be based on a calculation of the number of delays, and the length of the delays (See Scoring Methodology).</i>	<i>Scoring: (no. of delays/total no. of tasks) x duration = score. (rounded to 2 decimal places) Please See Appendix B for an example of calculation.</i>	0 = 15 0.01 – 0.19 = 12 0.2 – 0.29 = 9 0.3 – 0.39 = 6 0.4 – 0.5 = 3 > 0.5 = 0	/15
	4.2 Quote Accuracy	<i>The Contractor will provide an accurate quote that does not require re-drafting. Examples of reasons for requests of re-draft are; inaccurate application of rates, unreasonable hours etc.</i>	<i>This will be scored based on the number of quotes that were accepted first time and were not referred back to the Contractor to re-quote.</i>	All accepted first time = 15 1 – 2 = 10 3 – 5 = 5 3+ = 0	/15
5.	5.1 Delivery	<i>Delivery of contract deliverables In Full On Time (with the delivery date agreed in advance by both parties).</i>	<i>Percentage of planned deliverables delivered on time in the quarter.</i>	Over 75% = 15 60% -75%= 10 50% -59%= 5 < 50% = 0	/15
6. Customer Satisfaction	6.1 Performance relating to management	<i>The Contractor will be scored on their communication, speed of starting work, attendance and resolution of issues. This will be scored through the use of a questionnaire (See Appendix A to Annex B) issued to all Safety/Project Managers who have had ad-hoc tasks delivered within the quarter.</i>	<i>This will be scored based on an average of the scores provided by all Safety/Project Managers who have responded to five questions marked on 0-5 scale. The total will be out of 25 marks.</i>	Very satisfactory (Score 16-25) = 30 Satisfactory/Benchmark (Score 10-15) = 15 Unsatisfactory (<10) = 0	/30
Sub – Total (Ad Hoc Tasks)					
Total Score for Ad Hoc Task KPIs					

Appendix A – Safety and Environmental Technical Support Project Manager Satisfaction Survey

Name:

Task Name(s):

Task Number(s):

Date:

This questionnaire will be provided to each Project Manager who has raised a task, or tasks, within a given Quarter of the Contract. Five questions will be asked, with each given a score out of 5. An average will then be taken of the total score provided for each survey, which will provide the score awarded as the 'Customer Satisfaction' element of the Ad Hoc KPI's.

Space is provided to allow the Project Manager to provide additional comments that will be used to provide feedback to the Contractor, and inform Quarterly Progress Meetings.

Please return this as an attachment to: [REDACTED]

1	Was the task delivered in full on time, with the delivery date agreed in advance by both parties?	Yes/No If no, please provide further detail.
2	Did you have to request a re-draft of the deliverables received?	Yes/No If no, please provide details of the number of re-drafts required
3	Was there any loss or compromise of any of the GFI provided to the Contractor by the Authority?	Yes/No If yes, please provide further detail.

1	<p>Communication How well has the Contractor communicated with the Project Manager throughout the duration of the task?</p>	<p><i>Please insert additional comments here</i></p>	<p>Excellent = 5 Very Good = 4 Good = 3 Satisfactory = 1 Poor = 0</p>	<p>Score = <u>5</u> /</p>
2	<p>Speed of starting new work How prompt was the Contractor when starting new work, and was this within the timescales agreed within the Tasking Form?</p>	<p><i>Please insert additional comments here</i></p>	<p>Excellent = 5 Very Good = 4 Good = 3 Satisfactory = 1 Poor = 0</p>	<p>Score = <u>5</u> /</p>
3	<p>Attendance How easy has it been to arrange necessary meetings with the Contractor during the Task?</p>	<p><i>Please insert additional comments here</i></p>	<p>Excellent = 5 Very Good = 4 Good = 3 Satisfactory = 1 Poor = 0</p>	<p>Score = <u>5</u> /</p>
4	<p>Resolution of issues How responsive has the Contractor been to resolving any issues that have arisen?</p>	<p><i>Please insert additional comments here</i></p>	<p>Excellent = 5 Very Good = 4 Good = 3 Satisfactory = 1 Poor = 0</p>	<p>Score = <u>5</u> /</p>
5	<p>Management Overall, how well has the Contractor performed throughout the duration of the Task?</p>	<p><i>Please insert additional comments here</i></p>	<p>Excellent = 5 Very Good = 4 Good = 3 Satisfactory = 1 Poor = 0</p>	<p>Score = <u>5</u> /</p>

Appendix B – KPI 4 Example

In a given period, there are 10 tasks completed:

- 2 of these tasks are delayed by 3 days each
- 1 task is delayed by 1 day
- 1 task is delayed by 8 days.

The average calculation will be completed as follows: *(no. of delays/total no. of tasks) x duration = score*

$$(2/10) \times 3 = 0.6$$

$$(1/10) \times 1 = 0.1$$

$$(1/10) \times 8 = 0.8$$

The average is calculated as $(0.6+0.1+0.8) = 1.5$ which is then divided by 3 to give a total of 0.5

Based on the scoring scale, this provides the supplier with an overall score of 1 for this KPI.