

**Annex F Key Performance Indicators**

KPI 1	
Description	Delivery of CDRL list

Type	Key Performance Indicator
<p>Linked to: Annex A - SoW. Annex B – CDRL list Line item 1 SoR</p> <p>All deliverables should be in accordance with the Contract, CDRL list and Statement of Work.</p>	<p>PI 1.1 – Completion of all CDRL deliverables in accordance with the requirement, dates and lead times specified in the CDRL list at Annex B and the Statement of Work at Annex A.</p>
Data Source	JES DT
Data Owner	JES DT Project Manager
Monitoring frequency	Continuous
Reporting frequency	Quarterly – The Contractor to report on KPIs at Quarterly Progress Meeting.

Performance Criteria	
<b>Green</b>	<p>Of the PIs stated above, the Contractor shall be scored Green where they deliver:</p> <ul style="list-style-type: none"> <li>All deliverables in accordance within contracted lead times.</li> </ul>
<b>Amber</b>	<p>Of the PIs stated above, the Contractor shall be scored Amber where they deliver:</p> <ul style="list-style-type: none"> <li>One or more deliverables between 1 – 14 working days over the contracted delivery date.</li> </ul>
<b>Red</b>	<p>Of the PIs stated above, the Contractor shall be scored Red where they deliver:</p> <ul style="list-style-type: none"> <li>One or more deliverables 15+ working days over the contracted delivery date.</li> </ul>
Impact/ Consequence	<p>If the Contractor scores ‘Amber’ for this KPI, the Authority shall provide the Contractor with the opportunity to rectify issues. The Contractor shall provide the Authority with their Recovery Plan within 5 working days.</p>

<p>(In accordance with the Terms and Conditions)</p>	<p>Your organisations Recovery Plan should include but not be limited to:</p> <ul style="list-style-type: none"> <li>• Detail of the reasons for delay;</li> <li>• Detail of the actions your organisation will take to rectify any issues to ensure the Authority’s requirements are satisfied as defined by the Authority’s Project Manager;</li> <li>• Detail of ongoing risks, and strategies for mitigating; Resourced schedule aligned with proposed revision to the delivery dates;</li> <li>• Strategy for monitoring and reporting progress against the plan.</li> </ul> <p>If the Contractor scores ‘Red’ for this KPI, the Authority shall permanently retain 5% against the relevant quarter at Annex E.</p> <p>Additionally, if the Contractor scores ‘Red’ for this KPI, it shall constitute a material breach by the Contractor and the Authority shall have the right, (but not the obligation) to terminate the contract in accordance with the Terms and Conditions.</p> <p>A breach shall result in written notification being sent to the Contractor with the Authority’s intended course of action. The Contractor shall respond to this notification within 1 working day.</p>
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KPI 2	
Description	Completion of Ad Hoc Tasking quotation and deliverables.

Type	Key Performance Indicator
<p>Linked to: Line item 4.3 of SoW. Specific Tasking Form Line item 2,3,4 of SoR.</p> <p>All deliverables should be in accordance with the Contract, Specific Tasking Form and Statement of Work.</p>	<p>PI 2.1 – Completion of all Tasking Form Part 2’s (Proposed Solution) in accordance with the required turnaround time, agreed on a task by task basis between both parties within 5 working days of the part 1 being issued.</p> <p>PI 2.2 – Completion of all Tasking deliverables in accordance with the requirement, dates and lead times specified in the individual tasking forms.</p>
Data Source	JES DT
Data Owner	JES DT Project Manager
Monitoring frequency	Continuous

Reporting frequency	Quarterly – The Contractor to report on KPIs at Quarterly Progress Meeting.
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Performance Criteria	
<b>Green</b>	<p>Of the PIs stated above, the Contractor shall be scored Green where they deliver:</p> <ul style="list-style-type: none"> <li>• All proposed solution (part 2s) within the agreed specified turnaround times.</li> <li>• All deliverables in accordance within contracted delivery date.</li> </ul>
<b>Amber</b>	<p>Of the PIs stated above, the Contractor shall be scored Amber where they deliver:</p> <ul style="list-style-type: none"> <li>• One or more proposed solution (part 2s) between 1 – 14 working days over the agreed specified turnaround times.</li> <li>• One or more deliverables between 1 – 14 working days over the contracted delivery date.</li> </ul>
<b>Red</b>	<p>Of the PIs stated above, the Contractor shall be scored Red where they deliver:</p> <ul style="list-style-type: none"> <li>• One or more proposed solution (part 2s) 15+ working days over the agreed specified turnaround times.</li> <li>• One or more deliverables 15+ working days over the contracted delivery date.</li> </ul>
<p>Impact/ Consequence</p> <p>(In accordance with the Terms and Conditions)</p>	<p>If the Contractor scores ‘Amber’ for this KPI, the Authority shall provide the Contractor with the opportunity to rectify issues. The Contractor shall provide the Authority with their Recovery Plan within 5 working days.</p> <p>Your organisations Recovery Plan should include but not be limited to:</p> <ul style="list-style-type: none"> <li>• Detail of the reasons for delay;</li> <li>• Detail of the actions your organisation will take to rectify any issues to ensure the Authority’s requirements are satisfied as defined by the Authority’s Project Manager;</li> <li>• Detail of ongoing risks, and strategies for mitigating; Resourced schedule aligned with proposed revision to the delivery dates;</li> <li>• Strategy for monitoring and reporting progress against the plan.</li> </ul>

	<p>If the Contractor scores 'Red' for this KPI, the Authority shall permanently retain 5% against the payment due for the relevant quarter at Annex E.</p> <p>Additionally, if the Contractor scores 'Red' for this KPI, it shall constitute a material breach by the Contractor and the Authority shall have the right, (but not the obligation) to terminate the contract in accordance with the Terms and Conditions.</p> <p>A breach shall result in written notification being sent to the Contractor with the Authority's intended course of action. The Contractor shall respond to this notification within 1 working day.</p>
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KPI 3	
Description	OPDEF Response

Type	Key Performance Indicator
<p>Linked to: Line item 4.5 of SoW. Line item 2 of SoR.</p> <p>All deliverables should be in accordance with the Contract, and Statement of Work.</p>	<p>PI 3.1 – The Contractor shall respond within 24 hours with their response and plan on how to address the OPDEF following notification by JES DT</p> <p>PI 3.2 – Completion of Contractor allocated OPDEFs within the agreed timescale (timescale will be jointly agreed on a case by case basis between the supplier and JES DT).</p> <p>in accordance with the Statement of Work at Annex A.</p>
Data Source	JES DT
Data Owner	JES DT Project Manager
Monitoring frequency	Continuous
Reporting frequency	Quarterly – The Contractor to report on KPIs at Quarterly Progress Meeting.

Performance Criteria	
<b>Green</b>	<p>Of the PIs stated above, the Contractor shall be scored Green where they deliver:</p> <ul style="list-style-type: none"> <li>100% of Contractor allocated OPDEFs have been actioned within the periods set out above.</li> </ul>
<b>Amber</b>	<p>Of the PIs stated above, the Contractor shall be scored Amber where they deliver:</p>

	<ul style="list-style-type: none"> <li>90-99% of Contractor allocated OPDEFs have been actioned within the periods set out above.</li> </ul>
<b>Red</b>	<p>Of the PIs stated above, the Contractor shall be scored Red where they deliver:</p> <ul style="list-style-type: none"> <li>Less than 90% of Contractor allocated OPDEFs have been actioned within the periods set out above.</li> </ul>
<p>Impact/ Consequence  (In accordance with the Terms and Conditions)</p>	<p>If the Contractor scores 'Amber' for this KPI, the Authority shall provide the Contractor with the opportunity to rectify issues. The Contractor shall provide the Authority with their Recovery Plan within 1 working day.</p> <p>Your organisations Recovery Plan should include but not be limited to:</p> <ul style="list-style-type: none"> <li>Detail of the reasons for delay;</li> <li>Detail of the actions your organisation will take to rectify any issues to ensure the Authority's requirements are satisfied as defined by the Authority's Project Manager;</li> <li>Detail of ongoing risks, and strategies for mitigating; Resourced schedule aligned with proposed revision to the delivery dates;</li> <li>Strategy for monitoring and reporting progress against the plan.</li> </ul> <p>If the Contractor scores 'Red' for this KPI, the Authority shall permanently retain 5% against the payment due for the relevant quarter at Annex E.</p> <p>Additionally, if the Contractor scores 'Red' for this KPI, it shall constitute a material breach by the Contractor and the Authority shall have the right, (but not the obligation) to terminate the contract in accordance with the Terms and Conditions.</p> <p>A breach shall result in written notification being sent to the Contractor with the Authority's intended course of action. The Contractor shall respond to this notification within 1 working day.</p>