

Key Performance Indicators

for

In-Service Support (ISS) for CCTV and Internal Comms Systems

Key Performance Indicator 1	
KPI Number	1
Service Area	Service Delivery
PI Descriptor	Repair orders past original required delivery date
Incidence Measure	The Contractor will be required by the APM to conduct equipment repairs. The Contractor shall deliver in accordance with the required delivery date upon acceptance of the CP&F Order. The APM will measure the Contractor performance against the contracted due date and actual date delivered for each repair item.
Start	Date of receipt by Contractor of accepted CP&F Order
Stop	Equipment delivered Ex-Works with completed DEFORM129J at the Contractors premises (ready for delivery to the RN stores system), or delivery address detailed on the CP&F Purchase Order in accordance with Condition 42 (Delivery of Articles) of the Terms and Conditions of the Contract.
Who Reports?	The Contractor to APM
Monitoring Frequency	Monthly
Reporting Frequency	Quarterly
Retention Attribution	5%
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	≥90% orders delivered on-time <u>and</u> no overdue orders outstanding >30 calendar days after the due date for performance.
	≥90% orders delivered on time, <u>but</u> with one or more overdue orders outstanding between 31 and 60 calendar days after the due date for performance.
	<90% of orders delivered on time <u>and/or</u> one or more overdue orders outstanding >60 calendar days after the due date for performance.

Key Performance Indicator 2	
KPI Number	2
Service Area	Service Delivery
PI Descriptor	Spares orders past original required delivery date
Incidence Measure	The Contractor will be required by the APM/IM to provide/procure spares as required. The Contractor shall deliver in accordance with the required delivery date upon acceptance of the CP&F Order. The APM will measure the Contractor performance against the contracted due date and actual date delivered for each Spares order.
Start	Date of receipt by Contractor of accepted CP&F Order
Stop	Spares delivered Ex-Works with completed DEFORM129J at the Contractors premises (ready for delivery to the RN stores system), or delivery address detailed on the CP&F Purchase Order in accordance with Condition 42 (Delivery of Articles) of the Terms and Conditions of the Contract.
Who Reports?	Contractor to APM
Monitoring Frequency	Monthly
Reporting Frequency	Quarterly
Retention Attribution	5%
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	≥90% orders delivered on-time <u>and</u> no overdue orders outstanding >30 calendar days after the due date for performance.
	≥90% orders delivered on time, <u>but</u> with one or more overdue orders outstanding between 31 and 60 calendar days after the due date for performance.
	<90% of orders delivered on time <u>and/or</u> one or more overdue orders outstanding >60 calendar days after the due date for performance.

Key Performance Indicator 3	
KPI Number	3
Service Area	Service Delivery
PI Descriptor	Tasks completed past required delivery date
Incidence Measure	As required, the APM will raise a TAF for the Contractor to undertake specified tasking. The Contractor will provide a response to the TAF and agree a task delivery timescale. The APM will measure the Contractor performance against the contracted due date for completion of the task and actual date fulfilled
Start	Date of receipt by Contractor of accepted CP&F Order
Stop	Acceptance of Task Completion by the Authority, in accordance with Condition 18.1.5 of the Terms and Conditions of the Contract.
Who Reports?	Contractor to APM
Monitoring Frequency	Monthly
Reporting Frequency	Quarterly
Retention Attribution	5%
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Targets
	≥90% orders delivered on-time <u>and</u> no overdue orders outstanding >30 calendar days after the due date for performance.
	≥90% orders delivered on time, <u>but</u> with one or more overdue orders outstanding between 31 and 60 calendar days after the due date for performance.
	<90% of orders delivered on time <u>and/or</u> one or more overdue orders outstanding >60 calendar days after the due date for performance.

Key Performance Indicator 4	
KPI Number	4
Service Area	Contractor Management Activities
PI Descriptor	Provision of Progress Reports
Incidence Measure	The Contractor will be required to provide Progress Reports (Monthly and Quarterly) on status of all spares and repair orders, tasks etc. including orders received, delivery forecasts, deliveries made etc.
	The measure shall include on-time delivery of reports, accuracy and quality of information provided.
Who Reports?	The Contractor to APM
Monitoring Frequency	Quarterly
Reporting Frequency	Quarterly
Retention Attribution	5%
Retention Period	Quarterly
Performance Criteria	
Performance Bands	Performance Target
	Progress reports received no more than 7 calendar days late to due date for delivery and accepted with no amendments required.
	Progress reports received more than 7 to 14 calendar days late to due date for delivery and/or require amendment
	Progress reports > 14 calendar days late to due date for delivery and/or rejected by APM