

Key Performance Indicators (KPIs)

Performance Measurement and Retention of Payment

- 1.1 The Contractor's performance in terms of meeting the required level of service will be measured under the arrangements detailed in Clause 1.2 below and reviewed by the Contractor, Authority and User at the Quarterly Progress Meetings.
- 1.2 In the event that in any given quarter the Contractor fails to meet the required level of performance against Table 1 below, the Authority shall have the right to make the following deductions under Table 2:

Table 1 – KPI Criteria

KPI	Title	Description	Required Performance	Reporting Mechanism
1	User Support	<p>The Contractor shall provide a single point of contact for User Support between 0800-1800 Monday to Friday (excluding Public and Bank Holidays)</p> <p>(In the event the Option for 'Additional Out of Hours Telephone Support' is invoked by the Authority under Line Item 7 of the Schedule of Requirements at Schedule 2, it shall fall within the scope of this KPI 1).</p>	100% of User Support calls per quarter, will be logged on day of receipt.	The Contractor shall report against this KPI at each Quarterly Review Meeting. This will be crossed checked with the Authority's record of Contractor performance against this KPI. Where a discrepancy arises, the Authority's record shall take precedence.
2	User Support Response	The Contractor shall provide an initial response to all enquiries. The response shall include an indication of how long the user will need to wait where further investigation is warranted.	100% of enquiries per quarter will receive an initial response within one business day. Email responses are acceptable.	The Contractor shall report against this KPI at each Quarterly Review Meeting. This will be crossed checked with the Authority's record of Contractor performance against this KPI. Where a discrepancy arises, the Authority's record shall take precedence.

KPI	Title	Description	Required Performance	Reporting Mechanism
3	Contractor Response Times (not Quarterly Review Meetings).	<p>The Contractor shall respond to all Authority requests for information by providing the information required within 10 working days of the Authority's written request (electronic communication included).</p> <p>The information shall be of the required format and quality as defined in the written request. There will be no more than 12 such requests per contract year.</p>	<p>100% of all information provided per quarter by the Contractor shall be provided within 10 working days and be accepted by the Authority on first receipt.</p> <p>Where an issue/fault is identified which merits a more in-depth investigation, the Contractor shall notify the Authority within 10 working days. The timeframes for the investigation are to be negotiated between the Contractor and the Authority on a case by case basis.</p>	<p>The Contractor shall report against this KPI at each Quarterly Review Meeting. This will be crossed checked with the Authority's record of Contractor performance against this KPI. Where a discrepancy arises, the Authority's record shall take precedence.</p>
4	Project Administration inclusive of Quarterly Progress Meetings	<p>Information required for each quarterly review i.e. QPR will be provided by the Contractor to the Authority 10 working days before each meeting. The information shall be of the required format and quality. Information that is not accepted by the Authority shall be reworked and resubmitted within 3 working days of the Authority's rejection.</p>	<p>100% of each Quarterly Progress Report shall be provided within 10 working days prior to each meeting.</p> <p>100% of those rejected by the Authority shall be amended by the contractor and returned to the Authority within 3 Business Days.</p>	<p>The Contractor shall report against this KPI at each Quarterly Review Meeting. This will be crossed checked with the Authority's record of Contractor performance against this KPI. Where a discrepancy arises, the Authority's record shall take precedence.</p>
5	Ad-Hoc Tasking quotation turnaround times	<p>Upon receipt of a routine TAF Part 1 from the Authority, the Contractor shall respond with a Firm Price quotation within:</p> <p>a) Fifteen (15) working days for 'Routine' TAFs.</p> <p>b) Twenty-five (25) working days for 'Complex' TAFs.</p>	<p>100% of Tasking Authorisation Form Part B's (Quotations) to be provided to the Authority within agreed timescales from date of receipt from the Authority.</p>	<p>The Contractor shall report against this KPI at each Quarterly Review Meeting. This will be crossed checked with the Authority's record of Contractor performance against this KPI. Where a discrepancy arises, the Authority's record shall take precedence.</p>

		<p>c) 'Onerous' TAFs will be responded to within a timescale mutually agreed between the Contractor and the Authority</p> <p>A TAF is deemed as 'Routine' where no supplier or subcontract elements are required.</p> <p>A TAF is deemed as 'Complex', where supplier or subcontract quotations are required, but the TAF is not deemed to be 'Onerous'.</p> <p>A TAF is deemed to be 'Onerous' where multiple supplier or subcontract elements are required, and/or changes are required to the UK TACC architecture, including both hardware and software configuration items.</p> <p>A TAF Part 1 shall be provided by the Authority with a clear and unambiguous scope of work to allow the Contractor to provide an accurate price. Where a TAF Part 1 is required to be updated or modified by the Authority then the response times defined in paragraphs (a), (b) and (c) above shall be reset unless mutually agreed otherwise between the Authority and the Contractor.</p>		
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KPI	Title	Description	Required Performance	Reporting Mechanism
6	Target Availability of ACP1	ACP1 availability shall be targeted at 95%.	Best endeavours to achieve 95% availability target.	The Contractor shall report against this KPI at each Quarterly Review Meeting. This will be crossed checked with the Authority's record of Contractor performance against this KPI. Where a discrepancy arises, the Authority's record shall take precedence.
7	Document Deliverables	<p>All document deliverables due within each quarter shall be delivered to the timelines set out within the Statement of Work at Schedule 10 and will be of satisfactory quality.</p> <p>(Quarterly Progress reports shall be excluding from this KPI)</p>	100% of document deliverables delivered to the Authority to the timescales set out in the Statement of Work at Schedule 10 and will be of satisfactory quality.	The Contractor shall report against this KPI at each Quarterly Review Meeting. This will be crossed checked with the Authority's record of Contractor performance against this KPI. Where a discrepancy arises, the Authority's record shall take precedence.

Table 2 - Payment Deductions against Table 1

KPI	Metric	Metric	Metric	Metric	Metric
1	GREEN	YELLOW	AMBER	RED	CRITICAL FAILURE
	All calls logged	1 call missed or not logged	2-5 calls missed or not logged	6-9 calls missed or not logged	10+ calls missed
	0% - No deductions	A deduction of 1% will be made to the quarterly payment	A deduction of 2.5% will be made to the quarterly payment	A deduction of 4% will be made to the quarterly payment	A deduction of 10% will be made to the quarterly payment or Termination due to Material Breach, under Section 43 of the SC2 Terms and Conditions

KPI	Metric	Metric	Metric	Metric	Metric
2	GREEN	YELLOW	AMBER	RED	CRITICAL FAILURE
	All enquiries responded to.	1 enquiry not responded to within time limit	2-5 enquiries not responded to within time limit	6-9 enquiries not responded to within time limit	10+ enquiries not responded to within time limit
	0% - No deductions	A deduction of 2% will be made to the quarterly payment	A deduction of 3.5% will be made to the quarterly payment	A deduction of 5% will be made to the quarterly payment	A deduction of 10% will be made to the quarterly payment or Termination due to Material Breach, under Section 43 of the SC2 Terms and Conditions

KPI	Metric	Metric	Metric	Metric	Metric
3	GREEN	YELLOW	AMBER	RED	CRITICAL FAILURE
	All requests responded to within the time limit	1 response late (up to 5 working days)	1 response late (up to 10 working days) or; 2 responses late (up to 5 working days)	1 response late (over 10 working days late) or; 2 responses late (up to 10 working days) or; 3 responses late (up to 5 working days)	2 responses late (over 10 working days) or; 3 responses late (up to 10 working days) or; 4 responses late
	0% - No deductions	A deduction of 1% will be made to the quarterly payment	A deduction of 2.5% will be made to the quarterly payment	A deduction of 5% will be made to the quarterly payment	A deduction of 10% will be made to the quarterly payment or Termination due to Material

					Breach, under Section 43 of the SC2 Terms and Conditions
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KPI	Metric	Metric	Metric	Metric	Metric
4	GREEN	YELLOW	AMBER	RED	CRITICAL FAILURE
	On time	1-2 business days late	3-5 business days late	6-10 business days late	Over 11 business days late
	0% - No deductions	A deduction of 1% will be made to the quarterly payment	A deduction of 2.5% will be made to the quarterly payment	A deduction of 5% will be made to the quarterly payment	A deduction of 10% will be made to the quarterly payment or Termination due to Material Breach, under Section 43 of the SC2 Terms and Conditions

KPI	Metric	Metric	Metric	Metric	Metric
5	GREEN	YELLOW	AMBER	RED	CRITICAL FAILURE
	All quotations returned to the Authority within agreed timescales	1 quotation returned to the Authority outside the time limit	2 quotations returned to the Authority outside the time limit	3-4 quotations returned to the Authority outside the time limit	5+ quotations returned to the Authority outside the time limit
	0% - No deductions	A deduction of 1% will be made to the quarterly payment	A deduction of 2.5% will be made to the quarterly payment	A deduction of 3.5% will be made to the quarterly payment	A deduction of 5% will be made to the quarterly payment or Termination due to Material Breach, under Section 43 of the SC2 Terms and Conditions

KPI	Metric	Metric	Metric	Metric	Metric
6	GREEN	YELLOW	AMBER	RED	CRITICAL
	95+%	90-95%	80-90%	70-80%	Below 70%
	0% - No deductions				

KPI	Metric	Metric	Metric	Metric	Metric
7	GREEN	YELLOW	AMBER	RED	CRITICAL FAILURE
	All document deliverables delivered to the Authority to the timescales set out within the SOW and of satisfactory quality	1 document deliverable delivered to the Authority outside the time limit or; 1 document not of sufficient quality	A combination totalling 2 of document deliverables delivered to the Authority outside the time limit and/or documents being not of satisfactory quality	A combination totalling 3 of document deliverables delivered to the Authority outside the time limit and/or documents being not of satisfactory quality	A combination totalling 4+ of document deliverables delivered to the Authority outside the time limit and/or documents being not of satisfactory quality
	0% - No deductions	A deduction of 1% will be made to the quarterly payment	A deduction of 4% will be made to the quarterly payment	A deduction of 6% will be made to the quarterly payment	A deduction of 10% will be made to the quarterly payment or Termination due to Material Breach, under Section 43 of the SC2 Terms and Conditions

- 1.3 In the event, that the Contractor's performance against a KPI falls within the level of performance specified in "Yellow", the Authority shall be entitled to apply a deduction of between 0%-2% to the quarterly period for the relevant period.
- 1.4 In the event, that the Contractor's performance against a KPI falls within the level of performance specified in "Amber", the Authority shall be entitled to apply a deduction of 0%-4% to the quarterly period for the relevant period.
- 1.5 In the event, that the Contractor's performance against a KPI falls within the level of performance specified in "Red", the Authority shall be entitled to apply a deduction of 0%-6% to the quarterly period for the relevant period.
- 1.6 In the event, that the Contractor's performance against a KPI falls within the level of performance specified as "Critical Failure", the Authority shall be entitled apply a deduction of 0%-10% to the quarterly period for the relevant period, or to terminate the Contract due to a Material Breach of the Contractual obligations on the part of the Contractor, under Section 43 of the SC2 Terms and Conditions.
- 1.7 Should the Contractor fail to meet the required level of performance for a KPI (i.e. its performance against the KPI is any combination of "Yellow, Amber or Red") for two (2) consecutive quarters, it shall provide the Authority with a written Recovery Plan.
- 1.8 Should the Contractor fail to meet the required level of performance for a KPI (i.e. its performance against the KPI is any combination of "Yellow, Amber and Red") for three (3) consecutive quarters the Authority has the right to terminate the Contract due to a Material Breach of the Contractual obligations on the part of the Contractor, under Section 43 of the SC2 Terms and Conditions..

1.9 The Contractor's performance against the KPIs will be assessed separately and the Authority shall aggregate any applicable deductions against all KPI faults and reduce the quarterly payment by the cumulative amount of both deductions. For example:

If the Contractor's performance in a given quarter equated to a 'Red' level of performance under KPI1 and a 'Yellow' level of performance under KPI2 the individual deductions for each KPI would be 4% and 2% respectively of the quarterly payment. Thus, the aggregated sum to be deducted from the quarterly payment would be an amount equal to 6% of the quarterly payment.

1.10 Deductions will be applied to the next scheduled payment under the milestone payment plan. Where it is determined that the Contractor was responsible for not meeting one or more of KPIs, the relevant deduction (calculated as set out above) will be applied to the payment for the assessed quarter.