

SSAMS**Key Performance Indicator 1**

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| Service Area | Service Delivery |
| KPI Title | Spares Orders On Time |
| Incidence Measures, Definitions and Description | This KPI is designed to measure the performance of the Contractor's ability to provide and manage Spares. The Contractor shall track spares orders raised against the contract. The items shall be delivered against the spares supply lead times proposed by the Contractor upon submission of a response to a 'Request for Spares' supply from the Authority. This lead time will be termed the 'Target Date' for each spares demand. Performance against this KPI shall be assessed in the period that the spare part is delivered. |
| Who Reports | Contractor |
| Start | Date of acceptance of CP&F Order by Contractor |
| End | Deemed as delivered when notification of availability has been provided to the Authority allowing collection to be arranged with MOD Transport or delivery by an alternative method. |
| Monitoring Frequency | Quarterly |
| Reporting Frequency | Monthly and Quarterly |
| Retention Period | See Section 46.12 of the Terms and Conditions |

Performance Criteria

For each KPI Reference below - % Retention of Monthly Payment for Core Services.

| Performance Bands | Performance Level | % Retention of Item 1 Profit Fee |
|--------------------------|--|---|
| Optimal | All Demand Orders delivered within 30 working days of their agreed 'Target Date' for performance management within the monitored quarter. | NIL |
| Sub-Optimal | <u>At least 1</u> Demand Order delivered more than 30 working days after their agreed 'Target Date' for performance management within the monitored quarter..= | REDACTED% |

SSAMS**Key Performance Indicator 2**

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| Service Area | Service Delivery |
| KPI Title | Survey and Repairs Orders On Time |
| Incidence Measures, Definitions and Description | This KPI is designed to measure the performance of the Contractor's ability to provide and manage Surveys and Repairs. The items shall be delivered against the Survey and Repair lead times proposed by the Contractor upon submission of a response to a 'Request for Survey or Repair Order' as a result of the Survey from the Authority. This Survey and Repair lead time will be termed the 'Target Date' for each Survey and Repair. Performance against this KPI shall be assessed in the period that the item is delivered. |
| Who Reports | Contractor |
| Start | Date of acceptance of CP&F Order by Contractor |
| End | Survey – On despatch of the Survey Report to the Authority Repair - Deemed as notification of availability has been provided to the Authority allowing collection to be arranged with MOD Transport or delivery by an alternative method. |
| Monitoring Frequency | Quarterly |
| Reporting Frequency | Monthly and Quarterly |
| Retention Period | See Section 46.12 of the Terms and Conditions |

Performance Criteria

For each KPI Reference below - % Retention of Quarterly Payment for Core Services.

| Performance Bands | Performance Level | % Retention of Item 1 Profit Fee |
|--------------------------|--|---|
| Optimal | Surveys - Delivery to the Authority of a soft copy Survey Report within 10 working days of the conduct of the Survey. Repairs - Repairs delivered within 15 working days of their Target Date for performance management within the monitored month. | NIL |
| Sub-optimal | Surveys - Delivery to the Authority of a soft copy Survey Report more than 10 working days after completion of the Survey within the monitored quarter. Repairs - At least one repair delivered more than 15 working days after its agreed Target Date for performance management within the monitored month. | REDACTED % |

SSAMS**Key Performance Indicator 3**

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| Service Area | Service Quality |
| KPI Title | Provision of Reports and Deliverable Documentation |
| Incidence Measures, Rational, Definitions and Description | The Contractor will be required to provide Monthly and Quarterly Progress Reports in advance of the Monthly and Quarterly meetings with the reporting requirements of the contract by electronic means. The measure shall include on-time delivery of the reports |
| Who Reports | Contractor |
| Monitoring Frequency | Quarterly |
| Reporting Frequency | Monthly and Quarterly |
| Retention Period | See Section 46.12 of the Terms and Conditions |

Performance Criteria

For each KPI Reference below - % Retention of Quarterly Payment for Core Services.

| Performance Bands | Performance Level | % Retention of Item 1 Profit Fee |
|--------------------------|--|---|
| Optimal | All Soft Copy Monthly/Quarterly Progress Report/Deliverable Documentation provided 5 or more working days in advance of the applicable Progress Meeting. | NIL |
| Sub-Optimal | Any Soft Copy Monthly/Quarterly Progress Report/Deliverable Documentation delivered less than 5 working days in advance of the applicable Progress Meeting | REDACTED % |

SSAMS**Key Performance Indicator 4**

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| Service Area | Service Quality |
| KPI Title | Helpdesk Responsiveness and Initial Resolution Planning |
| Incidence Measures, Rational, Definitions and Description | <p>This KPI is intended to measure the performance of the Contractors responsiveness to queries received from the Authority via the formal method defined in the Project Management Plan and which may require resolution action by any communication means (telephone, text, email, fax etc.).</p> <p>The Contractor will be required to provide an acknowledgement of receipt upon receiving each new query within 1 working day (Target Date for Acknowledgement),, and provide an initial query response providing a suggested resolution plan within 3 working days, unless otherwise advised based on the information available at the time of query receipt (Default Target Date for Initial Response). Should a longer period be required a revised lead time will be confirmed and agreed with the Authority and become the measurement point for that particular query. The agreed lead time will in either case be termed the 'Target Date' for Query response. The measures as follows</p> <ol style="list-style-type: none"> Acknowledgement of query within 1 working day (Target Date for Acknowledgement) Initial query response to be received within 3 working days unless otherwise advised (Default Target Date for the Initial Response) |
| Who Reports? | Contractor |
| Monitoring Frequency | Quarterly |
| Reporting Frequency | Monthly and Quarterly |
| Retention Period | See Section 46.12 of the Terms and Conditions |

Performance Criteria

For each KPI Reference below - % Retention of Quarterly Payment for Core Services.

| Performance Bands | | % Retention of Item 1 Profit Fee |
|--------------------------|--|---|
| Optimal | No more than 2 failures to achieve the Target Date for Acknowledgement and no more than 2 failures to provide an initial soft copy query response within the agreed Target Date for Initial Response within the monitored month. | NIL |
| Sub-Optimal | More than 2 failures to achieve Target Date for Acknowledgement and more than 2 failures to provide an initial soft copy query response within the agreed Target Date for Initial Response within the monitored month. | REDACTED % |