

Attachment 4 KPIs ORT0116 - Signals (MS1) Modernisation & Refresh

PERFORMANCE LEVELS

1. Key Performance Indicators

No.	Key Performance Indicator Title	Definition	Frequency of Measurement	Severity Levels	Service Points	Publishable Performance Information
KPI 1	Deliveries on time	Number of deliveries defined as complete by the Customer within deadlines agreed with the Customer	Monthly	<p>Target Performance Level: 100%</p> <p>Minor KPI Failure: <100% >90%</p> <p>Severe KPI Failure: <90% >80%</p> <p>KPI Service Threshold: <80%</p>	<p>0</p> <p>5</p> <p>10</p> <p>20</p>	yes

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No.	Key Performance Indicator Title	Definition	Frequency of Measurement	Severity Levels	Service Points	Publishable Performance Information
KPI 2	Milestone Delay	Exceed the milestone delivery dates as agreed at the inception meeting by more than 10 working days	At each milestone	<p>Target Performance Level: On-time</p> <p>Minor KPI Failure: 10 – 20 days past the date</p> <p>Serious KPI Failure: 20 – 30 days past the date</p> <p>Severe KPI Failure: 30+ days past the date</p>	<p>0</p> <p>4</p> <p>8</p> <p>10</p>	No
KPI 3	FAT Failure	Following a successful pre-FAT as declared by the supplier. If the witnessed FAT produces non-compliant	At point of test	Target Performance Level: No observations	0	No

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		results then this will be recorded as FAT failure		<p>Minor KPI Failure:</p> <p>Observations and or 1 test failure raised on the test results</p> <p>Serious KPI Failure:</p> <p>2 – 5 test failures observed on the test results</p> <p>Severe KPI Failure:</p> <p>5+ test failures observed on the test results</p>	<p>2</p> <p>4</p> <p>10</p>	
KPI 4	HOTA Failure	Following successful pre-testing as declared by the supplier. If the witnessed HOTA test fails due to an issue that is solely within the supplier or	At the point of HOTA test	<p>Target Performance Level: No observations</p> <p>Minor KPI Failure:</p> <p>Observations</p>	0	No

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		their supply chains control, then it will be deemed a HOTA Failure.		<p>raised on the test results and or 1 additional day of testing required</p> <p>Serious KPI Failure: Multiple additional testing days required</p> <p>Severe KPI Failure: Failure which requires a re-test</p>	<p>4</p> <p>8</p> <p>10</p>	
KPI 5	Accurate and timely billing	See paragraph 2 of Part E of Schedule 9 of Annex 1 of Call Off Schedule 2 (Performance Levels)	Each Measurement Period	<p>Target Performance Level: All invoices submit accurate and correct first time on time.</p> <p>Hminor KPI Failure: Invoice</p>	0	No

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				submitted accurate but timelines are not achieved.	2	
				Serious KPI Failure: Invoice submitted inaccurate.	4	
				Severe KPI Failure: Invoice submitted inaccurate and timeline not achieved.	6	
				KPI Service Threshold: No invoice submitted	10	

KPI's related to the Install Phase:

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No.	Key Performance Indicator Title	Definition	Frequency of Measurement	Severity Levels	Service Points	Publishable Performance Information
KPI 6	Failure to Install	Failure to install equipment or software which has been approved at Site Acceptance Testing (SAT) by the customer or it's representative and is available for use by the Police by the date stated within the award letter or a subsequent date agreed by both parties.	Following the issue of an order to install	<p>Target Performance Level: On-time</p> <p>Minor KPI Failure: 5 – 10 days past the date</p> <p>Serious KPI Failure: 10 – 20 days past the date</p> <p>Severe KPI Failure: 20+ days past the date</p>	<p>0</p> <p>2</p> <p>4</p> <p>6</p>	No
KPI 7	Inspection Failure	Following a successful pre-SAT as declared by the supplier. If the witnessed SAT produces non-compliant results then this will be	Following the request for an inspection by the supplier	<p>Target Performance Level: No observations</p> <p>Minor KPI Failure:</p>	<p>0</p> <p>2</p>	

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		recorded as SAT failure		<p>Observations raised on the test results and or 1 additional day of testing required</p> <p>Serious KPI Failure: Multiple additional testing days required</p> <p>Severe KPI Failure: Failure which requires a re-test</p>	<p>4</p> <p>8</p>	
KPI 8	Defect Rectification	Following the raising of a defect during the inspection of the installation. If the rectification of the defect is delayed by more than 3	Following the install of a new or upgraded site.	<p>Target Performance Level: On-time</p> <p>Minor KPI Failure:</p>	<p>0</p> <p>2</p>	

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		months beyond the date stated within the defect notice or a subsequent date agreed by both parties.		0 – 2 months past the date Serious KPI Failure: 2 – 4 months past the date Severe KPI Failure: 4+ months past the date	4 6	
KPI 9	Accurate and timely billing		Each Measurement Period	Target Performance Level : All invoices submit accurate and correct first time on time. Minor KPI Failure: Invoice submitted accurate but timelines	0 2	No

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				are not achieved.		
				Serious KPI Failure: Invoice submitted inaccurate.	4	
				Severe KPI Failure: Invoice submitted inaccurate and timeline not achieved.	6	
				KPI Service Threshold : No invoice submitted	10	