



# **RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER**

Works Requirements - KPI Framework

# **KEY PERFORMANCE INDICATOR (KPI) FRAMEWORK**

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**PART 1: INTRODUCTION****1. Purpose of the KPIs**

In this Contract key performance indicators (“KPIs”) are used for the following purposes:

- to monitor performance of the Contract, with a view to both the Employer and Contractor having data which they will review at progress and other meetings so that each of them can bring forward suggestions for the improvement of the performance of the Contract and the delivery of the Works;
- to identify performance below the performance target which, if continued for 3 monthly Measurement Periods, or applying to 3 or more KPIs in any one monthly measurement period, leads to a requirement for the Contractor to produce a Remedial Plan; and
- to identify performance that is below the minimum standard that the Employer is prepared to accept (“Minimum Acceptable Performance”) and which, if not improved, will lead ultimately to termination of the Contract for Contractor Default.

**2. Remedial Plan**

The Contract Conditions require the production of a Remedial Plan if the Contractor fails to achieve the Performance Target(s) for:

- 3 or more KPIs in relation to any Measurement Period; or
- the same KPI for 3 or more monthly Measurement Periods or one quarterly Measurement Period.

The Remedial Plan is subject to the approval of the Employer and if the Contractor provides 3 drafts of the Remedial Plan without one being acceptable to the Employer, this will be Contractor Default.

The Contractor must implement the Remedial Plan and a failure to do so will be a breach of this Contract.

**3. Minimum Acceptable Performance**

A number of KPIs have Minimum Acceptable Performance (“MAP”) levels. Performance below a MAP for any KPI may result in the Contract being terminated under Clause 17.1 [*Termination for Contractor Default*] of the Additional Contract Conditions following the service of a notice under Clause 16.1.9 [*Monitoring and KPIs*] of the Additional Contract Conditions.

## WORKS REQUIREMENTS – KPI FRAMEWORK

### PART 2: KEY PERFORMANCE INDICATORS

| KPI 1                                                    | Customer Satisfaction – overall                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |               |            |
|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| <b>Purpose</b>                                           | To determine the overall level of Customer satisfaction with the Works.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |            |
| <b>Definition</b>                                        | How satisfied the Customer was with the Works and overall Customer service provided by both the Employer and the Contractor, as assessed from specific questions in the Customer Satisfaction Questionnaire, using a 1 to 10 scale, where 10 means "Totally satisfied", with the figure being expressed as a percentage.                                                                                                                                                                                                                                    |               |            |
| <b>Contractual or information only</b>                   | Contractual                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |               |            |
| <b>Method</b>                                            | <p>After each Order the Client will send the applicable Customer Satisfaction Questionnaire form at Appendix A to the Customer.</p> <p>The KPI measures the average of the scores from the Customer Satisfaction Questionnaire at Appendix A from all questionnaires received during the Measurement Period for all Orders for all Workstreams.</p> <p>For monitoring purposes KPI performance is also to be measured cumulatively for all questionnaires received since the Commencement Date or the most recent anniversary of the Commencement Date.</p> |               |            |
| <b>Targets and Minimum Acceptable Performance levels</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>TARGET</b> | <b>MAP</b> |
|                                                          | <b>Year 1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>85%</b>    | <b>80%</b> |
|                                                          | <b>Year 2</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>86%</b>    | <b>81%</b> |
|                                                          | <b>Year 3 and subsequent years</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>87%</b>    | <b>82%</b> |
|                                                          | Targets and MAP levels may be revised by agreement between the Employer and Contractor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |            |
| <b>Example</b>                                           | <p>At the end of each month, using the example questionnaire the average Customer satisfaction with the completed Works, as determined from the specified questions in the returned questionnaires is at 8.5 out of 10. The performance score is therefore 85%.</p> <p>If the MAP level is 91% therefore MAP has not been achieved. The Employer may therefore initiate the procedure to terminate for Contractor Default if performance is not improved so that it is better than MAP.</p>                                                                 |               |            |
| <b>Measurement Period</b>                                | Monthly, AND cumulative figures across each Contract year are also to be provided.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |               |            |
| <b>Reporting interval</b>                                | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |            |
| <b>Collection of data</b>                                | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |               |            |
| <b>Data processor</b>                                    | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |               |            |

## WORKS REQUIREMENTS – KPI FRAMEWORK

| KPI 2                                                    | Defects – from Employer post inspections - Voids                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |               |            |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| <b>Purpose</b>                                           | To determine the proportion of Task Orders for voids that are Defect free on the Employer's post inspection.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |               |            |
| <b>Definition</b>                                        | The proportion of Task Orders on which no Defect is found on a post-inspection by the Employer expressed as a percentage of the total number of Task Orders post-inspected by the Employer either individually or as part of a joint post-inspection during the Measurement Period.                                                                                                                                                                                                                                                                                                                                                                                                                                                               |               |            |
| <b>Contractual or information only</b>                   | Information only                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |               |            |
| <b>Method</b>                                            | <p>For all Task Orders post-inspected during the Measurement Period, ascertain the number of Task Orders that are found to be Defect free on post-inspection made by the Employer and express this as a percentage of the total number of Task Orders post-inspected by the Employer during the Measurement Period.</p> <p>Performance =</p> $\frac{\text{Number of Task Orders post-inspected by the Employer where no Defect is found}}{\text{Total number of Task Orders for Responsive Maintenance post inspected by the Employer}} \times 100\%$ <p>Where a Task Order is inspected by the Employer more than once due to a Defect found on the original or an earlier post-inspection, each post-inspection will be counted separately.</p> |               |            |
| <b>Targets and Minimum Acceptable Performance levels</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>TARGET</b> | <b>MAP</b> |
|                                                          | <b>Year 1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>90%</b>    | <b>85%</b> |
|                                                          | <b>Year 2</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>93%</b>    | <b>88%</b> |
|                                                          | <b>Year 3 and subsequent years</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>96%</b>    | <b>91%</b> |
|                                                          | Targets and MAP levels may be revised by agreement between the Employer and Contractor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |            |
| <b>Example</b>                                           | <p>During a month 70 completed Task Orders are found to be Defect free on post-inspection by the Employer out of a total of 100 Task Orders post-inspected by the Employer.</p> <p>Performance =</p> $\frac{70 \text{ Employer post-inspections without Defects}}{100 \text{ Employer post inspections}} \times 100 = 70\%$ <p>If the MAP level is 90% therefore MAP has not been achieved. The Employer may therefore initiate the procedure to terminate for Contractor Default if performance is not improved so that it is better than MAP.</p>                                                                                                                                                                                               |               |            |
| <b>Measurement Period</b>                                | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |            |
| <b>Reporting interval</b>                                | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |            |
| <b>Collection of data</b>                                | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |               |            |
| <b>Data processor</b>                                    | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |               |            |

**WORKS REQUIREMENTS – KPI FRAMEWORK**

| <b>KPI 3</b>                                             | <b>Defects – from Employer post inspections – Responsive Repairs</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |               |            |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| <b>Purpose</b>                                           | To determine the proportion of Task Orders for responsive repairs that are Defect free on the Employer's post inspection.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |               |            |
| <b>Definition</b>                                        | The proportion of Task Orders on which no Defect is found on a post-inspection by the Employer expressed as a percentage of the total number of Task Orders post-inspected by the Employer either individually or as part of a joint post-inspection during the Measurement Period.                                                                                                                                                                                                                                                                                                                                                                                                                                                               |               |            |
| <b>Contractual or information only</b>                   | Information only                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |               |            |
| <b>Method</b>                                            | <p>For all Task Orders post-inspected during the Measurement Period, ascertain the number of Task Orders that are found to be Defect free on post-inspection made by the Employer and express this as a percentage of the total number of Task Orders post-inspected by the Employer during the Measurement Period.</p> <p>Performance =</p> $\frac{\text{Number of Task Orders post-inspected by the Employer where no Defect is found}}{\text{Total number of Task Orders for Responsive Maintenance post inspected by the Employer}} \times 100\%$ <p>Where a Task Order is inspected by the Employer more than once due to a Defect found on the original or an earlier post-inspection, each post-inspection will be counted separately.</p> |               |            |
| <b>Targets and Minimum Acceptable Performance levels</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>TARGET</b> | <b>MAP</b> |
|                                                          | <b>Year 1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>90%</b>    | <b>85%</b> |
|                                                          | <b>Year 2</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>93%</b>    | <b>88%</b> |
|                                                          | <b>Year 3 and subsequent years</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>96%</b>    | <b>91%</b> |
|                                                          | Targets and MAP levels may be revised by agreement between the Employer and Contractor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |            |
| <b>Example</b>                                           | <p>During a month 70 completed Task Orders are found to be Defect free on post-inspection by the Employer out of a total of 100 Task Orders post-inspected by the Employer.</p> <p>Performance =</p> $\frac{70 \text{ Employer post-inspections without Defects}}{100 \text{ Employer post inspections}} \times 100 = 70\%$ <p>If the MAP level is 90% therefore MAP has not been achieved. The Employer may therefore initiate the procedure to terminate for Contractor Default if performance is not improved so that it is better than MAP.</p>                                                                                                                                                                                               |               |            |
| <b>Measurement Period</b>                                | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |            |
| <b>Reporting interval</b>                                | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |            |
| <b>Collection of data</b>                                | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |               |            |
| <b>Data processor</b>                                    | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |               |            |

## WORKS REQUIREMENTS – KPI FRAMEWORK

| KPI 4                                                                                                                               | Time – Task Orders completed in time - Emergency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |               |            |
|-------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| <b>Purpose</b>                                                                                                                      | To determine the percentage of Orders for Emergency Responsive Call Outs with Response Periods expiring during the Measurement Period that were completed within their Response Periods.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |               |            |
| <b>Definition</b>                                                                                                                   | The number of Task Orders for Emergency Responsive Call Outs with Response Periods expiring during the Measurement Period that were attended to and made safe within 4 hours as a percentage of the total number of Task Orders for Emergencies with Response Periods expiring during the Measurement Period.                                                                                                                                                                                                                                                                                                                                                                                                                         |               |            |
| <b>Contractual or information only</b>                                                                                              | Contractual                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |               |            |
| <b>Method</b>                                                                                                                       | <p>Ascertain the number of Task Orders for Emergency Responsive Call Outs with Response Periods expiring during the Measurement Period that were completed within their Response Periods as a proportion of the total number of Task Orders for Emergency Responsive Call Outs with Response Periods expiring during the Measurement Period. This includes emergencies in and out of hours.</p> <p>Performance =</p> $\frac{\text{Number of Task Orders for Emergency Call Outs with Response Periods expiring during the Measurement Period that were attended and made safe within 4 hours}}{\text{Total number of Task Orders for Emergency Call Outs with Response Periods expiring during the Measurement Period}} \times 100\%$ |               |            |
| <b>Targets and Minimum Acceptable Performance levels</b><br><br><b>Would suggest 100% target required for PIR and gas servicing</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>TARGET</b> | <b>MAP</b> |
|                                                                                                                                     | <b>Year 1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>95%</b>    | <b>90%</b> |
|                                                                                                                                     | <b>Year 2</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>96%</b>    | <b>91%</b> |
|                                                                                                                                     | <b>Year 3 and subsequent years</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>97%</b>    | <b>92%</b> |
|                                                                                                                                     | Targets and MAP levels may be revised by agreement between the Employer and Contractor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |               |            |
| <b>Example</b>                                                                                                                      | <p>In one month, 21 Task Orders for Task Orders with Response Periods ending in that month were completed within their Response Periods out of a total 24 Task Orders with Response Periods ending during that month.</p> <p>Performance =</p> $\frac{21 \text{ Task Orders completed within their Response Periods}}{24 \text{ Task Orders with Response Periods ending in that Month}} \times 100 = 87.5\%$                                                                                                                                                                                                                                                                                                                         |               |            |
| <b>Measurement Period</b>                                                                                                           | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |               |            |
| <b>Reporting interval</b>                                                                                                           | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |               |            |
| <b>Collection of data</b>                                                                                                           | Employer & Contractor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |               |            |
| <b>Data processor</b>                                                                                                               | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |               |            |

## WORKS REQUIREMENTS – KPI FRAMEWORK

| KPI 5                                                                                                                               | Time – Task Orders completed in time - Urgent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |               |            |
|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| <b>Purpose</b>                                                                                                                      | To determine the percentage of Orders for Urgent repairs with Response Periods expiring during the Measurement Period that were completed within their Response Periods.                                                                                                                                                                                                                                                                                                                                                                                                                                                      |               |            |
| <b>Definition</b>                                                                                                                   | The number of Task Orders for Urgent repairs with Response Periods expiring during the Measurement Period that were completed within 3 days as a percentage of the total number of Task Orders for Urgent repairs with Response Periods expiring during the Measurement Period.                                                                                                                                                                                                                                                                                                                                               |               |            |
| <b>Contractual or information only</b>                                                                                              | Contractual                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |               |            |
| <b>Method</b>                                                                                                                       | <p>Ascertain the number of Task Orders for Urgent repairs with Response Periods expiring during the Measurement Period that were completed within their Response Period as a proportion of the total number of Task Orders for Urgent repairs with Response Periods expiring during the Measurement Period.</p> <p>Performance =</p> $\frac{\text{Number of Task Orders for Urgent repairs with Response Periods expiring during the Measurement Period that were completed within 3 days}}{\text{Total number of Task Orders for Urgent repairs with Response Periods expiring during the Measurement Period}} \times 100\%$ |               |            |
| <b>Targets and Minimum Acceptable Performance levels</b><br><br><b>Would suggest 100% target required for PIR and gas servicing</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>TARGET</b> | <b>MAP</b> |
|                                                                                                                                     | <b>Year 1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>90%</b>    | <b>85%</b> |
|                                                                                                                                     | <b>Year 2</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>91%</b>    | <b>86%</b> |
|                                                                                                                                     | <b>Year 3 and subsequent years</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>92%</b>    | <b>87%</b> |
|                                                                                                                                     | Targets and MAP levels may be revised by agreement between the Employer and Contractor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |               |            |
| <b>Example</b>                                                                                                                      | <p>In one month, 21 Task Orders for Task Orders with Response Periods ending in that month were completed within their Response Periods out of a total 24 Task Orders with Response Periods ending during that month.</p> <p>Performance =</p> $\frac{21 \text{ Task Orders completed within their Response Periods}}{24 \text{ Task Orders with Response Periods ending in that Month}} \times 100 = 87.5\%$                                                                                                                                                                                                                 |               |            |
| <b>Measurement Period</b>                                                                                                           | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |               |            |
| <b>Reporting interval</b>                                                                                                           | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |               |            |
| <b>Collection of data</b>                                                                                                           | Employer & Contractor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |               |            |
| <b>Data processor</b>                                                                                                               | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |               |            |

## WORKS REQUIREMENTS – KPI FRAMEWORK

| KPI 6                                                    | Time – Task Orders completed in time - Routine                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |               |            |
|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| <b>Purpose</b>                                           | To determine the percentage of Orders for Routine repairs with Response Periods expiring during the Measurement Period that were completed within their Response Periods.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |               |            |
| <b>Definition</b>                                        | The number of Task Orders for Routine repairs with Response Periods expiring during the Measurement Period that were completed within 20 working days as a percentage of the total number of Task Orders for Routine repairs with Response Periods expiring during the Measurement Period.                                                                                                                                                                                                                                                                                                                                                |               |            |
| <b>Contractual or information only</b>                   | Contractual                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |               |            |
| <b>Method</b>                                            | <p>Ascertain the number of Task Orders for Routine repairs with Response Periods expiring during the Measurement Period that were completed within their Response Period as a proportion of the total number of Task Orders for Urgent repairs with Response Periods expiring during the Measurement Period.</p> <p>Performance =</p> $\frac{\text{Number of Task Orders for Routine repairs with Response Periods expiring during the Measurement Period that were completed within 20 working days}}{\text{Total number of Task Orders for Routine repairs with Response Periods expiring during the Measurement Period}} \times 100\%$ |               |            |
| <b>Targets and Minimum Acceptable Performance levels</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>TARGET</b> | <b>MAP</b> |
|                                                          | <b>Year 1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>90%</b>    | <b>85%</b> |
|                                                          | <b>Year 2</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>91%</b>    | <b>86%</b> |
|                                                          | <b>Year 3 and subsequent years</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>92%</b>    | <b>87%</b> |
|                                                          | Targets and MAP levels may be revised by agreement between the Employer and Contractor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |               |            |
| <b>Example</b>                                           | <p>In one month, 21 Task Orders for Task Orders with Response Periods ending in that month were completed within their Response Periods out of a total 24 Task Orders with Response Periods ending during that month.</p> <p>Performance =</p> $\frac{21 \text{ Task Orders completed within their Response Periods}}{24 \text{ Task Orders with Response Periods ending in that Month}} \times 100 = 87.5\%$                                                                                                                                                                                                                             |               |            |
| <b>Measurement Period</b>                                | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |               |            |
| <b>Reporting interval</b>                                | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |               |            |
| <b>Collection of data</b>                                | Employer & Contractor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |            |
| <b>Data processor</b>                                    | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |               |            |

## WORKS REQUIREMENTS – KPI FRAMEWORK

| KPI 7                                                                                                                               | Time – Task Orders completed in time – Standard Void                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |               |            |
|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| <b>Purpose</b>                                                                                                                      | To determine the percentage of Orders for Standard Voids with Response Periods expiring during the Measurement Period that were completed within their Response Periods.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |               |            |
| <b>Definition</b>                                                                                                                   | The number of Task Orders for Standard Voids with Response Periods expiring during the Measurement Period that were completed within 28 calendar days as a percentage of the total number of Task Orders for Routine repairs with Response Periods expiring during the Measurement Period.                                                                                                                                                                                                                                                                                                                                              |               |            |
| <b>Contractual or information only</b>                                                                                              | Contractual                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |               |            |
| <b>Method</b>                                                                                                                       | <p>Ascertain the number of Task Orders for Standard Voids with Response Periods expiring during the Measurement Period that were completed within their Response Period as a proportion of the total number of Task Orders for Standard Voids with Response Periods expiring during the Measurement Period.</p> <p>Performance =</p> $\frac{\text{Number of Task Orders for Standard Voids with Response Periods expiring during the Measurement Period that were completed within 28 calendar days}}{\text{Total number of Task Orders for Standard Voids with Response Periods expiring during the Measurement Period}} \times 100\%$ |               |            |
| <b>Targets and Minimum Acceptable Performance levels</b><br><br><b>Would suggest 100% target required for PIR and gas servicing</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>TARGET</b> | <b>MAP</b> |
|                                                                                                                                     | <b>Year 1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>95%</b>    | <b>90%</b> |
|                                                                                                                                     | <b>Year 2</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>96%</b>    | <b>91%</b> |
|                                                                                                                                     | <b>Year 3 and subsequent years</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>97%</b>    | <b>92%</b> |
|                                                                                                                                     | Targets and MAP levels may be revised by agreement between the Employer and Contractor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |               |            |
| <b>Example</b>                                                                                                                      | <p>In one month, 21 Task Orders for Task Orders with Response Periods ending in that month were completed within their Response Periods out of a total 24 Task Orders with Response Periods ending during that month.</p> <p>Performance =</p> $\frac{21 \text{ Task Orders completed within their Response Periods}}{24 \text{ Task Orders with Response Periods ending in that Month}} \times 100 = 87.5\%$                                                                                                                                                                                                                           |               |            |
| <b>Measurement Period</b>                                                                                                           | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |               |            |
| <b>Reporting interval</b>                                                                                                           | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |               |            |
| <b>Collection of data</b>                                                                                                           | Employer & Contractor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |               |            |
| <b>Data processor</b>                                                                                                               | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |               |            |

## WORKS REQUIREMENTS – KPI FRAMEWORK

| KPI 8                                             | First time fix                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |  |  |        |     |        |     |     |        |     |     |                             |     |     |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|--|--|--------|-----|--------|-----|-----|--------|-----|-----|-----------------------------|-----|-----|
| Purpose                                           | To determine the proportion of Task Orders for Responsive Maintenance capable of a first time fix (as identified by the Employer’s IT System or the Contractor’s IT System, as applicable) where a first time fix is achieved.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |  |  |        |     |        |     |     |        |     |     |                             |     |     |
| Definition                                        | <p>The proportion of Task Orders for Responsive Maintenance and Emergency Works that are indicated by the Employer’s IT System or the Contractor’s IT System (as applicable) as being capable of first time fix completed in a single visit during the Measurement Period as a proportion of the total number of Task Orders for Responsive Maintenance and Emergency Works that are indicated as being capable of first time fix completed in the Measurement Period.</p> <p>Inspection visits to ascertain the extent and nature of the Works or measure up for new components etc., are to be excluded from the calculation.</p>                                                                                                                                          |     |  |  |        |     |        |     |     |        |     |     |                             |     |     |
| Contractual or information only                   | Contractual                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |  |  |        |     |        |     |     |        |     |     |                             |     |     |
| Method                                            | <p>Ascertain the number of Task Orders for Responsive Maintenance and Emergency Works that are indicated by the Employer’s IT System or the Contractor’s IT System (as applicable) as being capable of first time fix that were completed during the Measurement Period and the number of those that were completed in a single visit.</p> <p>Performance =</p> <div><div>Number of Task Orders for Responsive Maintenance and Emergency Works where a first time fix was achieved that were completed in a single visit during the Measurement Period</div><div>-----</div><div>Total number of Task Orders for Responsive Maintenance and Emergency Works that were capable of first time fix and which were completed in the Measurement Period</div></div> <p>x 100%</p> |     |  |  |        |     |        |     |     |        |     |     |                             |     |     |
| Targets and Minimum Acceptable Performance levels | <table><tr><td></td><td>TARGET</td><td>MAP</td></tr><tr><td>Year 1</td><td>85%</td><td>80%</td></tr><tr><td>Year 2</td><td>89%</td><td>84%</td></tr><tr><td>Year 3 and subsequent years</td><td>93%</td><td>88%</td></tr></table> <p>Targets and MAP levels may be revised by agreement between the Employer and Contractor</p>                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |  |  | TARGET | MAP | Year 1 | 85% | 80% | Year 2 | 89% | 84% | Year 3 and subsequent years | 93% | 88% |
|                                                   | TARGET                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | MAP |  |  |        |     |        |     |     |        |     |     |                             |     |     |
| Year 1                                            | 85%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 80% |  |  |        |     |        |     |     |        |     |     |                             |     |     |
| Year 2                                            | 89%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 84% |  |  |        |     |        |     |     |        |     |     |                             |     |     |
| Year 3 and subsequent years                       | 93%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 88% |  |  |        |     |        |     |     |        |     |     |                             |     |     |
| Example                                           | <p>No of Task Orders completed during the Measurement Period that were capable of a first time fix = 100</p> <p>No of Task Orders completed during the Measurement Period that were completed in a single visit = 82</p> <p>Performance = 82 x 100 = 82%</p> <div><div>-----</div><div>100</div></div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |  |  |        |     |        |     |     |        |     |     |                             |     |     |
| Measurement Period                                | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |     |  |  |        |     |        |     |     |        |     |     |                             |     |     |
| Reporting interval                                | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |     |  |  |        |     |        |     |     |        |     |     |                             |     |     |
| Collection of data                                | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |     |  |  |        |     |        |     |     |        |     |     |                             |     |     |
| Data processor                                    | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |     |  |  |        |     |        |     |     |        |     |     |                             |     |     |
|                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |  |  |        |     |        |     |     |        |     |     |                             |     |     |

**WORKS REQUIREMENTS – KPI FRAMEWORK**

| <b>KPI 9</b>                                             | <b>Recalls to Defects in the Defects Liability Period</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |               |            |
|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| <b>Purpose</b>                                           | To assess the proportion of Task Orders on which there is a recall due to a Defect during the Defects Liability Period.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |               |            |
| <b>Definition</b>                                        | The percentage of Task Orders completed in the month ending 1 year before the end of the Measurement Period on which a recall due to a Defect has arisen after the Task Order Completion Date at any time during the Defect Liability Period as a percentage of the total number of Task Orders completed during the Month that ended 1 year before the last day of the Measurement Period. Monitoring of this KPI will commence from the end of the Measurement Period that starts 1 year from the Commencement Date.                                                                                                     |               |            |
| <b>Contractual or information only</b>                   | Contractual                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |               |            |
| <b>Method</b>                                            | <p>With effect from the first anniversary of the Contract, the Employer will determine the number of recalls due to Defects arising in any Properties for which Task Orders were completed during the Month that ended 12 months before the last day of the Measurement Period. Where two or more Defects arise in respect of the same Task Order this is treated as two or more Defects.</p> <p>Performance =</p> $\frac{\text{Number of recalls due to Defects on Task Orders completed during the applicable month ending 12 months ago}}{\text{Total number of Task Orders completed during that Month}} \times 100\%$ |               |            |
| <b>Targets and Minimum Acceptable Performance levels</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>TARGET</b> | <b>MAP</b> |
|                                                          | <b>Year 2</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>6%</b>     | <b>10%</b> |
|                                                          | <b>Year 3</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>5%</b>     | <b>9%</b>  |
|                                                          | <b>Year 3 + 1 and subsequent years</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>3%</b>     | <b>7%</b>  |
|                                                          | Targets and MAP levels may be revised by agreement between the Employer and Contractor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |               |            |
| <b>Example</b>                                           | <p>For Task Orders completed in March 2024 there were 50 recalls due to Defects up to the end of March 2025. 500 Task Orders were completed in March 2024.</p> $\text{Performance} = \frac{50 \times 100}{500} = 10\%$                                                                                                                                                                                                                                                                                                                                                                                                     |               |            |
| <b>Measurement Period</b>                                | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |               |            |
| <b>Reporting interval</b>                                | Monthly                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |               |            |
| <b>Collection of data</b>                                | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |               |            |
| <b>Data processor</b>                                    | Employer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |               |            |

**WORKS REQUIREMENTS – KPI FRAMEWORK**

| <b>KPI 10</b>                                            | <b>Time – Appointments Kept</b>                                                                                                                                                                                                                                                                                                                         |               |            |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------|
| <b>Purpose</b>                                           | To determine the proportion of appointments for Responsive Maintenance during the Measurement Period that were kept.                                                                                                                                                                                                                                    |               |            |
| <b>Definition</b>                                        | The number of Responsive Maintenance appointments kept during the Measurement Period expressed as a percentage of the total number of appointments for Responsive Maintenance made for times within the Measurement Period.                                                                                                                             |               |            |
| <b>Contractual or information only</b>                   | Contractual                                                                                                                                                                                                                                                                                                                                             |               |            |
| <b>Method</b>                                            | <p>Ascertain the total number of appointments made for Responsive Maintenance for during the Measurement Period and the number kept.</p> <p>Performance =</p> $\frac{\text{Number of appointments during the Measurement Period that were kept}}{\text{Total number of appointments made for during that Measurement Period}} \times 100\%$             |               |            |
| <b>Targets and Minimum Acceptable Performance levels</b> |                                                                                                                                                                                                                                                                                                                                                         | <b>TARGET</b> | <b>MAP</b> |
|                                                          | <b>Year 1</b>                                                                                                                                                                                                                                                                                                                                           | <b>95%</b>    | <b>90%</b> |
|                                                          | <b>Year 2</b>                                                                                                                                                                                                                                                                                                                                           | <b>96%</b>    | <b>91%</b> |
|                                                          | <b>Year 3 and subsequent years</b>                                                                                                                                                                                                                                                                                                                      | <b>97%</b>    | <b>92%</b> |
|                                                          | Targets and MAP levels may be revised by agreement between the Employer and Contractor                                                                                                                                                                                                                                                                  |               |            |
| <b>Example</b>                                           | <p>During the Measurement Period 92 Responsive Maintenance appointments are kept by the Contractor out of a total of 100 appointments made for Responsive Maintenance for times during the Measurement Period.</p> <p>Performance =</p> $\frac{92 \text{ appointments kept}}{100 \text{ appointments made for times in the Measurement Period}} = 92\%$ |               |            |
| <b>Measurement Period</b>                                | Monthly                                                                                                                                                                                                                                                                                                                                                 |               |            |
| <b>Reporting interval</b>                                | Monthly                                                                                                                                                                                                                                                                                                                                                 |               |            |
| <b>Collection of data</b>                                | Employer                                                                                                                                                                                                                                                                                                                                                |               |            |
| <b>Data processor</b>                                    | Employer                                                                                                                                                                                                                                                                                                                                                |               |            |

## WORKS REQUIREMENTS – KPI FRAMEWORK

## WORKS REQUIREMENTS – KPI FRAMEWORK

### **Appendix A - Example Customer Satisfaction Questionnaire for Responsive Maintenance (Page 1 of 2) – Copy to be provided post award**

| Question number | Question text                                                                                    | Question Type | Rating Scale                                                                                                             | Routing | Dependencies                                        |
|-----------------|--------------------------------------------------------------------------------------------------|---------------|--------------------------------------------------------------------------------------------------------------------------|---------|-----------------------------------------------------|
| 1               | How satisfied or dissatisfied were you with the ease of reporting the repair?                    | Radio         | Very Satisfied,<br>Fairly Satisfied,<br>Neither Satisfied nor Dissatisfied,<br>Fairly Dissatisfied,<br>Very Dissatisfied |         |                                                     |
| 1a              | Please could you tell us why you thought it wasn't easy? (reporting the repair)                  | Text          | N/A                                                                                                                      |         | 1 = Neither, Fairly Dissatisfied, Very Dissatisfied |
| 2               | If you had an appointment for this repair, was it kept?                                          | Radio         | Yes,<br>No,<br>Did not have an appointment                                                                               |         |                                                     |
| 3               | How satisfied or dissatisfied were you with the workers friendliness and attitude?               | Radio         | Very Satisfied,<br>Fairly Satisfied,<br>Neither Satisfied nor Dissatisfied,<br>Fairly Dissatisfied,<br>Very Dissatisfied |         |                                                     |
| 4               | How satisfied or dissatisfied are you with the overall quality of the work?                      | Radio         | Very Satisfied,<br>Fairly Satisfied,<br>Neither Satisfied nor Dissatisfied,<br>Fairly Dissatisfied,<br>Very Dissatisfied |         |                                                     |
| 5               | Was the repair completed first time to your satisfaction?                                        | Radio         | Yes,<br>No                                                                                                               |         |                                                     |
| 6               | How satisfied or dissatisfied were you that we kept you informed throughout the repairs process? | Radio         | Very Satisfied,<br>Fairly Satisfied,<br>Neither Satisfied nor Dissatisfied,<br>Fairly Dissatisfied,<br>Very Dissatisfied |         |                                                     |

## WORKS REQUIREMENTS – KPI FRAMEWORK

|    |                                                                                                                                    |       |                                                                                                                                          |  |                                                                                                                                                                                                                                        |
|----|------------------------------------------------------------------------------------------------------------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7  | Did the repair carried out fix the problem?                                                                                        | Radio | Yes,<br>No                                                                                                                               |  |                                                                                                                                                                                                                                        |
| 8  | If not satisfied (Q2 - Q7) probe each one and ask what could have been improved?                                                   | Text  | N/A                                                                                                                                      |  | 2 = No<br>OR<br>3 = Neither, Fairly Dissatisfied,<br>Very Dissatisfied<br>OR<br>4 = Neither, Fairly Dissatisfied,<br>Very Dissatisfied<br>OR<br>5 = No<br>OR<br>6 = Neither, Fairly Dissatisfied,<br>Very Dissatisfied<br>OR<br>7 = No |
| 9  | How satisfied or dissatisfied were you with the overall repairs service provided by us on this occasion?                           | Radio | Very Satisfied,<br>Fairly Satisfied,<br>Neither Satisfied nor Dissatisfied,<br>Fairly Dissatisfied,<br>Very Dissatisfied                 |  |                                                                                                                                                                                                                                        |
| 9a | Please tell us why you were not satisfied with the repairs service on this occasion                                                | Text  | N/A                                                                                                                                      |  | 9 = Neither, Fairly Dissatisfied,<br>Very Dissatisfied                                                                                                                                                                                 |
| 10 | Is there anything you would like to say about how we could improve the repairs service? (That has not already been covered)?       | Text  | N/A                                                                                                                                      |  |                                                                                                                                                                                                                                        |
| P1 | As you were not completely satisfied someone may wish to contact you about this. Please say now if you prefer not to be contacted? | Radio | Can be re-contacted,<br>Does not wish to be contacted,<br>Resident has specifically asked to be contacted,<br>Not applicable (satisfied) |  |                                                                                                                                                                                                                                        |