

Appendix 1N – Key Performance Indicators (KPIs)

It is required that the Service Provider operates to a series of KPI for the Televising Contract.

The core principle the KPIs cover are –

- Reliability (Personnel and Technical)
- Quality
- Responsiveness
- Accountability

The Service Provider shall be responsible for putting in place system or systems for capture, monitoring and reporting of KPI data to the Contracting Authority. It is required that presentation and discussion of KPI will form an agenda item at monthly service review meetings, however significant non-compliance with KPI should always be brought to the attention of the Broadcast Manager promptly upon discovery.

As per Appendix 1D Production and Technical Standards, subjective quality of impairments to vision and sound content produced under the Televising Contract shall be assessed using the Rec. ITU-R BT.500-11 (formerly CCIR) 5-point scale – reproduced below.

5	Excellent	Imperceptible “impairment”
4	Good	Perceptible but not annoying “impairment”
3	Fair	Slightly annoying “impairment”
2	Poor	Annoying “impairment”
1	Bad	Very annoying “impairment”

A multi-report structure and monthly review are in place. The Service Provider shall provide access to a reporting dashboard, upon request, to the Broadcast and Channel Manager.

Overall Contract Compliance is calculated as a percentage of all numerical KPIs under Reliability, Quality and Accountability.

KPI	Service Level	Notes
RELIABILITY		
Availability of staffed OBU service desk during specified office hours	99% of all hours for sitting days	Averaged, reckoned, and reported monthly.
	98% of all hours for non-sitting days	
Availability of other Service Provider management and administration function in the OBU during specified office hours	99% of all hours for sitting days	Averaged, reckoned, and reported monthly.
	98% of all hours for non-sitting days	
Availability of Service Provider maintenance and technical function in the OBU during specified office hours	99% of all hours for sitting days	Averaged, reckoned, and reported monthly.
	98% of all hours for non-sitting days	
Availability of sufficient qualified operators to staff control rooms of the OBU given minimum of 24 hours' notice of sitting date and time by the Contracting Authority	99% of all such occasions	Averaged, reckoned, and reported monthly.
Availability of sufficient qualified operators to staff control rooms of the OBU given less than 24 hours' notice of sitting date and time by the Contracting Authority	99% of all such occasions	Averaged, reckoned and reported monthly.
Availability of sufficient qualified operators to staff TX control room of Oireachtas TV during all hours of live transmission given minimum of 24 hours' notice of sitting date and time by the Contracting	99% of all such occasions	Averaged, reckoned, and reported monthly.
Availability of sufficient qualified operators to staff TX control room of Oireachtas TV during all hours of live transmission given less than 24 hours' notice of sitting date and time by the Contracting Authority.	99% of all such occasions	Averaged, reckoned, and reported monthly.

Availability of sufficient qualified personnel to cover unscheduled / special events taking place within Ireland given minimum of 24 hours' notice of sitting date and time by the Contracting Authority	95% of all occasions	Averaged, reckoned, and reported annually.
Availability of sufficient qualified personnel to cover unscheduled / special events taking place within Ireland given less than 24 hours' notice of sitting date and time by the Contracting Authority.	90% of all occasions	Averaged, reckoned, and reported annually.
Deliver (in conjunction with the Broadcast Manager, or such other persons delegated by the Contracting Authority as may be required) refresher training to all personnel on Rules of Coverage	Minimum once per calendar year.	Reported annually.
QUALITY (VISION, SOUND AND ON-SCREEN GRAPHICS)		
Availability of grade 4, or better, dual-channel sound across live feeds	99.5%	Excluding performance of audio Service Provider. As assessed at designated interface point(s). Averaged, reckoned, and reported monthly across total of live content minutes.
Availability of grade 4, or better (excluding editorial accuracy) on-screen graphics across live feeds	99.5%	As assessed at designated interface point(s). Averaged, reckoned, and reported monthly across total of live content minutes.
Availability of grade 4, or better, vision (excluding on-screen graphics component) across live feeds	99.5%	As assessed at designated interface point(s). Averaged, reckoned, and reported monthly across total of live content minutes.
Availability of grade 4, or better, record to and retrieval of content committed to the current Digital Archive	99.9%	Excluding performance in respect of live feeds and migrated, previously archived, content. Averaged, reckoned, and reported monthly across total of committed content hours.

Availability of cataloguing metadata for content committed to the Digital Archive under the new Televising Contract	99.9%	Averaged, reckoned, and reported monthly across total of all committed metadata items.
Accuracy of captions checked by the Service Provider when sourced from data feed (API) from procedural system to chamber and committee room output feeds	99.5% of all captions applied	Averaged, reckoned, and reported monthly.
Availability of bilingual graphics when sourced via data feed (API) from procedural system to chamber and committee room output feeds	99%	Averaged, reckoned, and reported monthly.
Accuracy of cataloguing metadata for archived content	99% of total of all metadata items committed	Averaged, reckoned, and reported monthly.
RESPONSIVENESS		
Time to amend caption applied (or to be applied) by the Service Provider to chamber and committee room output feeds	Within 2 minutes of receipt of notification to amend	Reckoned and reported monthly in respect of every occasion.
Time to issue notification to Broadcast Manager of actual KPI-affecting vision and sound quality and availability issue (including faults)	Within 5 minutes of occurrence	Reckoned and reported monthly in respect of every occasion.
Time to issue notification to Broadcast Manager of potential KPI-affecting vision and sound quality and availability issue (including faults)	Within 30 minutes of occurrence	Reckoned and reported monthly in respect of every occasion.
RESPONSIVENESS – OUTAGES OIREACTHAS TV		
<i>(NB. The KPIs outlined for Oireachtas TV for out-of-hours outages are subject to remote monitoring and switching facilities being available.)</i>		
The events that constitute an outage can be ranked from a total outage to minor service quality issues. 1 Total loss of service/channel. 2 Loss of audio, video, and supplementary service (caption/apology to air) 3 Any other fault effecting channel Quality. (Noisy video, audio, poor exposure of cameras, pixilation and or artefacts on vision.)		

Level 1 outages	Reported to OBU Manager within 30 minutes of outage and reported hourly thereafter.	Averaged, reckoned, and reported monthly across total of all Level 1 outages.
Level 2 outages	Reported to OBU Manager within 30 minutes of outage and reported every three hours thereafter.	Averaged, reckoned, and reported monthly across total of all Level 2 outages.
Level 3 outages	Reported to OBU Manager within three hours of outage and reported daily thereafter.	Averaged, reckoned, and reported monthly across total of all Level 3 outages.
Response times to outages (Normal Working Hours)	Response time of 10 minutes	Averaged, reckoned, and reported monthly across total of all normal working hour outages.
Response times to outages (Out of Hours)	Response time of 3 hours	Averaged, reckoned, and reported monthly across total of all out of hour outages.
ACCOUNTABILITY		
Monthly Reports submitted on time	100%	Reckoned and reported monthly
Quarterly Review completed on time	100%	Reckoned and reported quarterly
Data Protection/GDPR compliance	95%	Reckoned and reported yearly
Overall Contract Compliance	98%	Calculated as a percentage of compliance with individual KPIs and reported yearly