

## PART B – KEY PERFORMANCE INDICATORS

### GENERAL

The purpose of this Part B is to set out the KPIs by which the Supplier's overall performance under this Framework Agreement shall be monitored and managed. The Authority reserves the right to adjust, introduce new, or remove KPIs throughout the Framework Period, however any significant changes to KPIs shall be agreed between the Authority and the Supplier in accordance with Clause **Error! Reference source not found.** (Variation Procedure).

The Supplier shall comply with all its obligations related to KPIs set out in this Framework Agreement including Framework Schedule 8 (Framework Management) and shall use all reasonable endeavours to meet the KPI Targets identified in the table below.

The KPIs from which performance by the Supplier of this Framework Agreement will be reported against are set out below:

Key Performance Indicator (KPI)	KPI Target	Measured by
<b>1. FRAMEWORK MANAGEMENT</b>		
1.1 MI returns: All MI returns to be returned to CCS by the fifth (5 <sup>th</sup> ) Working Day of each month	All measures met = <b>PASS</b>  Failure on one or more measures = <b>FAIL</b>	- Confirmation of receipt and time of receipt by the Authority (as evidenced within the Authority's data warehouse (MISO) system) - Submission is free of errors - Complete data provided - Information provided is accurate and up to date to the best of the suppliers knowledge - Information is reported against the correct customer
1.2 All undisputed invoices to be paid within thirty (30) calendar days of issue	All measures met = <b>PASS</b>  Failure on one or more measures = <b>FAIL</b>	Confirmation of receipt and time of receipt by the Authority (as evidenced within the Authority's CODA system)
1.3 Supplier self-audit certificate to be issued to the Authority in accordance with the Framework Agreement	Self-Audit certificate provided on time = <b>PASS</b>  Self-Audit certificate provided outside timescales = <b>FAIL</b>	Confirmation of receipt and time of receipt by the Authority
1.4	Actions from Audit Report	Confirmation by the Authority of completion of the actions by

Actions identified in an Audit Report to be delivered by the dates set out in the Audit Report	completed on time = <b>PASS</b>  Actions from Audit Report completed outside timescales = <b>FAIL</b>	the dates identified in the Audit Report
<b>2. CUSTOMER SATISFACTION</b>		
2.1  Goods and/or Services to be provided under Call Off Contracts to the satisfaction of Contracting Authorities	80% Positive = <b>GREEN</b>  60-79.9% Positive = <b>AMBER</b>  <60% = <b>RED</b>	Confirmation by the Authority of the Supplier's performance against customer satisfaction surveys
<b>3. CUSTOMER SERVICE</b>		
3.1  Number of email/queries responded to within twenty four (24) hours following notification of receipt	>98% = <b>GREEN</b>  90 - 97.9% = <b>AMBER</b>  <90% = <b>RED</b>	Confirmation by the Supplier of their response rates from the Contracting Authorities
3.2  Percentage of phone calls answered within thirty (30) seconds	>95% = <b>GREEN</b>  90 – 94.9% = <b>AMBER</b>  <90% = <b>RED</b>	Confirmation by the Supplier of their response rates from the Contracting Authorities
3.3  Percentage of phone queries resolved over the phone on First Contact	>75% = <b>GREEN</b>  75 - 50% = <b>AMBER</b>  <50% = <b>RED</b>	Confirmation by the Supplier of their response rates from the Contracting Authorities
3.4  Total number of complaints received in Reporting Period	<b>For Information Only</b>	Confirmation by the Supplier from internal records from the Contracting Authorities
3.5  Total number of complaints open five (5) working days after receipt	<20% = <b>GREEN</b>  20 – 40% = <b>AMBER</b>  >40% = <b>RED</b>	Supplier confirmation of percentage total (%) against all outstanding complaints received from the Contracting Authorities
3.6	< 2% = <b>GREEN</b>  2 – 5% = <b>AMBER</b>  > 5% = <b>RED</b>	Supplier confirmation of percentage total (%) against all outstanding complaints

Total number of long term unresolved complaints not resolved within twenty (20) days of receipt		received from the Contracting Authorities
<b>4. SUSTAINABILITY</b>		
4.1 Percentage of total reported spend with SME's through the supply chain	<b>For Information Only</b>	Confirmation by the Supplier from internal records
4.2 Number of apprentices employed who are directly working on this agreement	<b>For Information Only</b>	Confirmation by the Supplier from internal records
<p>Where the Supplier achieves a Green or Amber score for a KPI, this will be classified as a pass. Where the Supplier achieves a Red score for a KPI this will be classified as a fail. Amber scores will be used for Framework Management purposes only to indicate areas where Supplier improvement may be required.</p>		

