Fire alarm and smoke vent maintained contract
APPENDIX 4

Key Performance Indicators

1.1 The successful tenderer's performance will be monitored and reviewed regularly by reference to performance indicators and targets. Bristol City Council may issue an improve notices or may also terminate the Contractor's obligation to provide the Service in accordance with the conditions of contract, due to the successful tenderer performance breaches detailed below.

1.2 The KPI's will be reviewed with the contractor at regular meetings held by the contract administrator. Weekly meetings will be required to ensure any issues can be quickly identified and discussed.

1.3 The purpose of the quarterly review of KPI's is to support the contractor in delivering the quality of service anticipated for the contract to be a success, and to provide support and guidance in achieving these requirements.

1.4 The following Key Performance Indicators will apply to this Contract and full details are contained in the Contract Particulars:

1.4.1 Completion of works & reporting to be completed within stipulated timescales.

1.4.2 Customer Complaints.

1.4.3 No Health and Safety incidents or near misses reported.

Completion of works & Reporting

1.5 Works to be completed within stipulated timescales and data provided to evidence completion. The Contractor will achieve 95% of works to be completed within stipulated timescales of:

- Works to be completed - within the time agreed with the tender submission and the Contract Administrator.

1.6 The Contractor will report at the weekly contract meeting, the details of works carried out from data compiled and available.

1.7 The report should include full details of the works in progress and completed, including date, time, location and length of time to complete.

1.8 If works to be completed levels fall below 85% for more than two monthly periods and after notice from the Employer, an improvement is not evidenced, the Employer may terminate the contract.

Customer Satisfaction Complaints

1.9 The Contractor should report the amount of complaints received and full details that include investigation into the complaint and provide details of any appropriate and effective remedy at the quarterly contract meeting.

1.10 The Contractor will achieve 95% percentage of works to be carried out without complaint.

1.11 Any urgent complaints received by the Contractor should be reported to the Contract Administrator and/or the Bristol City Council Officer who requested the works.

1.12 Regular communication must be maintained with the Employer until the complaint is resolved to the Employers satisfaction.

Health and Safety including reporting of near misses

1.13 The Contractor will ensure that reportable Health and Safety incidents are kept as close to zero as possible.

1.14 The Contractor will achieve 100% percentage of works carried out without Health and Safety incidents.

1.15 If a reportable incident occurs in more than 10% of the time in the life of the contract, and after notice from the Employer and improvement is not evidenced, the Employer may terminate the contract.

1.16 The KPI targets will be reviewed on an annual basis within an ethos towards continuous improvement.

Callouts

1.17 Attendance on site within 1 Hours of Contractor receiving call. Target 90%.

1.18 95% of all call-outs and repairs to be completed on first visit.

1.19 In the event that the Fire and Smoke maintenance Contractor fails to meet this time stipulation or fails to attend site for any reason the report shall so indicate.

1.20 The Contractor shall submit to the Contract Administrator with a copy to the Engineer, a four weekly report on call outs, including date and time of receipt, time of attendance, nature of defect, action taken to rectify defect out of service. If no Call Out was made in a four weekly period, the report shall so indicate.

	KPI- Response	Current Monthly Report	Year to Date Average	Target
1	CALL-OUT Attendance on site within 1 Hours of Contractor receiving call.			100%
2	Call outs and repairs to be completed on first visit.			95%
3	Compliance- Records for weekly fire alarm testing			95%
5	Quality-Condition of plant maintained to current standards.			95%
6	Quality- Maintenance report is completed on the PPM schedule for each job undertaken			98%
7	Quantity- Planned maintenance programmes adhered to			95%
8	Customer Satisfaction/complaints			95%
9	No Health and Safety incidents or near misses reported			90%

Table 1

Contractor performance will be monitored on a weekly and reviewed at the monthly progress meetings as shown in **Table 1.**

EXAMPLE KPI SCORE CARD AND BREACH POINT SYSTEM
Table 1

	KPI	March	April	May
1	CALL-OUT Attendance on site within 1 Hours of Contractor receiving call Target 100%	92%	96%	89%
2	Call outs and repairs to be completed on first visit. Target 95%	84%	91%	82%
3	Compliance- Records for weekly fire alarm testing. Target 95%	90%	96%	98%
4	Call outs and repairs to be completed on first visit. Target 98%	70%	87%	89%
6	Quality- Maintenance report is completed on the PPM schedule for each job undertaken Target 96%	91%	93%	92%
7	Quantity- Planned maintenance programmes adhered to Target 95%	96%	96%	90%
8	Customer Satisfaction Target 90%	93%	95%	87%
9	No Health and Safety incidents or near misses reported Target 90%	94%	91%	83%
	Monthly total breach points	6	-6	4

Legend

KPI Score within target **(-1 BREACH POINT)**	
KPI Score missed target by 5 or less **(1 BREACH POINT)**	
KPI Score missed target by 6 or more **(5 BREACH POINTS)**	

Monthly total breach points	See below.
1 to 5 Breach Points	1.26
6 to 15 Breach Points	1.27
Over 15 Breach Points	1.8

KPI Reporting

1.21 The Employer and Contractor will attend weekly performance monitoring meetings during which details of each of the above KPIs discussed.

1.22 The Employer may terminate the contract if the Contractor fails to provide the above KPI details at more than one meeting.

KPIs AND BREACH POINT SYSTEM – Do you want to include this?

1.23 The following tables are **typical examples** of the KPIs and Breach Point System.

1.24 The breach point system will be applied after the expiry of 6 months from the commencement date.

1.25 The KPI targets will be reviewed on an annual basis within an ethos towards continuous improvement.

1.26 Contract is meeting KPI targets, great result no action required.

1.27 Where beach points are between 6-15 points an improved notice will be issued and if no improvement with 3 mouths the council may also terminate the Contractor's obligation to provide the Service in accordance with the conditions of contract.

1.28 Where 15 points are exceeded the Council may also terminate the Contractor's obligation to Provide the Service in accordance with the conditions of contract.