

APPENDIX 1

KEY PERFORMANCE INDICATORS

Section	Service	KPI	Target Performance Percentage
Management and Customer Service	Health and Safety	The <i>Contractor</i> shall undertake all Statutory / Mandatory inspections to the agreed programme with records updated within 5 business days of completion	100
		The <i>Contractor</i> shall respond and issue a formal action plan to the <i>Service Manager</i> within 1 business day to any instances of Health and Safety regulation contravention	100
	Customer Relationship Management	The <i>Contractor</i> shall monitor and measure customer satisfaction levels and provide action plans to address any dissatisfaction identified within agreed timescales	95
		The <i>Contractor</i> shall respond to all complaints with a formal action plan within 5 business days of receiving the complaint	95
	Contractor Reporting and Meeting Attendance	The <i>Contractor</i> shall provide an appropriate level of seniority at meetings and provide periodic reports (to the agreed format and standard specified) including ad hoc reports, as defined within the Contract including but not limited to Schedule J	95
	Hard FM Service Delivery	Planned Preventative Maintenance	The <i>Contractor</i> shall complete all PPM activities within 5 business days of scheduled date as per agreed plan including the recording, updating and issue of associated service records, certification, CAFM and/or asset management systems and hard copy files as required to comply with current and future statutory, mandatory and best practice requirements
The <i>Contractor</i> shall inform the <i>Service Manager</i> within 1 business day of any item of plant or equipment requiring remedial works following a PPM visit			95

	Reactive Maintenance	The <i>Contractor</i> shall complete all Category A (Emergency), Category B (Urgent) & Category C (Routine) works requests within the agreed response times as set out in the Specification including the issue of associated service record sheets, certification and/or other documentation as required to comply with current and future statutory, mandatory and best practice requirements	95
	Quality Assurance	The <i>Contractor</i> shall effect all reactive and planned maintenance activities to agreed quality standards	95
	Documentation response times	The <i>Contractor</i> shall respond and issue to all requests for works quotations and supporting documentation to the <i>Service Manager</i> within the agreed response times	95

Soft FM Service Delivery	Cleaning	The <i>Contractor</i> shall ensure that all areas under the Contract meet specified cleaning standards at the start of every business day and that a constant supply of consumables is available throughout the building daily	95
	Pest Control	The <i>Contractor</i> shall attend to all reactive and planned pest control service requests within the agreed timescales	95
	Internal Waste Management	The <i>Contractor</i> shall collect and dispose of Internal waste to agreed timescales as per the Contractor's Plan and the <i>Contractor</i> shall ensure there is no excessive build up of waste in the bin store, notifying the service desk when such occasions occur, within the agreed timescale	95
	Security	The <i>Contractor</i> shall ensure that the site is secured and open for business in line with the Specification and the Contractor's Plan, the issue and collection of all Contractor passes are reconciled daily, all security incidents are recorded and CCTV is monitored 24 hours per day, with records kept as per Council policy	95
	Mail Service	The <i>Contractor</i> shall collect, frank, dispatch and deliver the intersite, members' drop and where applicable internal mail to the correct location within the agreed timescales	95
	Vending	The <i>Contractor</i> shall ensure all vending machines are operational and stocked with a choice to complement the onsite café throughout the business day	95
	Reactive Request Response Times	The <i>Contractor</i> shall meet all reactive soft FM requests within the Category A (Emergency) response time	95