Tender No:	RB/LCC/CAS/25/1957
Tender Title:	Plant & Vehicle Hire (Operated & Non-Operated) and Associated Services

Key Performance Indicators & Reporting

Performance Monitoring and Reporting

Schedule 7 - Key Performance Indicators

Ref	Title	Providing Organisation	Formal Review
KPI 1	Plant Availability	Supplier	Quarterly
KPI 2	On-Time Delivery	Supplier	Quarterly
KPI 3	Collection Performance	Supplier	Quarterly
KPI 4	Mechanical Reliability	Supplier	Quarterly
KPI 5	Breakdown Response	Supplier	Quarterly
KPI 6	Repair/Replacement	Supplier	Quarterly

The Authority will monitor and assess performance against all KPIs throughout the Framework Term to ensure compliance with contractual service standards. KPI results will be reviewed and formally evaluated on a quarterly basis as part of the contract management and performance review process as detailed below.

Where an individual KPI or overall KPI performance falls below the required standard, the Supplier may be required to implement a corrective action plan and demonstrate measurable improvement within agreed timescales as detailed below. Ongoing or material performance failures will be addressed in accordance with the Framework performance management and escalation procedures.
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Key Performance Indicators

The table below outlines the Key Performance Indicator (KPI) measures and the methodology used to calculate and assess performance against each KPI. Quarterly performance reporting shall be undertaken against the KPI measures and targets set out below

KPI	Category	KPI	Performance Measure	KPI Formula	Target	Weighting	KPI Assessment
1	**Service**	**Plant Availability**	Plant available on requested date and time	Number of Plant requests fulfilled ÷ Total Plant requests × 100	**≥98%**	20%	QTR
2	**Service**	**On-Time Delivery**	Delivered within agreed delivery window	On-time deliveries ÷ Total deliveries × 100	**≥95%**	20%	QTR
3	**Service**	**Collection Performance**	Plant collected within agreed off-hire period	Total number of on time collections ÷ Total number of collection requests × 100	**≥95%**	10%	QTR
4	**Reliability**	**Mechanical Reliability**	Breakdown rate during hire	Total Hire Days − Breakdown Days ÷ Total Hire Days × 100	**≥98%**	20%	QTR
5	**Reliability**	**Breakdown Response**	Engineer attendance after breakdown notification	Number of breakdowns attended within 2 hour SLA ÷ Total number of breakdowns × 100	**≥95%**	15%	QTR
6	**Reliability**	**Repair/Replacement**	Plant repaired or replaced within agreed timeframe	Repairs/Replacements completed within SLA (within 1 working day) ÷ Total repairs/replacements × 100	**≥95%**	15%	QTR

Worked Example

The weighting applicable to each Key Performance Indicator (KPI) is set out in the table above. The example below illustrates the calculation of an overall quarterly KPI score.

Overall Performance				
Weighted Score = KPI Performance % × KPI Weighting %				
KPI	**KPI Performance**	**Weighting**	**Calculation**	**Weighted Score**
Plant Availability	98%	20%	98 × 20%	19.6
On-Time Delivery	96%	20%	96 × 20%	19.2
Collection Performance	99%	10%	95 × 10%	9.9
Mechanical Reliability	98%	20%	98 × 20%	19.6
Breakdown Response	99%	15%	99 × 15%	14.85
Repair / Replacement	88%	15%	88 × 15%	13.2
Total Overall KPI Score		100%	Σ Weighted Scores	96.35%

Quarterly Supplier Performance Rating

The total weighted score achieved during the quarter will be assessed against the performance bands set out below, and a corresponding performance rating will be assigned for the preceding quarter. The resulting rating will determine the contract management action to be applied, as detailed in the table below.

Overall KPI Score	Rating	Definition	Contract Management Action
95% - 100%	**Excellent**	Performance consistently exceeds contract requirements and KPI targets.	No action required.
90% - 94.99%	**Good**	Performance meets contract requirements and KPI targets with only minor issues.	Continue routine performance monitoring and attend scheduled contract review meetings at least once in each quarter.
80% - 89.99%	**Requires Improvement**	Performance falls below expected standards in one or more areas but service delivery remains acceptable.	The Supplier to attend contract KPI review meeting to review performance. The Supplier is required to submit and implement a corrective action plan in agreement with contract manager. The corrective actions and timescales for improvement will be agreed with the contract manager.
70% - 79.99%	**Poor**	Performance is materially below contract requirements and presents a risk to service delivery.	Supplier to attend contract KPI review meeting. The supplier is required to submit and implement a corrective action plan in agreement with contract manager. In the instance that the Supplier is performing at poor for 2 consecutive quarters without improvement the process will follow the Unsatisfactory contract management action detailed below in relation to the 'Unsatisfactory' rating. This may result in termination of the call-off contracts/ Orders and removal from the Framework (by terminating the Framework Agreement).
Below 70%	**Unsatisfactory**	Performance is unacceptable and represents a significant failure to meet contractual requirements.	Issue a formal KPI Improvement Notice and consider escalation in accordance with the Framework Agreement. This may result in suspension of new Orders and/or termination of the call-off contracts/Orders and/or removal from the Framework (by terminating the Framework Agreement) in accordance with the Framework Agreement.

Management Information Reporting

The Supplier shall collect, maintain and submit Management Information (MI) to Lancashire County Council to demonstrate service delivery performance, compliance, safety, environmental performance, and continuous improvement throughout the Framework Term.

The measures set out within the MI Reporting Requirements table below are intended to provide visibility of service performance and support effective contract management. The targets identified represent the Authority's expected standard of performance and the Supplier shall use reasonable endeavours to achieve and maintain these standards throughout the Framework Term.

MI must be submitted in accordance with the frequencies specified below for each requirement to the contract manager electronically by email and summarised during quarterly and annual contract review meetings.

The information provided shall include as applicable, unpaid / Overdue Invoices, health and safety performance, plant condition and collection compliance, complaint management, environmental reporting, and continuous improvement activities. Supporting evidence, including photographic records, digital forms, and QR code verification records, must be made available to the Authority upon request.

The purpose of the MI reporting is to facilitate collaborative contract management, identify opportunities for service improvement, and provide assurance that the Services are being delivered in accordance with the Framework requirements and the Authority's operational expectations.

MI Reporting Requirements

The table below sets out the reporting categories and associated targets against which management information must be submitted. Submissions are to be provided monthly, quarterly, and annually in accordance with the frequencies specified in the table below.

Category	Title	Performance Measure	Target	Reporting Frequency
Health & Safety	Safety	Number of Health and safety incidents, near misses and RIDDOR events	Zero	Monthly & Quarterly
Compliance	Machine Condition	Plant delivered clean, serviced and fit for purpose evidenced with Photo's and signed off at time of delivery including a scan of the QR code)	100%	Quarterly
Compliance	Machine Condition	Plant collecion within agreed time period and signed off at time of collection and evidenced with manadtory photo and scan of QR code	100%	Quarterly
Customer Service	Complaint Resolution	Number of complaints received and resolved	≥95%	Monthly & Quarterly
Environmental	Carbon Reporting	Operated Plant - Monthly fuel usage and emissions reports submitted	100%	Monthly & Quarterly
Continuous Improvement	Innovation	Improvement initiatives implemented	Minimum 2 per year	Annual

Unpaid / Overdue Invoices

Details of all unpaid and overdue invoices shall be reported monthly by completing the Authority's own reporting table. An example of the table is provided below.

Monthly Supplier Report -Unpaid / Overdue Invoices								
Invoice Number	**PO Number**	**Date Invoice Raised**	**Date Registered in PAMMS *(If Required)***	**Date Due**	**Days overdue**	**P/O Line Description**	**Invoice Value**	
123456	*123456*	*01/04/2026*	*03/04/2026*	*03/05/2026*	*89*	*Description / Item*	*£5,000.00*	*Example*
123457	*123457*	*01/04/2026*		*01/05/2026*	*91*	*Description / Item*	*£9,999.00*	*Example*
					46234			
					46234			
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