

PROPERTY HARD FACILITIES MANAGEMENT SERVICES

AREA	REF	NAME	METRIC	SERVICE LEVEL
Health, safety and environmental	H1	Qualified and competent staff providing Services	<p>Suppliers staff and sub-contractors are fully trained, all tasks and activities have risk assessments, safe systems of working, and the Supplier's portal can evidence this.</p> <p>The Supplier will engage an independent assessor on a quarterly basis to perform a spot check of the Supplier's portal to ensure staff and subcontractors are qualified, competent, training is recent and relevant, and RAMS are in place.</p>	100%
	H2	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)	<p>Initial report submitted by the Supplier within 7 days of event.</p> <p>Final report submitted by the Supplier within 14 calendar days of event.</p> <p>The Post Office will perform a monthly spot check of the Supplier's portal to ensure all RIDDOR reports are appropriately filed.</p>	100%
	H3	Statutory health, safety and environmental compliance documentation	<p>Logbooks are maintained on site (records are filed every 6 weeks at the next PPM visit) and e-logbooks are constantly maintained (i.e. 5 business days post inspection).</p> <p>The PO will undertake spot audits on a monthly basis.</p>	100%
	H4	Audit observations	<p>Improvements actioned and completed within agreed timescales for critical observations.</p> <p>The PO will undertake spot audits on a monthly basis.</p>	100%
	H5	Audit observations	<p>Improvements actioned and completed within agreed timescales for noncritical observations.</p> <p>The PO will undertake spot audits on</p>	100%

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			a monthly basis.	
Financial	F1	Reactive Services	Actual One-Off Charges incurred by Post Office compared with Post Office budget target Reactivities in a month are provided in a trend analysis on assets and/or locations = gain share on an annual basis – full year monitoring. Gainshare based on a 50:50 basis.	100%
	F2	Continuous Improvement	Financial savings delivered vs. Continuous Improvement annual target Gainshare on PPM works only. Monthly suggestions during reporting	3% of Charges at start of contract for First Contract Year and then as at month 1 of each subsequent Contract Year
	F3	Purchase order compliance	100% All Services are covered by a Post Office purchase order No work undertaken without a PO and variances from the quote will be agreed in advance if in excess of £1,000.	100%
	F4	Invoicing – on time	Invoices accurate and on time Nothing is older than 3 months. No build-up of accruals, invoices must be received on time.	100%
Service Delivery	D1	Helpdesk availability	24/7/365 availability of all Helpdesk channels	100%
	D2	Time to answer (TTA)	Call answering time by the Helpdesk	95% of calls answered in 59 seconds or less from the first ring
	D3	Time to answer (TTA)	Portal response times	100%
	D4	Locations closure	Number of Locations closures as a result of the Supplier's failure to perform the Services in accordance with this Agreement measured against 100% availability of the Post Office Estate during Normal Working	Zero closures

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			Hours	
	D5	Planned Services completion (critical assets)	Completed Service activities compared to scheduled Service activities as specified in the FMP or Service Regime (as applicable)	100% of all planned Services completed in accordance with the FMP or Service Regime (as applicable)
	D6	Planned Services completion (all other assets)	Completed Service activities compared to scheduled Service activities as specified in the FMP or Service Regime (as applicable)	100% of all planned Services completed in accordance with the FMP or Service Regime (as applicable)
	D7	Reactive Service call-out response (P1 at Admin Centres and Secure Warehouses)	Actual reactive Service response and make operable times vs. Response and Operable Times required under Schedule 3	100% of all reactive Service requests completed within the required Response Time
	D8	Reactive Service call-out response (P1 at DMBs)	Actual reactive Service response and make operable times vs. Response and Operable Times required under Schedule 3	95% of all reactive Service requests completed within the required Response Time
	D9	Reactive Service call-out response (P2 and P3)	Actual reactive Service response and make operable times vs. Response and Operable Times required under Schedule 3	90% of all reactive Service requests completed within the required Response Time
	D10	Critical Asset availability	Average Critical Asset availability/required availability of all Critical Assets within the Post Office Estate	100%
	D11	Critical Asset downtime exceeding 24 hours	Count of individual Critical Asset downtime events exceeding 24 hours continuous outage, e.g. 1 asset down for 40 hours = 1 incident	0
	D12	First fix/satisfactory	Ratio of reactive Services callouts which achieved full fix/satisfactory completion on first visit vs. those	Greater than 90% first fix/satisfactory completion

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		completion	callouts requiring follow-up attendance	
	D13	Statutory Compliance	Statutory compliance levels at locations must be maintained. Where inspections demonstrate non-compliance, immediate remedies must be put in place to mitigating any risks to health and safety and/or disruption of Post Office staff and customers.	100%
	D14	Statutory inspection defect works	Individual inspector defect reports rectified by the Supplier within a calendar month of the initial defect report being issued to the Supplier	100%
	D15	Asset Register	Asset Register submitted to Post Office on time and in full at service commencement and updated on a quarterly basis.	Completed on time to the agreed deliverables and quality
	D16	Meeting attendance	Supplier's attendance at daily/weekly/monthly operational and performance review meetings as required pursuant to Schedule 7 (Management Information) and Schedule 18 (Governance) as applicable. The attendance will be determined by the Post Office and in accordance with their distribution list.	No more than 2 meetings missed by the Supplier in a rolling 12 month period
	D17	Completion of backlog of works	<p>Completion of all planned or reactive jobs.</p> <p>Count of planned, reactive and compliance services which have failed to achieve the SLAs D5-D9 shall not exceed an extended 30 days period on any individual SLA i.e. P1, P2 or overall. E.g. completion on – 65 days new max number of days 95</p>	<p>100% Jobs which have not been closed under D6 will be completed within 30 calendars days</p> <p>(Exceptional items with bespoke long led times to be agreed with the Post Office as and where they arise)</p>
	D18	Appropriateness	All works to be reviewed by the	100%

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		of Excess Amount on Works over £1,000	Supplier to ensure appropriateness of the works and the accuracy of quotes before submitting to the Post Office Property Team (i.e. not delivering out of hours work when normal work hours would be acceptable).	
Quality	Q1	Complaints	Number of complaints received about the Supplier and/or the Supplier Personnel by the Post Office Representative which are upheld. Time to acknowledge complaints. Time to resolve complaints.	No more than 3 complaints per month upheld. 24 hours for the Supplier to first acknowledge complaint. 14 calendar days to resolve the complaint to the reasonable satisfaction of the Post Office Representative
	Q2	Customer satisfaction surveys	Performance monitoring score Customer satisfaction will be measured using a 1 – 5 rating	85% of responses higher than a '3' rating for the 3 months following the Service Due Date After the 3 months following the Service Due Date, the metric, basis of measurement and the Service Level will be reviewed and agreed between the parties
	Q3	Post Office service audits	Post Office service audit findings	Zero major observations. Less than 20% of assessments with minor audit observations
	Q4	Reporting	All Management Information reports delivered on time and in full for the following reports: - Application submission: period end plus 5 working days - Accruals submission: 5 calendar days before period end - Compliance Board submission: 3	100%

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			<p>working days prior to report meeting</p> <p>- SR report: 3 working days prior to report meeting</p> <p>- SSR report: 3 working days prior to report meeting</p>	
	Q5	Requests for Information	The Supplier will respond to the Post Office's requests for information within 2 BD	100%
	Q6	KPI Compliance	Compliance with the KPIs detailed in this Schedule 5	<p>Green – 98- 100%</p> <p>Amber – 95 – 97.9%</p> <p>Red – 94.9% or less</p>