

South Ayrshire Council

Standard Key Performance Indicators (KPI`s)

August 2017

Version 1



RESPECTFUL
POSITIVE

Cost

- Invoice Accuracy
- Cost Reduction Initiatives

Quality

- Fit for Purpose Products/Service
- Contract Outcome
- Continual Improvement and Innovation

Service

- Complaints
- Communication
- Management Information
- Accuracy

Sustainability

- Sustainability (Sustainable Processes)
- Community Benefits

Cost			
Category Weight		20%	
Scot Gov Standard KPI Label/ID	Scot Gov Standard KPI Description	SAC KPI Weight	SAC Expected Results
Invoice Accuracy (KPI/0901-006)	To what extent does the Supplier/Service Provider ensure that invoices provide detailed, accurate cost information, and that, where queries occur, they are resolved within agreed timescales?	50%	<p>Invoices must be processed accurately in line with South Ayrshire Council's procedures.</p> <p>This KPI shall be scored as follows:</p> <p>4 - Exceeding Expectations (100)</p> <p>No Invoice/Order issues. The Supplier/Service Provider goes above and beyond to ensure the Council invoice and order process is efficient, highlighting problems and supporting the relevant stakeholder group.</p> <p>3 - Meeting Expectations (75)</p> <p>No Invoice/Order issue.</p> <p>2 - Minor Concerns (50)</p> <p>Within the last quarter there has been 1-3 issues relating to Invoicing and Ordering. The Contract Administrator has notified the Supplier of these issues on various occasions</p> <p>1 - Major Concerns (25)</p> <p>Within the last quarter there has been 4-7 issues relating to Invoicing and Ordering. The Contract Administrator and the CSM Team has notified the Supplier/Service Provider of these issues on various occasions</p> <p>0 - Not Performing (0)</p> <p>Within the last quarter there has been more than 7 issues relating to Invoicing and Ordering. The Supplier/Service Provider has failed to respond to Council communications.</p>
Cost Reduction Initiatives (KPI/0901-007)	To what extent does the Supplier/Service Provider work with the authority in suggesting and responding to cost reduction initiatives?	50%	<p>The Supplier/Service Provider works in collaboration with the Council to identify innovative Cost Reduction Initiatives either by proposing better value products or new ways of working to reduce the cost of the required services.</p> <p>This KPI shall be scored as follows:</p> <p>4 - Exceeding Expectations (100)</p> <p>Supplier/Service Provider notifies the applicable Contract Administrator and/or Procurement of potential cost reduction initiatives on a regular basis and provides the analysis, resource and support to implement the changes.</p> <p>3 - Meeting Expectations (75)</p> <p>Supplier/Service Provider notifies the applicable Contract Administrator and/or Procurement of cost reduction initiatives</p> <p>2 - Minor Concerns (50)</p> <p>The Council are aware of potential cost reduction initiatives but have to prompt the Supplier/Service Providers for support in the last quarter.</p>

			<p>1 - Major Concerns (25)</p> <p>During the last two (2) quarters, the Council has received little feedback from the Supplier on how well the Contract is doing and if there is any potential cost reduction initiatives. Little communication from Supplier on cost reduction initiatives.</p> <p>0 - Not Performing (0)</p> <p>During the last year, the Council has received no feedback from the Supplier/Service Provider on how the Contract is doing and if there is any potential cost reduction initiatives in the last year.</p>
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Quality			
Category Weight		30%	
Scot Gov Standard KPI Label/ID	Scot Gov Standard KPI Description	SAC KPI Weight	SAC Expected Results
Fit for purpose products/services (KPI/0901-001)	To what extent does the Supplier/Service Provider provide goods and or services which are compliant with the specification?	50%	<p><u>This KPI relates to the goods and/or services received.</u></p> <p>The service/goods must meet the set out requirements detailed under the relevant Sections of the Statement of Requirements.</p> <p>This KPI shall be scored as follows:</p> <p>4 - Exceeding Expectations (100)</p> <p>The goods/services received meet all contractual requirements as set out in the Statement of Requirements. The Supplier/Service Provider goes above and beyond to ensure the Council received excellent quality service/goods.</p> <p>3 - Meeting Expectations (75)</p> <p>The goods/services received meet all contractual requirements as set out in the Statement of Requirements.</p> <p>2 - Minor Concerns (50)</p> <p>Within the last quarter there has been 1-3 issues relating to the goods/services received. The Contract Administrator has notified the Supplier/Service Provider of these issues on various occasions</p> <p>1 - Major Concerns (25)</p> <p>Within the last quarter there has been 4-7 issues relating to the goods/services received. The Contract Administrator and the CSM Team has notified the Supplier/Service Provider of these issues on various occasions</p> <p>0 - Not Performing (0)</p> <p>Within the last quarter there has been more than 7 issues relating to the goods/services received. The Supplier/Service Provider has failed to respond to Council communications.</p>
Contract Outcome KPI/1908-001	To what extent do the Supplier/Service Provider deliver the contractual objectives which are compliant with the specification	40%	<p><u>This KPI relates to the Supplier/Service Providers responsibilities.</u></p> <p>The Supplier/Service Provider meets the set out requirements/responsibilities when delivering their goods/services to the Council as detailed under the relevant Sections of the Statement of Requirements to meet the Councils objectives.</p> <p>This KPI shall be scored as follows:</p> <p>4 - Exceeding Expectations (100)</p> <p>The Supplier/Service Provider meet all contractual requirements as set out in the Statement of Requirements. The Supplier/Service Provider goes above and beyond to ensure the Council received excellent quality service/goods.</p> <p>3 - Meeting Expectations (75)</p> <p>The Supplier/Service Provider meet all contractual requirements as set out in the Statement of Requirements.</p> <p>2 - Minor Concerns (50)</p> <p>Within the last quarter there has been 1-3 issues relating to the</p>

			<p>Supplier/Service Providers performance. The Contract Administrator has notified the Supplier of these issues on various occasions</p> <p>1 - Major Concerns (25)</p> <p>Within the last quarter there has been 4-7 issues relating to the Supplier/Service Provider performance. The Contract Administrator and the CSM Team has notified the Supplier/Service Provider of these issues on various occasions</p> <p>0 - Not Performing (0)</p> <p>Within the last quarter there has been more than 7 issues relating to the Supplier/Service Provider performance. The Supplier/Service Provider has failed to respond to Council communications.</p>
<p>Continual Improvement/Innovation <i>(KPI/0901-003)</i></p>	<p>To what extent does the Supplier/Service Provider work with the authority to identify opportunities for continual improvement or innovation?</p>	<p>10%</p>	<p>The Supplier/Service Provider works in collaboration with the Council to identify innovative new ways of working and/or process changes that will create contract efficiencies or generate savings for the Council.</p> <p>This KPI shall be scored as follows:</p> <p>4 - Exceeding Expectations (100)</p> <p>Supplier/Service Provider notifies the applicable Contract Administrator and/or Procurement of potential contract efficiencies/savings on a regular basis and provides the analysis, resource and support to implement the changes.</p> <p>3 - Meeting Expectations (75)</p> <p>Supplier/Service Provider notifies the applicable Contract Administrator and/or Procurement of potential contract efficiencies/savings.</p> <p>2 - Minor Concerns (50)</p> <p>The Council are aware of potential contract efficiencies/savings but have to prompt the Supplier/Service Providers for support in the last quarter.</p> <p>1 - Major Concerns (25)</p> <p>During the last two (2) quarters, the Council has received little feedback from the Supplier on how well the Contract is doing and if there is any potential for efficiencies or savings. Little communication from Supplier on continual improvement/innovation.</p> <p>0 - Not Performing (0)</p> <p>During the last year, the Council has received no feedback from the Supplier on how the Contract is doing and if there is any potential for efficiencies or savings. Contract is not performing well and the Supplier/Service Provider provides no support to improve efficiencies in the last year.</p>

Service			
Category Weight		40%	
Scot Gov Standard KPI Label/ID	Scot Gov Standard KPI Description	SAC KPI Weight	SAC Expected Results
Complaints (KPI/0901-010)	To what extent does the Supplier/Service Provider ensure that complaints or disputes are minimised; and that when they arise they are dealt with efficiently, without the need to escalate; and that corrective action is taken if required?	15%	<p>This KPI measures the number of complaints the CSM team has received from key stakeholders and shared with the Supplier/Service Provider.</p> <p>This KPI shall be scored as follows:</p> <p>4 - Exceeding Expectations (100)</p> <p>In the last quarter no complaints have been recorded.</p> <p>The Supplier/Service Provider goes above and beyond to ensure any issues are monitored or resolved efficiently before a complaint is raised. Furthermore implement processes to ensure issues do not re-occur.</p> <p>3 - Meeting Expectations (75)</p> <p>In the last quarter no complaints have been recorded.</p> <p>2 - Minor Concerns (50)</p> <p>Within the last quarter the CSM Team has been notified of 1-3 complaints from key stakeholders</p> <p>1 - Major Concerns (25)</p> <p>Within the last quarter the CSM Team has been notified of 4-7 complaints from key stakeholders. The Contract Administrator and the CSM Team has notified the Supplier/Service Provider of these issues on various occasions and yet to receive an appropriate response.</p> <p>0 - Not Performing (0)</p> <p>Within the last quarter the CSM Team has been notified of more than 7 complaints from key stakeholders. The Supplier/Service Provider has failed to respond to Council communications.</p>
Communication (KPI/0901-012)	How effectively does the Supplier/Service Provider manage communications and ensure that it responds to issues or enquiries within agreed timescales?	30%	<p>This KPI measures how well the Supplier/Service Provider communicates with the relevant Contract Administrator and other relevant key stakeholders (contract users)..</p> <p>This KPI shall be scored as follows:</p> <p>4 - Exceeding Expectations (100)</p> <p>Communication is excellent. The contract administrator and key stakeholders receive relevant information on a regular basis. The Supplier/Service Provider goes above and beyond to ensure the Council is up to date and respond to queries and questions within a 24 hour period, clear process for the Council to communicate the Supplier/Service Provider.</p> <p>3 - Meeting Expectations (75)</p> <p>Clear process for the Contract Administrator and/or stakeholders to communicate with the Supplier/Service Provider with any queries. The Supplier/Service Provider communicates well and responds to queries/questions in a timely manner.</p>

			<p>2 - Minor Concerns (50)</p> <p>Within the last quarter the CSM Team has been notified of 1-3 concerns in relation to communication.</p> <p>1 - Major Concerns (25)</p> <p>Within the last quarter the CSM Team has been notified of 4-7 concerns in relation to communication. The CSM team has notified the Supplier/Service Provider of these concerns.</p> <p>0 - Not Performing (0)</p> <p>Within the last quarter the CSM Team has been notified of more than 7 concerns in relation to communication. The Supplier/Service Provider has failed to respond to the Councils concerns.</p>
<p>Management Information (KPI/0901-011)</p>	<p>To what extent does the Supplier/Service Provider ensure that it consistently provides the required Management Information in the agreed format and within agreed timescales?</p>	<p>25%</p>	<p>This KPI shall measure how well management information under the relevant Sections of the Statement of Requirements.</p> <p>This KPI shall be scored as follows:</p> <p>4 - Exceeding Expectations (100)</p> <p>Supplier/Service Provider submits management information on time, covering all required points and on time.</p> <p>The Supplier/Service Provider provides support to the Council to give a better understanding of the information and how it can be utilised to identify potential savings or efficiencies.</p> <p>3 - Meeting Expectations (75)</p> <p>Supplier/Service Provider submits management information on time, covering all required points and on time.</p> <p>2 - Minor Concerns (50)</p> <p>The Council are aware that the Suppliers/Service Providers must submit management information but has not received the most recent report during the last quarter as set out within the Statement of Requirements.</p> <p>1 - Major Concerns (25)</p> <p>During the last two (2) quarters, the Council has received no management information as set out within the Statement of Requirements.</p> <p>0 - Not Performing (0)</p> <p>During the last year, the Council has received no management information from the Supplier/Service Provider as set out within the Statement of Requirements.</p> <p>The Council is aware of the management information requirements set out within the tender submission have not been carried out during the last year.</p>
<p>Accuracy (KPI/0901-015)</p>	<p>To what extent does the Supplier/Service Provider ensure that delivery accuracy is within agreed performance levels and that delivery</p>	<p>30%</p>	<p>This KPI relates to the Supplier/Service Providers performance and that the goods/services set out within the Statement of Requirements reflects on what is actually being delivered and matches the Purchase Order.</p>

	<p>notes accurately reflect what has been delivered and match the purchase order?</p>	<p>This KPI shall be scored as follows:</p> <p>4 - Exceeding Expectations (100)</p> <p>The Supplier/Service Provider meet all contractual requirements as set out in the Statement of Requirements. The Supplier/Service Provider goes above and beyond to ensure the Council received excellent quality service/goods.</p> <p>3 - Meeting Expectations (75)</p> <p>The Supplier/Service Provider meet all contractual requirements as set out in the Statement of Requirements.</p> <p>2 - Minor Concerns (50)</p> <p>Within the last quarter there has been 1-3 issues relating to the Supplier/Service Providers performance and delivery of the set out requirements. The Contract Administrator has notified the Supplier of these issues on various occasions. Potential Contract Variation required.</p> <p>1 - Major Concerns (25)</p> <p>Within the last quarter there has been 4-7 issues relating to the Supplier/Service Provider performance and delivery of the set out requirements. The Contract Administrator and the CSM Team has notified the Supplier/Service Provider of these issues on various occasions. CSM has requested a contract variation.</p> <p>0 - Not Performing (0)</p> <p>Within the last quarter there has been more than 7 issues relating to the Supplier/Service Provider performance and delivery of the set out requirements. The Supplier/Service Provider has failed to respond to Council communications or contract variation requests.</p>
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Sustainability			
Category Weight		10%	
Scot Gov Standard KPI Label/ID	Scot Gov Standard KPI Description	SAC KPI Weight	SAC Expected Results
Sustainability (Sustainable Processes) <i>(KPI/1508-002)</i>	Does the Supplier/Service Provider show commitment to sustainable practices where practical, e.g. offering sustainable products, reducing carbon footprint or championing sustainable initiatives?	50%	<p>The Supplier/Service Provider monitors their sustainable methods/practices and provides the Council up to date information on any developments.</p> <p>If the Supplier/Service Provider submitted a response to a Sustainable Question within the Technical Envelope, their response shall be monitored to ensure any assurances are fulfilled.</p> <p>This KPI shall be scored as follows:</p> <p>4 - Exceeding Expectations (100)</p> <p>Supplier/Service Provider notifies the applicable Contract Administrator and/or Procurement of their organisations sustainable developments or an update on their submitted tendered response.</p> <p>Developments are provided on a regular basis, the Supplier/Service Provider provides applicable analysis, case studies, resource and support to implement Sustainable methods or to allow the Council to share this information with relevant stakeholders.</p> <p>3 - Meeting Expectations (75)</p> <p>Supplier/Service Provider notifies the applicable Contract Administrator and/or Procurement of their organisations sustainable developments or an update on their submitted tendered response.</p> <p>2 - Minor Concerns (50)</p> <p>The Council are aware of the Suppliers/Service Providers sustainable process but has not received any update or assurances set out within the tender submission during the last quarter.</p> <p>1 - Major Concerns (25)</p> <p>During the last two (2) quarters, the Council has received little feedback from the Supplier /Service Provider in relation to Sustainability. The Council is unaware if the methods used by the Supplier/Service Provider are sustainable.</p> <p>0 - Not Performing (0)</p> <p>During the last year, the Council has received no feedback from the Supplier/Service Provider in relation to Sustainability. The Council is aware that the assurances set out within the tender submission have not been carried out during the last year.</p>
Community Benefits <i>(KPI/1601-001)</i>	Does the Supplier/Service Provider deliver the Community Benefits that were offered as part of the contract?	50%	<p>The Supplier/Service Provider monitors the Community Benefits delivered to South Ayrshire Council.</p> <p>If the Supplier/Service Provider submitted a response to a Community Benefits Question within the Technical Envelope, their response shall be monitored to ensure those benefits have been delivered.</p> <p>Additional Community Benefits offered by the Supplier/Service Provider throughout the lifetime of the contract/framework will also be included</p> <p>This KPI shall be scored as follows:</p>

		<p>4 - Exceeding Expectations (100)</p> <p>Supplier/Service Provider notifies the applicable Contract Administrator and/or Procurement of Community Benefits that have been actioned (as per tendered response or voluntary).</p> <p>Developments are provided on a regular basis, the Supplier/Service Provider provides applicable case studies, resource and support to implement Community Benefits or to allow the Council to share this information with relevant stakeholders.</p> <p>3 - Meeting Expectations (75)</p> <p>Supplier/Service Provider notifies the applicable Contract Administrator and/or Procurement of Community Benefits that have been actioned (as per tendered response or voluntary).</p> <p>2 - Minor Concerns (50)</p> <p>The Council are aware of the Suppliers/Service Providers Community Benefits response set out within the tender submission but has not received any update or assurances during the last quarter.</p> <p>1 - Major Concerns (25)</p> <p>During the last two (2) quarters, the Council has received little feedback from the Supplier /Service Provider in relation to their Community Benefits response set out within the tender submission.</p> <p>0 - Not Performing (0)</p> <p>During the last year, the Council has received no feedback from the Supplier/Service Provider in relation to their Community Benefits response set out within the tender submission.</p> <p>The Council is aware that the assurances set out within the tender submission have not been carried out during the last year.</p>
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