

Management Information & Key Performance Indicators

This section is mandatory

Both standard mandatory reporting templates for MI and KPIs are attached to the ITT in the supplier attachments section.

The framework and awarded suppliers will be subject to a robust process of contract and supplier management. This process will involve the monthly reporting of management information as per the standard template.

Annual or bi annual review meetings will be set up and the monthly reporting of Key Performance Indicators (KPIs) will be used to assess contract performance.

The Supplier shall at all times comply with the Service Levels / Key Performance Indicators detailed below and will complete and submit the tracking spreadsheet on a monthly basis, by **10th** day following month end.

KEY PERFORMANCE INDICATORS

The following table shows the KPIs that require tracking on a monthly basis – this is also shown in the spreadsheet attached to the ITT titled Medical Ward Equipment KPI tracker.

KPI No.	Key Performance Indicator	Specification	Target	Actual	RAG
1	Deliveries	The supplier will track all orders and deliveries made to NHSS on a monthly basis and report % made on time	98%		
2		The supplier will track all orders and deliveries made to NHSS on a monthly basis and report % made in full	98%		
3	General queries	<ul style="list-style-type: none"> ▪ Response to be provided to all general queries within 24 hours 	<ul style="list-style-type: none"> ▪ 98% 		□
4	Progress queries	<ul style="list-style-type: none"> ▪ Queries to be progressed within 48 hours 	<ul style="list-style-type: none"> ▪ 98% 		□
5	Complaints Resolution	The Supplier will provide a copy of their complaints log on a monthly basis detailing the nature of the complaints and the actions taken to resolve the complaints, including timescales taken to resolve them.	100% of complaints to be acknowledged within 1 working days of receipt of the complaint.		
			98% of complaints to be resolved or have an agreed action plan in place within 10 working days.		
6	KPI reporting	<ul style="list-style-type: none"> ▪ Required format KPI reporting to be provided within 10 days of end of month 	<ul style="list-style-type: none"> ▪ 100% 		□

7	Management Information	The Supplier is to submit full, accurate and complete MI reports to the Authority within 10 days of the month end	100%		
8	Invoicing	The Supplier shall provide Participating Authorities with accurate invoices each month	98% accuracy rate every month		