

ANNEX A/2 - PERFORMANCE MEASUREMENT FRAMEWORK - DASHBOARD

KPI	Performance Indicator	Maximum Points	Measurement	Reporting Frequency	100%	80%	75%	Zero	Annual Tabulation
Physical	PHY1 - Building Management Plan (BMP)	20	1. 100% of assets to have completed Building Management Plan (BMP) completed by November 30th	Annually	BMP completed thoroughly and on time. BMP includes all information required to support the annual GAC management submission and approval.	BMP is provided within 30 days of Due Date BMP is completed and includes sufficient information required to support the annual GAC management submission and approval.	BMP is provided within 30 days of Due Date BMP is partially complete. The required second revision provides all required details to support the annual GAC management submission and approval.	BMP - Not completed or not thorough enough to support the annual GAC management submission and approval.	This tabulation excludes the budget approval process.
	PHY2 - Completion of Mandated (life Safety Equipment) Maintenance (Pass/Fail)	50	Number of scheduled mandated maintenance activities for a given month that were not completed within 15 days of their scheduled start date.	Monthly	100% of packages completed	99% of packages completed	98% of packages completed	Less than 98% of packages completed	Calculation is on the total number of packages (for the year).
	PHY3 - Completion of Routine Scheduled Maintenance	20	Percentage of life-cycle PPM (non-mandatory) maintenance packages scheduled for a given month that were not completed within 30 days of their scheduled start date.	Monthly	Over 95% of packages complete	89%- 95% of packages complete	80% - 88% of packages complete	Less than 80% of packages complete	Calculation is on the total number of packages (for the year).
	PHY4 - Building is available 100% of Operational Hours (Uptime)	10	Uptime is the Percentage of time that the building availability for program delivery during normal opening hours was maintained by the contractor. Downtime is defined as the time when more than 5% of the total number of occupants cannot access the building due to mechanical failures or project related interruption (smoke, electrical outage, etc.) that is caused by the Contractor or its subcontractors.	Quarterly	Over 99% availability for the year.	Over 97% for the year	Over 95% for the year	Less than 95 % for the year	Calculation is : (A-B)/A A is Total number of business hours B is the number of hours out of service.
		100							
Functional	FCT1 - Occupant Satisfaction (Annual Survey)	15	CSAT Survey (all building occupants) - Deliver an annual Customer Satisfaction Survey in May, analyse results and create corresponding Action Plan (to demonstrate Continuous Improvement related to satisfaction level) by August 1.	Annually	Delivered the survey and Action Plan on time. Results are within 95% of the previous year.	Delivered the survey and Action Plan on time. Results are within 90%- 94% of the previous year.	Delivered the survey and Action Plan on time. Results are within 85%- 89% of the previous year.	Survey and Action Plan were more than 30 days late OR Results are less than 85% of the previous year	Tabulation based on the total of all Survey questions.
	FCT2 - Occupant Satisfaction (Service Desk Requests)	15	Contractor (or Mission) to conduct CSAT survey with 10% of Requestors to confirm level of satisfaction	Annually	At least 85% of Requestors are satisfied.	Between 80% and 84% of Requestors are satisfied.	Between 75% and 79% of Requestors are satisfied.	Less than 75% of Requestors are satisfied.	
	FCT3 - Service Call Management	30	1. Percentage of service requests that are responded to within the prescribed Response Time (SOW Section 3.4.1). 2. Percentage of service requests that are rectified within the prescribed Rectification Time (SOW Section 3.4.1).	Monthly	Over 95% of the time	90% - 94% of the time	85% - 89% of the time	Less than 85% of the time	All percentages are a combined average.
	FCT4 - Quality Management	40	Completion of Non-Conformance Action plans in a timely manner.	Monthly	95% completed in a timely and efficient manner.	85%-94% completed in a timely and efficient manner.	75%-84% completed in a timely and efficient manner	<75% completed in a timely and efficient manner	
		100							
Financial	FIN1 - O&M Expenditures Work plan (delivery against Budget)	75	Timely and accurate preparation and submission of monthly O&M Expenses and quarterly reconciliation (complete with variances between Budget and Forecast)	Quarterly	Within 10% of of estimated budget.	Within 15% of estimated budget.	Within 20% of estimated budget.	Over 20% of estimated budget.	
	FIN2 - Minor Work expenditures up to \$10,000 (based on annual spend)	25	The variance between the approved BMP- Minor Work budget and the actual Minor Work costs.	Monthly	Within 5% of estimated budget.	Within 6% - 9% of estimated budget.	Within 10%-14% of estimated budget.	Over 15% of estimated budget.	
		100							
Project Management	PMS1 - Project Planning for over \$100,000 (individual projects)	25	IAR is thorough and provided in advance for all projects over \$100,000.	Monthly	100% of IARs fully completed and provided in advance to support project approvals.	Between 90% and 99% of IARs fully completed and provided in advance to support project approvals.	Between 85% - 89% of IARs fully completed and provided in advance to support project approvals.	Less than 85% of IARs fully completed and provided in advance to support project approvals.	Measurement is based on average percentage for total of all projects
	PMS2 - Project Estimates for all individual projects over \$25,000	25	Projects are delivered within budget outlined in the Task Authorization (including contingency) for each project.	Monthly	Project delivered within 95% of estimated costs.	Project delivered within 85%-94% of estimated costs.	Project delivered within 75%-84% of estimated costs.	Projects delivered are over or under 75% of estimated costs.	Measurement is based on average percentage for total of all projects
	PMS3 - Project Timeliness (delivery against Project Work Plan)	25	Projects are delivered on time, as per the last GAC-approved completion date.	Monthly	Within 15 days	Within 16-30 days	Within 31-45 days	More than 45-day delay	
	PMS4 - Project File Completion (individual projects)	25	Completion of required documentation on each project file (GAC-approved Project File Checklist).	Quarterly	At least 98% of required documents are in the project file	90%-98% of required documents in the project file	85%-89% of required documents in the project file	Less than 85% of required documents in the project file	
		100							
	Total Evaluation Points								

Hold Back Distribution Schedule Based Upon Total Points:
80% score in any KPI = 100% of Hold Back Released for that KPI
70% - 79% score in any KPI = 75% of Hold Back Released for that KPI*
Less than 70% score any KPI = Hold Back Retained by GAC for that KPI
* - Failure in PHY2-A results in loss of Hold Back for entire Physical KPI