

## ANNEX XIV – Proposed Key Performance Indicators

### UNESCO LARGE WORKS CONTRACT # \_\_\_\_\_ KEY PERFORMANCE INDICATORS (to be completed Monthly by UNESCO ENGINEER)

KPI	MEASURE	NATURE OF MEASUREMENT	UNESCO MINIMUM ACCEPTABLE PERFORMANCE LEVELS (APLS)	MAXIMUM POINTS
<b>1 COST/BILLING:</b>				
UNIT RATES	BOQ rates are fixed.	Number of Contractor failure(s) to apply fixed rates.	Acceptable standard is Zero. 100% accuracy. No unit rate increases.	3
WORKS PROGRESS COSTING	Actual Quantities utilized & corresponding BOQ unit rates must be evidenced.	Number of incorrect progress costing due to miscalculations and/or wrong quantities.	100% Accuracy required. Percentage of progress works billed must demonstrate synchrony with milestone works value per approved work plan.	4
CONTRACT PRICE CEILING	Contract Value ceiling is locked. No deviation.	Total works billed cannot exceed contract ceiling	Zero deviation. Contract Value cannot be exceeded.	3
<b>2 TIMELINESS</b>				
	Non-adherence to agreed work schedule.	1) Capacity planning effectiveness 2) Timely reporting per agreed deadlines 3) Adherence to agreed work plan and timelines	Maximum 01 deviation may be allowed (subject to UNESCO's discretion) based on the justification. UNESCO at its discretion may require the contractor to increase capacity to make up for lost time. The Contractor shall bear all costs associated with the capacity increase. The delay may result in a low score particularly in cases where such delays could have been contemplated.	15
<b>3 QUALITY:</b>				
a) Non-Conformance to SOW specifications	Full adherence to SOW specifications, sound engineering practices, Global ISO standards, and all other overarching Industry regulations/laws	Number of Non Conformance citations issued by UNESCO Engineer in a given month.	Maximum 01 non-conformance may be cited resulting in a lower score. However, procedures stipulated in the SOW shall be invoked automatically to ensure anomalies corrected. The ensuing non-conformance cited may, or may not, have an impact on future contract awards (UNESCO reserves the discretion)	30
b) Prompt corrections to cited Non Conformance	Timely reworks per SOW with Contractor bearing all risks/costs.	Corrections shall be implemented without delay - immediately upon citation.	Failure to respond promptly to a non-conformance citation will have a negative impact on performance and may affect future considerations for Contract award to the Contractor. Further contractual remedies will be invoked at UNESCO's discretion.	30
CLIENT MANAGING	Compliance to all UNESCO issued security rules	Failures to adhere to UNESCO issued security procedures	Zero deviation acceptable.	4
	Report logging	1) Failure to submit reports in agreed format;	100% accuracy required. 100% adherence to agreed formats.	3
	Customer service	Courteous interactions with UNESCO personnel, visitors, and UNESCO Engineer. Prompt responses to inquiries/requests.	1) Speed of response to inquiries/requests 2) Relevancy and adequacy of response. No more than two citations will be tolerated.	3
SAFETY	Contractor shall ensure full compliance with Health & Safety with regards to its personnel, works performance, and in consideration of UNESCO	Multiple safety measures will be monitored and shall be reported on a monthly basis as part of the monthly progress report. They include, but are not limited to, injuries, near-miss incidents, non-compliance with H&S e.g. scaffolding, fire prevention, etc	Health & Safety is the full responsibility of the contractor and lack thereof to take necessary precautions will count against the contractor. Such incidents will affect the overall Contractor Performance Report that may impact considerations for future contract awards.	5
<b>TOTAL (Min. Minimum acceptable grand total is 85%)</b>				<b>100</b>

Signature: \_\_\_\_\_

UNESCO ENGINEER

Name/Signature \_\_\_\_\_

CONTRACTOR PROJECT MANAGER