

KPIs	KPI Target	Measured by
1. Contract Management		
1.1 Responsiveness to the NPS in matters pertaining to management of this Agreement	100%	Confirmation to be provided by the NPS, following an assessment of the Firm's performance rating in relation to KPIs 1.2 to 1.4 below.
1.2 Provision of accurate and timely Management Information and Community Benefits and Fair Work Information in the agreed formats	100%	Confirmation of receipt and time of receipt by the NPS.
1.3 Timely, accurate payment of the NPS Management Charge	100%	Confirmation of receipt and time of receipt by the NPS.
1.4 Provision of an accurate and timely six monthly report on performance against each of the KPIs.	100%	Confirmation of receipt and time of receipt by the NPS.
2. Value for Money		
2.1 Competitive Pricing	100%	Quarterly report from the Firm highlighting any variance below the agreed framework Fees following a Mini Competition.
3. Client Care		
3.1 Clients' queries	95%	Responses to Clients by telephone or letter to be given within two (2) Working Days.
3.2 Clients' Complaints	95%	Acknowledgement of a complaint within one (1) Working Day of receipt.
3.3 Clients' Complaints resolution	95%	Timely resolution of the Clients' complaints. The Firm

		to send a progress report to the Client each Working Day the Complaint remains open/unresolved, or at a frequency otherwise agreed with the Client.
4. Quality of Services		
4.1 The performance to Service Levels of which the parties have agreed at call-off stage.	90%	Client performance monitoring and review reports/meetings
4.2 The absence of breaches of Client Contracts.	100%	Termination of Client Contracts for cause.