

KEY PERFORMANCE INDICATORS (KPIs) AND SERVICE LEVELS

1 The Key Performance Indicators (KPIs) are as follows:

S/N	Key Performance Indicators	KPI target	Measurement	KPI Deduction
1	Work Safety			
a	Number of incidents/accidents	Zero incident	Measured by number of incidents	5 points deducted per incident + official warning letter (No cap on points deduction)
b	Number of failures to comply with relevant Regulatory Requirements, Acts or Codes			
c	Number of Safety lapses causing harm			
2	Technical Performance			
a	Number of reported technical faults by user per month	Not more than 2 technical faults average per lift per month	Measured by number of faults. Note: Excludes rough usage, acts of God, building related issues	0 to 2 faults – 0 point deducted 3 to 4 faults – 2 points deducted 5 to 6 faults – 4 points deducted 7 to 8 faults – 6 points deducted 9 to 10 faults – 8 points deducted 11 faults and above – 10 points deducted (Cap at 10 points deduction)
b	Availability of the lift per month	Not less than 99% uptime per month	Measured by average time of all lifts. [100% - (Average total down time in hrs / total hrs in month of all lifts)]	>= 99% - 0 point deducted Every 0.1% to 1% lesser - 2 points deducted E.g. 98.9% is 2 points deduction (Cap at 10 points deduction)
3	Remote Monitoring and Diagnostics (RM&D) Performance			
a	Breakdown detection and diagnostic accuracy	Not more than 2 breakdowns undetected by RM&D system average per lift per month	Measured by number of cases divide by number of lifts	0 to 2 cases – 0 point deducted 3 to 4 cases – 2 points deducted 5 to 6 cases – 4 points deducted 7 to 8 cases – 6 points deducted 9 to 10 cases – 8 points deducted 11 cases and above – 10 points deducted (Cap at 10 points deduction)

b	Breakdown detection and diagnostic accuracy (continued)	Not more than 2 faults undetected by RM&D system but intervened by service provider average per lift per month	Measured by number of cases divide by total number of lifts	0 to 2 cases – 0 point deducted 3 to 4 cases – 2 points deducted 5 to 6 cases – 4 points deducted 7 to 8 cases – 6 points deducted 9 to 10 cases – 8 points deducted 11 cases and above – 10 points deducted (Cap at 10 points deduction)
4 Response and Reporting				
a	Number of cases responded within time frame (refer to Table A): - complaints/ feedback/ service request#/ Organisation's Representative instructions and other 'Normal' faults. - 'Emergency' and 'Urgent' system failure or faults (including man trap situation). #Includes request for information, reports, statement.	All complaints and feedback attended to within timeframe	Measured by number of cases responded within time frame / total number of cases reported	100% - 0 point deducted up to 99% - 2 points deducted up to 97% - 4 points deducted up to 95% - 6 points deducted up to 93% - 8 points deducted up to 91% - 10 points deducted (Cap at 10 points deduction) Additional 5 points deducted and \$50 penalty per case if attendance exceed timeframe for mantrap incident.
b	Number of cases resolve and/or rectify and close the complaints/ feedback/ service request within time frame unless otherwise specified (Refer to Table A)	All cases resolved within timeframe	Measured by number of cases resolved within time frame / total number of cases reported	100% - 0 point deducted up to 99% - 2 points deducted up to 97% - 4 points deducted up to 95% - 6 points deducted up to 93% - 8 points deducted up to 91% - 10 points deducted (Cap at 10 points deduction)
5 Other indicators				
a	Non-compliance to Requirements Specifications including but not	Zero non-compliance case	Measured by number of non-compliance case	1 to 3 cases - 2 points deducted 4 to 6 cases - 4 points deducted 7 to 8 cases - 6 points deducted 9 to 10 cases - 8 points deducted

<p>limited to failure to renew all building licensing 14 working days before expiry, failure to adhere to Statutory Compliance with all the relevant Singapore Statutes and Singapore standards governing the maintenance and operations.</p>			<p>11 cases and above – 10 points deducted (Cap at 10 points deduction) 2 additional points deducted per failure to renew statutory licenses including penalty fee to be borne by contractor.</p>
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Note:

- (i) The definition of “Complaints” is any feedback that is given by a party (i.e. staff, students, members of the public, media, agencies, etc.) that expresses either of the following:
 - a. Poor service rendered (including poor attitude of Contractor or any of its associated contractors);
 - b. Did not meet stipulated respond time according to service standards;
 - c. Did not close the loop with feedback provider according to service standards; and
 - d. Potential risk/harm to health, safety and environment (examples not limiting to: fire hazard [obstruction to fire escape route], health hazard [vector control and hygiene issues], safety issues [roads/buildings maintenance which might lead to potential accidents])
- (ii) If there are any conflicting service levels, Minimum Response Time, Minimum Target, the more stringent standard shall be used for the computation of the KPI score.
- (iii) Per point deduction is equivalent to 1% deduction from the full 100% score.
- (iv) The KPI for item 3 will be taken into performance calculation three (3) months after the installation and completion of the RM&D system to allow system run-in and data gathering with existing lift.

Service Levels

2 The Contractor shall keep within the below response time or the rectification time in Table A. Failing which the Contractor shall be subjected to point deduction.

2.1 Response Time – duration between the time of request/feedback (verbal/in writing) and the time that the on-site service team staff arrives at the site and start with the site investigation, troubleshooting or rectification works; and

2.2 Rectification Time – duration between the time that the on-site service team staff arrives at the site and start with the site investigation, troubleshooting or rectification works and the time to complete the rectification works. Rectification time is allowed to exceed the stipulated time if:

- a) The availability of spare or replacement parts are not available locally. The time for rectification shall be based on the first available time of the spare or replacement parts, and subject to the approval of the Organisation.
- b) The cause if attributed to government authority/utility service providers such as BCA, SP Group, PUB etc.
- c) The delay is due to restrictions set by authority during crisis.

2.3 Working hours is define from 8am to 6pm Monday to Friday.

Table A: During working hours of On-site Service Team

Fault Category (See Para 3)	Response Time (During working hours)	Response Time (After working hours)	Time to Rectify or Implement Mitigation Measures#
Emergency (Including Mantrap)	< 30 minutes	< 30 minutes	< 2 hours to restore service and mitigate fault < 24 hours to rectify fault or timeline as agreed by the Organisation
Urgent	< 60 minutes	< 90 minutes	< 4 hours to restore service and mitigate fault < 72 hours to rectify fault or timeline as agreed by the Organisation
Normal	< 120 minutes	Next Working Day	< 24 hours to restore service and mitigate fault < 3 days to 14days to rectify fault or timeline as agreed by the Organisation

3 The fault categories are defined as follows:

Work Priority	Description
Emergency	<p>Emergency refers to all incidents including man trap that could endanger or pose risk to life or damage assets or affect building operations or services in whole or in part or has direct or indirect impact on the Organisation’s ability to operate effectively or affect staff/students.</p> <p>Repeated incidents (3 times and above) of the same nature or at the same locality shall be considered Emergency. (e.g. breakdowns, power tripping and etc.). Failures of system or functions related to fire are also considered as critical.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Man trap, • Any fire incidents, etc.

<p>Urgent</p>	<p>Urgent refers to all incidents that affect building operations or services in whole or part that would cause inconveniences or discomfort to occupiers as well as the public, affect the Organisation’s image and those incidents that could become “critical” if no appropriate actions are taken.</p> <p>Example:</p> <ul style="list-style-type: none"> • Lift car not stopping at levels, • Outage of electricity supply tripping the lift, • Lift door not closing properly, • Lift car travelling in abnormal speed, • Any sighting of smoke or burn smell, • Water leakage into lift pit, lift car or lift motor room, etc.
<p>Normal</p>	<p>Normal refers to all incidents that are strictly localized in nature and do not have any effect on any building operations, services, and do not have the potential of deteriorating into urgent or critical incidents.</p> <p>All “normal” cases that have the potential of becoming “urgent” or “critical” shall automatically be classified as “urgent”. Incidents that straddle between any of the two Categories shall take the more serious category for the purpose of this contract.</p> <p>Response for all letters, emails and/or forms are categorised under ‘Normal’ priority.</p> <p>Example:</p> <p>Noisy/faulty ventilation fans or lights in lift car, Noisy lift doors during closing, Lift doors close slower than usual, Unstable lift travelling, etc.</p>