

7.2 Annex B – Detailed KPIs with Financial Penalties

The following KPI framework must be incorporated into the Service Level Agreement (SLA) for each LOT. Penalties are structured as monthly deductions from the invoice, with a maximum cumulative deduction cap of 20% per month. Cumulative penalties exceeding 30% over a 3-month period shall trigger a Contract Show-Cause Notice, and upon breach of 40%, PSEB may terminate the contract after due process.

7.2.1 LOT-1: Security Services KPIs & Penalties

KPI / Performance Indicator	Target / Standard	Measurement Frequency	Penalty for Non-Compliance
Manpower Availability (Minimum Staffing)	100% of agreed deployed strength at all times	Daily (attendance register + biometric)	PKR 2,000 per missing guard per shift
Response Time to Security Incident	On-site response within 3 minutes	Per incident log / CCTV review	PKR 10,000 per breach per incident
CCTV Uptime / Operational Status	99.5% uptime per month (max 3.6 hrs downtime)	Monthly BMS	PKR 5,000 per hour beyond tolerance
Unauthorized Access Incidents	Zero unauthorized access to restricted zones	Per incident / monthly audit	PKR 50,000 per incident + incident report
Guard Patrol Compliance	100% patrol completion per schedule (GPS/NFC verified)	Daily patrol log + monthly audit	PKR 1,500 per missed patrol point per day
Visitor Log Accuracy	100% visitor registration with ID verification	Random weekly audit	PKR 3,000 per unregistered entry per occurrence
Emergency Drill Compliance	Minimum 4 drills per year; documented	Quarterly review	PKR 25,000 per missed drill
Uniform & Grooming Standard	100% compliance — all deployed guards	Daily supervisor inspection	PKR 500 per non-compliant guard per day
Incident Reporting Timeliness	Preliminary report within 1 hr; full report within 24 hrs	Per incident log	PKR 5,000 per delayed report
Client Satisfaction Score (PSEB Monthly Audit)	Minimum 85% satisfaction score	Monthly audit by PSEB	PKR 20,000 per month below threshold
Guard Misconduct / Complaints	Zero substantiated complaints per quarter	Per complaint register + investigation	PKR 15,000 per substantiated complaint + replacement within 24 hrs

Monthly KPI Report Submission	Submitted by 5th of following month	Monthly	PKR 10,000 per late/incomplete report
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7.2.2 LOT-2: Janitorial Services KPIs & Penalties

KPI / Performance Indicator	Target / Standard	Measurement Frequency	Penalty for Non-Compliance
Manpower Availability	100% of contracted cleaning staff on duty	Daily biometric attendance	PKR 1,500 per absent cleaner per shift
Overall Cleanliness Score (All Floors)	Minimum 90% on monthly hygiene audit checklist	Monthly PSEB audit	PKR 30,000 per month below 90% score
Washroom Cleaning Frequency	Minimum once per hour during peak hours (8am-6pm)	Hourly cleaning log sign-off	PKR 3,000 per missed cleaning session per washroom
Washroom Consumable Availability	Zero stock-out of soap, paper, sanitizer at any time	Daily inspection / spot checks	PKR 2,000 per stock-out incident per washroom
Waste Collection Compliance	100% daily waste collection by 8am; segregation at source	Daily verification by supervisor	PKR 5,000 per non-segregated or missed collection
Odor / Pest / Rodent Control	Zero reported instances of pest/rodent sighting	Monthly audit + complaint log	PKR 20,000 per verified sighting + pest control within 24 hrs
Deep Cleaning Schedule Adherence	100% completion of monthly/quarterly deep cleaning plan	Scheduled audit	PKR 15,000 per missed deep cleaning session
Data Centre Adjacent Area Cleanliness	Zero dust/contaminant alerts; antistatic protocols followed	Weekly inspection	PKR 25,000 per non-compliance in DC-adjacent zones
Chemical Safety & Eco-Compliance	Only approved eco-chemicals used; MSDS available on site	Quarterly chemical audit	PKR 50,000 per use of non-approved chemical + halt to contract
Complaint Response Time	Cleaning complaint attended within 30 minutes	Complaint log + response record	PKR 2,000 per complaint exceeding 30-minute response time
Tenant / Occupant Satisfaction	Minimum 85% satisfaction on quarterly survey	Quarterly PSEB survey	PKR 25,000 per quarter below 85% threshold
Monthly Report Submission	Submitted with cleaning logs by 5th of following month	Monthly	PKR 8,000 per late submission

7.2.3 LOT-3: MEP Operations & Maintenance KPIs & Penalties

KPI / Performance Indicator	Target / Standard	Measurement Frequency	Penalty for Non-Compliance
Manpower Availability	100% of contracted cleaning staff on duty	Daily biometric attendance	PKR 1,500 per absent Technician per shift
Power Availability / Uptime	99.99% uptime for Data Centre power systems	Continuous BMS monitoring (monthly report)	PKR 100,000 per hour of unplanned DC outage exceeding 15 mins
General Building Power Uptime	99.9% uptime for all other areas	Monthly BMS/metering report	PKR 10,000 per hour of non-DC power outage beyond tolerance
Generator Readiness	100% readiness: auto-start within 10 seconds of outage	Monthly load test	PKR 50,000 per failed load test; PKR 200,000 per actual failure during outage
HVAC Uptime (Comfort Cooling)	99% uptime; temperature 22-24°C maintained in offices and other areas	Monthly BMS log	PKR 5,000 per hour per floor outside tolerance beyond 30 mins
Data Centre Cooling (CRAC/HVAC)	99.99% uptime; DC temp 18-27°C, humidity 40-60%	Continuous DC environmental monitoring	PKR 150,000 per incident breaching DC environment thresholds
Preventive Maintenance Compliance	100% completion of PM schedule (daily/weekly/monthly)	CMMS report — monthly	PKR 10,000 per missed PM task; repeat = 2x penalty
Corrective Maintenance Response Time	Critical: 30 mins; Major: 2 hrs; Minor: 4 hrs	CMMS incident log	PKR 5,000 per 30 mins delay beyond SLA for each category
Fire Safety System Uptime	100% — zero false negatives tolerated in fire/smoke detection	Weekly test + monthly inspection	PKR 100,000 per system failure + mandatory remediation within 4 hrs
FM-200 / Suppression System Readiness	100% readiness with weekly test logs	Weekly testing + monthly certification	PKR 200,000 per found-not-ready incident; halt work order
Water Quality & Supply	Zero supply interruption; water quality within WHO standards	Monthly lab test + daily flow check	PKR 15,000 per supply interruption exceeding 30 mins
BMS Availability	99.5% uptime; all alarms responded to within 15 mins	Monthly BMS log	PKR 20,000 per day BMS offline beyond 2 hrs
Spare Parts Inventory Compliance	Maintain min. 90-day critical spares inventory	Quarterly stock audit	PKR 30,000 per missing critical spare item confirmed at audit

Energy Efficiency Target	Reduce Energy Use Intensity (EUI) by 5% year-on-year	Annual energy audit	No financial penalty for Y1; PKR 50,000/year failure in Y2 & Y3
Monthly MEP Report Submission	Submitted by 5th with full CMMS extract, energy report, incident log	Monthly	PKR 15,000 per late or incomplete submission
Staff Competency & PEC Compliance	100% of engineers maintain valid PEC registration	Annual verification	PKR 25,000 per non-registered engineer deployed; removal within 5 days

7.2.4 LOT-4: Horticultural, Gardening and Landscaping Services

Penalty & Deduction Mechanism

Sr. No.	Non-Compliance	Penalty
1	Dead/dried plants not replaced within 72 hours	PKR 500 per plant per day
2	Poor lawn maintenance / uncut grass	Up to 5% of monthly bill
3	Non-Accumulation of waste	3% of monthly bill
4	Non-Availability of staff / absenteeism	PKR 500 per person per day
5	Repeated complaints (more than 3 per month)	5-10% of monthly bill
6	Failure to maintain indoor plants aesthetics	3% of monthly bill