3.1. To develop KPIs for regular procurement processes (non-LTA) based on current supplier performance evaluations.

*KPI 1: Timeliness of delivery – target is 90%.*

Defined as the timeline of actual delivery time of goods as per Estimated Time of Delivery (ETD) in line with Contract’s terms.

*KPI 2: Completeness and correctness of delivery – target is 100%.*

Defined as percentage of goods delivered in line with Contract’s specification. Shortshipped or wrongshipped products to be delivered or replaced till the delivery deadline in Contract, if any.

*KPI 3: QA compliance – target is 100%.*

Certificates of Analysis and/or Batch release certificates are fully in line with vendors bid/offer resulted in contract establishment.

*KPI 4: Communication and status updates – target is 100%.*

Define as the quality and timeliness of communication, sufficiency of updates and proactive approach for any unforeseen circumstances, including the any delays on any stages of goods preparation (ordering, manufacture, internal logistics, packing, QC, certificates issuance, registration/certification/declaration in Ukraine).

*KPI 4: Performance security – target is 90%.*

The bank bond of the performance security to be provided to UNDP scanned within 2 weeks after the contract signing and 1 months in a hard copy (if issued without electronic signature of the bank).

*KPI 6: Registration*/*certification/declaration in Ukraine – target is 90% (non-registered products only).*

Vendor should start registration/certification/declaration process in Ukraine for non-registered products within 2 weeks after the contract establishment. Vendor should inform UNDP about every stage fulfilment: successful application, registration fee payment, questions received and clarifications provided to the NRA of Ukraine, estimated certificate/declaration issuance date.