

Annex 1**EXAMPLE KEY PERFORMANCE INDICATORS**

The Key Performance Indicators (KPIs) below are an example only. Bidders are asked to submit suggested KPIs with their proposal for the IAEA's review. The KPIs, as agreed between the successful bidder and the IAEA, will be annexed to the Statement of Work in their final version, and will form part of the Contract.

1. Quality of Candidate(s) Psychological Assessment(s)

The quality of psychological assessments will be monitored by the IAEA. The IAEA will maintain a log of incidences when the quality of the assessment(s) was deemed to be inadequate.

Target/Goal: 5 Points

Criteria Weight: 25%

0 – 1 incident p.a. = 5 points
 2 – 4 incidents p.a. = 3 points
 5 and more incidents p.a. = 1 point

Reporting Frequency: monthly

Source of Data: IAEA (Department of Human Resources)

2. Ease of Access to Online Tests

Online testing tools shall be easily accessible to candidate(s). Incidents where candidates experienced access difficulties shall be reported.

Target/Goal: 5 Points

Criteria Weight: 25%

0 – 1 incident p.a. = 5 points
 2 – 4 incidents p.a. = 3 points
 5 and more incidents p.a. = 1 point

Reporting Frequency: monthly

Source of Data: IAEA (Department of Human Resources)

3. Contractor's Response Time

The response time by the IAEA requires testing within two (2) days of the Contractor's receipt of a Purchase Order. The Contractor's response time(s) will be monitored by the IAEA.

Target / Goal: 5 points

Criteria Weight: 25%

0 – 1 delay p.a. = 5 points
 2 – 3 delays p.a. = 3 points
 4 and more delays p.a. = 1 point

Reporting Frequency: monthly

Source of Data: IAEA (Department of Human Resources)

4. Testing Cycle

The entire testing cycle shall last not more than ten (10) business days from the Contractor's receipt of a Purchase Order to the final issuance of the assessment report on the candidate's performance, and the debriefing phone call. The duration of the testing cycle will be monitored by the IAEA.

Target / Goal: 5 points

Criteria Weight: 25%

0 – 1 delay p.a. = 5 points

2 – 3 delays p.a. = 3 points

4 and more delays p.a. = 1 point

Reporting Frequency: monthly

Source of Data: IAEA (Department of Human Resources)