

Centre of Procurement Expertise (CoPE) - Performance Metrics Guidance

1. The Performance Metrics apply to the construction and supplies and services CoPEs with the exception of the 'Time' Performance Metric 1 as this is being measured within the enabling actions for the Investment Strategy NI. However, Construction CoPEs can use the Time Performance Metric 1 on a voluntary basis.
2. The Accounting Officer for the Department of Health has requested that the Health Estates CoPE uses a software solution known as 'A Site' as an alternative to obtaining ISO 9001 for the Quality Performance Metric 1.
3. The first report against the Performance Metrics will be against **2026/2027** financial year.
4. At the end of each year, the Accounting Officer with responsibility for each CoPE will sign an assurance statement against their respective CoPE's performance metrics. This statement will be presented to the relevant public procurement oversight body.
5. The categorisation of supplies and services contracts (for the Time performance metric) is based on Cabinet Office Contract Tiering Tool as follows:
 - Bronze** contracts are typically lower- value, less complex and lower risk contracts (e.g. routine or transactional services or goods);
 - Silver** contracts typically have some level of risk or strategic importance and are moderately complex contracts (e.g. services or supplies that may be critical, however there is a competitive market and low probability of supply issues);
 - Gold** contracts are typically high value, high risk, or strategically important contracts (eg ICT systems, large change projects/programmes, collaborative contracts etc)
6. The calculation of time commences with the publication of the tender notice. Delays such as legal challenges, funding or client side approvals will be recorded to identify root causes for delays.
7. The Performance Metrics will be reviewed annually.

CENTRES OF PROCUREMENT EXPERTISE (CoPEs)

PERFORMANCE METRICS

QUALITY	1	By 30 June 2027, the CoPE must have obtained ISO 9001 for its procurement operation
	2	The CoPE must maintain satisfactory assurance for internal or relevant external audits
	3	The CoPE must adhere to Procurement Policy Notices (PPNs)
	4	At least 20% of Procurement staff must be qualified in relevant discipline or profession (or studying towards same), and at least 80% of the Procurement Leadership Team must be qualified in relevant discipline or profession
	5	The CoPE must undertake customer satisfaction surveys, with a target of at least 90% customer satisfaction
TIME	1	<p>CoPEs must meet a 90% target against the following timescales for its competitive procurements for supplies and services against the following contract categorisations. CoPEs may also wish to use this categorisation for construction procurement, however this is not mandated.</p> <ul style="list-style-type: none"> - Bronze up to 9 months - Silver up to 18 months - Gold up to 24 months
	2	100% publication of mandatory notices under Procurement Act on Central Digital Platform
COST AND SPEND	1	The CoPE must demonstrate its cost effectiveness (e.g. delivering the procurement function within its opening annual budget or achieving 100% income recovery against operational costs).
	2	The value and volume of contracts awarded in year by the CoPE, to be published. This will identify a baseline of contracts awarded to Social Enterprises, Small and Medium Enterprises and Micro businesses to assist with the development of future KPIs to increase spend with these sectors.

