

Reactive Maintenance Contract - Performance Framework

KPI	Description	Target
1	Percentage of registrable activities completed in accordance with the conditions of an applicable LoPS permit	95
2	Percentage of activities completed in accordance with the Code of Practice for Safety at Street Works and Road Works	95
3	Percentage of sites cleared of all waste or superfluous materials within 24 hours of the completion of work	95
4	Percentage of Work Orders completed within specified response time	75
5	Percentage of Work Order sites visited by Contractor's supervisors	75
6	Percentage of completed Work Orders found to contain Defects in workmanship or in Plant and Materials used.	80
7	Percentage of payment applications for completed Work Orders included in each payment application	75
8	Percentage of payment applications for completed Work Orders containing correct information in each payment application	70
9	Percentage of recyclable waste sent for recycling	80

Planned Maintenance Contract Extension - Performance Framework

KPI	Description	Target
1	Percentage of projects completed by the completion date stated in the instructing Works Order (ICE TV Cl.2(2)(c))	90
2	Percentage of projects where all defect rectification, and other outstanding work, instructed with the Certificate of Substantial Completion was completed within the Defect Correction Period (ICE TV Cl.48(2)(b))	90
3	Percentage of projects where the accounts submitted by the Contractor contained no quantitative or arithmetical errors and were submitted with full supporting documentation (ICE TV Cl.60(1))	85
4	Percentage of projects where Contractor submitted all monthly statements for that project (ICE TV Cl.60(1))	85
5	Percentage of projects where Contractor submitted the final account for the project no more than three months after the end	85

	of the Defect Correction Period for that project (ICE TV Cl.60(4))	
6	Percentage of Quarterly Performance and Progress Reports submitted within the time required. (SHW Cl.175AR.1)	85
7	Percentage of Contractor's responses to complaints and requests for information handled promptly (SHW Cl.179AR.3)	90
8	Percentage of projects where the Contractor notified the Council's Traffic Manager of the Works, in accordance with s.53 of NRSWA (SHW Cl.176AR.1)	95

SERVICE INFORMATION – Street Lighting Contract

Aspect of Service	Low Service Damage
Failure to respond to ECO within one hour – above 2 a month. (See KPI 1)	£100 per failure
Number of days to rectify fault exceeds monthly target by more than 0.5 days - BV215a (See KPI 4)	£500 per month
Failure to carry out night scout in accordance with programme	£250 per failure
Failure to give less than one working day's notice of inability of required persons to attend programmed meeting	£100 per failure
Failure to provide Weekly Summary (See Clause A4.7)	£100 per failure
Failure to provide Daily Whereabouts - above 2 a month. (See Clause A4.8)	£50 per failure
Failure to rectify a minor fault within 3 working days – above 5 a month	£20 per failure
Failure to complete a Task Order within stated or agreed time limits	£20 per failure
Failure to complete: a Routine Inspection, Cleaning, Bulk Lamp Changing or an Electrical Testing and Inspection programme	£100 per programme per month