

SCHEDULE 4 – KEY PERFORMANCE INDICATORS

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(Indicative KPI's)

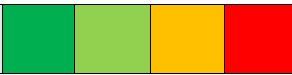
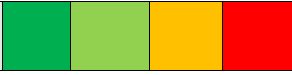



Throughout the Term of the Framework the performance of the Contractor in relation to each contract or bid shall be measured against the Key Performance Indicators. The Employer shall be entitled, in its absolute discretion, to add to, amend or delete any of the Key Performance Indicators. The parties shall meet at such intervals set out by the Employer from time to time but in any event at least once in each year of the Term. The purpose of the meeting is to review the Contractor's performance in relation to the Key Performance Indicators on each Contract. The Employer shall maintain a record of all Key Performance Indicators collected in relation to each Contract and of a summary of the review meetings that take place.

Key Performance Indicators will be scored as follows:









GOOD	Employer satisfied with performance.
ACCEPTABLE	Generally satisfied but scope for improvement.
POOR	Scope for improvement.
UNACCEPTABLE	General failure of performance (or failure to submit 3 consecutive or non compliant bids in each region).

Indicative KPI's applicable to the Contractor's performance on each Project will be recorded on the following Project Review form.

South West Wales Regional Civil Engineering Contractors Framework Project Review

Project Title:		Project No:	
Employer:		Employer officer:	
Contractor:		Contractor manager:	
Works cost estimate:	£	Actual works cost:	£
Proposed contract period:	weeks	Actual contract period:	weeks
Brief description of project / bid:			
(See scoring criteria above)			
Appropriate resource provided	SCORE		
Comments:			
Programme	SCORE		
Comments:			
Management of change	SCORE		
Comments:			
Management of risk	SCORE		
Comments:			
Cost Predictability	SCORE		
Comments:			

Health and Safety	SCORE	
Comments:		
Quality	SCORE	
Comments:		
Collaborative Working	SCORE	
Comments:		
Maximising the opportunities for innovation	SCORE	
Comments:		
Meeting community benefits criteria	SCORE	
Comments:		
Sustainability & Waste	SCORE	
Comments:		
CEEQUAL	SCORE	
Comments:		
Post Completion Works	SCORE	
Comments:		

Project Bidding		SCORE				
Comments:						
OVERALL RATING		SCORE				
Additional Comments/Feedback						
Form completed by (Name & Job title):						
Signed:		Date:				
Signed:		Date:				

The control of KPI data and the effect on future awards is as detailed as follows:

Category	KPI	Comment	Effect on future Awards
A	Good	Record kept.	None.
B	Acceptable	Lessons learnt discussed between Authority and Contractor. Record of lessons learnt kept at local level and reference to this kept on central database.	During subsequent award (s) ongoing meetings to monitor performance.
C	Poor	Lessons learnt discussed between Authority and Contractor and discussed across all Authorities. Record of lessons learnt kept on central database	No further award of projects by the individual Employer until written confirmation received from contractor detailing how they intend to improve. During subsequent award(s) ongoing meetings to monitor performance.
D	Unacceptable	Formal notification of unacceptable performance sent to contractor	Suspension of Agreement for 6 months by all Authorities. After this period no further awards until written confirmation received from contractor detailing how they intend to improve. During subsequent award(s) ongoing meetings to monitor performance. Repeat failure may result in the termination of the Contractor's involvement in the specific Lot.