

Appendix 1: Performance Standards under the Framework

Governance

A Minor Works Framework Board would be formed at the commencement of the Framework Agreement. The board would meet quarterly to review and ensure the objectives of the Framework Agreements are being achieved and agree any actions required.

An officer from The Council's Assets Team would be assigned as the Framework Manager and take overall responsibility of the framework and its performance against its objectives. They would manage the individual Contract Framework Agreements and contractor performance against agreed Key Performance Indicators. All adjudications in respect of the Framework will be reported to the Minor Works Framework Board by the Framework Manager.

Key Performance Indicators

Key Performance Indicators (KPIs) will be used to demonstrate whether Contractors are performing well and meeting the objectives of the Framework. The Framework will incentivise good performance by offering business opportunities by either direct award or mini-competitions. KPIs relating to project delivery (referred to as Project KPIs) and the contractors company (referred to as Contractor KPIs) will be monitored.

The Project KPIs in the table below would be monitored to give assurance that Contractors are able to safely deliver a range of cost efficient repairs, maintenance and minor project works on time and to an appropriate quality in order to meet end user requirements.

KPI No:	Project Key Performance Indicators	Contract Applicability	Reported By	Case for "Skip" or "Suspension"
1	Project H&S - maintaining high Health and Safety Standards on site	All Contracts	Project Officer	"Skip": If inspection identifies need for significant improvement on a project or a "near miss" occurs on site. Suspension: If the contractor fails to rectify issues; fails to co-operate with an investigation; causes serious concerns over their ability to manage Health and Safety
2	Project Incident - the objective is no incidents or accidents	All Contracts	Project Officer	"Skip" is not applicable "Suspension: An accident occurs where the contractors actions

				or lack of actions contributed to the accident
3	Project File - on time delivery i.e. achieved practical completion date including submission of the Health and Safety file to enable safe occupation following the works	All Contracts	Project Officer	<p>“Skip” if non-completion certificate is issued.</p> <p>“Suspension” if three or more non-completion certificates are issued. An improvement plan will be agreed and suspension will continue until the agreed improvement plan is completed</p>
4	Valuations and Invoices – Valuations monthly and invoice within 14 days of valuation	All Contracts	Project officer	<p>“Skip” if valuations not received monthly.</p> <p>“Skip” if invoices not received within 14 days of valuation</p> <p>“Suspension” if three or more late submissions of valuations and/or invoices. Suspension will apply until an agreed improvement plan has been completed.</p>
5	O&M Manuals including Final H&S File - the objective is prompt completion of the project documentation including the final Health and safety File and O & M Manuals to enable safe operation of the building by the end user	All Contracts	Project Officer	<p>“Skip” if final project file including O & M Manuals not received within 21 days of Practical Completion.</p> <p>“Suspension” if three or more late submissions of final project file. Suspension will apply until an agreed improvement plan has been completed</p>
6	Customer Feedback - the objective is high customer satisfaction and high standards	All Contracts	End User	<p>The customer satisfaction survey form will be used to determine customer satisfaction. Contractor will be provided with a copy for information.</p> <p>“Skip” where responses</p>

				fall below the “Met Expectations” category. “Suspension” where more than two projects have responses which fall below the “Met Expectations” category
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The Contractor KPIs outline in the table below would be monitored to give assurance that contractors continue to meet key company requirements during the life of the framework as follows:

KPI No:	Contractor Key Performance Indicator	Skip or Suspension
7	Company Insurance Checks	Objective is to maintain minimum insurance requirements “Skip” N/A “Suspension” if there is a lack of relevant insurance certificates
8	Contractor Financial Stability	Objective is to minimise disruption to project delivery “Skip” N/A “Suspension” if contractor fails financial check
9	Attendance at Supplier Relationship meetings related to Framework performance (twice yearly max)	Objective is to provide continuous improvement on delivery of the framework “Skip” N/A “Suspension” failure to attend meetings

Failure to meet acceptable standards would result in the Contractor being ‘Skipped’ or ‘Suspended’ from the direct award and the expression of interest list.

Minor non-conformances, which have been promptly rectified, would result in the Council ‘*Skipping*’ this Contractor when the next opportunity for direct award or to express an interest arises. However CBC will use its discretion in this, as the next lowest Contractor for a particular package of work may be considerably more expensive than the ‘skipped’ Contractor, thus not affording CBC value for money.

Major non-conformances or lack of delivery in respect of agreed improvement plans would, following investigation by the Framework Manager, result in the Contractor being ‘*Suspended*’ from the framework until the non-conformance is rectified. If a Contractor is suspended, it will apply to all Lots the Contractor is appointed to. Once an agreed improvement plan has been implemented to the satisfaction of Central Bedfordshire Council, the Contractor will be reinstated in a timely fashion to the direct award and EOI invitation.

In exceptional circumstances, for example a fatality on a single project or HSE enforcement action, there may be a case for immediate suspension of a Contractor from all Lots across the framework.