

SCHEDULE 6 – PERFORMANCE MONITORING AND KEY PERFORMANCE INDICATORS

Introduction

The Key Performance Indicators (KPIs) contained within this Schedule 5 have been included as measures to assess whether the Contractor is carrying out the Services to the standard required under the Contract.

The KPIs have been divided into the following five headings:

- MRF Operations
- Health and Safety Management
- Legislative Compliance
- Data Provision
- Administration

A target has been set for each KPI. Where there are financial implications of failing to meet the performance targets, these have been identified in the 'Performance Deductions' column. Performance Deductions are not intended to be punitive, but rather to cover the Authority's costs incurred as a result of performance Failure(s). If Performance Deductions are to be made, the Authority shall notify the Contractor in writing and the deduction figure is to be subtracted from the Monthly Invoice for the following month prior to the Contractor invoicing the Authority.

The KPIs will be monitored at the frequency specified in the below table and will be discussed in the monthly performance meetings.

Each KPI has been allocated a severity rating of either Serious (S) or Critical (C). Failure to meet a KPI will result in a 'default' being recorded. The implications of 'defaults' for both Serious and Critical KPIs are explained in clauses 7.2 and 7.3 of the Contract Conditions. In the event of a Persistent Breach, the Authority may ultimately terminate the Contract, in line with clause 14.2.1 of the Contract Conditions.

KPI No.	KPI Title	Description	Monitoring Frequency	Target	Performance Deduction	Severity
MRF OPERATIONS						
1	MRF Performance	The material grades produced from the MRF process should be in line with those splits identified by the Tenderer in Section B of Schedule 4 (Price Schedule)	Monthly	The percentage of the following grades achieved should not be lower than the figure input by the Contractor at Section B of Schedule 4: <ul style="list-style-type: none"> • News and Pams • Mixed Glass • Clear and light blue PET • Coloured PET • HDPE natural • HDPE mixed colour • Aluminium Cans 	The income which is lost as a result of lower percentage of premium grades being produced than the percentage input at Section B of Schedule 4 (Price Schedule). A £50 administration fee.	S
2	MDR Acceptance	The Delivery Point should be available to receive MDR at all times specified in the Contract.	Continuous	Zero (0) occurrences of the Delivery Point being unavailable.	The cost to the Authority of bulking the MDR at an alternative site and transporting it to either the Delivery Point or an alternative MRF as required. A £250 administration fee.	S
3	Delivery Point Turnaround Times	During working hours all vehicles delivering the MDR to the Delivery Point should be able	Continuous	The average turnaround time for Borough Council vehicles in a month must not exceed 20 minutes.	The hourly overtime cost incurred by the Borough Council making up the lost collection time,	S

		<p>to enter the site, offload the MDR and exit the site without undue delay.</p> <p>The turnaround time shall be calculated as the difference in minutes between the weigh in time and the weigh out time.</p>		<p>The average turnaround time for Transfer Station vehicles in a month must not exceed 45 minutes.</p>	<p>using a rate of £20 per hour multiplied by the average number of minutes more than the 20 minute threshold multiplied by the number of Borough Council vehicles which tipped in the month.</p> <p>The hourly overtime cost incurred by the Transfer Station operator of making up the lost transfer time, using a rate of £20 per hour multiplied by the average number of minutes more than the 45 minute threshold multiplied by the number of Transfer Station vehicles which tipped in the month.</p> <p>A £50 administration fee.</p>	
4	Contingency Arrangements	In the event that the Tenderer's MRF or Transfer Station is	Continuous	Zero (0) occurrences of the contingency arrangements being unavailable.	The cost to the Authority of putting emergency arrangements in place for the	C

		unavailable, the contingency arrangements identified by the Tenderer in their response to Method Statement [5] must ensure continued acceptance and processing of the MDR.			bulking, transportation and processing of MDR at alternative facilities, calculated at £100 per tonne multiplied by the tonnage which is put through the emergency arrangements. A £500 administration fee.	
HEALTH AND SAFETY MANAGEMENT						
5	Accidents and incidents	The Tenderer should put in place robust systems to prevent accidents and incidents.	Continuous	Lost time injury frequency rate of no more than two (2) per annum		C
LEGISLATIVE COMPLIANCE						
6	Environment Agency Inspections	The MRF and (where applicable) Transfer Station should be managed in a manner which is acceptable to the Environment Agency.	Quarterly	Each Environment Agency Inspection must result in a maximum OPRA score of 10 points.		S
DATA PROVISION						
7	Data Reports	All weighbridge tickets and weekly and monthly data reports are to be provided in the formats and timescales	Continuous	Zero (0) occurrences of the Tenderer failing to provide, in the required format, a report within the timescales identified in the Specification.	A £25 administration fee for each timescale missed.	S

		identified in Section 10 of the Specification.				
8	WasteDataFlow Report	The WasteDataFlow report should be provided within the timescales specified in Section 10 of the Specification and must include full address and licence information of all initial material off-takers and onward destinations to the point at which the material is reprocessed.	Monthly	Zero (0) occurrences of the Tenderer failing to provide the WasteDataFlow report to the required level of detail within the timescale identified in Section 10 of the Specification.	Any penalty charge from Defra for failing to meet the Quarterly WasteDataFlow deadline as a result of the monthly WasteDataFlow report not being provided to a sufficient level of detail in the required timescales. A £200 administration fee.	S
ADMINISTRATION						
9	Complaints	The Services should be performed in a manner which does not attract complaints from stakeholders.	Monthly	No more than three (3) complaint each month.	A £100 administration fee.	S