

5 PERFORMANCE MANAGEMENT

5.1 General

Key Performance Indicators (KPIs) shall be measured regularly by the Contractor and reviewed with the DMAT with the aim of ensuring that service standards result in continuous improvement on service.

The DMAT will be the sole judge of whether or not the requirements and responsibilities are being met. The DMAT may, at its discretion, employ or retain specialists or consultants to aid in the evaluation of the Contractor's performance. In the following sections, "DMAT / Consultant" is meant to refer to either the DMAT on its own or a team formed of the DMAT and a Consultant to oversee and evaluate the Contractor's performance. Criteria for judging performance shall be standardized and shall include documentation, reports and records supplied as described herein. Evaluation criteria may also include results of internal or independent audits, inspections and laboratory analysis. For the purpose of performance evaluations, the DMAT or its designated representatives shall have unrestricted access, with or without prior notice, to all facilities and records.

Where required, the Operation and Maintenance Contracts place an immense responsibility on the part of the Contractor for providing the critical public service in an optimal manner. Utmost importance shall be given to providing the continuity of the services.

The Contractor is to provide services to the best industry practice in terms of delivery, efficiency, workmanship, housekeeping, planning and control. The Contractor's performance of the services shall be continuously monitored and evaluated against both quantitative and qualitative indicators.

The minimum standards expected are set out in the Contract Documents. The DMAT / Consultant take their guidance from these standards in order to 'measure' overall Performance. It is expected to "meet and beat" these standards. Copies of the Contract Documents are kept with the DMAT / Consultant at all times where required.

5.2 Inspecting and Monitoring of Contractors

The DMAT / Consultant will observe and monitor the Works on a daily basis in order to ensure compliance with all commitments to meet and utilize the agreed levels of resources and quality of workmanship. The DMAT / Consultant shall establish a documented system to record the results of all visits and inspections at work sites. Details derived from each inspection/visit shall be recorded for an overview of the Performance. This information will be used to support progress and financial reports required by DMAT.