

# Regeneration, Culture and Environment Overview and Scrutiny Committee

BRIEFING NOTE – No.03/21

Date: 8 March 2021

Briefing paper to: All Members of the Regeneration, Culture and Environment  
Overview & Scrutiny Committee

**Purpose: HIC Year 3 Key Performance Indicator Breakdown**

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## **Background**

The Highway Infrastructure Contract (HIC) commenced on 1 August 2017 and is a 5-year contract with the option of annual extensions (from Year 3 of the Contract) for a further five years to 31 July 2027 subject to contract performance. The HIC was procured via a Restricted Official Journal of the European Union (OJEU) process. This involved a Stage 2 process, encompassing a Pre Qualification stage, followed by a Tender stage, which comprised of pre-selected contractors from the Pre-Qualification Stage. The contract was awarded to Volker Highways. The scope of the HIC covers all Highway functions including the provision for Highway Construction Projects and Professional Services.

## **Key Performance Indicators (KPI's)**

The HIC functions as a partnership model between Medway Council and Volker Highways and performance is principally measured through 30 Key Performance Indicators (KPI's) centred 6 key themes of:

- Operation of the Contractor's Quality Management System
- Adherence to Programme
- Financial
- Service Provision
- Customer Care
- Added Value.

The KPI's are split between Business Performance Indicators and Service Performance Indicators, with the Service Performance Indicators are Those whose scores determine any contract extension or loss.

The Service Performance Indicators allow for a maximum monthly score of 65 points. This means the maximum points that can be scored, over a contract

year, is 780 and Volker Highways must score at least 764 points in a year, to be awarded a contract extension. A score of 740 points or below, in any year, would result in the loss of a contract year.

At the end of Year 3 of the HIC, Volker Highways scored 770 points securing an annual contract extension award moving the current contract duration to an end date of 31 July 2023.

A full breakdown of each KPI, description and score, for Year 3, is attached, for Members, as requested.

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