# **PERFORMANCE REPORT TEMPLATE**

**Prequalified Scheme: Land and Asset Valuation - Performance Report**

Under the Scheme Conditions, the Project Manager is required to submit a Service Provider Performance Report for each engagement where at the conclusion or termination of an engagement the performance of, and the services provided by, the Service Provider are considered by the Agency to be unsatisfactory.

Performance reports can be completed otherwise at the conclusion of any engagement.

The reports must be made consistently with the Scheme Rules, the Standard Form of Agreement - Terms and Conditions and the terms of the RFx. A performance report is due within 30 days of completion of the engagement or whenever a critical aspect of performance is unsatisfactory.

**ENGAGEMENT DETAILS**

|  |  |
| --- | --- |
| Agency: |  |
| Agency contact person: | [Name]  [Phone]  [Email] |
| Service Provider: |  |
| Service Providers Contact: | [Name]  [Phone]  [Email] |
| RFx No.: |  |
| Engagement / Project No.: |  |
| Engagement / Project Name: |  |
| Engagement Description: |  |
| Commencement Date: |  |
| Completion Date: |  |
| Agreed fee for this engagement (GST inclusive): | $ |

**ASSESSMENT**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **How well did the Service Provider meet your expectations?** | | **N/A** | **Unsatisfactory** | **Acceptable** | **Good** | **Very Good** | **Superior** |
| 1. | **Time Management**  e.g. meeting milestones, resourcing, planning, reporting |  |  |  |  |  |  |
| 2. **Management & Suitability of Personnel**  e.g. skills, experience, sufficient number, appropriate  seniority used | |  |  |  |  |  |  |
| 3. | **Standard of Service**  e.g. meeting brief, budget, no rework, supervision,  no over scoping or under servicing |  |  |  |  |  |  |
| 4. **Quality Outcomes**  e.g. accuracy, usability and effectiveness of results | |  |  |  |  |  |  |
| 5. **Cost**  e.g. was value for money achieved. | |  |  |  |  |  |  |
| 6. **Communications**  e.g. appropriate level of reporting & responsiveness | |  |  |  |  |  |  |
| 7. **Marketing**  e.g. market feedback & effectiveness | |  |  |  |  |  |  |
| 8. **Cooperative Relationships**  e.g. cooperative approach to resolving issues | |  |  |  |  |  |  |
| 9. **Recommendation for Future Work**  Would you recommend the Service Provider for  similar type of work? | | **Yes**  | |  | **No**  | |  |

**Additional Comments on the Service Provider’s performance**

*< Comments may be extended on next page >*

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