# **Supplier Performance Report**

**SCM0053 Operational Telecommunications Equipment, Infrastructure and Services Scheme**

To ensure that NSW Government agencies and eligible buyers can continue to get the maximum value from the SCM0053 Scheme, it is important that suppliers’ performance is measured. By completing the performance report, you can promote suppliers that provide high quality of goods and services or identify performance issues you may have encountered with a supplier.

It is recommended that you complete a performance report for each engaged supplier at the completion of an engagement or at least annually for long term engagements by following below steps:

* Complete Supplier Performance Report (Section A, B and C)
* Submit a copy of the performance report to the supplier for them to provide any additional comments.
* Submit the completed performance report signed by the supplier and the agency to [SCM0053@customerservice.nsw.gov.au](mailto:SCM0053@customerservice.nsw.gov.au).

## **PROJECT DETAILS**

|  |  |  |
| --- | --- | --- |
| Supplier Name: | Click or tap here to enter text. |  |
| Supplier ABN: | Click or tap here to enter text. |  |
| RFx/ Project No.: | Click or tap here to enter text. |  |
| RFx/ Project Description: | Click or tap here to enter text. |  |
| Scheme Category | Choose an item. |  |
| Date Engagement Commenced: | Click or tap to enter a date. |  |
| Date Engagement Completed: | Click or tap to enter a date. |  |
| Total Fee for this engagement (excl GST): | **$** Click or tap here to enter text. |  |
| Tier of Supplier | Choose an item. |  |

## **ASSESSMENT**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| As the client who paid for this service, how well did the Supplier meet your expectations? | **Unsatisfactory** | **Marginal** | **Acceptable** | **Good** | **Superior** | **Comments** |
| 1. **Requirements**   *Demonstrated their understanding of your needs and requirements for the project.* |  |  |  |  |  | Click or tap here to enter text. |
| 1. **Time Management**   *e.g., meeting deadlines, resourcing, planning, reporting* |  |  |  |  |  | Click or tap here to enter text. |
| **3. Experience and Personnel**  *e.g., skills, experience, appropriate seniority used* |  |  |  |  |  | Click or tap here to enter text. |
| **4. Standard of Service**  *e.g., meeting requirements, value for money, no rework, supervision, no under servicing* |  |  |  |  |  | Click or tap here to enter text. |
| **5. Quality Outcomes**  *e.g., providing short-list of quality candidates* |  |  |  |  |  | Click or tap here to enter text. |
| **6. Cost**  *e.g., actual cost did not exceed cost estimate without prior agreement* |  |  |  |  |  | Click or tap here to enter text. |
| **7. Communications**  *e.g., appropriate level of reporting* |  |  |  |  |  | Click or tap here to enter text. |
| **8. Cooperative Relationships**  *e.g., Cooperative approach, commitment, resolving issues* |  |  |  |  |  | Click or tap here to enter text. |
| **Recommendation for future work**  *Would you recommend the Service Provider for similar type of work?* | | **YES** |  | **NO** |  |  |

**Additional Comments on the Supplier’s performance**

Click or tap here to enter text.

## **SIGNED BY REVIEWER**

*(e.g. General Manager, Director, Senior Project Manager)*

|  |  |  |  |
| --- | --- | --- | --- |
| Name: | Click or tap here to enter text. | Signature: |  |
| Title: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
| Agency: | Click or tap here to enter text. | | |
| Contact No: | Click or tap here to enter text. | | |
| E-mail: | Click or tap here to enter text. | | |

## **SIGNED BY SUPPLIER**

|  |  |  |  |
| --- | --- | --- | --- |
| Name: | Click or tap here to enter text. | Signature: |  |
| Title: | Click or tap here to enter text. | Date: | Click or tap to enter a date. |
| Contact No: | Click or tap here to enter text. | | |
| E-mail: | Click or tap here to enter text. | | |
| Acknowledgement | Click or tap here to enter Supplier name. acknowledge receipt of this performance report and accept/ reject the report. | | |
| Supplier Response | Click or tap here to enter reason for accepting or reject the report. | | |