# Performance Report Template

*Prequalified Service Provider Performance Report*

## Prequalification Scheme: Performance and Management Services

Under the Scheme Rules, all engaging agencies are required to submit a Supplier Performance Report for each engagement where the consultancy services fall into the following types:

1. total value of the relevant engagement is more than $150,000 (excluding GST); or
2. the performance of, and the services provided by, the Supplier are considered by the agency to be unsatisfactory.

The reports are due at the completion date of the engagement or whenever a critical aspect of performance is unsatisfactory. For further guidance on the requirement, agencies can refer to the Guidelines for Agencies and Scheme Rules Document.

## Project Details

|  |  |
| --- | --- |
| **Supplier’s Organisation Name:** |  |
| **Supplier’s Contact Person:** |  |
| **Supplier’s Contact Phone:** |  |
| **RFx No.:** |  |
| **Engagement/Project No.:** |  |
| **Engagement/Project Name:** |  |
| **Engagement Description:** |  |
| **Date Engagement Commenced:** |  |
| **Date Engagement Completed:** |  |
| **Total Fee for this engagement (excluding GST):** | $ |

## Assessment

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **As the client who paid for this service, how well did the SUPPLIER meet your expectations?** | **N/A** | **Unsatisfactory** | **Marginal** | **Acceptable** | **Good** | **Superior** |
| 1. **Time Management**

*E.g., meeting milestones, resourcing, planning, reporting* |  |  |  |  |  |  |
| 1. **Management & Suitability of Personnel**

*E.g., skills, experience, sufficient number, appropriate seniority used* |  |  |  |  |  |  |
| 1. **Standard of Service**

*E.g., meeting brief, budget, value for money, no rework, supervision, no over servicing or under servicing* |  |  |  |  |  |  |
| 1. **Quality Outcomes**

*E.g., accuracy, usability, and effectiveness of results* |  |  |  |  |  |  |
| 1. **Cost**

*Actual cost did not exceed cost estimate without prior agreement* |  |  |  |  |  |  |
| 1. **Communications**

*Appropriate level of reporting* |  |  |  |  |  |  |
| 1. **Information Technology**

*IT used where appropriate to increase efficiency and reduce costs* |  |  |  |  |  |  |
| 1. **Cooperative Relationships**

*E.g., Cooperative approach, commitment, resolving issues* |  |  |  |  |  |  |
| 1. **Recommendation for Future Work**

*Would you recommend the Service Provider for similar type of work?* | Yes ► |  | No ► |  |
|  |
| **Additional Comments on the Supplier’s Performance** |
| *<Comments may be extended on next page>* |

## Signature by Referee *e.g., General Manager, Director, Senior Project Manager*

**\*Please Note:** Referee Reports must be signed and dated or will not be considered

|  |  |
| --- | --- |
| **Name:** | **Signature:** |
| **Title:** |  |
| **Date:** |  |
| **Tel No.:** |  | **Mobile No.:** |  |
| **E-mail:** |  |
| **Signature:** |  |

**Please email completed form to:** **professionalservices@treasury.nsw.gov.au**