

SCHEDULE 3

PREQUALIFICATION SCHEME: PERFORMANCE AND MANAGEMENT SERVICES

SERVICE PROVIDER PERFORMANCE REPORT

Under clause 13 of the Scheme Conditions, all engaging agencies are required to submit a Service Provider Performance Report for each engagement where: the performance of, and the services provided by, the Service Provider are considered by the agency to be unsatisfactory; or where the total value of the relevant engagement is \$150,000 or more.

AGENCY LETTERHEAD is to be Positioned or Aligned or Inserted or Attached **HERE**
 (The Agency Name, Address, and Logo is to be clearly visible)

SERVICE PROVIDER PERFORMANCE REPORT

This report may be used to assist in assessing the ongoing suitability of a Service Provider for the *Prequalification Scheme – Performance and Management Services*. **To be completed by the Agency on letterhead.**

The NSW Department of Premier and Cabinet and/or the NSW Department of Services, Technology & Administration may contact the Agency to verify or clarify aspects of this Report

Service Provider's Organisation Name						
Service Provider's Contact Person		Phone				
Engagement / Project Name						
Engagement Description						
Date Engagement Commenced		Date Completed				
Total Fee	\$	(including GST)				
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> As the client who paid for this service, How well did the SERVICE PROVIDER <u>meet your expectations</u>? </div> ▶	N/A	Unsatisfactory	Marginal	Acceptable	Good	Superior
1. Time Management e.g. meeting milestones, resourcing, planning, reporting						
2. Management & suitability of personnel e.g. skills , experience, sufficient numbers, appropriate seniority used						
3. Standard of Service e.g. meeting brief, budget, value for money, no rework, supervision, no over servicing or under servicing						
4. Quality Outcomes e.g. accuracy, usability and effectiveness of results						
5. Cost Actual Cost did not exceed cost estimate without prior agreement						
6. Communications Appropriate level of reporting						
7. Information Technology IT used where appropriate, to increase efficiency and reduce						

costs					
8. Cooperative Relationships e.g. Cooperative approach, commitment, resolving issues					
9. Recommendation for Future Work? Would you recommend the Service Provider for similar type of work?		◀ No		◀ Yes	

Comments on Service Provider's Performance (may be expanded to extend over to another page)

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Signed (by Agency) e.g. General Manager, Director, Senior Project Manager

Signature		Name	
Date		Position Title	
Tel		Mob	e-mail

Delivery Instructions: To be forwarded by the engaging agency to:

NSW Department of Services, Technology & Administration
 Prequalification Scheme: Performance and Management Services,
 Accreditation, Certification & Business Information Unit
 Policy Support Services
 Level 10, McKell Building
 2-24 Rawson Place
 SYDNEY NSW 2000.