Australian Government
Department of Foreign Affairs and Trade

AID CONTRACTOR PERFORMANCE ASSESSMENT

NOTE TO USER: Contractor Performance Assessments are mandatory for all aid-related DFAT contracts valued at AUD10,000 or more and must be completed either annually (for contracts longer than one year) or on completion (for shorter contracts). This form is intended to assist and record the assessment of a contractor firm. It is intended for completion by DFAT staff only.

The Contractor and Adviser Performance Assessments Guideline provides further information on this process, including who in DFAT should conduct the assessment.

Do not use this form to assess the performance of an individual Adviser. A separate Adviser Performance Assessment form for these assessments is available here.

The completed Contractor Assessment must be provided to the Contractor and the Contractor must be provided at least 28 days in which to make written comment and sign the form. Where a Contractor disputes any part of the assessment, refer to the section "Disputes" below.

There are 18 questions in the assessment sheet. Only answer questions that are relevant for the contract under assessment. To obtain an average score in the final question, add all scores together and divide by the number of questions answered. If a score for all 18 questions was entered, the entry for Overall Rating would be the total divided by 18. Answers of "N/A" are not counted – for example, if a score was entered for 14 questions and "N/A" for four, the Overall Rating would be the total divided by 14.

The original of the completed assessment can be kept on the activity file. A copy must be sent to Contracting Services Branch (CVB) by email to contractor.performance@dfat.gov.au.

NOTE AND PRIVACY STATEMENT FOR CONTRACTOR: You are required to sign this assessment within 28 days of receipt, and are entitled to respond to any issues raised in it. Any responses must be in writing and returned to DFAT within 28 days together with the signed copy of the assessment. Failure to respond within 28 days is deemed to indicate your acceptance of the assessment.

DFAT may seek the views of Partner Government personnel involved in the activity in making this assessment.

A copy of this assessment and your response (if you choose to make one) will be provided to the relevant section of DFAT for placement on your performance file and on a performance register available to DFAT staff. Information from the assessment, including your response, can be used by DFAT as part of any future contractor selection process including consideration by Tender Assessment Panels convened by DFAT to evaluate tender proposals. The assessment is considered current for a period of five (5) years from the date of signature and may be referred to within that period.

Information from the assessment, including your response, may also be provided to relevant Partner Government personnel, only for the purpose of a Partner Government managed procurement exercise using DFAT funds.

A consistent record of *Very Good* to *Outstanding* performance will be considered highly in future DFAT adviser selections.

A record of underperformance (defined as an overall rating of "Less than Satisfactory" or below in any DFAT activity over the past five (5) years or equivalent assessments from other referees/clients) will be taken into account if you are considered for future work with DFAT.

DISPUTES: Where the contractor disputes any ratings or comments, the Agreement Manager for DFAT – Australian Aid Program will escalate the assessment to the responsible Director or Counsellor for the DFAT – Australian Aid Program. DFAT will make all reasonable attempts to resolve disputes at this level before the assessment is finalised. DFAT's complaints policy may be used where attempts to resolve disputes are unsuccessful.

Further information on handling disputes is available for DFAT staff in the Contractor and Adviser Performance Assessments Guideline.

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Contractor/Facility: [ ]	
Agreement No.: [ ]	**Activity:** [ ]
Activity Manager: [ ]	**Country:** [ ]
Contract Period from [ ] **until** [ ]	**Date of Assessment:** [ ]
Nature of Assignment: [ ]	

Contractor Performance Ratings

1	*Very Weak*	Serious underperformance, not meeting most contract/terms of reference deliverables
2	*Weak*	Major effort needed to improve delivery of core responsibilities identified in the contract/terms of reference; DFAT very hands on in managing areas where contractor is not delivering
3	*Less than satisfactory*	Effort needed to improve delivery of one or more core responsibilities identified in the contract/terms of reference
4	*Satisfactory*	Minor effort needed to improve delivery of some areas of responsibility identified in the contract/terms of reference
5	*Very Good*	All responsibilities identified in the contract/terms of reference delivered efficiently and effectively
6	*Outstanding*	All responsibilities identified in the contract/terms of reference delivered with a high degree of efficiency and effectiveness, efficiently, and proactive steps taken to achieve outcomes above and beyond identified responsibilities

Assessment Criteria	***Performance Rating****	***Comments***
1. In-Australia management and administrative support – *includes: ability to plan and administer activities in accordance with the contract, Support services provided to the in-country team; Regular monitoring and engagement with the in-country team*	[ ]	[ ]
2. In-country management and administrative support – *includes: Management responsiveness, particularly to policy change and development context; Appropriate planning and monitoring of activities; Quality of advice to DFAT and other stakeholders, where appropriate*	[ ]	[ ]
3. Relationship with DFAT – *includes: Cooperation in all matters relating to the contract; Open and honest in addressing problems; Regular communication and updates*	[ ]	[ ]
4. Activity financial management – *includes: Responsiveness to DFAT's requests for financial information; Ability to deliver services within budget; Accuracy of financial information, including invoices, acquittals and forward estimates*	[ ]	[ ]
5. Risk management – *includes: Proactively and promptly identifies and informs DFAT of substantive issues likely to adversely affect timing, cost or quality of services; Provides recommendations for actions to manage risks*	[ ]	[ ]
6. Quality of stakeholder communication – *includes: Feedback received from partner government (& other development partners where appropriate) on satisfaction with consultation and services provided; Time and effort invested in developing relationships with counterparts and key stakeholders*	[ ]	[ ]
7. Continuous improvement – *includes: Proactively identifies areas for improvement of activity and applies lessons learnt*	[ ]	[ ]
8. Quality of planning documentation – includes: *Timely submission of documentation which meets counterpart/stakeholder requirements; Documentation does not require multiple re-writes*	[ ]	[ ]
9. Attention to DFAT – Australian Aid Program's policies – *includes Evidence of plans, monitoring and results which show progress towards aid policy commitments for the DFAT – Australian Aid Program (e.g. gender, environment, child protection)*	[ ]	[ ]

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10. Performance of team leader – *includes Effective communication and leadership; Achieves results against contracted responsibilities; Relationship with stakeholders; Management of team*	[ ]	[ ]
11. Performance of other key activity personnel – *includes: Achieves results against contracted responsibilities; Relationship with stakeholders*	[ ]	[ ]
12. Ability to maintain quality project personnel – *includes: Suitability of staff; Staff turnover levels*	[ ]	[ ]
13. Timeliness in replacing activity personnel – *includes: Minimal disruption; Proactively informs DFAT of staff changes; Satisfactory recruitment process*	[ ]	[ ]
14. Managing underperformance, where appropriate – *includes: Quality of management control of personnel performance; Timely identification of issues with personnel and proactively proposing solutions; Willingness to replace personnel where necessary*	[ ]	[ ]
15. Quality and timeliness of activity milestones/ deliverables – *includes: Achieves milestones/deliverables within the set timeframe; Strategies for managing delays; Documentation supplied (e.g. milestone reports, M&E frameworks) meets quality standards set by DFAT*	[ ]	[ ]
16. Quality of monitoring and evaluation (M&E) – *includes: Effectively measures and reports on activity progress; M&E framework (or equivalent) has clearly defined and measurable objectives; M&E framework (or equivalent) has effective quantitative and qualitative indicators*	[ ]	[ ]
17. Appropriately addressing sustainability (i.e., continuation of benefits/outcomes after external support is removed) – *includes Understanding of key factors promoting or inhibiting sustainability and a strategy for promoting sustainability; Appropriately preparing for transition following completion of the activity; Where appropriate, demonstrates strengthening of partner government systems*	[ ]	[ ]
18. Responsiveness to DFAT – *includes: Timely response to DFAT requests and instructions; Ability to respond to unexpected requests; Acceptance of DFAT decisions*	[	[
Overall Rating (average of all scores)	**Choose from list - round to nearest figure**	[ ]

** Ratings of 1 (Very Weak), 2 (Weak), 3 (Less than Satisfactory) or 6 (Outstanding)* ***must*** *be supported by further comments.*

DFAT Activity Manager Name	***Company/Facility Representative Name***
Date:	**Date:**
Signature	**Signature**
_____	_____