



Bulletin – consultant performance reporting framework

From 1 October 2014, the Department of Finance, Building Management and Works (BMW) will introduce its framework to assess the performance of its professional consultants. The framework is intended to improve communication and clarify expectations for all parties. The aim is to promote and acknowledge high performance.

What are the changes?

Application

From 1 October 2014, consultant performance reports must be completed for all consultant appointments. Contracts for more than six months must have a report completed at design documentation, tender award, practical completion, finalisation of contract; and any time there is exceptional performance (excellent or poor performance). For contracts of less than six months, a performance report will be completed when the contract is finalised, and at any time there is exceptional performance (excellent or poor performance).

Roles and responsibilities

BMW project managers will be responsible for completing the performance assessment. Input from key stakeholders will be sought, and consultants will be given a right of reply as part of the process. However, BMW will have the final decision on the consultant's performance.

Criteria and weightings

The reporting template consists of five weighted criteria, shown in the table (right). BMW project managers will collect information to measure the consultant's performance against the requirements of the commission using a combination of qualitative and quantitative sub-criteria.

Criteria	Weighting
Time management	20%
Quality management	20%
Resource management	20%
Contract administration	20%
Communication and relationships	20%

Using assessment outcomes

BMW will use performance assessments to provide timely and effective feedback to consultants. Over time, BMW plans to integrate performance criteria into its tender evaluation processes. BMW may use the performance outcome to review panel membership status and when considering future contracting opportunities.

Who will this impact?

Consultants awarded commissions from BMW's professional consultancy panels, and contracts from competitive tenders, will be subject to performance reporting.

When will this happen?

The new process will apply to contracts awarded from 1 October 2014. Panel documentation will be varied and communicated before implementation.

Want more information?

Please contact BMW's Industry Liaison team on (08) 6551 1984.

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