



**AEC**

Australian Electoral Commission

## END OF CONTRACT EVALUATION

for [insert description of Services]

Contract Number: [insert Contract number]

Approved by:

Contract Manager: [insert Contract Manager name]

..... (Sign and  
date)

Director Operations/Director/Other : [Update title as  
required and insert name]

..... (Sign and  
date)

### When to use this template

- It is best practice to complete a Contract Evaluation at the completion of any contract.
- This template is designed to assist in completing contract evaluations for high value or high risk contracts upon completion of the Services. However, it can be used for lower value contracts as required.

### Completing this template

To prepare this template for use:

- address and delete all instruction notes and yellow highlighted notes throughout this document;
- arrange approval by the relevant AEC official (eg. owner or manager responsible for delivery the services);
- consider the risk examples for guidance; and
- Upload the completed document as an attachment in [s22](#)

### The ANAO has highlighted the importance of monitoring contractor performance when conducting Australian Government Procurements.

A procurement process does not achieve value for money if a contract is not negotiated or managed with a view to achieving performance, or if the contractor fails to perform in accordance with the terms of the contract.

- Develop performance measures — Ensuring that the contract contains key performance indicators that relate to the assessment criteria is a sensible starting point when establishing performance measures.
- Monitor performance — ANAO audits have found that supplier performance against contractual commitments is often not systematically monitored.
- Document the outcomes — Robust documentation of contract management activities assists officials to understand the history of contractor performance over the life of multi-year contracts. Records of contractor performance should be maintained to a standard that can support contract enforcement or litigation should a contractor fail to perform.

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Use the 'Contractor Performance' checklist located in the AEC Contract Management Checklist [[insert hyperlink](#)] in conjunction with this template to ensure that necessary procurement requirements are met.

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<sup>1</sup> The first purple box has been added with the aim of adequately addressing the ANAO Procurement and Contract Management Audit Insights. As the ANAO has highlighted these contractor performance areas as important in their Audits, it is key for AEC personnel to make sure that these areas are always addressed thoroughly.

The second purple box encourages users to follow the Contractor performance checklist in conjunction with the use of this template in to ensure all procurement process requirements are met.

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# Contract Evaluation

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## 1. Key details

Description	Details
Title	[insert]
[Procurement Reference / Contract] Number	[insert]
Supplier	[insert business entity name and ABN]
Value (GST inclusive)	[insert]
Commencement date	[insert]
End date	[insert including any extension options previously exercised]
AEC Financial Delegate	[Name]
Contract Manager (AEC)	[Name] [Email] [Phone]

## 2. Review of Contract Performance

Item	Evaluation
Contract Objectives and Outputs	<p>[Review the original planning requirements and procurement approach. Evaluate if the outcomes and outputs of the contract achieved the AEC's needs. Were all procurement and contract management risks identified, captured and monitored?]</p> <p><b>Original Objective/s and Outcome/s:</b></p> <p><b>Evaluation of Contract Outcome/s and Outputs:</b></p>
AEC Requirements	<p>[Evaluate the AEC's requirements and their development through the life of the contract. Did they change or evolve? Did the requirements remain the same as originally identified? What factors influenced this?]</p> <p><b>Tip:</b> this could include changing policy, contract variations to reduce scope, increased costs, delays, etc]</p>
Milestones / Deliverables	<p>[Evaluate the planned Milestones vs Actual Milestones or deliverables.]</p> <p><b>Things to consider:</b></p> <p>Did the AEC require changes – e.g. to dates or inclusions? And if so, what impacted on this?</p> <p>Did the Supplier require changes? And if so, was there any AEC impact on this – e.g. by not meeting our timing obligations?</p> <p>Did changes occur in a collaborative manner between the AEC and Supplier?</p> <p>Did the changes impact on the contract objective/desired outcome? ]</p>
Stakeholders	<p>[Did the outcomes and outputs of the contract meet the requirements of Stakeholders? This section should identify the consultation conducted with stakeholders and the feedback received.]</p>

### 3. Review of Supplier Performance

Service Level / Milestone / Deliverable [Adjust heading as required]	Required Outcome	AEC Review
Identify the Service Level / Deliverable / Milestone	Provide detail of the outcome required	Evaluate the performance of the supplier against the required outcome
[E.g. Work Order Item X – Reports]	[E.g. The Supplier must provide the AEC written Reports on a Weekly and Monthly Basis on: <ul style="list-style-type: none"> <li>• Meeting Service Levels</li> <li>• Complaints</li> <li>• Delays in meeting project timeframes</li> </ul> insert]	[E.g. The AEC confirms (insert Supplier name) met the requirements of this Item. The report inclusions and format were developed in consultation with the AEC to ensure our requirements were met and were continuously improved during the life of the Agreement. The reporting was consistently received in accordance with the agreed schedule.]

## 4. Evaluation of AEC Contract Management

Item	Evaluation
Financial Tracking	[Evaluate the management of financial expenditure under the contract. Did the contract expenditure remain within budget and delegate approvals? Were you able to identify when financial expenditure reached 80% of the approved contract value? Were contract variations completed in a timely manner for contract increases?]
Invoice Validation	[Identify and evaluate the process undertaken for validating invoice. This should include any application of Fee Credits or meeting of milestones/delivers associated with payment. Were payments made to the supplier late? Was the process adequate?]
Reporting	[Were you able to report on progress of the contract milestones/deliverables? Was reporting from the Supplier used to measure performance or payment of invoices etc?]
Meeting Schedule	[Did you establish a regular meeting schedule with the supplier and/or stakeholders? If so, was it maintained and was it adequate? Was this changed as requirements changed? Were meetings used to address performance issues? Was reporting discussed in these meetings? Were Minutes taken and circulated?]
Performance Monitoring	[Evaluate the monitoring of contract performance. What processes / systems were established to monitor performance? Were they adequate? How did you monitor end user satisfaction? How did you monitor meeting of deliverables/service levels? Was this adequate?]
Performance Management	[Evaluate management of performance issues. How were performance issues addressed with the Supplier? Were issues managed collaboratively? Was specific detail provided of the gap identified in Service and a timeframe for remediation? Was this followed up? Was the processes/systems established adequate and allow issues to be resolved? ]
Relationship Management	[Evaluate how the relationship was built and maintained between the AEC Contract Manager and the Supplier? Was it collaborative? Was it effective? Was it negative? ]
AEC skills/resources	[Evaluate the resources allocated to managing the Contract. Did the AEC Contract Manager have adequate skills to perform their Contract Management responsibilities.]

## 5. Overall Contract Evaluation Rating

Note to drafter: If you provide any negative ratings of the Supplier in this table (e.g. Unsatisfactory, Unlikely, Low), you must provide the rating to the supplier for their comment.



Item	Evaluation
1. Were quality goods / services provided?	<p>[Indicate if quality goods / services were provided using the rating scale below. Note that this scale should be used for Items 1-3 in this table. Delete the options not applicable.]</p> <p><b>Unsatisfactory</b></p> <ul style="list-style-type: none"> <li>• The Supplier consistently performed below the contract requirements, and ongoing contract management was required in order to achieve the required outcome;</li> <li>• Goods/Services provided were not of satisfactory quality and/or did not meet the requirements specified in the contract;</li> <li>• Goods/Services were not delivered within the timeframes specified in the contract;</li> <li>• The Supplier was not responsive to AEC enquiries during the term of the contract, or did not respond within reasonable timeframes</li> </ul> <p><b>Satisfactory</b></p> <ul style="list-style-type: none"> <li>• The Supplier consistently met the contract requirements. This represents the expected level of performance established by the contract;</li> <li>• Goods/Services provided met the quality requirements specified in the contract;</li> <li>• Goods/Services were delivered in accordance with the timeframes specified in the contract;</li> <li>• The Supplier satisfactorily responded to AEC queries during the term of the contract, within reasonable timeframes.</li> </ul> <p><b>Above expectations</b></p> <ul style="list-style-type: none"> <li>• The Supplier consistently met, and at times exceeded, the contract requirements;</li> <li>• Goods/Services provided exceeded the requirements specified in the contract and were of a high quality;</li> <li>• Goods/Services were delivered on or before the times specified in the contract;</li> <li>• The Supplier exceeded requirements in relation to responsiveness to AEC enquires during the term of the contract.</li> </ul>
2. Were goods / services delivered on time?	[Indicate if goods/services were delivered on time using the rating scale above.]
3. How responsive was the Supplier to the AEC's queries?	[Indicate how responsive the Supplier was to AEC's queries using the rating scale above.]
4. How likely would you be to recommend the Supplier?	<p>[Indicate how likely you would be to recommend the Supplier using the options provided below. Delete the options not applicable.]</p> <p><b>Unlikely</b></p> <p>I would be unlikely to recommend this Supplier to other areas of the AEC, or to approach this Supplier again for future business requirements. (Note: the Supplier must have performed to an unsatisfactory level throughout the contract for this rating to be provided).</p> <p><b>Likely</b></p> <p>I would be likely to recommend this Supplier to other areas of the AEC, and</p>

	<p>likely to approach this Supplier again for future business requirements. (Note: the Supplier must have performed to a satisfactory level throughout the contract for this rating to be provided).</p> <p><b>Very Likely</b></p> <p>I would be very likely to strongly recommend this Supplier to other areas of the AEC, and very likely to approach this Supplier again for future business requirements. (Note: the Supplier must have performed to a high level throughout the contract for this rating to be provided).</p>
<p>5. Overall value for money rating</p> <p>See Value for Money Guide for further information [insert hyperlink]</p>	<p>[Indicate the overall value for money rating using the options below. Delete the options not applicable.]</p> <p><b>Low</b></p> <p>The contract evaluation identified the contract provided low overall value for money on completion. This may include that agreed pricing was not provided, additional costs were identified, Goods/Services did not meet expected requirements, goods /services were not fit for purpose, whole of life costs were not clearly identified at the procurement phase.</p> <p><b>Satisfactory</b></p> <p>The contract evaluation identified that the contract provided satisfactory value for money on contract completion. This may include that the Goods/Services were provided in accordance with agreed pricing and the considerations of the procurement VFM assessment, Goods/Services met the expected requirements and were fit for purpose.</p> <p><b>High</b></p> <p>The contract evaluation identified that the contract provided a high level of value for money on contract completion. This may include that the Goods/Services were provided exceeding the AEC expectations, pricing was lower than anticipated, innovation and efficiencies were recognised in contract delivery, Goods/Services exceeded the fit for purpose requirements.</p>

<sup>2</sup> '5. Overall Value for Money rating' in table now links to the Value for Money one Page Guide; aims to improve compliance with CPR requirements.

## 6. Lessons Learnt and Improvements

Note to drafter: Lessons Learnt can act as an ongoing review of the contract and should be identified and recorded regularly during the life of the Agreement within your Contract Management Plan. At a minimum this should occur following an Electoral Event, when varying or extending the Contract and at Contract Completion. If Lessons Learnt are included in your Contract Management Plan, they should be updated and this section of the Evaluation Template can then be deleted.

Item	What worked?	What didn't work?	Recommendations and Follow-up Actions
[Eg. governance, resourcing, planning, schedule, costs, communications]	[Based on this review, what aspects of the procurement or contract were successful?]	[Based on this review, what aspects of the procurement or contract were challenging or limited the success of the contract? What could have been done differently?]	[Identify any recommendations or actions to address any issues or that may be addressed as part of any contract variation.]

## Attachment A

[Where necessary, documents can be attached to provide any relevant supporting information.]