

CONSTRUCTION PROFESSIONAL SERVICE PROVIDER PERFORMANCE EVALUATION FORM

PROJECT NUMBER	N/A
CONTRACT NUMBER	N/A
PROJECT NAME	LAKESIDE PAVING- ABAQULUSI LOCAL MUNICIPALITY
PROJECT MANAGER	N. JEWNARAIN
SERVICE PROVIDER	TRIPLO4 SUSTAINABLE SOLUTIONS
CONTRACT VALUE	R4 MILLION
PROJECT DURATION AND START DATE	10/08/2021
PROJECT STATUS (Planning/Design/Construction/Completed)	DESIGN/DOCUMENTATION & PROCUREMENT
REVIEW PERIOD	AUGUST-SEPTEMBER 2021
EVALUATION DATE	08/09/2021

STAGE	STANDARD DELIVERABLES	PERFORMANCE SCORE	LEVEL OF PERFORMANCE				
			Level 1	Level 2	Level 3	Level 4	Level 5
STAGE 1 – Inception	<ul style="list-style-type: none"> Project Implementation Plan; Assessment Report; Consultation Report; Record of Technical Team Meetings 	5	PSP was a drag; Does not execute as planned or as agreed; Does not have an appreciation of the objectives of this Stage; Literally guided by the Project Management Team at all times; Quality of work rejected more than once; All the deliverables submitted 50% or more behind PIP Schedule.	PSP needed to be “hand-held”; Displayed some degree of professionalism; Does not have full appreciation of the objectives of this Stage; Guided by the Project Management Team 80% of the time; Quality of work rejected at least once; All the deliverables submitted not more than 40% behind PIP Schedule.	PSP has done the basic bare minimum; Not pro-active; Displayed reasonable degree of professionalism; No additional suggestions on how to improve the total deliverables; Deliverables returned at least once to be revised; All deliverables submitted not more than 30% behind scheduled time.	PSP has most (80%) of the time been pro-active; Displayed satisfactory professionalism, diligent, insightful, useful suggestions but lack full implementation of best approaches to minimise time, costs and improve quality of the deliverables. Deliverables accepted first time meeting quality expectations; All deliverables submitted not more than 20% behind scheduled time.	PSP has at all times been pro-active, displayed astute professionalism, diligent, insightful; Useful suggestions and implementation of best approaches to minimise time, costs and improve quality of the deliverables; All deliverables accepted first time and not more than 10% behind scheduled time.

<p style="text-align: center;">STAGE 2 – Concept & Viability</p>	<ul style="list-style-type: none"> • Draft Project Brief; • Draft Sketch/Layout Plans; • Level 2 WBS, WBS-D and Baseline Plans; • Concept Designs; • Preliminary Cost Estimates; • Preliminary Schedule of Major Deliverables; • Site Development Plans; • Value Engineering Report 	<p style="text-align: center;">5</p>	<p>PSP is a pain to work with; Did not display professionalism nor commitment; Non-coherent team with rife team dynamics that affected the progress; Does not have sense of urgency and has to be pushed at all times; Did not display appreciation nor understanding of the WBS and Baseline Process; Minimal or no useful input in the VE workshop and during the entire Stage; No appreciation of SHE, S-E and Sustainability issues; Quality of work rejected more than twice; All the deliverables submitted 50% or more behind PIP Schedule; Not responsive to client meeting requirements, ad hoc requirements.</p>	<p>PSP needed to be hand-held; Displayed some degree of professionalism and some degree of commitment; Has to be reminded frequently of the timelines; Did not display good understanding of WBS and Baseline Process; Minimal input in the VE workshop and during the entire Stage; Limited appreciation of SHE, S-E and Sustainability issues; Quality of work rejected at least twice; All the deliverables submitted not more than 40% behind PIP Schedule; Poor responsiveness to client meeting requirements, ad hoc requirements.</p>	<p>PSP has done the basic bare minimum to fulfil the requirements of this Stage; Not pro-active; Displayed reasonable professionalism and commitment, diligence, insightfulness; Fair understanding of WBS and Baseline Process; Fair inputs in VE Workshop; Reasonable responsiveness to SHE, S-E and Sustainability issues; Deliverables needed to be rectified at least once; All deliverables submitted not more than 30% behind scheduled time; Fair responsiveness to client meeting requirements, ad hoc requirements.</p>	<p>PSP has most (80%) of the time been pro-active, displayed professionalism and commitment, diligent, insightful; Good understanding of WBS and Baseline Process; Useful insights in the VE Workshop; Useful ideas, proposals but lacks effective implementation of best approaches to save time, minimise costs, improve quality, reduce risks; Good responsiveness to SHE, S-E and Sustainability issues; Deliverables accepted first time meeting quality expectations; All the deliverables submitted not more than 20% behind PIP Schedule; Very good responsiveness to client meeting requirements, ad hoc requirements.</p>	<p>PSP has at all times been pro-active, displayed astute professionalism and commitment, diligent, insightful; Astute understanding and execution of WBS and Baseline Process; Critical insight in the VE Workshop; Superb ideas, proposal and implementation of best approaches to save time, minimise costs, improve quality, reduce risks; Proactive on SHE, S-E and Sustainability issues; Deliverables accepted first time, exceeding expected quality standards; All the deliverables submitted not more than 10% behind PIP Schedule; Excellent responsiveness to client meeting requirements, ad hoc requirements.</p>
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<p style="text-align: center;">STAGE 3 – Design Development</p>	<ul style="list-style-type: none"> • Design Development Drawings; • Outline Specifications; • Detailed Cost Estimates; • Design Report 	<p style="text-align: center; font-size: 24pt;">5</p>	<p>PSP is a pain to work with; Did not display professionalism nor commitment; Non-coherent team with rife team dynamics that affected the progress; Does not have sense of urgency and has to be pushed at all times; Designs not triangulated and not incorporating concepts agreed upon in Stage 2; Quality of work rejected more than twice; All the deliverables submitted 50% or more behind PIP Schedule.</p>	<p>PSP needed to be hand-held; Displayed some degree of professionalism and some degree of commitment; Serious team dynamics that affected the progress; Has to be reminded frequently of timelines; Did not display good understanding of triangulated designs; Incorporated some (50%) of the concepts agreed upon in Stage 2; Not conscious of cost effective designs; Quality of work rejected at least twice; All the deliverables submitted not more than 40% behind PIP Schedule.</p>	<p>PSP has done the basic bare minimum to fulfil the requirements of this Stage; Not pro-active; Displayed reasonable professionalism and commitment, diligence, insightfulness; Worked as a coherent team with minimal team dynamics; Aware and attempted triangulated designs; Incorporated most (75%) of the concepts agreed upon in Stage 2; Deliverables needed to be rectified at least once; All deliverables submitted not more than 30% behind scheduled time</p>	<p>PSP has most (80%) of the time been pro-active, displayed professionalism and commitment, diligent, insightful; Worked as a coherent team with managed team dynamics; Conscious of cost effective designs but lack effective implementation; Triangulated designs, incorporating all the concepts agreed upon in Stage 2; Deliverables accepted first time meeting quality expectations; All the deliverables submitted not more than 20% behind PIP Schedule;</p>	<p>PSP has at all times been pro-active, displayed astute professionalism and commitment, Worked as a strong coherent team with well-managed team dynamics; Cost effective and aesthetic solutions proposed; triangulated designs that incorporated all the concepts agreed upon in Stage 2 and more thus improving the solution; Deliverables accepted first time, exceeding expected quality standards; All the deliverables submitted not more than 10% behind PIP Schedule.</p>
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<p style="text-align: center;">STAGE 4 – Documentation & Procurement</p>	<ul style="list-style-type: none"> • Working Drawings • Elemental Bill of Quantities • Tender Documents • Tender Evaluation Report 	<p style="text-align: center;">5</p>	<p>PSP is a pain to work with; Did not display professionalism nor commitment; Non-coherent team with rife team dynamics that affected the progress; Does not have sense of urgency and has to be pushed at all times; Concept of Elemental BoQ not understood at all and struggles to implement; Not all the Specifications are included and all are incorrect; Not useful in the tender adjudication process; Quality of work rejected more than twice; All the deliverables submitted 50% or more behind PIP Schedule.</p>	<p>PSP needed to be hand-held; Displayed some degree of professionalism and some degree of commitment; Serious team dynamics that affected the progress; Did not display good understanding of Elemental BoQ; All the Specifications included but incomplete or incorrect; Limited usefulness during the tender adjudication process; Quality of work rejected at least twice; All the deliverables submitted not more than 40% behind PIP Schedule.</p>	<p>PSP has done the basic bare minimum to fulfil the requirements of this Stage; Not pro-active; Displayed reasonable professionalism and commitment, diligence, insightfulness; Reasonable understanding of Elemental BoQ; Reasonable acceptable level of performance on tender evaluation; Deliverables needed to be rectified at least once; All deliverables submitted not more than 30% behind scheduled time.</p>	<p>PSP has most (80%) of the time been pro-active, displayed professionalism and commitment, diligent, insightful; Has good understanding and packaging of Elemental BoQ; All the Specifications included with no errors; Innovative ideas provided in negotiations with contractor for a cost optimised solution; Deliverables accepted first time, meeting quality expectations All the deliverables submitted not more than 20% behind PIP Schedule; PSP was easily accessible.</p>	<p>PSP has at all times been pro-active, displayed astute professionalism and commitment; Pro-active and astute in packaging Elemental BoQ; All the Specifications included and of high quality standard; Very insightful and professional tender evaluations; Deliverables accepted first time, exceeding expected quality standards; All the deliverables submitted not more than 10% behind PIP Schedule; PSP was easily accessible.</p>
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<p style="text-align: center;">STAGE 5 – Construction (including Commissioning)</p>	<ul style="list-style-type: none"> • Work Plans • Site Hand-over Certificate • Summary of Test Results with interpretations • Uploaded Information on Reporting Systems • Contractors Payment Certificates and Monitoring Tool; • Consultants Fees and Progress Report • Practical Completion Certificate • Works Completion Certificate • Record of Meetings 	<p>n/a</p>	<p>PSP is a pain to work with; Did not display professionalism nor commitment; Does not have sense of the importance of effective management of this Stage; Level 3 WBS and Work Plans are a grossly incorrect; Site meetings not attended; Not responsive to contractor queries; Very poor in Contracts Management; Does not manage the SHE and S-E issues at all; Payment Certificates rejected and submitted late; Extremely poor management of the process of arranging Completion certificates and maintenance contracts.</p>	<p>PSP needed to be hand-held; Displayed some degree of professionalism and some degree of commitment; Serious team dynamics that affected the progress; Level 3 WBS and Work Plans need high level of reworking; Site meetings attended sparingly (60%) of the time; Poor responsiveness to contractor queries; Poor in Contracts Management; Poor management of the SHE and S-E issues; Payment Certificates need to be corrected most of the time and submitted late most of the time; Poor management of the process of arranging Completion certificates and maintenance contracts.</p>	<p>PSP has done the basic bare minimum to fulfil the requirements of this Stage; Not pro-active; Displayed reasonable professionalism; Satisfied the preliminary site h/o requirements; Fairly useful in the development of Level 3 WBS and Work Plans; Most (80%) of site and co-ordination meetings attended; Fairly good responsiveness to Contractor queries/requests; Fairly good Contracts Management practices; Reasonable in the implementation of SHE and S-E issues; 80% of payment certificates correct and submitted on time 80% of the time; Issued Completion Certificates late and secured maintenance contracts.</p>	<p>PSP has most (80%) of the time been pro-active, displayed professionalism and commitment, diligent, insightful; Satisfied all the preliminary site h/o requirements; Useful in the development of Level 3 WBS and Work Plans; Most (90%) of site and co-ordination meetings attended; Good responsiveness to Contractor queries/requests; Good Contracts Management practices; Effective in the implementation of SHE and S-E issues; Correct payment certificates submitted on time most (90%) of the time; Issued all Completion Certificates and secured maintenance contracts.</p>	<p>PSP has at all times been pro-active, displayed astute professionalism and commitment; Satisfied all the preliminary site h/o requirements; Proactive and instrumental in the development of Level 3 WBS and Work Plans; All site and co-ordination meetings attended; Excellent responsiveness to Contractor queries/requests; Excellent and effective Contracts Management practices; Instrumental in the implementation of SHE and S-E issues; Timeous submission of correct payment certificates; Issued all Completion Certificates and secured maintenance contracts.</p>
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<p style="text-align: center;">STAGE 6 – Close-out</p>	<ul style="list-style-type: none"> • Operations and Maintenance Manuals, Guarantees and Warranties; • As-built Drawings • Certificate of Final Completion • Final Accounts • Project Close-out Report • Record of necessary meetings 	<p>n/a</p>	<p>PSP is a pain to work with; Did not display professionalism nor commitment; Does not have sense of urgency and has to be pushed at all times; All the deliverables submitted 40% or more behind PIP Schedule.</p>	<p>PSP needed to be hand-held; Displayed some degree of professionalism and some degree of commitment; All the deliverables submitted not more than 30% behind PIP Schedule.</p>	<p>PSP has done the basic bare minimum to fulfil the requirements of this Stage; Not pro-active; Displayed reasonable professionalism; All deliverables submitted not more than 20% behind scheduled time</p>	<p>All guarantees and Maintenance Manuals in place; As-built drawings of reasonable high quality standards completed within reasonable time; Acceptable final accounts prepared and completed on time; Very good Close-out Report submitted slightly late (10%).</p>	<p>All guarantees and Maintenance Manuals in place; As-built drawings of high quality standards proactively completed on time; Correct and accurate final accounts prepared and completed on time; Excellent and useful Close-out Report submitted on time.</p>
<p style="text-align: center;">OVERALL SCORE AND RECOMMENDATION</p>		<p>20/20 FOR WORK DONE FOR STAGES COMPLETED TO DATE (STAGE 1-4)</p>	<p style="text-align: center;">0.0 - 6.0</p> <p style="text-align: center;"><i>High risk; Not recommended for further appointment</i></p>	<p style="text-align: center;">6.1 – 12.0</p> <p style="text-align: center;"><i>Risky, to use for the same scope of work. May be considered for simpler jobs with a thorough risk analysis for the scope of work</i></p>	<p style="text-align: center;">12.1 – 18.0</p> <p style="text-align: center;"><i>Low to moderate risk; Recommended for use where speed is not critical and after further risk analysis</i></p>	<p style="text-align: center;">18.1 – 24.0</p> <p style="text-align: center;"><i>Very low risk, Recommended for future engagements</i></p>	<p style="text-align: center;">24.1 – 30</p> <p style="text-align: center;"><i>Highly recommended for future engagements and for emergencies</i></p>

PROJECT MANAGER'S COMMENT	<p>TRIPLO4 SUSTAINABLE SOLUTIONS were extremely professional, responsive to queries, and timeous on their deliverables, providing quick turnaround times and high quality of work.</p> <p>They ensured that a high level of service was delivered and helped us mitigate unforeseen costs where possible and undertook all meetings, site visits and applications independently without delays.</p> <p>They provided insight into applications and all deliverables were accepted without fault.</p>
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Signatures: Project Manager:  Date: 08/09/2021