



ATPACE performance criteria for Transport Professional Services (PS) category contracts

ATPACE System Rate Number			0	1	2	3	4	5
Performance Criteria – Consultant – PS	Measure	Consider	Unacceptable	Serious Reservation	Minor Reservation	Good (Business as usual)	Very Good	Excellent
<b>Management</b>								
<b>Competency</b>	Competency of management team to effectively manage the project and its progress on all necessary tasks.	<ul style="list-style-type: none"> <li>Technical skills.</li> <li>Inter personal skills and management skills.</li> <li>Ability to plan for forward works and make resources available.</li> <li>Environmental Management.</li> <li>Stakeholders' view of consultant's performance, including AT and monitoring number of complaints received.</li> </ul>	<p>Significant skills or competency issues noted in the management team, requiring immediate attention.</p> <p>Numerous complaints from Stakeholders.</p>	<p>Some deficiencies noted in the skills and competencies of management, or areas where improvement are needed.</p> <p>Several complains from received from stakeholders.</p>	<p>Overall have demonstrated the required skills and competencies in management, or are working well to develop in some areas to the required standard.</p> <p>Limited complaints from received stakeholders, or any complaints received have been appropriately handled.</p>	<p>Have demonstrated the required skills and competencies in management at all levels.</p> <p>Few complaints from stakeholders.</p>	<p>Easily meets all the skills and competency requirements in management for the contract, at all levels.</p> <p>Few or no complaints from stakeholders.</p>	<p>Skills and competencies in management demonstrated well in excess of the requirements, at all levels.</p> <p>All stakeholders satisfied</p>
<b>Creating "No Surprises" Environment</b>	Ability to keep AT informed on all relevant issues.	<ul style="list-style-type: none"> <li>Flow of information and its accuracy and relevance.</li> <li>Highlighting and informing on potential problems.</li> <li>Highlighting and informing on potential costs.</li> </ul>	Limited and / or inaccurate updates to AT provided leading to serious or significant issues.	Few updates to AT on potential changes leading to some issues.	AT is informed on a regular basis, although some minor inaccuracies in information noted.	AT is kept well informed and updated on any changes or issues.	AT is kept well informed and updated on any changes or issues, with highly accurate information provided at all times, and solutions proactively provided as necessary.	AT is kept well informed and updated on any changes or issues well in advance, with highly accurate information provided at all times, and highly effective solutions proactively provided as necessary.
<b>Creating Innovation</b>	Innovative ideas turned into reality in design and management	<ul style="list-style-type: none"> <li>New methods</li> <li>New materials</li> <li>Value gained by the innovative ideas.</li> <li>Time saved by innovative ideas.</li> <li>New initiatives that better serve customers</li> </ul>	Very little innovation seen. Many opportunities to innovate missed or unexplored.	Some innovation seen but several opportunities missed.	Some value adding innovation seen in some areas.	Good levels of innovation provided in critical areas, including good consideration of improved customer satisfaction techniques.	High levels of innovation provided in many areas, including good consideration of improved customer satisfaction techniques.	Extremely innovative across the full range of services provided. Excellent positive customer satisfaction initiatives identified.
<b>Proactiveness</b>	Effort, focus and proactive management of risks and future issues on the project	<ul style="list-style-type: none"> <li>Number of new risks identified, quantified and planned for.</li> <li>Early detection of issues which may cause problems.</li> <li>Accurate identification of issues, risk consequence and outcomes.</li> <li>Proactive risk management and speedy identification of mitigating measures.</li> <li>Puts customers first and deals quickly with customer issues</li> </ul>	Irresponsible risk management adversely affecting the project and AT's reputation	Several key risks not identified or managed, adversely affecting the contract.	Most key risks are identified and managed appropriately with minor effects on the contract.	All key risks are identified and managed appropriately.	Risks and opportunities very efficiently managed, significant improving outcomes.	Risks and opportunities very efficiently managed at all times, great customer service initiatives developed, and outstanding outcomes achieved.
<b>Responsiveness</b>	Provides efficient and timely responses and exception reporting	<ul style="list-style-type: none"> <li>Turnaround of queries and completeness of responses.</li> <li>Level of service provided to AT.</li> <li>Mitigate the effect of environmental issues.</li> </ul>	Response more than five days late	Response two to five days late	Majority of responses on time	All responses on time.	Response between two days early and on time	Response more than two days early
<b>Production</b>								
<b>Timely outputs</b>	Effective management and resourcing to produce the required outputs on time	<ul style="list-style-type: none"> <li>Current completion dates (outputs may be incremental) relating to those originally forecast.</li> <li>Resources made available as required.</li> <li>Flexibility in resourcing.</li> <li>Number of changes from last review.</li> <li>Progress in relation to programme.</li> </ul>	Output delivery significantly behind target completion date.	Output delivery behind target completion date.	Output delivery on target completion date with some minor exceptions.	Output delivery on target completion date.	Output delivery ahead of target completion date.	Output delivery significantly ahead of target completion date.
<b>Accurate outputs to Required Standard</b>	Standard and quality of output in relation to	<ul style="list-style-type: none"> <li>Quality of output in relation to requirements in contract.</li> <li>Reports and documents agreeing with the scope.</li> </ul>	Outputs consistently provided to a standard less than required.	Some outputs provided to the required standard,	Outputs generally provided to the required standard	Outputs consistently provided to the required or higher standard.	Outputs consistently provided to a higher than required standard	All outputs provided to a higher than required standard, with numerous outputs significantly better than required.



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	contractual obligations	<ul style="list-style-type: none"> <li>Management of outputs with emphasis on quality.</li> <li>Accurate RAMM updates.</li> </ul>		but with several exceptions noted.				
<b>Defect Management System</b>	Ability to identify and rectify non-compliances and errors	<ul style="list-style-type: none"> <li>Self-monitoring and ability to identify non-conformances.</li> <li>Early detection of non-conformances.</li> <li>Number of non-conformances originally identified externally.</li> <li>Speedy rectification of errors.</li> </ul>	20+% non-conformances outstanding more than one month	Less than 20% non-conformances outstanding more than one month.	Less than 10% non-conformances outstanding more than one month	Less than 5% non-conformances outstanding.	No non conformances	Pro-active Defect Management System ensuring all standards exceed specification
<b>Health and Safety (H&amp;S)</b>								
<b>Safe Work Practices</b>	Effort focus and proactive management of safety	<ul style="list-style-type: none"> <li>Reporting and action on incidents.</li> <li>Work practices agreeing with OSH requirements.</li> <li>Company Safety Plan.</li> </ul>	Significant deficiencies from required standard.	A number of deficiencies from required standard.	Evidence of good implementation of Contractor's OSH management information on site.	Contractor's OSH management information has been fully implemented on site.	A number of enhancements from required standard.	In addition to meeting the required standard significant enhancements have been deployed.
<b>Administration</b>								
<b>Quality Assurance Documentation</b>	Level of proactive effort applied to the quality system.	<ul style="list-style-type: none"> <li>Level of innovation and management of the system.</li> <li>Paper trail functional and accessible through the system.</li> <li>Availability of self-auditing and self-monitoring documentation.</li> <li>Certification of personnel capabilities.</li> </ul>	Significant deficiencies from required standard.	A number of deficiencies from the required standard.	Minimal deficiencies from the required standard.	No deficiencies from the required standard and some enhancements noted.	A number of enhancements above the required standard	A significant number of enhancements to the required standard
<b>Monthly Report</b>	Accuracy and relevance of Monthly Report	<ul style="list-style-type: none"> <li>Quality of contents.</li> <li>Relevance of contents with reference to the scope.</li> <li>Timeliness of availability of report.</li> </ul>	Report delivered to a poor standard, inaccurate information or/and with late delivery.	Report delivered to a low standard, some with inaccurate information or/and with late delivery.	Reports generally delivered to an acceptable standard and quality, and on time.	All reports delivered to an acceptable standard and quality, and on time.	All reports delivered to a high standard and quality, and on time. Often delivered significantly ahead of time, or with numerous additional value adding information.	All reports delivered to a very high standard and quality, and always ahead of time. All report contain significant additional value adding or insightful information.
<b>Financial</b>	Effort and proactive management of the project budget, cashflow and its accuracy (professional services and physical works contrasts)	<ul style="list-style-type: none"> <li>Variations between forecast for the month and financial year based on original forecast and current forecast.</li> <li>Accuracy of invoicing.</li> <li>Accuracy of forecasting physical works expenditure for the month and financial year.</li> </ul>	Delivery significantly above target Budget.	Delivery above target budget.	Slight variance from target budget.	Delivery on target budget.	Delivery below target budget.	Delivery significantly below target budget.
<b>Handling of Variations</b>	Necessary changes being incorporated effectively and managed satisfactorily.	<ul style="list-style-type: none"> <li>Keeping up with contract, and project changes.</li> <li>Awareness of current documents.</li> <li>Documents and drawings updated and distributed.</li> </ul>	Approach to pricing and signalling variations lacks proactiveness, with limited if any forward visibility of pending claims. Dispute about handling and/or pricing of variation(s) requiring AT intervention to resolve.	Approach to pricing and signalling variations lacks proactiveness. Dispute about handling and/or pricing of variation(s) requiring AT intervention to resolve.	Variations priced, approved and recorded in a reasonably timely fashion.	Variations efficiently priced, approved and recorded in timely fashion and remain within forecast. All parties keep informed and generally working collaboratively.	Variations efficiently and proactively priced, approved and recorded in timely fashion. All parties keep well informed throughout and working collaboratively to reduce AT costs.	Variations highly efficiently and proactively priced, approved and recorded in timely fashion. Significant proactive steps taken to avoid variations. All parties keep well informed throughout and working collaboratively to reduce AT costs.