

Framework Member Performance Management Score Card (Subject to change prior to agreed contract execution)

To ensure services are provided to a continuously high standard by the framework members, bi-annual or ad hoc performance reviews will be carried out with each framework member. (Note: Where members are working on more than one project, a review will be carried out on each of these projects.) The main criteria for measuring performance will be as listed below and as detailed in the Framework Agreement. It is expected that the successful tenderer(s) will take a proactive role in monitoring performance with a view to making appropriate recommendations where necessary for continuous improvement.

Project Name		Consultant /Supplier Name						
Project Ref		Date Scored						
Performance Category	Service Level	KPI (Key Performance Indicator)	Max Score	Period of Review				Review / Comments
				H1 2025	H2 2025	H1 2026	H2 2026	
1. Understanding of Clients Brief								
Measures the demonstrated understanding of the brief.	To what extent has the consultant/supplier understood the Client's brief.	5	Excellent understanding	5				
		4	Very good understanding					
		3	Good understanding					
		2	Reasonable understanding					
		1	Poor understanding					
2. Service Delivery & Quality								
Measures the quality of the service delivery.	Delivery of the services and quality of output.	5	Excellent	5				
		4	Very good					
		3	Good					
		2	Acceptable					
		1	Unacceptable					
3. Communication & Responsiveness								
Measures client/supplier relationship.	Standard of communication across the team and stakeholders and responsiveness to contract issues.	5	Exceptional	5				
		4	Highly effective					
		3	Proficient					
		2	Inconsistent					
		1	Unsatisfactory					
4. Agreed Delivery of Services								
Measures the requirements with timelines to deliver services procured by the LDA (e.g. on time delivery performance, lead-time, forward planning, flexibility and responsiveness to contract requirements.	Has the consultant delivered services as per the agreed specification.	5	Always exceeds	5				
		4	Always meets					
		3	Usually meets					
		2	Sometimes meets					
		1	Does not meet					
5. Budget & Risk Management								
Assesses the measures implemented to manage and achieve or improve the LDA budget, and measures the identification, assessment and management of project risks	Has the consultant delivered under the metrics of - management of risk - Value management and achieving value in the design - Cost reporting and utilisation of LDA standard reporting structure & LDA cost documentation	5	Excellent	5				
		4	Very good					
		3	Good					
		2	Acceptable					
		1	Unacceptable					
6. Fee Competitiveness & Completeness								
Measures the fee pricing in compliance to the agreed contract costs, the adherence to agreed stage payments and the occurrence of unexpected cost	Competitiveness of fees and alignment with scope of services and delivery.	5	Excellent	5				
		4	Very good					
		3	Good					
		2	Acceptable					
		1	Unacceptable					

7. Innovation & sustainability									
Measures implemented to promote and deliver drive value in the design and specifications	Has the consultant developed initiatives to target and focus on value management and design economics.	5	Excellent	5					
		4	Very good						
		3	Good						
		2	Acceptable						
		1	Unacceptable						