

### Performance of the contractor

A review should be undertaken of the performance of the contractor to assist in the future selection of tenderers. If the contractor is included on an approved list, then information as to how that contractor has performed on the contract should be fed back to the custodian of the list in order that it is available to officers who may be considering their selection on future contracts.

#### Performance review

A performance review will generally address the following questions:

- Was there a good working relationship between the contractor and the rest of the project team?
- Was the standard of workmanship good?
- Was there an adequate level of supervision?
- Were there any delays in obtaining the right plant, machinery and materials at the appropriate time?
- Was the contract completed on time, taking into account extensions of time?
- Was the cost within the initial contract sum, discounting any contract price fluctuations?
- Was the scale of variations, and the contractor's attitude to them reasonable?
- Were any claims made, were they reasonable and were they settled satisfactorily?
- Did the contractor complete any remedial works without being unduly pressed?
- Was the supply chain adequately managed and monitored?
- Was the site well organised and provided a safe and healthy working environment?
- Would you employ this contractor again?

This can be assisted by the completion of a standard appraisal form on completion of each scheme.