



## **Schedule 3 - Service Provider Engagement Feedback Form**

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### **SCM0035 PREQUALIFICATION SCHEME: ADVERTISING AND COMMUNICATIONS SERVICES**

The Scheme Conditions require that all Customers using the Scheme are required to submit Feedback Forms.

At the completion or termination of an Engagement, Customers will be required to:

- (a) Complete a Service Provider Engagement Feedback Form for those they contract with;
- (b) Provide a copy of the completed Engagement Feedback Form to the relevant Service Provider subject of the engagement feedback; and
- (c) Provide a copy to the Director Advertising & Policy, Strategic Communications, NSW Department of Premier & Cabinet. [advertising@dpc.nsw.gov.au](mailto:advertising@dpc.nsw.gov.au)

This information will be reviewed and monitored by SC and raised with the Service Provider as appropriate for their response and action. The feedback form will cover the Service Provider's understanding and response to requirements, costs, availability and response of nominated personnel and account issues.

Customers should contact Strategic Communications with any issues arising during an engagement.

For further guidance on the requirement, Customers can refer to the Guidelines for Users.

Service Provider Details	
Service Provider Organisation	
Service Provider Contact	
Telephone	

Campaign / Program Details	
Name	
Description	
Commencement date	
Completion date	
Service Provider services engaged	
Total fee paid (ex GST)	

Feedback				
Time Management	Customer Servicing	Quality of Outcomes	Cost Management	Communications
<i>Was the engagement completed within the expected timeframe?</i>	<i>Assess the project management and teams' capabilities/skills and servicing throughout the engagement</i>	<i>Did the Service Provider understand and meet the overall engagement requirements – were the engagement objectives and outlined deliverables met?</i>	<i>Did the Service Provider manage/forecast costs well and did they adhere to the agreed cost of the engagement? Were any savings achieved? Value for money</i>	<i>Were the Service Provider's communication skills satisfactory during the engagement? Was it a collaborative, cooperative approach and was there a commitment to resolving issues?</i>

Customer/Department Contact Details	
Customer / Government Department	
Contact	
Position Title	
Telephone	
Email	