



CONTRACTOR OF THE YEAR CUSTOMER GUIDE

Customer evaluation for the Project Contractor of the Year (PCoTY) Award 2027

For the client representative named on a nomination.

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INTRODUCTION

Your perspective is a formal part of the Project Contractor of the Year (PCoTY) Award 2027. Assessors review the written packet. You provide the ground truth on how the contractor actually performed as a partner.

This guide is so you can complete a fair, rigorous, and transparent evaluation.

YOUR ROLE

Each nomination needs a signed customer evaluation. Without it, the nomination is incomplete.

You will:

- Rate the contractor on **seven criteria**, each **0-10**.
- Write a short justification for high scores (**8 or above**) and low scores (**4 or below**).
- Confirm the assessment covers the stated project and period.
- Sign **publication consent**. Winning and top-3 projects are intended to be shared as short industry case stories.

You are not asked to score the nine assessor criteria. Those sit with Stage 1 assessors and the Stage 2 judging panel. Your seven dimensions are a separate, weighted customer view.

HOW YOU RECEIVE THE FORM

1. The nominee enters your **work email** on their nomination.
2. PBF emails you a **unique link** to your evaluation form. The nominee does not receive that link and cannot complete the form for you.
3. Complete the form by **31 October 2026**, the same close as nominations.

An unannounced rating request can look like phishing. The nominee should have warned you that this email is coming. If you were not expecting it, confirm with the contractor before opening the link.

If the email has not arrived, ask the nominee to check the address they entered, then contact program support through the award platform.

SCALE AND SCORING

Rate each criterion **0-10** (0 = not demonstrated, 10 = excellent).

Each rating is multiplied by its **weight**. The seven weighted scores are summed. Maximum is **550**. A reference passing mark, if applied, is **72%** (396).

Criterion	Weight	Rating (0-10)	Score (weight x rating)	Evidence notes
Execution of task orders: pace, correctness, attentiveness	10			
Communication: proactiveness, responsiveness	10			
Safety protocols: compliance, communication	9			
Management attention	8			
Human resources: aptitude, team spirit	7			
Documentation: timeliness, correctness, quality	6			
Change requests: responsiveness, management	5			
Total				% achieved

Evidence notes are required for any rating of **8 or above** or **4 or below**.

Mandatory fields on the form: customer organisation, project, period covered, your name, role, date, and contact email.

THE SEVEN CRITERIA

Execution pace

Weight: 10

Execution of task orders: pace, correctness, attentiveness. Can the contractor keep momentum and still get the work right the first time? High scores reward a proactive approach where speed is balanced with attention to detail.

Communication

Weight: 10

Proactiveness and responsiveness. Does the contractor anticipate needs, and how quickly do they reply? High scores reflect a partnership where information flows without constant follow-up.

Safety

Weight: 9

Safety protocols: compliance and communication. Adherence to zero-harm standards, and a culture of raising risks and mitigations with everyone who needs to hear them. Following the rules is the baseline; communicating risk is the differentiator.

Management attention

Weight: 8

Strategic engagement. How visible and involved is the contractor's senior leadership in the project's success? Are they removing roadblocks and providing the resources excellence actually takes?

HR aptitude

Weight: 7

Human resources: aptitude and team spirit. Competence of the people assigned, and whether they integrate into the project team. High scores go to contractors who send skilled staff who also contribute to a collaborative culture.

Documentation

Weight: 6

Timeliness, correctness, quality. Precise, professional records when they are needed, so the project's history and specifications remain usable after handover.

Change management

Weight: 5

Change requests: responsiveness and management. How organised the contractor stays when scope pivots or unexpected requirements appear. Structured handling of deviations, with limited damage to the primary goals.

PUBLICATION CONSENT

On the form you will confirm:

- The scores and notes reflect the customer's assessment for the stated period.
- PBF may use the **aggregate score** and **anonymised excerpts** for evaluation and communications.
- If the project is a **winner or top-3 finalist**, PBF may publish a **short case story**, subject to standard review and any confidentiality you agree with PBF.

Questions: ask the nominee to put you in touch with program support, or use the help channel on ittd.space/pbf-pcoty.