

SUPPLIER PERFORMANCE EVALUATION - Construction				
Measure the supplier's effectiveness in supplying deliverables goods and / or services of the required quality in conformance with the contract				
#	Question	Potential Responses	Pre-grades Score	COMMENTS
Q U A L I T Y	Describe the degree to which the Supplier meets agreed upon deliverables / specifications?	1. Never meets agreed upon deliverables / specifications. Poor workmanship / significant correction of deficiencies required	30	
		2. Occasionally meets agreed upon deliverables / specifications	60	
		3. Usually meets agreed upon deliverables / specifications	80	
		4. Always meets agreed upon deliverables / specifications. Excellent workmanship / minimal correction of deficiencies required	100	
	Describe the effectiveness of the Supplier's quality management process? <i>For example, the effectiveness of the Supplier in correcting deficiencies, resolving issues, warranty correction etc.</i>	1. Never meets quality management expectations	30	
		2. Occasionally meets quality management	60	
		3. Usually meets quality management expectations	80	
		4. Always meets or exceeds quality management expectations	100	
	Does the Supplier proactively bring forward ideas to improve quality, reduce cost, increase speed or efficiency?	1. Meets expectations in bringing forward value-added recommendations	80	
2. Exceeds expectations in making high quality, effective recommendations leading to value add business outcomes		100		
Measure supplier's effectiveness in maintaining the schedule for the completion of the contract, task orders, milestones, delivery, and administrative requirements in conformance with the contract.				
D E L I V E R Y	Describe the Supplier's effectiveness in meeting the agreed upon schedule? <i>For example, did the Supplier meet the contractual milestones / project schedules and did they assign the correct resources</i>	1. Never meets agreed upon schedule	30	
		2. Occasionally meets the agreed upon schedule	60	
		3. Usually meets the agreed upon schedule	80	
		4. Always meets the agreed upon schedule	100	
	Describe the degree to which the Supplier identifies and communicates potential impacts to schedule	1. Never effective at identifying and communicating potential impacts to schedule	30	
		2. Occasionally effective at identifying and communicated potential impacts to schedule	60	
		3. Usually effective at identifying and communicating potential impacts to schedule	80	
		4. Always effective at identifying and communicating potential impacts to schedule	100	
	Describe the flexibility and effectiveness of the Supplier in managing changes to schedule scope / work?	1. Never effective at managing changes to scope / work	30	
		2. Occasionally effective at managing changes to scope / work	60	
		3. Usually effective at managing changes to scope / work	80	
		4. Always effective at managing changes to scope / work	100	
Measure supplier's effectiveness in forecasting, controlling and managing contract cost in conformance with the contract				
F I N A N C I A	Describe the degree to which services are delivered within financial expectation (contractual amount plus owner driven change requests)	1. Never delivers goods / services within expectation	30	
		2. Occasionally delivers goods / services within expectation	60	
		3. Usually delivers goods / services within expectation	80	
		4. Always delivers goods / services within expectation	100	
	Describe the timeliness of invoices submitted by the Supplier.	1. Never on time	30	
		2. Occasionally on time	60	
		3. Usually on time	80	
		4. Always on time	100	
	Describe the accuracy and completeness of invoices submitted by the Supplier including supporting documentation.	1. Never accurate	30	
2. Occasionally accurate		60		

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A L		3. Usually accurate	80	
		4. Always accurate	100	
	Describe the timeliness, quality and accuracy with which the Supplier communicates price changes to enable cost management following change order requirements (eg. prior notification, documentation, recommendations for lowering prices)	1. Never provides timely, accurate or quality change orders	30	
		2. Occasionally provides timely, accurate or quality change orders	60	
		3. Usually provides timely, accurate or quality change orders	80	
	4. Always provides timely, accurate or quality change orders	100		
Measure supplier's effectiveness in integrating and coordinating all activities needed to execute the contract, including client-focused behaviour, collaboration, cooperation and issue resolution in conformance with the contract				
RM EA LN AA TG IE OM NE SN HT I P	Describe the effectiveness of the Supplier in promoting and maintaining the business relationship <i>Consider the following behaviours: flexibility, accountability and overall relationship attitude</i>	1. Never meets expectations in promoting and maintaining the business relationship and public interest	30	
		2. Occasionally meets expectations at promoting and maintaining the business relationship and public interest	60	
		3. Usually meets expectations at promoting and maintaining the business relationship and public interest	80	
		4. Always meets expectations at promoting and maintaining the business relationship and public interest	100	
	Describe the degree to which the Supplier resolves problems and escalates as appropriate	1. Never effective at resolving and escalating problems	30	
		2. Occasionally effective at resolving and escalating problems	60	
		3. Usually effective at resolving and escalating problems	80	
		4. Always effective when resolving and escalating problems	100	
	Describe the degree to which the Supplier provides non-contractual, value added services (eg. bringing innovative solutions to the business relationship, additional services, features etc.)	1. Meets expectations providing goods / services meeting the contract terms	80	
		2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms	100	
Measure supplier's compliance with health, safety and environmental impact				
H& E AE LN TV HI RO SN AM FE EN TTY	Degree to which product(s) / service(s) function in accordance with contractual health / safety requirements	1. Never provides services compliant with contractual health and safety requirements	30	
		2. Occasionally provides services compliant with contractual health and safety requirements	60	
		3. Usually provides services compliant with contractual health and safety requirements	80	
		4. Always provides services compliant with contractual health and safety requirements	100	
	Degree to which environmental controls function in accordance with compliance requirements and industry environmental standards. <i>For example, the City's Enviro Environmental Management System (EMS)</i>	1. Never provides services compliant with requirements and industry environmental standards	30	
		2. Occasionally provides services compliant with requirements and industry environmental standards	60	
		3. Usually provides services compliant with requirements and industry environmental standards	80	
		4. Always provides services compliant with requirements and industry environmental standards	100	
	Degree to which the Supplier meets or exceeds health, safety and environmental performance is integrated into delivery of the product (s)/service(s). <i>Examples may include limiting greenhouse gas emissions, materials with minimal environmental impact, minimization of waste, and conservation of water</i>	1. Meets expectations in integrating health, safety and environmental performance into delivery of product/service	80	
		2. Exceeds expectations in integrating health, safety and environmental performance into delivery of product/service	100	
	Describe the Supplier's effectiveness in reporting, investigating and managing safety and/or environmental incidents (root cause, causal factors, corrective action)	1. Never complies with contractual expectations	30	
		2. Occasionally complies with contractual expectations	60	
3. Usually complies with contractual expectations		80		
4. Always complies with contractual expectations		100		

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Describe the Supplier's effectiveness in managing and controlling the site with regards to health, safety and environmental principles (appearance and protocol)	1. Never effective at managing and controlling the site	30	
	2. Occasionally effective at managing and controlling the site	60	
	3. Usually effective at managing and controlling the site	80	
	4. Always effective at managing and controlling the site	100	