

SUPPLIER PERFORMANCE EVALUATION - Infrastructure Professional Services				
Measure supplier's effectiveness in supplying infrastructure professional services deliverables of the required quality in conformance with the contract				
#	Question	Potential Responses	Pre-grades Score	COMMENTS
QUALITY	Describe the degree to which the Supplier meets agreed upon deliverables	1. Never meets agreed upon deliverables. Significant corrections / revisions required	30	
		2. Occasionally meets agreed upon deliverables	60	
		3. Usually meets agreed upon deliverables	80	
		4. Always meets agreed upon deliverables. Minimal or no corrections / revisions required	100	
	Describe the effectiveness of the Supplier's quality management process. <i>For example, the effectiveness and proactiveness of the Supplier's quality control in meeting design guidelines and standards, 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 efficiencies?	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.				
DELIVERY	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 Supplier's effectiveness in resourcing the project to meet the agreed upon deliverables <i>For example, how the Supplier manages resources and changes to their project team</i>	1. Never effective at resourcing the project to meet agreed upon deliverables	30	
		2. Occasionally effective at resourcing the project to meet agreed upon deliverables	60	
		3. Usually effective at resourcing the project to meet agreed upon deliverables	80	
		4. Always effective at resourcing the project to meet agreed upon deliverables	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	

SUPPLIER PERFORMANCE EVALUATION - Infrastructure Professional Services				
Measure supplier's effectiveness in forecasting, controlling and managing contract cost in conformance with the contract				
F I N A N C I A L	Describe the degree to which services are delivered within financial expectation (contractual amount plus owner driven change requests)	1. Never delivers services meeting financial expectation	30	
		2. Occasionally delivers services meeting financial expectation	60	
		3. Usually delivers services meeting financial expectation	80	
		4. Always delivers services below financial expectation	100	
	Describe the timelines, accuracy and completeness of invoices submitted by the Supplier including supporting documentation	1. Never provides timely, accurate and/or complete invoices	30	
		2. Occasionally provides timely, accurate and/or complete invoices	60	
		3. Usually provides timely, accurate and/or complete invoices	80	
		4. Always provides timely, accurate and/or complete invoices	100	
	Describe the timeliness, accuracy and completeness with which the Supplier communicates price and/or scope changes to enable cost management following change order requirements (eg. prior notification, documentation and justification)	1. Never provides timely, accurate or complete change orders	30	
		2. Occasionally provides timely, accurate or complete change orders	60	
		3. Usually provides timely, accurate or complete change orders	80	
		4. Always provides timely, accurate or complete change orders and/or no 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				
R M E A L N A A T G I E O M N E S H T 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 contractual terms	80	
		2. Exceeds expectations providing services exceeding the contractual terms	100	
Measure supplier's compliance with health, safety and environmental impact				
H & E A E L N T V H I , R O S N A M F E F N	Degree to which services are in compliance 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 services are in compliance requirements and industry environmental standards. <i>For example, the City's Envisio 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	

SUPPLIER PERFORMANCE EVALUATION - Infrastructure Professional Services				
E N T T Y	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	