

Vendor Performance Evaluation Scorecard Process

The purpose of the Vendor Performance Evaluation Scorecard is to define the process for monitoring vendors who impact the quality of products delivered to our customers. Going forward HRM will be responsible for collecting, managing and monitoring vendor performance evaluations. Following completion of a project, HRM will be responsible for evaluating the vendor using the attached Vendor Scorecard. Each Vendor's scorecard will be kept on file and used to determine if the vendors are meeting expectations in the following areas; Safety, Project Management, Scheduling and Overall Quality of Work. HRM will treat all vendor information and documents in a confidential manner.

If a vendor scores three (3) or less in any particular sub- category/category or produces an overall score between 0-60%, the vendor or HRM may request a meeting to discuss these particular areas of concern.

Vendor Scorecard Rating

Rating	Criteria
1	Consistently falls far below expectations - Performance jeopardized the achievement of Contract Requirements, despite additional oversight.
2	Frequently misses expectations - There are a number of performance issues that required HRM to provide an additional oversight to ensure that contract requirements were met.
3	Mostly meets expectations - There are very minor performance issues but vendor or service provider has otherwise met the contract requirements.
4	Consistently meets expectations - There are no performance issues and the vendor or service provider has met the contract requirements.
5	Exceeds Expectations - Vendor or service provider has demonstrated a performance level in measurable excess of Contract requirements.
N/A	Not Applicable

Vendor Overall Score

Score	Criteria
(0-20%)	Consistently falls far below expectations - Performance jeopardized the achievement of Contract Requirements, despite additional oversight.
(21-40%)	Frequently misses expectations - There are a number of performance issues that required HRM to provide an additional oversight to ensure that contract requirements were met.
(41-60%)	Mostly meets expectations - There are very minor performance issues but vendor or service provider has otherwise met the contract requirements.
(61-80%)	Consistently meets expectations - There are no performance issues and the vendor or



The Procurement department is responsible for collecting, managing and maintaining vendor performance information and documents to ensure the integrity and security of the information. HRM will treat all vendor information and documents in a confidential manner. During procurement de-briefing requested by a vendor, only performance information pertaining to the requesting vendor can be discussed. Discussion or comparison to any other Vendor's performance information is not permitted

	service provider has met the contract requirements.
(81-100%)	Exceeds Expectations - Vendor or service provider has demonstrated a performance level in measurable excess of Contract requirements.

Instructions for completing the Vendor Scorecard

1. Evaluate Vendor on items listed and check the box in the appropriate column based on the criteria outlined in the Vendor Scorecard Rating table above.
2. Indicate Vendors overall rating by checking the appropriate column.
3. If a vendor scores three (3) or less in any particular sub-category/category or produces an overall score between 0-60%, please outline the areas of concern in the comment section.
4. Return to Karen Rundle, Contract Administrator, at rundlek@halifax.ca at the Procurement office immediately upon completion.

Vendor Performance Scorecard

Company _____
 Project Type _____
 Company Representative _____
 Project Name _____

Date _____

Vendor Performance Evaluation	Below Expectations	Frequently Misses Expectations	Mostly Meets Expectations	Consistently Meets Expectations	Exceeds Expectations	Not Applicable	OVERALL SCORE
	1	2	3	4	5		
Quality and Safety							/
Proactive in its review of statutes, regulations, codes and by-laws affecting the project?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Implementation of appropriate safety practices throughout the duration of the contract/project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Performance with respect to quality, health, safety and environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Project/Account Management							/
Prompt and effective at addressing client requests and incorporating requested changes into the scope of work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Project Account Lead effectively managed and coordinated the project delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Project Account Lead facilitated regular site meetings as per the requirements outlined at time of award.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Project Account Lead advised Client of required adjustments to budget and schedule as a result of changes in client requirements and market	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vendor rendered findings with a reasonable time on claims, disputes and other matters relating to execution or performance for the work outlined in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Vendor responded in a timely manner to all questions and issues pertaining to the project	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Schedule							/

Vendor was able to maintain stated project deadlines	<input type="checkbox"/>						
Vendor was diligent at communicating progress on the project and providing updates	<input type="checkbox"/>						
Vendor was proactive at addressing and resolving project issues per the agreed schedule	<input type="checkbox"/>						
General							/
Vendor issued complete invoices in a clear, accurate and organized format per agreed timelines to facilitate timely payment	<input type="checkbox"/>						
Quality of overall work	<input type="checkbox"/>						
Overall experience with vendors service	<input type="checkbox"/>						
Total Overall Score							/

Please indicate any suggestions for improvement or comment on any topics not covered above.

Project Manager (Please Print) _____
Project Manager (Signature) _____
Project Manager (Digital) _____