#### SUPPLIER PERFORMANCE EVALUATION - Construction

	es goods and / or services of the required quality in conformance with the contract		
Question	Potential Responses	Pre-grades Score	COMMENTS
Describe the degree to which the Supplier meets agreed	1. Never meets agreed upon deliverables / specifications	30	
upon deliverables / specifications?	2. Occasionally meets agreed upon deliverables / specifications	60	
	3. Usually meets agreed upon deliverables / specifications	80	
	4. Always meets agreed upon deliverables / specifications	100	
Describe the effectiveness of the Supplier's quality	1. Never meets quality management expectations	30	
management process? For example, the effectiveness of the Supplier in correcting	2. Occasionally meets quality management expectations	60	
deficiencies, resolving issues, warranty correction etc.	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	1. Meets expectations in bringing forward value-added recommendations	80	
quality, reduce cost, increase speed or efficiency?	2. Even de even estations in melving high quelity, effective recommendations leading to velve add hypiness outcomes	100	
	2. Exceeds expectations in making high quality, effective recommendations leading to value add business outcomes e for the completion of the contract, task orders, milestones, delivery, and administrative requirements in	100	
formance with the contract.	e for the completion of the contract, task orders, milestones, delivery, and administrative requirements in		
formance with the contract. Describe the Supplier's effectiveness in meeting the agreed	e for the completion of the contract, task orders, milestones, delivery, and administrative requirements in 1. Never meets agreed upon delivery / schedule	30	
formance with the contract. Describe the Supplier's effectiveness in meeting the agreed upon delivery / schedule?	for the completion of the contract, task orders, milestones, delivery, and administrative requirements in     1. Never meets agreed upon delivery / schedule     2. Occasionally meets the agreed upon delivery / schedule		
formance with the contract. Describe the Supplier's effectiveness in meeting the agreed	e for the completion of the contract, task orders, milestones, delivery, and administrative requirements in 1. Never meets agreed upon delivery / schedule	30	
formance with the contract. Describe the Supplier's effectiveness in meeting the agreed upon delivery / schedule? For example, did the Supplier meet the contractual SLAs /	for the completion of the contract, task orders, milestones, delivery, and administrative requirements in     1. Never meets agreed upon delivery / schedule     2. Occasionally meets the agreed upon delivery / schedule	30 60	
formance with the contract. Describe the Supplier's effectiveness in meeting the agreed upon delivery / schedule? For example, did the Supplier meet the contractual SLAs / KPIs. Describe the degree to which the Supplier identifies and	<ul> <li>e for the completion of the contract, task orders, milestones, delivery, and administrative requirements in</li> <li>1. Never meets agreed upon delivery / schedule</li> <li>2. Occasionally meets the agreed upon delivery / schedule</li> <li>3. Usually meets the agreed upon delivery / schedule</li> </ul>	30 60 80	
formance with the contract. Describe the Supplier's effectiveness in meeting the agreed upon delivery / schedule? For example, did the Supplier meet the contractual SLAs / KPIs.	<ul> <li>e for the completion of the contract, task orders, milestones, delivery, and administrative requirements in</li> <li>1. Never meets agreed upon delivery / schedule</li> <li>2. Occasionally meets the agreed upon delivery / schedule</li> <li>3. Usually meets the agreed upon delivery / schedule</li> <li>4. Always meets the agreed upon delivery / schedule</li> </ul>	30 60 80 100	
formance with the contract. Describe the Supplier's effectiveness in meeting the agreed upon delivery / schedule? For example, did the Supplier meet the contractual SLAs / KPIs. Describe the degree to which the Supplier identifies and	<ul> <li>a for the completion of the contract, task orders, milestones, delivery, and administrative requirements in</li> <li>1. Never meets agreed upon delivery / schedule</li> <li>2. Occasionally meets the agreed upon delivery / schedule</li> <li>3. Usually meets the agreed upon delivery / schedule</li> <li>4. Always meets the agreed upon delivery / schedule</li> <li>1. Never effective at identifying and communicating potential impacts to delivery / schedule</li> </ul>	30 60 80 100 30	
formance with the contract. Describe the Supplier's effectiveness in meeting the agreed upon delivery / schedule? For example, did the Supplier meet the contractual SLAs / KPIs. Describe the degree to which the Supplier identifies and	<ul> <li>e for the completion of the contract, task orders, milestones, delivery, and administrative requirements in <ol> <li>Never meets agreed upon delivery / schedule</li> <li>Occasionally meets the agreed upon delivery / schedule</li> <li>Usually meets the agreed upon delivery / schedule</li> <li>Always meets the agreed upon delivery / schedule</li> <li>Never effective at identifying and communicating potential impacts to delivery / schedule</li> <li>Occasionally effective at identifying and communicated potential impacts to delivery / schedule</li> </ol> </li> </ul>	30 60 80 100 30 60	
formance with the contract. Describe the Supplier's effectiveness in meeting the agreed upon delivery / schedule? For example, did the Supplier meet the contractual SLAs / KPIs. Describe the degree to which the Supplier identifies and communicates potential impacts to delivery / schedule Describe the flexibility and effectiveness of the Supplier in	<ul> <li>e for the completion of the contract, task orders, milestones, delivery, and administrative requirements in <ol> <li>Never meets agreed upon delivery / schedule</li> <li>Occasionally meets the agreed upon delivery / schedule</li> <li>Usually meets the agreed upon delivery / schedule</li> <li>Always meets the agreed upon delivery / schedule</li> <li>Never effective at identifying and communicating potential impacts to delivery / schedule</li> <li>Occasionally effective at identifying and communicating potential impacts to delivery / schedule</li> <li>Usually effective at identifying and communicating potential impacts to delivery / schedule</li> </ol> </li> </ul>	30 60 80 100 30 60 80	
formance with the contract. Describe the Supplier's effectiveness in meeting the agreed upon delivery / schedule? For example, did the Supplier meet the contractual SLAs / KPIs. Describe the degree to which the Supplier identifies and	<ul> <li>e for the completion of the contract, task orders, milestones, delivery, and administrative requirements in</li> <li>1. Never meets agreed upon delivery / schedule</li> <li>2. Occasionally meets the agreed upon delivery / schedule</li> <li>3. Usually meets the agreed upon delivery / schedule</li> <li>4. Always meets the agreed upon delivery / schedule</li> <li>1. Never effective at identifying and communicating potential impacts to delivery / schedule</li> <li>2. Occasionally effective at identifying and communicating potential impacts to delivery / schedule</li> <li>3. Usually effective at identifying and communicating potential impacts to delivery / schedule</li> <li>4. Always effective at identifying and communicating potential impacts to delivery / schedule</li> <li>3. Usually effective at identifying and communicating potential impacts to delivery / schedule</li> <li>4. Always effective at identifying and communicating potential impacts to delivery / schedule</li> </ul>	30 60 80 100 30 60 80 100	
formance with the contract. Describe the Supplier's effectiveness in meeting the agreed upon delivery / schedule? For example, did the Supplier meet the contractual SLAs / KPIs. Describe the degree to which the Supplier identifies and communicates potential impacts to delivery / schedule Describe the flexibility and effectiveness of the Supplier in	<ul> <li>e for the completion of the contract, task orders, milestones, delivery, and administrative requirements in</li> <li>1. Never meets agreed upon delivery / schedule</li> <li>2. Occasionally meets the agreed upon delivery / schedule</li> <li>3. Usually meets the agreed upon delivery / schedule</li> <li>4. Always meets the agreed upon delivery / schedule</li> <li>1. Never effective at identifying and communicating potential impacts to delivery / schedule</li> <li>2. Occasionally effective at identifying and communicating potential impacts to delivery / schedule</li> <li>3. Usually effective at identifying and communicating potential impacts to delivery / schedule</li> <li>3. Usually effective at identifying and communicating potential impacts to delivery / schedule</li> <li>3. Usually effective at identifying and communicating potential impacts to delivery / schedule</li> <li>4. Always effective at identifying and communicating potential impacts to delivery / schedule</li> <li>4. Always effective at identifying and communicating potential impacts to delivery / schedule</li> <li>4. Never effective at identifying and communicating potential impacts to delivery / schedule</li> <li>4. Never effective at identifying and communicating potential impacts to delivery / schedule</li> <li>4. Never effective at identifying and communicating potential impacts to delivery / schedule</li> <li>5. Never effective at identifying and communicating potential impacts to delivery / schedule</li> <li>6. Never effective at managing changes to scope / work</li> </ul>	30 60 80 100 30 60 80 100 30	

1

#### **SUPPLIER PERFORMANCE EVALUATION - Construction** Measure supplier's effectiveness in forecasting, controlling and managing contract cost in conformance with the contract Describe the degree to which goods / services are delivered 1. Never delivers goods / services within expectation (guoted amount) 30 within expectation (contracted amount)? 60 2. Occasionally delivers goods / services within expectation (quoted amount) 3. Usually delivers goods / services within expectation (guoted amount) 80 4. Always delivers goods / services within expectation (quoted amount) 100 30 Describe the timeliness of invoices submitted by the 1. Never on time supplier. 2. Frequently late 60 Ν 3. Occasionally late 80 Α 4. Always on time 100 Ν 30 Describe the accuracy and completeness of invoices 1. Never accurate С submitted by the Supplier including supporting 2. Frequently contain major errors 60 documentation. 3. Occasionally contain minor errors 80 4. Always accurate 100 30 Describe the degree to which the Supplier communicates 1. Never communicates price changes to enable cost management following change order requirements price changes to enable cost management following change 2. Occasionally provides timely, accurate or quality change orders 60 order requirements (ie. prior notification, documentation, 80 3. Usually communicates price changes to enable cost management following change order requirements recommendations for lowering prices) 4. Always communicates price changes to enable cost management following change order requirements 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 Describe the effectiveness of the Supplier in promoting and 1. Never meets expectations in promoting and maintaining the business relationship 30 maintaining the business relationship 60 Occasionally meets expectations at promoting and maintaining the business relationship R M (Consider the following behaviours: flexibility, accountability 3. Usually meets expectations at promoting and maintaining the business relationship 80 **E** A and overall relationship attitude) LN 4. Always meets expectations at promoting and maintaining the business relationship 100 ΑΑ T G Describe the degree to which the Supplier resolves 30 1. Never effective at resolving and escalating problems I E problems and escalates as appropriate? 2. Occasionally effective at resolving and escalating problems 60 ОМ 3. Usually effective at resolving and escalating problems 80 ΝE SN 4. Always meets expectations when resolving and escalating problems 100 H T Describe the degree to which the Supplier provides 1. Meets expectations providing goods / services meeting the contract terms 80 non-contractual, value added services? (eg.bringing 2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms 100 innovative solutions to the business relationship, additional services, features etc.)

## SUPPLIER PERFORMANCE EVALUATION - Construction

leasure supplier's compliance with health, safety and envi	ronmental impact		
Degree to which product(s) / service(s) function in	1. Never functions in accordance with compliance requirements and/or industry environmental standards	30	
accordance with contractual health / safety requirements. (ie. the City's Supplier Code of Conduct)	2. Occasionally provides goods / services in accordance with contractual health and safety requirements	60	
	3. Usually provides goods / services in accordance with contractual health and safety requirements	80	
8	4. Always provides goods / services in accordance with contractual health and safety requirements	100	
Degree to which environmental controls function in	1. Never provides services compliant with requirements and industry environmental standards	30	
<ul> <li>E accordance with compliance requirements and industry</li> <li>N environmental standards.</li> </ul>	2. Occasionally functions in accordance with compliance requirements and/or industry environmental standards	60	
V For example, the City's Enviso Environmental	3. Usually functions in accordance with compliance requirements and/or industry environmental standards	80	
R Management System (EMS)	4. Always functions in accordance with compliance requirements and/or industry environmental standards	100	
O Degree to which the Supplier meets or exceeds health, N safety and environmental performance is integrated into	1. Meets expectations in integrating health, safety and environmental performance into delivery of product/service	80	
M delivery of the product (s)/service(s). E Examples may include limiting greenhouse gas T emissions, materials with minimal environmental impact, minimization of waste, and conservation of	2. Exceeds expectations in integrating health, safety and environmental performance into delivery of product/service	100	
Describe the Supplier's effectiveness in reporting,	1. Never complies with contractual expectations	30	
investigating and managing safety and/or environmental incidents (root cause, causal factors, corrective action)	2. Occasionally complies with contractual expectations	60	
incidents (root cause, causal factors, corrective action)	3. Usually complies with contractual expectations	80	
	4. Always complies with contractual expectations	100	

### SUPPLIER PERFORMANCE EVALUATION - Construction + Sustainability

	s goods and / or services of the required quality in conformance with the contract		
Question	Potential Responses	Pre-grades Score	COMMENTS
Describe the degree to which the Supplier meets agreed	1. Never meets agreed upon deliverables / specifications	30	
upon deliverables / specifications?	2. Occasionally meets agreed upon deliverables / specifications	60	
	3. Usually meets agreed upon deliverables / specifications	80	
	4. Always meets agreed upon deliverables / specifications	100	
Describe the effectiveness of the Supplier's quality	1. Never meets quality management expectations	30	
nanagement process? For example, the effectiveness of the Supplier in correcting	2. Occasionally meets quality management expectations	60	
deficiencies, resolving issues, warranty correction etc.	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	1. Meets expectations in bringing forward value-added recommendations	80	
quality, reduce cost, increase speed or efficiency?	2. Exceeds expectations in making high quality, effective recommendations leading to value add business outcomes	100	
sure supplier's effectiveness in maintaining the schedule ormance with the contract.	for the completion of the contract, task orders, milestones, delivery, and administrative requirements in		
Describe the Supplier's effectiveness in meeting the agreed	1. Never meets agreed upon delivery / schedule	30	
upon delivery / schedule?	2. Occasionally meets the agreed upon delivery / schedule	60	
For example, did the Supplier meet the contractual SLAs / KPIs.	3. Usually meets the agreed upon delivery / schedule	80	
u 10.	4. Always meets the agreed upon delivery / schedule	100	
Describe the degree to which the Supplier identifies and	1. Never effective at identifying and communicating potential impacts to delivery / schedule	30	
communicates potential impacts to delivery / schedule	2. Occasionally effective at identifying and communicated potential impacts to delivery / schedule	60	
	3. Usually effective at identifying and communicating potential impacts to delivery / schedule	80	
	4. Always effective at identifying and communicating potential impacts to delivery / schedule	100	
Describe the flexibility and effectiveness of the Supplier in	1. Never effective at managing changes to scope / work	30	
managing changes to schedule scope / work?	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	
sure supplier's effectiveness in forecasting, controlling a	nd managing contract cost in conformance with the contract		
Describe the degree to which goods / services are delivered	1. Never delivers goods / services within expectation (quoted amount)	30	
within expectation (contracted amount)?	2. Occasionally delivers goods / services within expectation (quoted amount)	60	
	3. Usually delivers goods / services within expectation (quoted amount)	80	
	4. Always delivers goods / services within expectation (quoted amount)	100	
Describe the timeliness of invoices submitted by the	1. Never on time	30	
supplier.	2. Frequently late	60	
	3. Occasionally late	80	
	4. Always on time	100	
Describe the accuracy and completeness of invoices	1. Never accurate	30	
submitted by the Supplier including supporting		30	

1

PLIER PERFORMANCE EVALUATION - Constru	uction + Sustainability		
documentation.			
	3. Occasionally contain minor errors	80	
	4. Always accurate	100	
Describe the degree to which the Supplier communicates price changes to enable cost management following change	1. Never communicates price changes to enable cost management following change order requirements	30	
order requirements (ie. prior notification, documentation,	2. Occasionally provides timely, accurate or quality change orders	60	
recommendations for lowering prices)	3. Usually communicates price changes to enable cost management following change order requirements	80	
	4. Always communicates price changes to enable cost management following change order requirements	100	
sure supplier's effectiveness in integrating and coordina e resolution in conformance with the contract	ting all activities needed to execute the contract, including client-focused behaviour, collaboration, cooperation and		
Describe the effectiveness of the Supplier in promoting and	1. Never meets expectations in promoting and maintaining the business relationship	30	
maintaining the business relationship	2. Occasionally meets expectations at promoting and maintaining the business relationship	60	
(Consider the following behaviours: flexibility, accountability and overall relationship attitude)	3. Usually meets expectations at promoting and maintaining the business relationship	80	
	4. Always meets expectations at promoting and maintaining the business relationship	100	
Describe the degree to which the Supplier resolves	1. Never effective at resolving and escalating problems	30	
problems and escalates as appropriate?	2. Occasionally effective at resolving and escalating problems	60	
	3. Usually effective at resolving and escalating problems	80	
	4. Always meets expectations when resolving and escalating problems	100	
Describe the degree to which the Supplier provides	1. Meets expectations providing goods / services meeting the contract terms	80	
innovative solutions to the business relationship, additional services. features etc.)	<ol> <li>Exceeds expectations providing non-contractual, value added services exceeding the contractual terms</li> </ol>	100	
sure supplier's compliance with health, safety and enviro	onmental impact		
Degree to which product(s) / service(s) function in	1. Never functions in accordance with compliance requirements and/or industry environmental standards	30	
accordance with contractual health / safety requirements.	2. Occasionally provides goods / services in accordance with contractual health and safety requirements	60	
(ie. the City's Supplier Code of Conduct)	3. Usually provides goods / services in accordance with contractual health and safety requirements	80	
	4. Always provides goods / services in accordance with contractual health and safety requirements	100	
Degree to which environmental controls function in	Always provides goods / services in accordance with contraction nearly requirements     Always provides services compliant with requirements and industry environmental standards	30	
accordance with compliance requirements and industry		60	
environmental standards.	2. Occasionally functions in accordance with compliance requirements and/or industry environmental standards	80	
For example, the City's Enviso Environmental Management System (EMS)	<ol> <li>Usually functions in accordance with compliance requirements and/or industry environmental standards</li> <li>Always functions in accordance with compliance requirements and/or industry environmental standards</li> </ol>	100	
	4. Always functions in accordance with compliance requirements and/or industry environmental standards	80	
Degree to which the Supplier meets or exceeds health, safety and environmental performance is integrated into delivery of the product (s)/service(s).	1. Meets expectations in integrating health, safety and environmental performance into delivery of product/service	80	
Examples may include limiting greenhouse gas emissions, materials with minimal environmental		100	
impact, minimization of waste, and conservation of	2. Exceeds expectations in integrating health, safety and environmental performance into delivery of product/service		
Describe the Supplier's effectiveness in reporting,	1. Never complies with contractual expectations	30	
investigating and managing safety and/or environmental	2. Occasionally complies with contractual expectations	60	
incidents (root cause, causal factors, corrective action)	3. Usually complies with contractual expectations	80	
	4. Always complies with contractual expectations	100	

#### SUPPLIER PERFORMANCE EVALUATION - Construction + Sustainability Measures supplier's compliance and adherence with the City of Edmonton's overall Sustainable Procurement Policy (C556C) 1. Did not comply with Sustainable Procurement Requirements. 30 Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s). 2. Partially complied with Sustainable Procurement Requirements. 60 3. Partially complied with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to 80 achieve compliance. 4. Full compliance with Sustainable Procurement Requirements. 100 SΡ **U R** In accordance with the Supplier Code of Conduct and the 1. Did not complete activities or initiatives to further support or advance Sustainable Procurement Policy guiding principles. 30 **S** O Contract, describe the degree to which the T C Contractor/Supplier engages in activities or initiatives that A U support or advance the Sustainable Procurement Policy 2. Completed minimal activities or initiatives to further support or advance Sustainable Procurement Policy guiding 60 A U support or advance the Sustainable Procurement Policy principles. N E (C566C) guiding principles of Ethical Standards, 3. Completed activities or initiatives to further support or advance two or more Sustainable Procurement Policy guiding 80 A M Environmental Sustainability, Indigenous Procurement, and principles. B E Social Value Considerations. LN ΕТ 4. Completed activities or initiatives to further support or advance three or more Sustainable Procurement Policy guiding 100 principles.

easure supplier's effectiveness in supplying goods and se	rvices deliverables of the required quality in conformance with the contract		
Question	Potential Responses	Pre-grades Score	COMMENTS
Describe the degree to which the Supplier meets agreed	1. Never meets agreed upon deliverables / specifications	30	
upon deliverables / specifications?	2. Occasionally meets agreed upon deliverables	60	
	3. Usually meets agreed upon deliverables / specifications	80	
	4. Always meets agreed upon deliverables / specifications	100	
Describe the effectiveness of the Supplier's quality	1. Never meets quality management expectations	30	
management process? For example, the effectiveness of the Supplier in correcting	2. Occasionally meets quality management expectations	60	
deficiencies, resolving issues, warranty correction etc.	3. Usually meets quality management expectations	80	
	4. Always meets or exceeds quality management expectations	100	
Does the Supplier proactively bring forward ideas to	1. Meets expectations in bringing forward value-added recommendations	80	
improve quality, reduce cost, increase speed or efficiency?	2. Exceeds expectations in making high quality, effective recommendations leading to value add business outcomes	100	
quirements in conformance with the contract. Describe the Supplier's effectiveness in meeting the agreed	e for the completion of the contract, task orders, milestones, delivery, and administrative           1. Never meets agreed upon delivery / schedule	30	
upon delivery / schedule?	2. Occasionally meets the agreed upon delivery / schedule	60	
For example, did the Supplier meet the contractual SLAs /	3. Usually meets the agreed upon delivery / schedule	80	
KPIs.	4. Always meets the agreed upon delivery / schedule	100	
Describe the degree to which the Supplier identifies and	1. Never effective at identifying and communicating potential impacts to delivery / schedule	30	
communicates potential impacts to delivery / schedule	2. Occasionally effective at identifying and communicated potential impacts to delivery / schedule	60	
	3. Usually effective at identifying and communicating potential impacts to delivery / schedule	80	
	4. Always effective at identifying and communicating potential impacts to delivery / schedule	100	
Describe the flexibility and effectiveness of the Supplier in	1. Never effective at managing changes to scope / work	30	
managing changes to schedule scope / work?	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	
easure supplier's effectiveness in forecasting, controlling	and managing contract cost in conformance with the contract		
	1. Never delivers goods / services within expectation (quoted amount)	30	
within expectation (contracted amount)?	2. Occasionally delivers goods / services within expectation (quoted amount)	60	
	3. Usually delivers goods / services within expectation (quoted amount)	80	
	4. Always delivers goods / services within expectation (quoted amount)	100	
Describe the timeliness of invoices submitted by the	1. Never on time	30	
supplier.	2. Frequently late	60	
	3. Occasionally late	80	

SUPPLIER PERFORMANCE EVALUATION - Goods	and Services + Sustainability		
A	4. Always on time	100	
N Describe the accuracy and completeness of invoices	1. Never accurate	30	
C submitted by the Supplier including supporting documentation.	2. Frequently contain major errors	60	
A	3. Occasionally contain minor errors	80	
L	4. Always accurate	100	
Describe the degree to which the Supplier communicates	1. Never communicates price changes to enable cost management following change order requirements	30	
price changes to enable cost management following change order requirements (ie. prior notification, documentation, recommendations for	2. Occasionally communicates price changes to enable cost management following change order requirements	60	
lowering prices)	3. Usually communicates price changes to enable cost management following change order requirements	80	
	4. Always communicates price changes to enable cost management following change order requirements	100	
Measure supplier's effectiveness in integrating and coordina cooperation and issue resolution in conformance with the co	ting all activities needed to execute the contract, including client-focused behaviour, collaboration, ntract		
Describe the effectiveness of the Supplier in promoting and	1. Never meets expectations in promoting and maintaining the business relationship	30	
R M (Consider the fully increase relationship)	2. Occasionally meets expectations at promoting and maintaining the business relationship	60	
$E \stackrel{\text{K}}{}_{\text{A}}$ (Consider the following behaviours: flexibility, accountability $L \stackrel{\text{N}}{}_{\text{N}}$ and overall relationship attitude)	3. Usually meets expectations at promoting and maintaining the business relationship	80	
A A	4. Always meets expectations at promoting and maintaining the business relationship	100	
T G Describe the degree to which the Supplier resolves	1. Never effective at resolving and escalating problems	30	
<pre>I E problems and escalates as appropriate? O M</pre>	2. Occasionally effective at resolving and escalating problems	60	
N E S N	3. Usually meets expectations at resolving and escalating problems	80	
	4. Always meets expectations when resolving and escalating problems	100	
Describe the degree to which the Supplier provides	1. Meets expectations providing goods / services meeting the contractual terms	80	
non-contractual, value added services?	2. Exceeds expectations providing services exceeding the contractual terms	100	
(ie. bringing innovative solutions to the business relationship,			
	of Edmontonia overall Sustainable Drasurament Deline (05500)		
	of Edmonton's overall Sustainable Procurement Policy (C556C)	20	
Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).	1. Did not comply with Sustainable Procurement Requirements.	30	
	2. Partially complied with Sustainable Procurement Requirements.	60	
	3. Partially complied with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compliance.	80	
S P U R	4. Full compliance with Sustainable Procurement Requirements.	100	
<b>s o</b> In accordance with the Supplier Code of Conduct and the	1. Did not complete activities or initiatives to further support or advance Sustainable Procurement Policy	30	
<ul> <li>C Contract, describe the degree to which the</li> <li>C Contractor/Supplier engages in activities or initiatives that support or advance the Sustainable Procurement Policy</li> <li>(C566C) guiding principles of Ethical Standards,</li> <li>E Environmental Sustainability, Indigenous Procurement, and</li> <li>N Social Value Considerations.</li> </ul>	2. Completed minimal activities or initiatives to further support or advance Sustainable Procurement Policy guiding principles.	60	
	3. Completed activities or initiatives to further support or advance two or more Sustainable Procurement Policy guiding principles.	80	
Ē T	4. Completed activities or initiatives to further support or advance three or more Sustainable Procurement Policy guiding principles.	100	

PLIER PERFORMANCE EVALUATION - Information	ation Technology + Sustainability		
ure cumplicate offectiveness in cumplying deliverables	goods convises or construction convises of the required quality in conformance with the contract		
Question	goods, services, or construction services – of the required quality in conformance with the contract Potential Responses	Dro gradao Saora	COMMENTS
Describe the degree to which the Supplier meets agreed	Potential Responses           1. Never meets agreed upon deliverables / specifications	Pre-grades Score 30	COMMENTS
upon deliverables / specifications?		60	
	2. Occasionally meets agreed upon deliverables / specifications	80	
	3. Usually meets agreed upon deliverables / specifications         4. Always meets agreed upon deliverables / specifications	100	
Describe the effectiveness of the Compliants mustic		30	
Describe the effectiveness of the Supplier's quality management process?	1. Never meets quality management expectations	60	
For example, the effectiveness of the Supplier in correcting	2. Occasionally meets quality management expectations		
deficiencies, resolving issues, warranty correction etc.	3. Usually meets quality management expectations	80	
Describe Ormalismus disabelian formadidates to	4. Usually meets 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	
improve quality, reduce cost, increase speed or enciency:	2. Exceeds expectations in making high quality, effective recommendations leading to value add business outcomes	100	
formance with the contract.	e for the completion of the contract, task orders, delivery, and administrative requirements in		
Describe the Supplier's effectiveness in meeting the agreed upon delivery / schedule?	1. Never meets agreed upon delivery / schedule	30	
For example, did the Supplier meet the contractual SLAs /	2. Occasionally meets the agreed upon delivery / schedule	60	
KPIs.	3. Usually meets the agreed upon delivery / schedule	80	
	4. Always meets the agreed upon delivery / schedule	100	
Describe the degree to which the Supplier identifies and communicates potential impacts to delivery / schedule	1. Never effective at identifying and communicating potential impacts to delivery / schedule	30	
communicates potential impacts to derivery / schedule	2. Occasionally effective at identifying and communicated potential impacts to delivery / schedule	60	
	3. Usually effective at identifying and communicating potential impacts to delivery / schedule	80	
	4. Always effective at identifying and communicating potential impacts to delivery / schedule	100	
Describe the flexibility and effectiveness of the Supplier in	1. Never effective at managing changes to scope / work	30	
managing changes to schedule scope / work?	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	
	and managing contract cost in conformance with the contract		
Describe the degree to which goods / services are delivered within expectation (contracted amount)?		30	
	2. Occasionally delivers goods / services within expectation (quoted amount)	60	
	3. Usually delivers goods / services within expectation (quoted amount)	80	
	4. Always delivers goods / services within expectation (quoted amount)	100	
Describe the timeliness of invoices submitted by the	1. Never on time	30	
supplier.	2. Frequently late	60	
	3. Occasionally late	80	

PLIER PERFORMANCE EVALUATION - Informa	tion Technology + Sustainability	
	4. Always on time	100
Describe the accuracy and completeness of invoices	1. Never accurate	30
submitted by the Supplier including supporting documentation.	2. Frequently contain major errors	60
documentation.	3. Occasionally contain minor errors	80
	4. Always accurate	100
Describe the degree to which the Supplier communicates	1. Never communicates price changes to enable cost management following change order requirements	30
price changes to enable cost management following change order requirements (ie. prior notification, documentation, recommendations for lowering prices)	2. Occasionally communicates price changes to enable cost management following change order requirements	60
recommendations for lowening prices)	3. Usually communicates price changes to enable cost management following change order requirements	80
	4. Always communicates price changes to enable cost management following change order requirements	100
easure supplier's effectiveness in integrating and coordination operation and issue resolution in conformance with the co	ting all activities needed to execute the contract, including client-focused behaviour, collaboration, ntract	
Describe the effectiveness of the Supplier in promoting and	1. Never meets expectations in promoting and maintaining the business relationship	30
maintaining the business relationship	2. Occasionally meets expectations at promoting and maintaining the business relationship	60
(Consider the following behaviours: flexibility, accountability and overall relationship attitude)	3. Usually meets expectations at promoting and maintaining the business relationship	80
A	4. Always meets expectations at promoting and maintaining the business relationship	100
G Describe the degree to which the Supplier resolves	1. Never effective at resolving and escalating problems	30
e problems and escalates as appropriate?	2. Occasionally effective at resolving and escalating problems	60
E	3. Usually effective at resolving and escalating problems	80
N T	4. Always effective when resolving and escalating problems	100
Describe the degree to which the Supplier provides	1. Meets expectations providing goods / services meeting the contractual terms	80
non-contractual, value added services?( le. bringing	2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms	100
innovative solutions to the business relationship, additional		
asures supplier's compliance and adherence with the City	of Edmonton's overall Sustainable Procurement Policy (C556C)	
Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).	1. Did not comply with Sustainable Procurement Requirements.	30
	2. Partially complied with Sustainable Procurement Requirements.	60
	3. Partially complied with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compliance.	80
	4. Full compliance with Sustainable Procurement Requirements.	100
<ul> <li>P In accordance with the Supplier Code of Conduct and the</li> <li>Contract, describe the degree to which the</li> <li>O Contractor/Supplier engages in activities or initiatives that</li> </ul>	1. Did not complete activities or initiatives to further support or advance Sustainable Procurement Policy guiding principles.	30
c support or advance the Sustainable Procurement Policy (C566C) guiding principles of Ethical Standards, Environmental Sustainability Indigenous Procurement and	2. Completed minimal activities or initiatives to further support or advance Sustainable Procurement Policy guiding principles.	60
E Environmental Sustainability, Indigenous Procurement, and M Social Value Considerations.	3. Completed activities or initiatives to further support or advance two or more Sustainable Procurement Policy guiding principles.	80

SUPPLIER PERFORMANCE EVALUATION - Information Technology + Sustainability			
ĒT	4. Completed activities or initiatives to further support or advance three or more Sustainable Procurement       100         Policy guiding principles.       100		

# SUPPLIER PERFORMANCE EVALUATION - Infrastructure Professional Services + Sustainability

ire 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
escribe the degree to which the Supplier meets agreed	1. Never meets agreed upon deliverables / specifications	30	
upon deliverables / specifications?	2. Occasionally meets agreed upon deliverables / specifications	60	
	3. Usually meets agreed upon deliverables / specifications	80	
	4. Always meets agreed upon deliverables / specifications	100	
Describe the effectiveness of the Supplier's quality	1. Never meets quality management expectations	30	
management process? For example, the effectiveness of the Supplier in correcting	2. Occasionally meets quality management expectations	60	
deficiencies, resolving issues, warranty correction etc.	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	1. Meets expectations in bringing forward value-added recommendations	80	
quality, reduce cost, increase speed or efficiency?	2. Exceeds expectations in making high quality, effective recommendations leading to value add business		
	outcomes	100	
sure supplier's effectiveness in maintaining the schedule irrements in conformance with the contract.	for the completion of the contract, task orders, milestones, delivery, and administrative		
Describe the Supplier's effectiveness in meeting the agreed	1. Never meets agreed upon delivery / schedule	30	
upon delivery / schedule? For example, did the Supplier meet the contractual SLAs /	2. Occasionally meets the agreed upon delivery / schedule	60	
KPIs.	3. Usually meets the agreed upon delivery / schedule	80	
	4. Always meets the agreed upon delivery / schedule	100	
Describe the degree to which the Supplier identifies and	1. Never effective at managing changes to scope / work	30	
communicates potential impacts to delivery / schedule	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	
Describe the flexibility and effectiveness of the Supplier in	1. Never effective at managing changes to scope / work	30	
managing changes to schedule scope / work?	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	
sure supplier's effectiveness in forecasting, controlling a	nd managing contract cost in conformance with the contract		
	1. Never delivers goods / services within expectation (quoted amount)	30	
within expectation (contracted amount)?	2. Occasionally delivers goods / services within expectation (quoted amount)	60	
	3. Usually delivers goods / services within expectation (quoted amount)	80	
	4. Always delivers goods / services within expectation (quoted amount)	100	
Describe the timeliness of invoices submitted by the	1. Never on time	30	
supplier.	2. Frequently late	60	
	3. Occasionally late	80	

PPLIER PERFORMANCE EVALUATION - Infrastru	ucture Professional Services + Sustainability		
			·
	4. Always on time	100	
Describe the accuracy and completeness of invoices	1. Never accurate	30	
submitted by the Supplier including supporting documentation.	2. Frequently contain major errors	60	
documentation.	3. Occasionally contain minor errors	80	
	4. Always accurate	100	
Describe the degree to which the Supplier communicates	1. Never communicates price changes to enable cost management following change order requirements	30	
price changes to enable cost management following change order requirements (ie. prior notification, documentation,	2. Occasionally communicates price changes to enable cost management following change order requirements	60	
recommendations for lowering prices)	3. Usually communicates price changes to enable cost management following change order requirements	80	
	4. Always communicates price changes to enable cost management following change order requirements	100	
asure supplier's effectiveness in integrating and coordinat operation and issue resolution in conformance with the cor	ing all activities needed to execute the contract, including client-focused behaviour, collaboration, htract		
Describe the effectiveness of the Supplier in promoting and	1. Never meets expectations in promoting and maintaining the business relationship	30	
maintaining the business relationship (Consider the following behaviours: flexibility, accountability and overall relationship	2. Occasionally meets expectations at promoting and maintaining the business relationship	60	
attitude)	3. Usually meets expectations at promoting and maintaining the business relationship	80	
	4. Always meets expectations at promoting and maintaining the business relationship	100	
Describe the degree to which the Supplier resolves	1. Never effective at resolving and escalating problems	30	
problems and escalates as appropriate?	2. Occasionally effective at resolving and escalating problems	60	
	3. Usually meets expectations at resolving and escalating problems	80	
	4. Always meets expectations when resolving and escalating problems	100	
Describe the degree to which the Supplier provides	1. Meets expectations providing goods / services meeting the contract terms	80	
non-contractual, value added services?( le. bringing innovative solutions to the business relationship, additional	2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms	100	
asures supplier's compliance and adherence with the City	of Edmonton's overall Sustainable Procurement Policy (C556C)		r
Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).	1. Did not comply with Sustainable Procurement Requirements.	30	
	2. Partially complied with Sustainable Procurement Requirements.	60	
	3. Partially complied with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compliance.	80	
	4. Full compliance with Sustainable Procurement Requirements.	100	
<ul> <li>P In accordance with the Supplier Code of Conduct and the Contract, describe the degree to which the</li> <li>O Contractor/Supplier engages in activities or initiatives that support or advance the Sustainable Procurement Policy (C566C) guiding principles of Ethical Standards, Environmental Sustainability. Indigenous Procurement, and</li> </ul>	1. Did not complete activities or initiatives to further support or advance Sustainable Procurement Policy guiding principles.	30	
	2. Completed minimal activities or initiatives to further support or advance Sustainable Procurement Policy guiding principles.	60	
	3. Completed activities or initiatives to further support or advance two or more Sustainable Procurement Policy guiding principles.	80	

SUPPLIER PERFORMANCE EVALUATION - Infrastructure Professional Services + Sustainability			
ĒT	<ol> <li>Completed activities or initiatives to further support or advance three or more Sustainable Procurement Policy guiding principles.</li> </ol>	100	