INTRODUCTION

Performance evaluations are important to ensure quality goods and products are provided to the Ministry on a continual basis and past performance issues are addressed. They also help identify the vendors that provide good service and reward them through future project assignments based on past performance.

PURPOSE

The performance evaluation will provide:

- A uniform, objective, transparent, and consistent process to assess and measure the performance of a vendors during a project;
- Base data that may be used in future project awards and prequalification status;
- An opportunity for vendors to provide feedback on how they performed.

PROCESS

A vendor performance evaluation shall be completed for every agreement within 30 days after the expiry of the agreement, or yearly on multiyear agreements.

An interim evaluation may also be completed at pre-determined benchmarks such as when there are changes in the project's human resource component, or on completion of deliverables during the project as indicated in the contract. If the Ministry wishes to discuss the vendor's performance at any point during the project, a meeting with the vendor may be scheduled prior to project completion.

On agreements where the option year(s) are not extended a final evaluation shall be completed.

Only the final evaluation rating will be used for the vendor's project score.

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RESPONSIBILITIES

The Ministry will rate the vendors' performance using the Vendor Performance Evaluation Form. The vendor is encouraged though not required to also rate their own performance using the same form.

A meeting between the Vendor and the Ministry, within 30 days after expiry of the contract or yearly on multiyear contracts to discuss the performance evaluation, is encouraged though not required. The form is not required to be signed by both parties.

The Ministry will provide a copy of the completed evaluation form to the vendor and to SaskBuilds who compiles the vendor performance scores.

If the vendor chooses to not complete the self-evaluation portion of the performance evaluation within 30 days after the agreement expiration date, the vendor will not have access to the debrief or dispute resolution processes.

PERFORMANCE EVALUATION FORM PROCEDURE

1. Select of Category & Criteria

The Ministry will establish the evaluation categories for each project and the attributed weighting for each category. The weighting will be in percentage and the score will be weighting X percentage equals a weighted score for the individual category. Weighting must be equal to 100 %.

Criteria will be included to provide guidance to the vendor and the Ministry as to specifics that will be reviewed in each category. Additional criteria may be added at any time up to and including the final review.

The vendor performance form will be included as part of the tender documents at the time of tender. The vendor performance score will be used on future procurements as a part of the rating criteria

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2. Performance Metrics The vendor's performance will be evaluated and scored, at a minimum, upon completion of the project. The following rating key from 1 to 5 (half point ratings are allowed) will be used:

1= Unacceptable: performance was completely unacceptable; almost all tasks were performed poorly.

2= Needs Improvement: most performance was unacceptable; many tasks were performed poorly.

3= Meets Minimum Expectations: performance was acceptable in almost all tasks; some tasks were performed poorly.

4= Fully Meets Expectations: performance was acceptable in all tasks; some tasks exceed expectations.

5= Exceeds Expectations: performance exceeded expectations in almost all tasks.

The rating is then averaged to determine the vendor's performance score.

3. Review Meeting The Ministry and the vendor are encouraged, though not required, to meet to review and discuss the performance evaluation.

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After the final performance score is submitted, if the vendor has completed a self-evaluation, and does not agree with the performance score, the vendor may request a debrief and dispute resolution (mediation).

The Goods Tendering lead for the Provincal Operations Services, will act as a mediator should a dispute occur between the Ministry and the vendor over any matter related to the performance evaluation. If no resolution is reached, the matter will be referred to the Senior Project Manager in the Provincal Operation Services Branch.

If the dispute remains unresolved, the Executive Director of Provincial Operation Services Branch will review the matter and make the final decision.

Disputes will be mediated and a decision generally made within one month of completion of the performance evaluation.

4. Submit Performance Evaluation Form

The signed Performance Evaluation Form will be sent to mhigoodsprocurement@gov.sk.ca where it will be entered into the Ministry database and stored in the vendor's file. A copy will also be provided to the vendor.

5. Vendor Performance Scoring

Rated criteria categories (weighting) will be used to calculated and determine the highest rated proponent in competitions.

Past Performance is one of the weighted criteria and shall be applied as follows:

- Vendors that have received a rating from the Ministry shall receive an average of all ratings they have received.
- Vendors that have not received a rating shall receive a score of **3.0.** Meets minimum expectations as described in PM 100-01.

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Example calculation of a Vendor Performance score:

Vendor A: has a past performance rating of **3.8;**

Vendor B: has a past performance rating of **2.5;**

Vendor C: submitting a bid into the competition and has never receive a rating will receive a mark of **3.0.**

If past performance is worth 20 points in the competition, then:

Vendor A would receive **20** points:

Vendor B = (their score/highest score) * past performance rated weighted

Vendor B = (2.5/3.8) *20 = 13.15 or **13.5** points

Vendor C = (their score/highest score) * past performance rated weighted.

Vendor C = (3.0/3.8) *20 = 15.78 or **16** points

CONFIDENTIALITY

The Vendor Performance Evaluation Form is a confidential reporting document and all completed forms will become part of the vendors file in the Procurement Branch.

The form's information will be substantiated by appropriate documentation such as records of communications between the Ministry and the vendor, and any other record that is relevant to the quality of the work. The records will be stored on the project file within the Ministry contact's office.

Scores and completed forms will be available for review by the vendor upon request by email mhigoodsprocurement@gov.sk.ca.

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