



Procedure Title:	Vendor Performance Report Card
Policy Name:	Procurement Policy I4
Schedule:	Schedule "B"
Adoption Date:	July 25, 2018
Revision Date:	July 25, 2020

Purpose:

The purpose of this Procedure is to establish a process to evaluate Vendor performance in a transparent and consistent manner. Vendor performance is critical to the success of County projects. Poor workmanship, unnecessary contract delays and unsafe work practices will not be tolerated. Vendors shall perform all work in accordance with the Terms and Conditions of their Contract and all applicable legislation.

This procedure is to be read in conjunction with the County's Procurement Policy (I4) and Vendor Suspension Procedure (Schedule D).

Definitions:

- **"Vendor"**: means either a Supplier, Wholesaler, Retailer, Contractor or Consultant.
- **"Director"**: means the appointed Director overseeing the department of the project.
- **"County Project Representative"**: means the authorized officer or employee of the County who is responsible for all matters concerning the technical content of the work against the project.

Guidelines:

- This procedure applies to all employees of the County of Grande Prairie and its Vendors.
- Consistency in completing the Vendor Performance Report Cards helps to create historical records on County/Vendor relationships, supporting the County's ability to select the best vendor for successful project delivery, services provided and purchase value.



- Completing Vendor Performance Report Cards in a timely fashion can support and provide additional information to project progress reports improving project management efficiencies.
- The Report Cards will be used in conjunction with Schedule “D” (Vendor Suspension Procedure) when deemed necessary.
- In the event a Vendor has received a “non-compliant” grade, they may be subject to a written warning to make improvements or receive a suspension from applying for additional contracts with the County, up to a maximum 3 years.
- In an effort to support positive County/Vendor relationships, Vendors will have the opportunity to receive direction as to where and how they can make improvements in their performance through this Report Card process.

Roles & Responsibilities:

1) Procurement Services – will initiate and oversee this process for County Project Representatives by:

- Providing the Vendor with the Report Card upon contract signing to ensure they are aware of how they will be measured on their performance through to project completion.
- Working with the County Project Representatives to develop dates when the Report Cards will be completed on projects. This may be a single event upon project completion for smaller projects or may be a series of events in which a Vendor’s performance will be evaluated at intervals over a long-term project.
- Alerting County Project Representatives when a Report Card is due for completion on projects.
- Providing support as needed throughout the process.

2) County Project Representative – will be the lead evaluator of the Report Card process by:

- Working with Procurement Services to determine Report Card frequency recommended for Vendor performance on each project.
- Performing the Vendor evaluation by completing the Report Card at the pre-determined intervals.
- Sharing the results with the Vendor and ensuring signatures are completed.
- Submitting the document to Procurement Services for record keeping.
- Submitting appeals to the Director/County Administrator for review.
- Providing support as needed in an appeal situation.



- 3) **Director / County Administrator** – will support the process by:
- Signing off on completed Report Cards.
 - In the event of an appeal, working with Procurement Services and the County Project Representative to review the Report Card outcome and determine if the appeal is defensible or support the Report Card results as reported.
 - Determining final decision for appeals.

Procedure:

- Step 1** – The County Project Representative and Procurement Services will determine the Report Card frequency for each project.
- Step 2** – Procurement Services will provide copies of the Report Card to the Vendor upon contract signing and explain the process.
- Step 3** – At the intervals agreed upon, the County Project Representative will complete the Report Card, including required signatures and submit to the Vendor for review within 10 business days
- Step 4** – The Vendor will have the opportunity to appeal the “non-compliant” grade within 15 days of receipt. Appeals must be made in writing, providing reasons for disputing the grade. Any such appeal that is not received by the County within the specified 15 days will conclude the “non-compliant” grade as final.
- Step 5** – Appeals will be submitted to either the Director or the County Administrator for review. The decision of the Director or the County Administrator shall be final and not subject to any further appeal.

Appendices

- Appendix A – Vendor Performance Report Card

Related Documents

- Procurement Policy
- Vendor Suspension Procedures



Appendix A

VENDOR PERFORMANCE REPORT CARD

Dated:	<hr style="width: 80%; margin: 0 auto;"/> (Month Day, Year)
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Vendor Organization	
Address:	
City, Province, Postal Code	
Project/Purchase Name	
Project File Number	

Period:	<hr style="width: 80%; margin: 0 auto;"/> (Month Day, Year) to (Month Day, Year)
Type of Service/Purchase:	<hr style="width: 80%; margin: 0 auto;"/> (Project Type/Description)
County Location:	<hr style="width: 80%; margin: 0 auto;"/> (Project Location)



	Performance Criteria	Explain	Compliance (Yes or No)
1.	Did the Vendor demonstrate the skills, qualifications, and work experience as required by the agreement or submission as applicable for the project?		
2.	Did the Vendor stay within the original quoted price, except where a change was permitted by the County?		
3.	Did the Vendor follow the proposed course of action towards achieving the project requirements, except where a change was permitted by the County?		
4.	Did the Vendor adhere to completion deadlines, except where a change was permitted by the County?		
5.	Did the Vendor demonstrate acceptable work habits and attitudes as they apply to Safety and Security outlined in the agreement or the applicable legislation?		
<u>Additional Comments:</u>			

Vendor Organization is (check one):

- Compliant ; or
- Non-Compliant



Vendor Performance Report's County Signing Authority

This Vendor Performance Report card was completed on behalf of the County of Grande Prairie No. 1 by:

County Project Representative:

Name _____

Title _____

_____ Date

_____ Signature

Director:

Name _____

Title _____

_____ Date

_____ Signature