

## Vendor Performance Review Program Vendor's Guide

An overview of how the Vendor Performance Review Program is managed within bids&tenders.



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#### Overview

This document is intended to provide guidance to Vendors on how to review their Vendor Performance scores within bids&tenders, as well as how to accept or reject performance evaluations in accordance with the Vendor Performance Review (VPR) program.

Before proceeding with this guide, it is assumed that the following has been completed:

- A contract has been signed between the Vendor and Yukon government (YG)
- Work has been completed on the contract and the Vendor and YG Project Manager have been in communication regarding the contract performance.

# Contracts and Key Performance Indicators

The Key Performance Indicators (KPI) will be included within the tender documentation, or established at time of contract award (for example, the contract value).

During the post-tender review meeting ahead of possible contract award, KPI expectations in terms of how they will be evaluated and monitored during the contract should be discussed. Monitoring could include, but is not limited to, regular reporting on progress, progress review meetings or by demonstrating expectations set by the project manager.

There should be clarity on what the contract specific KPI deliverables are, how they will be evaluated and the associated expectations from the project manager. If needed, Vendors should reach out to the appropriate Yukon Government Project Manager for clarification on how a KPI will be assessed and/or monitored during a specific contract.

# Chapter 3: Reviewing & Completing Performance Evaluation

1. The Vendor will receive a email notification to review the performance evaluation. The link in the email will take the project lead to the Performance Evaluation form.

#### Contractor Performance Evaluation for 00000 - Test

#### noreply@bidsandtenders.ca

to me 🕶

Hello Kylie,

This notification is to inform you that Government of Yukon has sent you a Performance

00000 - Test

Please use the following link below to review your evaluation:

https://yukon.bidsandtenders.ca/Module/Tenders/en/Performance/Evaluation/ec55d16 12CD3394B4

2. Once the link is clicked, it will take the Vendor to the performance evaluation form within bids&tenders, which is described as follows:



Contract Number
Contract Name
Contract Start Date
Previous Performance Rating
Previous Performance Status
Evaluation Form Type
Supplier can see comments

Type
Project Lead
Supervisor
Department
Division
Substantial Performance Date

Supplier can see attachments

Yes

Attachments			

**Evaluation Date:** The date the evaluation started.

**Evaluation Due Date:** The evaluation must be completed within 30 calendar days of the contract's completion or within 30 calendar days from the end of fiscal year.

**Evaluation ID:** An auto-generated number associated with the unique evaluation.

**Supplier:** The Vendor name being evaluated.

**Primary contact:** The Vendor's primary contact name and email address.

Contract Number: This number should match the YG contract number that was signed with both parties.

Contract Name: The name of the contract that was signed, this will most likely be the tender title.

Contract Start Date: When the contract began.

**Previous Performance Rating:** If a Vendor has an overall Performance Rating, it will display here from the last evaluation.

**Previous Performance Status:** If a Vendor has a performance status, it will display here from the last evaluation.

**Evaluation Form Type:** This will be one of the three tender type options: Goods, Services or Construction based on the work of the contract.

**Type:** This will either be Interim or Final. Interim means there will be more performance evaluations on this contract and Final means the last performance evaluation on the contract.

**Project Lead:** The YG Project or Contract Manager. This should be the primary person a Vendor has been working and communicating with in YG. This is the person who completed the performance evaluation.

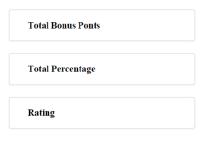
**Supervisor:** The YG Supervisor of the YG Project or Contract Manager. This person reviews the performance evaluation completed by the Project Lead before it is sent to the Vendor.

**Department:** YG Department.

Division: YG Branch.

**Paperclip:** If the Project Lead has attached any supporting documentation to the performance evaluation, Vendor's may select the icon to download the information.

Criteria	Max Score	Current Score
Cost Control	17% (5.00)	0.00% (0.00/5.00)
Health and Safety/Final Documentation	17% (5.00)	0.00% (0.00/5.00)
Quality	17% (5.00)	0.00% (0.00/5.00)
Scheduling and Time Control	17% (5.00)	0.00% (0.00/5.00)
Staff and Administration	17% (5.00)	0.00% (0.00/5.00)
Yukon First Nation Participation	17% (5.00)	0.00% (0.00/5.00)



**Criteria:** Each criteria being assessed on the performance evaluation (5 to 6, depending if Yukon First Nation Participation being applied).

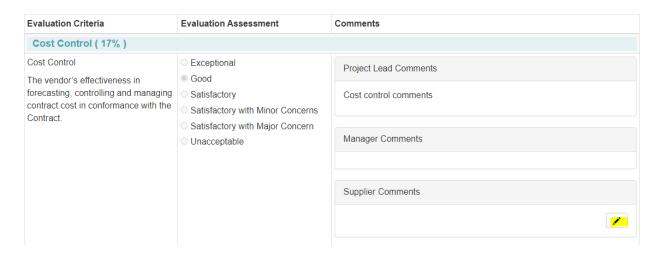
**Max Score:** The score is a range between 0 and 5, refer to Appendix 1, section 1. Vendor Evaluation Score Matrix.

**Current Score:** The score as a percentage and point out of the maximum score.

Total Bonus Points: Does not apply to Yukon government performance evaluations.

**Total Percentage:** The sum of all points as a percentage.

**Rating:** The equivalent rating based on the total percentage, refer to Appendix 1, section 5 Total Performance Evaluation score.



**Evaluation Criteria:** The KPI being assessed, refer to Appendix 1 section 2. Key Performance Indicators Overview

**Evaluation Assessment**: The rating applied to the KPI, refer to Appendix 1, section 1.

**Comments:** Vendors will see any Project lead or the Project Lead's Manager's comments. Selecting the pen icon, will allow Vendors to write their comments to the KPI.



General Comments: any overall comments provided by the Project Lead or Project Lead's Manager.

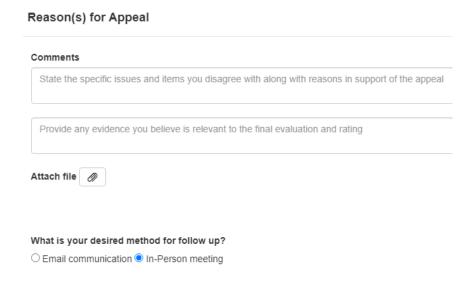
**Supplier Comments:** Selecting the pen icon, will allow Vendors to write their comments to the overall performance evaluation of the contract.

I would like to contest the results of this performance evaluation: Checking this box will appeal the score received, refer to Chapter 4: Appeal Process.

## **Appeal Process**

1. To reject/contest a performance evaluation, check the box "I would like to contest the results of this performance evaluation".

This will allow the Vendor to make comments, provide any evidence and attach any files with a desired method for follow up:



2. If the Project Manager has not been in contact within 15 days, the appeal is escalated to Procurement Support Centre for further processing. Vendors should email <a href="mailto:contracts@yukon.ca">contracts@yukon.ca</a>.

## Appendix 1 – Key Performance Indicators and Evaluation Matrices

#### 1. Vendor Evaluation Score Matrix

Rating	Points	Description of Rating	
Exceptional	5	Vender completed the contract in accordance with the contract terms	
		and performance was well above expectations. Innovation and/or	
		value added to a government contract was given. Any concerns were	
		handled quickly and correctly.	
Good	4	Vendor completed and performed the terms of their contract as	
		specified and to the satisfaction of the Project Manager.	
		Communication and understanding was always apparent. All	
		deficiencies were addressed in a timely manner.	
Satisfactory	3	Vendor met the contract obligations and KPIs	
Satisfactory with	2	Vendor did not meet one or more terms of the contract and/or other	
Minor Concern		factors under the Vendor's control hindered the full success of the	
		contract.	
Satisfactory with	1	Vendor did not meet a material term or number of contractual	
Major Concern		terms/requirements.	
Unacceptable	0	Vendor did not meet a material term or number of contractual	
		terms/requirements and failed to rectify the breach or deficiency or did	
		not do so in a timely manner.	
Not Applicable	N/A	KPI is not relevant to contract and no weight is affected to the Vendor	
		Performance Score. This score is only applicable to Yukon First Nation	
		Participation when a contract does not include this.	

#### 2. Key Performance Indicators Overview

- 1. Cost Control (CC): The vendor's effectiveness in forecasting, controlling and managing contract cost in conformance with the Contract.
- 2. Health and Safety (HS): Vendor effectiveness in managing and administering the occupational health and safety provisions or those that would otherwise be applicable to the site of the work, as stipulated in the contract documents or by law.
- 3. Quality Assurance (QA): The Vendor's effectiveness in supplying deliverables goods, services, or construction services of the required quality in conformance with the contract. The Vendor rectifies deficiencies and meets applicable warranty obligations to the standard and quality specified in the contract and in a timely manner.

- 4. Schedule and Time Control (ST): The effectiveness of the vendor in maintaining the schedule for the completion of the contract, task orders, milestones, delivery, and administrative requirements in conformance with the contract.
- 5. Staff and Administration (SA): The vendor'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.
- 6. Yukon First Nation Participation (FN): The vendor's effectiveness in meeting their Yukon First Nation Participation plan and deliverables.
- 7. Functionality and Training (FT): The vendor's effectiveness in supplying goods that function in accordance with the manufacturer's specifications and tested for full operability and retesting if applicable.

#### 3. Tender Type - Construction

ID	KPI	Deliverables under KPI	
1-CC	Cost Control	Compliance with original contract price	
		Change orders (within vendor control)	
		Unexpected costs	
2-HS	Health and Safety	Submission of all required H&S documents	
		Compliance and submission of site safety plan	
		Reporting on incidents and corrective action	
		Compliance with health and safety laws	
3-QA	Quality	<ul> <li>Work performed as per contract terms.</li> </ul>	
	Assurance	<ul> <li>Project followed specifications including: materials, equipment,</li> </ul>	
		design, etc.	
		Effective/efficient correction of issues and deficiencies	
4-ST	Scheduling and	<ul> <li>Schedule followed (within vendors control)</li> </ul>	
	Time Control	<ul> <li>Contract completed on time as expected during project life cycle</li> </ul>	
		Response time on questions and concerns	
5-SA	Staff and	Invoicing accurate and on time	
	Administration	Customer Service	
		Management of sub-contractors (if applicable)	
		Communication	
		Licensing requirements met	
		Submission of required documentation	
6 - FN	Yukon First	Compliance with Yukon First Nation Participation plan	
	Nation	YFNP labour levels reporting	
	Participation		

#### 4. Tender Type - Goods

ID	KPI	Deliverables under KPI	
1-CC	Cost Control	Compliance with original contract price	
		Change orders (within vendor control)	
		Unexpected costs	

ID	KPI	Deliverables under KPI	
3-QA	Quality	Goods are as specified in the contract	
	Assurance	Goods received are in condition expected and specified	
		Effective/efficient correction of issues and deficiencies	
4-ST	Scheduling and	Delivery schedule followed (within vendors control)	
	Time Control	Contract completed on time as expected as per contract	
		Response time on questions and concerns	
5-SA	Staff and	Invoicing accurate and on time	
	Administration	Professionalism	
		Customer Service	
		Communication	
		Licensing requirements met	
		Submission of required documentation, including any applicable	
		warranties.	
6-FN	Yukon First	Compliance with Yukon First Nation Participation plan	
	Nation	YFNP labour levels reporting	
	Participation		
7-FT	Functionality and	Manuals and operating included (if required)	
	Training	Warranty information provided and detailed for use (if required)	
	5	The good(s) functions as per contract specifications	

### 4.1. Tender Type – Service/Consulting

ID	KPI	Deliverables under KPI
1-CC	Cost Control	<ul> <li>Compliance with original contract price</li> <li>Change orders (within vendor control)</li> <li>Unexpected costs</li> </ul>
2-HS	Health and Safety	<ul> <li>Submission of all required H&amp;S documents</li> <li>Reporting on incidents and corrective action</li> </ul>
3-QA	Quality Assurance	<ul> <li>Service performed as per contract</li> <li>Outcomes were met and documents were provided (if required)</li> <li>Effective/efficient correction of issues and deficiencies</li> </ul>
4-ST	Scheduling and Time Control	<ul> <li>Schedule followed (within vendors control)</li> <li>Contract completed on time</li> <li>Response time to questions and concerns was appropriate</li> </ul>
5-SA	Staff and Administration	<ul> <li>Invoicing accurate and on time</li> <li>Professionalism</li> <li>Customer Service</li> <li>Communication</li> <li>Licensing requirements met</li> <li>Final documentation was completed as specified</li> <li>Submission of required documentation</li> </ul>
6-FN	Yukon First Nation Participation	<ul> <li>Compliance with Yukon First Nation Participation plan</li> <li>YFNP labour levels reporting</li> </ul>

#### 5. Total Performance Evaluation Score

- Each contract will achieve a total Performance Evaluation score with a maximum of either 25 or 30, based on the KPIs applicable to the contract and Performance Evaluation.
- 2. Each contract that has five KPIs (Excluding Yukon First Nation Participation) for the Performance Evaluation may achieve the below Overall Rating:

Rating	Percentage	Total Performance Evaluation
		score
Exceptional	100%	25
Good	80% to 99.9%	20 to 24.9
Satisfactory	60% to 79.9%	15 to 19.9
Satisfactory minor concerns	40% to 59.9%	10 to 14.9
Satisfactory major concerns	20% to 39.9%	5 to 9.9
Unacceptable	0% to 19.9%	0 to 4.9

3. Each contract that has six KPIs (including Yukon First Nation Participation) for the Performance Evaluation may achieve the below Overall Rating:

Rating	Percentage	Total Performance Evaluation
		Score
Exceptional	100%	30
Good	80% to 99.9%	24 to 29.9
Satisfactory	60% to 79.9%	18 to 23.9
Satisfactory minor concerns	40% to 59.9%	12 to 17.9
Satisfactory major concerns	20% to 39.9%	6 to 11.9
Unacceptable	0% to 19.9%	0 to 5.9

#### 6. Overall Vendor Performance Rating

1. Each Vendor will be assigned a single Overall Vendor Performance Rating based on the cumulative results of each Performance Evaluation and will be defined as:

Rating	Percentage
Exceptional	100%
Good	80% to 99.9%
Satisfactory	60% to 79.9%
Satisfactory minor concerns	40% to 59.9%
Satisfactory major concerns	20% to 39.9%
Unacceptable	0% to 19.9%

## Appendix 2 – Performance Evaluation Examples



Contract Number
Contract Name
Contract Start Date
Previous Performance Rating
Previous Performance Status
Evaluation Form Type
Supplier can see comments

Type
Project Lead
Supervisor
Department
Division
Substantial Performance Date

Supplier can see attachments

Yes



Criteria	Max Score	Current Score
Cost Control	17% (5.00)	0.00% (0.00/5.00)
Quality Assurance	17% (5.00)	0.00% (0.00/5.00)
Scheduling and Time Control	17% (5.00)	0.00% (0.00/5.00)
Staff and Administration	17% (5.00)	0.00% (0.00/5.00)
Yukon First Nation Participation	17% (5.00)	0.00% (0.00/5.00)
Functionality and Training	17% (5.00)	0.00% (0.00/5.00)

Total Percentage	
Rating	

Evaluation Criteria	Evaluation Assessment	Comments		
Cost Control (17%)				
Cost Control  The vendor's effectiveness in forecasting, controlling and managing contract cost in conformance with the Contract.	<ul> <li>Exceptional</li> <li>Good</li> <li>Satisfactory</li> <li>Satisfactory with Minor Concerns</li> <li>Satisfactory with Major Concern</li> <li>Unacceptable</li> </ul>	Project Lead Comments  Manager Comments  Supplier Comments		
Quality Assurance (17%)				

Evaluation Criteria	Evaluation Assessment	Comments
Quality Assurance  The Vendor's effectiveness in supplying deliverables – goods, services, or	C Exceptional C Good Satisfactory	Project Lead Comments Required
construction services – of the required quality in conformance with the contract. Rectifies deficiencies and meets applicable warranty obligations to the standard and quality specified in the	<ul> <li>Satisfactory with Minor Concerns</li> <li>Satisfactory with Major Concern</li> <li>Unacceptable</li> </ul>	Manager Comments
contract and in a timely manner.		Supplier Comments
Scheduling and Time Control (17%)		
Scheduling and Time Control  The effectiveness of the vendor in maintaining the schedule for the	<ul><li>€ Exceptional</li><li>€ Good</li><li>€ Satisfactory</li></ul>	Project Lead Comments Required
completion of the contract, task orders, milestones, delivery, and administrative requirements in conformance with the contract.	C Satisfactory with Minor Concerns C Satisfactory with Major Concern C Unacceptable	Manager Comments
		Supplier Comments
Staff and Administration (17%)		
Staff and Administration  The vendor'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.  © Exceptional  © Good  Satisfactory  Satisfactory with Minor Concerns  Satisfactory with Major Concern  Unacceptable	€ Good	Project Lead Comments Required
	Manager Comments	
		Supplier Comments
Yukon First Nation Participation (17%)		
Yukon First Nation Participation (17%)	Exceptional	
The vendor's effectiveness in meeting their Yukon First Nation Participation	<ul><li>C Good</li><li>C Satisfactory</li></ul>	Project Lead Comments Required
plan and deliverables.	<ul> <li>Satisfactory with Minor Concerns</li> <li>Satisfactory with Major Concern</li> <li>Unacceptable</li> </ul>	Manager Comments
	Not Applicable	Supplier Comments

Evaluation Criteria	Evaluation Assessment	Comments				
Functionality and Training (17%)	Functionality and Training ( 17% )					
Functionality and Training  © Exceptional  The vendor's effectiveness in supplying	Project Lead Comments Required					
goods that function in accordance with the manufacturer's specifications and tested for full operability and retesting if applicable.	C Satisfactory with Minor Concerns	Manager Comments				
		Supplier Comments				
General Comments						
Supplier Comments						

Evaluation	
Maximum Points Available	99.96



Contract Number
Contract Name
Contract Start Date
Previous Performance Rating
Previous Performance Status
Evaluation Form Type
Supplier can see comments

Type
Project Lead
Supervisor
Department
Division
Substantial Performance Date

Supplier can see attachments

Yes



Criteria	Max Score	Current Score
Cost Control	17% (5.00)	0.00% (0.00/5.00)
Health and Safety/Final Documentation	17% (5.00)	0.00% (0.00/5.00)
Quality	17% (5.00)	0.00% (0.00/5.00)
Scheduling and Time Control	17% (5.00)	0.00% (0.00/5.00)
Staff and Administration	17% (5.00)	0.00% (0.00/5.00)
Yukon First Nation Participation	17% (5.00)	0.00% (0.00/5.00)

Total Bonus Ponts

Total Percentage

Rating

Evaluation Criteria	Evaluation Assessment	Comments		
Cost Control (17%)				
Cost Control  The vendor's effectiveness in forecasting, controlling and managing contract cost in conformance with the Contract.	C Exceptional C Good Satisfactory Satisfactory with Minor Concerns Satisfactory with Major Concern Unacceptable	Project Lead Comments  Manager Comments  Supplier Comments		
Health and Safety/Final Documentation (17%)				

Evaluation Criteria	Evaluation Assessment	Comments
Health and Safety  Vendor effectiveness in managing and administering the occupational health and safety provisions or those that would otherwise be applicable to the site of the work, as stipulated in the contract documents or by law.	<ul> <li>C Exceptional</li> <li>C Good</li> <li>C Satisfactory</li> <li>C Satisfactory with Minor Concerns</li> <li>C Satisfactory with Major Concern</li> <li>C Unacceptable</li> </ul>	Project Lead Comments  Manager Comments  Supplier Comments
Quality (17%)		
Quality Assurance  The Vendor's effectiveness in supplying deliverables – goods, services, or construction services – of the required quality in conformance with the contract. Rectifies deficiencies and meets applicable warranty obligations to the standard and quality specified in the	<ul> <li>ℰ Exceptional</li> <li>ℰ Good</li> <li>ℰ Satisfactory</li> <li>ℰ Satisfactory with Minor Concerns</li> <li>ℰ Satisfactory with Major Concern</li> <li>ℰ Unacceptable</li> </ul>	Project Lead Comments Required  Manager Comments
contract and in a timely manner.		Supplier Comments
Scheduling and Time Control (17%)		
Scheduling and Time Control  The effectiveness of the vendor in maintaining the schedule for the completion of the contract, task orders, milestones, delivery, and administrative requirements in conformance with the contract.	C Exceptional Good Satisfactory Satisfactory with Minor Concerns Satisfactory with Major Concern Unacceptable	Project Lead Comments  Manager Comments  Supplier Comments
Staff and Administration (17%)		
Staff and Administration  The vendor'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.	The vendor's effectiveness in integrating and coordinating all activities needed to execute the contract, including client-focused behaviour, collaboration, cooperation and issue resolution in	Project Lead Comments Required  Manager Comments
		Supplier Comments

Evaluation Criteria	Evaluation Assessment	Comments				
Yukon First Nation Participation (17%)	Yukon First Nation Participation ( 17%)					
Yukon First Nation Participation The vendor's effectiveness in meeting their Yukon First Nation Participation plan and deliverables.	C Exceptional Good Satisfactory Satisfactory with Minor Concerns Satisfactory with Major Concern Unacceptable Not Applicable	Project Lead Comments  Manager Comments  Supplier Comments				
General Comments						
Supplier Comments						

#### Evaluation

Maximum Points Available

99.96



Contract Number
Contract Name
Contract Start Date
Previous Performance Rating
Previous Performance Status
Evaluation Form Type
Supplier can see comments

Type
Project Lead
Supervisor
Department
Division
Substantial Performance Date

Supplier can see attachments

Yes

Attachments			

Criteria	Max Score	Current Score
Cost Control	17% (5.00)	0.00% (0.00/5.00)
Health and Safety	17% (5.00)	0.00% (0.00/5.00)
Quality Assurance	17% (5.00)	0.00% (0.00/5.00)
Scheduling and Time Control	17% (5.00)	0.00% (0.00/5.00)
Staff and Administration	17% (5.00)	0.00% (0.00/5.00)
Yukon First Nation Participation	17% (5.00)	0.00% (0.00/5.00)

Total Bonus Ponts	
Total Percentage	
Rating	

Evaluation Criteria	<b>Evaluation Assessment</b>	Comments
Cost Control (17%)		
Cost Control  The vendor's effectiveness in forecasting, controlling and managing contract cost in conformance with the Contract.	C Exceptional C Good C Satisfactory C Satisfactory with Minor Concerns C Satisfactory with Major Concern C Unacceptable	Project Lead Comments  Manager Comments  Supplier Comments
Health and Safety ( 17% )	I	

Evaluation Criteria	Evaluation Assessment	Comments
Health and Safety  Vendor effectiveness in managing and administering the occupational health and safety provisions or those that would otherwise be applicable to the site of the work, as stipulated in the contract documents or by law.	C Exceptional Good Satisfactory Satisfactory with Minor Concerns Satisfactory with Major Concern Unacceptable	Project Lead Comments  Manager Comments  Supplier Comments
Quality Assurance (17%)		
Quality Assurance  The Vendor's effectiveness in supplying deliverables – goods, services, or construction services – of the required quality in conformance with the contract. Rectifies deficiencies and meets applicable warranty obligations to the standard and quality specified in the contract and in a timely manner.	Project Lead Comments Required  Manager Comments	
		Supplier Comments
Scheduling and Time Control (17%)		
Scheduling and Time Control  The effectiveness of the vendor in maintaining the schedule for the completion of the contract, task orders, milestones, delivery, and administrative requirements in conformance with the contract.	<ul> <li>← Exceptional</li> <li>← Good</li> <li>← Satisfactory</li> <li>← Satisfactory with Minor Concerns</li> <li>← Satisfactory with Major Concern</li> <li>← Unacceptable</li> </ul>	Project Lead Comments Required  Manager Comments
		Supplier Comments
Staff and Administration (17%)		
Staff and Administration  The vendor's effectiveness in integrating and coordinating all activities needed to execute the contract, including client-	C Exceptional C Good Satisfactory Satisfactory with Minor Concerns	Project Lead Comments Required
focused behaviour, collaboration, cooperation and issue resolution in conformance with the contract.	Satisfactory with Major Concern Unacceptable	Manager Comments
		Supplier Comments

Evaluation Criteria	Evaluation Assessment	Comments
Yukon First Nation Participation (17%)	)	
Yukon First Nation Participation The vendor's effectiveness in meeting their Yukon First Nation Participation plan and deliverables.	<ul> <li>♠ Exceptional</li> <li>♠ Good</li> <li>♠ Satisfactory</li> <li>♠ Satisfactory with Minor Concerns</li> <li>♠ Satisfactory with Major Concern</li> <li>♠ Unacceptable</li> <li>♠ Not Applicable</li> </ul>	Project Lead Comments  Manager Comments  Supplier Comments
General Comments		
Supplier Comments		

Maximum Points Available 99.96
Waximum Folias Available 95.50