

SUPPLIER PERFORMANCE EVALUATION - Professional Services					
Measure supplier's effectiveness in supplying professional services deliverables of the required quality in conformance with the contract					
#	Question	Potential Responses	Pre-grades Score	COMMENTS	
QUALITY	Describe the degree to which the Supplier meets agreed upon deliverables / specifications?	1. Never meets agreed upon deliverables / specifications	30		
		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 management process? <i>For example, the effectiveness of the Supplier in correcting deficiencies, resolving issues, warranty correction etc.</i>	1. Never meets quality management expectations	30		
		2. Occasionally meets quality management expectations	60		
		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 quality, reduce cost, increase speed or efficiency?	1. Meets expectations in bringing forward value-added recommendations	80		
		2. Exceeds expectations in making high quality, effective recommendations leading to value add business outcomes	100		
	Measure supplier's effectiveness in maintaining the schedule for the completion of the contract, task orders, milestones, delivery, and administrative requirements in conformance with the contract.				
DELIVERY	Describe the Supplier's effectiveness in meeting the agreed upon delivery / schedule? <i>For example, did the Supplier meet the contractual SLAs / KPIs.</i>	1. Never meets agreed upon delivery / schedule	30		
		2. Occasionally meets the agreed upon delivery / schedule	60		
		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 managing changes to scope / work	30		
		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 managing changes to schedule scope / work?	1. Never effective at managing changes to scope / work	30		
		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		
Measure supplier's effectiveness in forecasting, controlling and managing contract cost in conformance with the contract					
FINANCIAL	Describe the degree to which goods / services are delivered within expectation (contracted amount)?	1. Never delivers goods / services within expectation (quoted 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 supplier.	1. Never on time	30		
		2. Frequently late	60		
		3. Occasionally late	80		
		4. Always on time	100		
	Describe the accuracy and completeness of invoices submitted by the Supplier including supporting documentation.	1. Never accurate	30		
		2. Frequently contain major errors	60		
		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 order requirements (ie. prior notification, documentation, recommendations for lowering prices)	1. Never communicates price changes to enable cost management following change order requirements	30		
		2. Occasionally communicates price changes to enable cost management following change order requirements	60		
		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 coordinating all activities needed to execute the contract, including client-focused behaviour, collaboration, cooperation and issue resolution in conformance with the contract					
RELATIONSHIP	Describe the effectiveness of the Supplier in promoting and maintaining the business relationship (Consider the following behaviours: flexibility, accountability and overall relationship attitude)	1. Never meets expectations in promoting and maintaining the business relationship	30		
		2. Occasionally meets expectations at promoting and maintaining the business relationship	60		
		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 problems and escalates as appropriate?	1. Never effective at resolving and escalating problems	30		
		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 non-contractual, value added services?(ie. bringing innovative solutions to the business relationship, additional services, features etc.)	1. Meets expectations providing goods / services meeting the contract terms	80		
		2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms	100		