

June 24, 2024

HALIFAX

Vendor Performance Management

Present

- HRM tries to ensure vendor evaluations are done at the end of each project.
- There is no written protocol for longer-term contracts
- Evaluation Criteria are very general and do not necessarily reflect the scope of work
- Results should be shared with the vendor, but there's no process that ensures that happens
- Vendors have little ability to challenge an evaluation
- Historically, evaluations have only been used to disqualify bidders

Future

- Performance evaluation will be at end of contract for shorter terms, based on milestones for longer terms, annual for ongoing operations (snow, solid waste, security, etc...)
- Evaluations will be shared with vendors via BidsandTenders
- Vendors may challenge the outcome of an evaluation

Construction



- Overall Construction Management
- Quality
- Safety
- Cost Control
- Schedule Management



Professional Services

- Overall Project Management
- Schedule
- Budget Management
- Quality of Design, Reports, Deliverables
- Issue and Risk Management
- Cooperation and Communication

Management and IT Consulting

- Quality of resources
- Specs and standards
- Document Quality
- Project Management
- Communications and relationship management





Services

- Quality
- Cost
- Safety

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Goods

- Defects and resolution
- Fulfillment and delivery
- Relationship Management

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Interim Evaluations

- Interim evaluations will occur as defined prior to the work
- Corrective actions for positive evaluations are encouraged but not necessary
- If the vendor does not make improvements based on an unfavourable evaluation, the vendor may be placed on probation until the final evaluation.
- The average of all evaluations will be considered when evaluating future opportunities



Evaluation as part of a scored award decision

- Performance evaluation scoring included in bid analysis as a scored item (similar to SV)
- Weighting could be between 5% or 20% of the final score
- Vendors without history get all of the available points by default. Others are based on their actual score
- 3 or more “final” evaluations below stated threshold in a row (50%) may result in suspension from bidding for 6 months to five years.



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Timing

- New evaluation framework to be implemented July 1, 2024
- Evaluation outcomes will be implemented January 1, 2024 (6 months of history)
- Evaluations performed outside of Bids and Tenders will not be considered in the new framework