

Frequently Asked Questions

Supplier Performance Management

1. What is Supplier Performance Management?

It's the City's process for monitoring and evaluating how well Suppliers perform on contracts to ensure quality, timely delivery, and accountability. These evaluations will be conducted in accordance with the City's [Supplier Performance Management Policy # \(15.C.10\)](#).

2. How are performance ratings used by the City?

Performance ratings may be considered in future procurement decisions, including contract renewals, extensions, or new awards, to ensure the City engages reliable and high-performing suppliers.

3. Who does this apply to?

All Suppliers providing goods or services to the City under City procurement policies.

4. How often are Supplier Performance Evaluations conducted?

Evaluations are generally conducted every 4–12 months, depending on the type of goods or services and the complexity of the project.

5. How is Supplier performance documented?

Performance is tracked using standardized evaluation criteria and is documented using emails, meeting notes, and other written communications, including any corrective actions agreed with the Supplier.

6. What happens if a Supplier's performance is unsatisfactory?

The City works with the Supplier to resolve issues. This can include discussions, formal meetings, written notices, and if needed, probation, suspension, or termination.

7. What happens if a Supplier's performance is rated as exceptional?

To be recognized for exceptional performance, a Supplier must receive a final performance rating of Exceptional. Suppliers will receive an official letter of recognition and have their organization's name added to the City's List of Exceptional Suppliers for a period of 6 months.

8. What is a Corrective Action Plan?

A Corrective Action Plan is an agreement between the City and the Supplier outlining steps to address performance issues and improve results.

9. What does it mean if a Supplier is placed on Probation?

Probation is a monitored period during which the Supplier's performance is closely reviewed to ensure improvements are made.

10. How are Termination and Suspension handled?

Suspension: Temporary restriction from bidding or working on City contracts.

Termination: Ending of a contract due to unresolved performance issues.

All actions are reviewed and approved by the City's review committee

11. Can Suppliers appeal probations, terminations or suspensions?

Only Suspensions are eligible for appeals. Suppliers can submit a written appeal, which is reviewed, and a final decision is provided by the City.

12. Can a Supplier request a performance review meeting?

Yes. Suppliers may contact procurement@vaughan.ca to request a meeting to discuss their performance evaluation, clarify concerns, or propose improvements.

13. Who is responsible for evaluating Supplier performance?

City staff assigned to the contract monitor performance, document issues, and complete evaluations, with oversight from Procurement Services.

14. Will Suppliers be notified before being placed on probation or suspension?

Yes. Suppliers are notified in writing and given an opportunity to respond or take corrective action before any formal status change is implemented.

15. How are Suppliers notified of their performance rating?

Suppliers receive their performance rating in writing, after it has been reviewed and have an opportunity to respond or appeal within a set timeframe.

16. What records are maintained?

The City keeps records of evaluations, communications, and any actions such as probation, suspension, or termination for future reference.

17. Where can I find more information about Supplier Performance Management?

Detailed information is available through the City's Procurement Services or the City website. Furthermore, these evaluations will be conducted in accordance with the City's [Supplier Performance Management Policy # \(15.C.10\)](#).

18. I have an existing contract with the City. Am I subject to this new policy?

Yes. The Supplier Performance Management process applies to all current and future City contracts. Existing contracts may be evaluated under the new framework to ensure consistent performance monitoring.

19. Are subcontractors evaluated as part of Supplier Performance Management?

Primary suppliers are responsible for the performance of their subcontractors. If subcontractor issues impact contract delivery, they may be reflected in the evaluation.

20. How does the City ensure fairness and consistency in evaluations?

The City uses standardized criteria, provides training to staff, and includes oversight from Procurement Services to ensure evaluations are objective and consistent.