

Performance Evaluation Criteria – Services

Performance Rating	% Range
Exceptional	100-90%
Good	89-75%
Satisfactory	74-60%
Marginal	59-40%
Unacceptable	<40%

- Each question is scored from 1 to 5, and the total gives the Supplier's overall Performance Rating.
- Questions with Not Applicable are excluded from the evaluation when selected.
- When Not Applicable is selected, the Supplier's Performance Rating is adjusted proportionally so that the same % ranges apply when *Not Applicable* is selected.

Performance Rating	Description	Points
Exceptional Performance Rating	Performance consistently exceeds all contractual obligations and demonstrates superior results in every aspect of the Contract. The Supplier has proactively identified and implemented improvements that have enhanced the overall success of the project.	5
Good Performance Rating	Performance consistently meets contractual obligations and exceeds in some areas. No performance issues have occurred.	4
Satisfactory Performance Rating	Performance is acceptable and mostly meets Contractual obligations. Supplier has met Contractual requirements most of the time. Minor performance issues have occurred for which proposed corrective actions taken by the Supplier appear satisfactory, or completed corrective actions were satisfactory.	3
Marginal Performance Rating	Performance is adequate but marginally meets contractual obligations. The Supplier has met contractual requirements some of the time. Performance issues have occurred, for which the Supplier has submitted minimal corrective actions, if any. The Contractor's proposed actions appear only marginally effective or were not fully implemented.	2
Unacceptable Performance Rating	Performance is consistently unsatisfactory. For instance, the Supplier has failed to meet Contractual requirements or was unable to achieve the Corrective Action Plans to the City's satisfaction.	1

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#	Evaluation Question	Performance Rating
1a	Supplier delivered services that met required quality standards, specifications, and contract requirements.	Exceptional, Good, Satisfactory, Marginal or Unacceptable
1b	Problem areas were recognized, and recommendations were proposed early in the project.	Exceptional, Good, Satisfactory, Marginal, Unacceptable or Not Applicable
1c	Required documentation, work logs, and clarifications were accurate and provided on time.	Exceptional, Good, Satisfactory, Marginal, Unacceptable or Not Applicable
2a	Services delivered met required standards, timelines, and contract specifications.	Exceptional, Good, Satisfactory, Marginal or Unacceptable
2b	Any issues or requested changes with deliverables were addressed promptly and effectively.	Exceptional, Good, Satisfactory, Marginal, Unacceptable or Not Applicable
3a	Supplier maintained open, timely, professional communication and conducted themselves respectfully throughout the contract.	Exceptional, Good, Satisfactory, Marginal or Unacceptable
3b	Project team demonstrated professionalism, flexibility, and positive conduct with internal and external stakeholders.	Exceptional, Good, Satisfactory, Marginal or Unacceptable

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#	Evaluation Question	Performance Rating
3c	Subcontractors and their work were effectively coordinated and managed.	Exceptional, Good, Satisfactory, Marginal, Unacceptable or Not Applicable
4a	Invoices were accurate, complete, and submitted on time, clearly identifying the purchase order number, delivery location, and relevant City contact or department.	Exceptional, Good, Satisfactory, Marginal or Unacceptable
4b	Any billing discrepancies or adjustments were promptly addressed and resolved.	Exceptional, Good, Satisfactory, Marginal, Unacceptable or Not Applicable
5a	Services were charged at contract rates with transparent costs.	Exceptional, Good, Satisfactory, Marginal or Unacceptable
6a	Supplier complied with all legal requirements, including WSIB, OHSA, employment legislation, and all applicable laws and by-laws.	Exceptional, Good, Satisfactory, Marginal or Unacceptable
6b	Supplier complied with all applicable City of Vaughan policies, procedures, reporting requirements, and administrative obligations.	Exceptional, Good, Satisfactory, Marginal or Unacceptable