

Performance Evaluation Criteria – Construction Infrastructure and Delivery

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

Performance Evaluation Criteria – Infrastructure Delivery

#	Evaluation Question	Performance Rating
1a	Did the supplier independently interpret contract documents, anticipate issues, and provide effective solutions?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
1b	Were submittals, additional information requests, invoices, claims (eg delay or cost), and closeout documentation accurate, complete, timely, and compliant with contract requirements?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
2a	Was the project mobilized effectively and were baseline schedules, updates, lookaheads, and milestones properly managed, and accurate?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
2b	Was the critical path monitored and managed effectively? Were production and resources staged appropriately to meet schedule?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
2c	Was substantial performance achieved per contract schedule, and were warranty items completed satisfactorily?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
3a	Were change orders fair, reasonable, properly substantiated, and submitted on time?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
3b	Were costs, including time & material, verifiable, reasonable, and competitively priced?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
4a	Was supervision consistent, competent, and readily available throughout the project?	Exceptional, Good, Satisfactory, Marginal or Unacceptable

Performance Evaluation Criteria – Infrastructure Delivery

#	Evaluation Question	Performance Rating
4b	Did the suppliers team and subcontractors demonstrate competence and were they managed effectively?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
4c	Was the site maintained in a safe, organized, and efficient manner?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
5a	Was the supplier cooperative and responsive in communications and meetings with City staff and Stakeholders	Exceptional, Good, Satisfactory, Marginal or Unacceptable
5b	Did the supplier demonstrate courtesy and consideration for the public and provide appropriate site access and notifications?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
6a	Were all applicable health, safety, and legal requirements "Ministry of Labour (MOL)" followed consistently?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
6b	Were PPE, traffic control, site boundaries, and site-specific procedures properly implemented and monitored?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
7a	Did materials, systems, and tests meet required standards?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
7b	Were deficiencies and warranty issues resolved promptly and satisfactorily?	Exceptional, Good, Satisfactory, Marginal or Unacceptable
7c	Was work performed accurately, per contract documents, with minimal deficiencies?	Exceptional, Good, Satisfactory, Marginal or Unacceptable