

## Performance Evaluation Criteria – Goods

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
<b>Exceptional Performance Rating</b>	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.	<b>5</b>
<b>Good Performance Rating</b>	Performance consistently meets contractual obligations and exceeds in some areas. No performance issues have occurred.	<b>4</b>
<b>Satisfactory Performance Rating</b>	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.	<b>3</b>
<b>Marginal Performance Rating</b>	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.	<b>2</b>
<b>Unacceptable Performance Rating</b>	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.	<b>1</b>

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#	Evaluation Question	Performance Rating
1a	Supplier delivered goods that met required quality standards, specifications, contract requirements, and submitted all required documentation on time and accurately, including correct quantity, returns without restocking charges, and warranties honoured.	Exceptional, Good, Satisfactory, Marginal or Unacceptable
1b	Supplier promptly corrected any defects or deficiencies identified during inspection or use.	Exceptional, Good, Satisfactory, Marginal, Unacceptable or Not Applicable
1c	Supplier honoured warranties and provided after-sales support in accordance with contract terms.	Exceptional, Good, Satisfactory, Marginal, Unacceptable or Not Applicable
2a	Supplier delivered goods on time and to the correct locations as specified in the contract, including correct quantity and proactive delivery coordination.	Exceptional, Good, Satisfactory, Marginal or Unacceptable
2b	Quantities delivered were accurate, with minimal backorders or short shipments.	Exceptional, Good, Satisfactory, Marginal or Unacceptable
2c	Supplier efficiently handled returns or replacements without disruption to City operations or restocking charges.	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	Supplier demonstrated flexibility and cooperation in responding to changes, issues, or requests, including pricing, contract compliance, or scope adjustments.	Exceptional, Good, Satisfactory, Marginal, Unacceptable or Not Applicable

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#	Evaluation Question	Performance Rating
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	Supplier consistently adhered to submitted unit prices, contractual rates, and pricing terms (including shipping requirements).	- Exceptional, Good, Satisfactory, Marginal or Unacceptable