

**City of Brantford  
Vendor Performance Scorecard for Consultant Services**

Consultant Name \_\_\_\_\_

Vendor Performance Scorecard, as per City of Brantford Purchasing Policy, Chapter 12

Contract Reference Number \_\_\_\_\_

Contract Title / Description \_\_\_\_\_

Consultant's Project Manager \_\_\_\_\_

Period Covered by Scorecard \_\_\_\_\_

Date: \_\_\_\_\_

**Scoring:**

**5 points** –Very Good, 100% exceeds expectations, Consultant has demonstrated above level of performance in excess of contract requirements.

**4 points** – Good, consistently meets expectations, Consultant has met contract requirements and no performance issues have occurred.

**3 points** – Standard, mostly meets expectations, Consultant has met contract requirements most of the time, minor performance issues have occurred and have been corrected.

**2 points** – Adequate, marginally meets expectations, Consultant has met contract requirements some of the time, performance issues have occurred and remain outstanding.

**1 point** – Unsatisfactory, frequently misses expectations, Consultant has repeated performance issues requiring oversight from City staff to ensure performance is maintained to meet contract requirements.

**0 points** – Substandard, consistently falls far below expectations, Consultant has repeated performance issues regardless of City staff oversight. Contract requirements not met. Health and Safety issues have occurred at the site.

**NA** - Not applicable.

No.	ITEM	DESCRIPTION OF PERFORMANCE EXPECTATIONS	OBSERVATIONS/NOTES	Score	CORRECTIVE ACTION
1	Administration	The required documentation / report(s) was submitted as required under the contract; on time and on schedule. Minutes of meetings were recorded as required and distributed to City and Project Team on time. Invoices submitted were clear, accurate and on time. Contract was carried out within cost and budget. No unreasonable extras or claims for work or money were submitted (i.e. due in part to the lack of workmanship or co-ordination of the Consultant). Competitive change order pricing was provided. All financial aspects of the project were effectively monitored and tracked.		5	
2	Scope	The deliverable or project progressed and/or was completed to the quality standards as expected or articulated in the bid document. All plans, specifications and requirements were adhered to as per the contract. Conclusive answers and direction were provided in carrying out the project. Flexibility was demonstrated in working with City and in changing scope as project progressed. A proactive approach was taken in delivering the work plan, offering innovative ideas and advice on the project. Requests for change orders were infrequent and always were substantiated with proper and accurate information. Timely corrections of deficient work or materials was always carried out. Need for additional work was identified and discussed early enough to permit the processing of change orders or addenda prior to being carried out. Problem areas were recognized and recommendations were developed and proposed early in the project		5	
3	Project Team	Project Manager took an active role and participated in the project as documented in the proposal. Project Team was appropriately resourced to carry out Project. Changes to the Project Team members were communicated to the City and approval was sought prior to implementing the change.		5	
4	Customer Service and Communications	Open and effective communication between the City and its Project Manager was always maintained and carried out in a timely manner. Character and conduct of the Project team was always positive and professional in their dealing with internal and external stakeholders. Subconsultants and their work was always effectively coordinated and managed.		5	

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5	Schedule	Work was always efficiently planned, organized and supervised. Scheduling and work plans were always provided as required by the contract. Timely updates regarding milestone completions were always provided as required.		5	
6	Health and Safety	Full compliance with all WSIB requirements. Full compliance with all OHSА requirements. Full compliance with all other laws or by-laws applicable.		5	

**Total Score Attained: 30 Out of 30**

**Total Percentage Attained: 100%**

**CITY OFFICIALS - SIGNATURE AND PRINTED NAME REQUIRED BELOW**

**City Project Manager:** \_\_\_\_\_ (Print name) \_\_\_\_\_ (Signature) **Date:** \_\_\_\_\_

**City Divisional Manager:** \_\_\_\_\_ (Print name) \_\_\_\_\_ (Signature) **Date:** \_\_\_\_\_

**City Division:** \_\_\_\_\_ **Reviewed by Purchasing** \_\_\_\_\_

Attach any supporting documentation, emails, deficiency notices or photographs to this evaluation sheet.

**CONSULTANT - SIGNATURE AND PRINTED NAME REQUIRED BELOW**

**Consultant Name:** 0

**Consultant's Representative:** \_\_\_\_\_ (Print name) \_\_\_\_\_ (Signature) **Date:** \_\_\_\_\_

**Consultant Acceptance Date:** \_\_\_\_\_

**Consultant Comments:**

Attach any supporting documentation, emails, deficiency notices or photographs to this evaluation sheet. The Consultant shall have ten (10) business days to review and return the signed scorecard to the Purchasing staff member representative or request a meeting to discuss the scorecard. Vendor Scorecards will be retained in the City's Vendor Performance Database and considered for future contract awards. Unsatisfactory performance may result in a negative outcome.

**City of Brantford**  
**Vendor Performance Scorecard for Construction Contractors**

Contractor Name \_\_\_\_\_ **Vendor Performance Scorecard, as per City of Brantford Purchasing Policy, Chapter 12**

**Contract Reference Number** \_\_\_\_\_ **Scoring:**  
**5 points** –Very Good, 100% exceeds expectations, Contractor has demonstrated above level of performance in excess of contract requirements.  
**4 points** – Good, consistently meets expectations, Contractor has met contract requirements and no performance issues have occurred.  
**3 points** – Standard, mostly meets expectations, Contractor has met contract requirements most of the time, minor performance issues have occurred and have been corrected.  
**2 points** – Adequate, marginally meets expectations, Contractor has met contract requirements some of the time, performance issues have occurred and remain outstanding.  
**1 point** – Unsatisfactory, frequently misses expectations, Contractor has repeated performance issues requiring oversight from City staff to ensure performance is maintained to meet contract requirements.  
**0 points** – Substandard, consistently falls far below expectations, Contractor has repeated performance issues regardless of City staff oversight. Contract requirements not met. Health and Safety issues have occurred at the site.  
**NA** - Not applicable.

**Contract Title / Description** \_\_\_\_\_

**Contractor's Project Manager** \_\_\_\_\_

**Period Covered by Scorecard** \_\_\_\_\_

**Date:** \_\_\_\_\_

No.	ITEM	DESCRIPTION OF PERFORMANCE EXPECTATIONS	OBSERVATIONS/NOTES	Score	CORRECTIVE ACTION
1	Commencement / Scheduling	Project started on time. Every effort reasonable was taken by the Contractor to commence work on time. Construction schedule submitted at onset of the project. Schedule updates were submitted as project progressed.		5	
2	Supervision	Adequate, competent on site supervision was provided throughout the duration of the contract.		5	
3	Project Management	Contractor displayed full cooperation in dealings with the City's authorized representatives. Contractor did not require unreasonable guidance from the City in carrying out work. Problem areas were recognized and recommendations were developed and proposed early in the project		5	
4	Health and Safety	All regulatory health and safety procedures were followed. Manual submitted upon request. Full compliance with all other laws or by-laws applicable. All documentation, equipment, protective personal equipment, traffic control, trench protection, etc., requirements were followed. All staff were competent and fully trained.		5	
5	Equipment	Appropriate equipment was available for use. Equipment was used in an appropriate manner and was in good working order.		5	
6	Public Relations	All were met with respect to expectations of the public. Timely responses to their concerns were provided. Consideration was shown for the general public, motorist, residents, business, pedestrians, city staff etc. Notification for site access was addressed and timely.		5	

**City of Brantford  
Vendor Performance Scorecard for Construction Contractors**

Contractor Name \_\_\_\_\_ Vendor Performance Scorecard, as per City of Brantford Purchasing Policy, Chapter 12

7	Workmanship	Was the Contractor competent and execute the work professionally, efficiently and expeditiously. Was the site consistently kept clean and orderly. Did the Contractor effectively manage and coordinate sub Contractors? Timely corrections of deficient work or materials was always carried out.		5	
8	Financial	Requests for change orders were infrequent and always were substantiated with proper and accurate information. No unreasonable extras were submitted. Invoices submitted were clear, accurate and on time. Amount of claims, liens, cost control issues, payment documentation submission concerns were minimal.		5	
9	Completion	Substantial Performance provided within a reasonable timeframe Contract was completed on time. No unwarranted project extensions requested.		5	
<b>Total Score Attained:</b>				<b>45</b>	<b>Out of 45</b>

**Total Percentage Attained: 100%**

**CITY OFFICIALS - SIGNATURE AND PRINTED NAME REQUIRED BELOW**

**City Inspector:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Print name) (Signature)

**City Project Manager:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Print name) (Signature)

**City Divisional Manager:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Print name) (Signature)

**City Division:** \_\_\_\_\_ **Reviewed by Purchasing** \_\_\_\_\_

Attach any supporting documentation, emails, deficiency notices or photographs to this evaluation sheet.

**CONTRACTOR - SIGNATURE AND PRINTED NAME REQUIRED BELOW**

**Contractor Name:** 0

**Contractor's Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Print name) (Signature)

**Contractor Acceptance Date:** \_\_\_\_\_

**City of Brantford**  
**Vendor Performance Scorecard for Construction Contractors**

Contractor Name \_\_\_\_\_ **Vendor Performance Scorecard, as per City of Brantford Purchasing Policy, Chapter 12**

**Contractor Comments:**

Attach any supporting documentation, emails, deficiency notices or photographs to this evaluation sheet. The Contractor shall have ten (10) business days to review and return the signed scorecard to the Purchasing staff member representative or request a meeting to discuss the scorecard. Vendor Scorecards will be retained in the City's Vendor Performance Database and considered for future contract awards. Unsatisfactory performance may result in a negative outcome.

### City of Brantford Vendor Performance Scorecard for Vendors Supplying Goods and Services

Vendor Name \_\_\_\_\_ **Vendor Performance Scorecard, as per City of Brantford Purchasing Policy, Chapter 12**

<p>Contract Reference Number _____</p> <p>Contract Title / Description _____</p> <p>Vendor's Project Manager _____</p> <p>Period Covered by Scorecard _____</p> <p>Date: _____</p>	<p><b>Scoring:</b></p> <p><b>5 points</b> –Very Good, 100% exceeds expectations, Vendor has demonstrated above level of performance in excess of contract requirements.</p> <p><b>4 points</b> – Good, consistently meets expectations, Vendor has met contract requirements and no performance issues have occurred.</p> <p><b>3 points</b> – Standard, mostly meets expectations, Vendor has met contract requirements most of the time, minor performance issues have occurred and have been corrected.</p> <p><b>2 points</b> – Adequate, marginally meets expectations, Vendor has met contract requirements some of the time, performance issues have occurred and remain outstanding.</p> <p><b>1 point</b> – Unsatisfactory, frequently misses expectations, Vendor has repeated performance issues requiring oversight from City staff to ensure performance is maintained to meet contract requirements.</p> <p><b>0 points</b> – Substandard, consistently falls far below expectations, Vendor has repeated performance issues regardless of City staff oversight. Contract requirements not met. Health and Safety issues have occurred at the site.</p> <p><b>NA</b> - Not applicable.</p>
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No.	ITEM	DESCRIPTION OF PERFORMANCE EXPECTATIONS	OBSERVATIONS/NOTES	Score	CORRECTIVE ACTION
1	Scope - for Services	The services were completed to the quality standards as expected or articulated in the bid document or contract. Problem areas were recognized and recommendations were developed and proposed early in the project. Required documentation, work logs, clarifications were accurate and provided on time. Need for additional work was identified and discussed early enough to permit the processing of change orders or addenda prior to being carried out.		5	
2	Scope - for Goods	Goods were supplied to the quality standards and specifications as expected or articulated in the bid document or contract. Correct quantity of goods were delivered. No back orders were received on shipments. Goods were returned without issue and without restocking charges. Warranties were honoured at all times.		5	
3	Service/Goods Delivery	Flexibility was demonstrated in working with City and in changing scope as project progressed. Timely corrections of deficient work or materials was always carried out. Goods were delivered on time and to the correct locations.		5	
4	Customer Service and Communications	Open and effective communication between the City and its Project Manager was easily maintained and carried out in a timely manner. Character and conduct of the Project team was always positive and professional in their dealing with internal and external stakeholders. Subcontractors and their work was always effectively coordinated and managed.		5	
5	Invoicing	Invoices submitted were clear, accurate and on time. Invoices identified proper delivery location or City department/contact. Goods and services were charged at Unit Prices as stated in contract. Purchase Order number indicated on all invoices.		5	

**City of Brantford**  
**Vendor Performance Scorecard for Vendors Supplying Goods and Services**

Vendor Name \_\_\_\_\_ Vendor Performance Scorecard, as per City of Brantford Purchasing Policy, Chapter 12

6	Health and Safety	Full compliance with all WSIB requirements. Full compliance with all OHSA requirements. Full compliance with all other laws or by-laws applicable.		5	
<b>Total Score Attained:</b>				<b>30</b>	<b>Out of 30</b>
<b>Total Percentage Attained:</b>				<b>100%</b>	

**CITY OFFICIALS - SIGNATURE AND PRINTED NAME REQUIRED BELOW**

**City Project Manager:** \_\_\_\_\_ (Print name) \_\_\_\_\_ (Signature) **Date:** \_\_\_\_\_

**City Divisional Manager:** \_\_\_\_\_ (Print name) \_\_\_\_\_ (Signature) **Date:** \_\_\_\_\_

**City Division:** \_\_\_\_\_ **Reviewed by Purchasing** \_\_\_\_\_

Attach any supporting documentation, emails, deficiency notices or photographs to this evaluation sheet.

**VENDOR - SIGNATURE AND PRINTED NAME REQUIRED BELOW**

**Vendor Name:** 0

**Vendor's Representative:** \_\_\_\_\_ (Print name) \_\_\_\_\_ (Signature) **Date:** \_\_\_\_\_

**Vendor Acceptance Date:** \_\_\_\_\_

**Vendor Comments:**

Attach any supporting documentation, emails, deficiency notices or photographs to this evaluation sheet. The Vendor shall have ten (10) business days to review and return the signed scorecard to the Purchasing staff member representative or request a meeting to discuss the scorecard. Vendor Scorecards will be retained in the City's Vendor Performance Database and considered for future contract awards. Unsatisfactory performance may result in a negative outcome.