



## Vendor Performance Rating Scale

The purpose of the Vendor Performance Program, per Chapter 12 of the Purchasing Policy, is to monitor the performance of Vendors who supply goods and services to the City of Brantford. It shall be a tool used by the City to hold Vendors accountable for their actions and responsibilities under contract with the City as well as a means to communicate to the Vendor both positive and negative demonstrated performance.

A Vendor Performance Scorecard shall be the tool to capture a Vendor's level of performance to the City. The City shall use one of the following scorecards:

1. Goods & Services
2. Consultant
3. Contractor

Project Evaluators shall assign Vendors one of the following ratings to each category set out on the Performance Evaluation Scorecard.

**EXCEPTIONAL** Performance *significantly exceeds* contract requirements to the City's benefit. Consultant implemented innovative or business process techniques which resulted in added value to the City. Performance was completed with few minor problems for which corrective actions taken by the consultant were highly effective.

**GOOD** Performance *meets* contractual requirements and *exceeds* in some area(s) to the City's benefit. Performance assessed was accomplished with some minor problems for which corrective actions taken by the consultant were satisfactory.

**SATISFACTORY** Performance *meets* contractual requirements. Consultant performance contains some minor problems for which proposed corrective actions taken by the consultant appear satisfactory, or completed corrective actions were satisfactory.

**CAUTIONARY** Performance *did not quite meet* the contractual requirements. Minor problems existed for which proposed corrective actions taken by the consultant appear to be a continued minor concern, or completed corrective actions were slightly below satisfactory.

**NOT SATISFACTORY** Performance *does not meet* some or most of the contractual requirements and reflects a serious problem for which the consultant has submitted minimal corrective actions or where recovery is not likely in a timely or cost effective manner. Consultant's corrective actions appear to be ineffective or were not fully implemented.