

# The Corporation of the Town of Whitby

## Vendor Performance Evaluation (VPE)

General Information	Specify
Date:	
Vendor Name:	
Contract/Project Name:	
Reference Number:	

### Legend:

Score	Performance	Description
6-7	Above Standard	Exceeds all areas (7) or exceeds most areas (6) of expectations  Vendor exceeds expectations in some or all areas set out in the contract; work was completed in a timely and efficient manner and added value to the project. Work was high quality, within or below appropriate budget and within the appropriate schedule.
4-5	Standard	Meets all areas (5) or meets most areas (4) of expectations  The vendor fulfills all of the duties and requirements of the contract and completed on time. Any minor deficiencies corrected quickly. Vendor follows direction of Town staff as appropriate. Vendor is professional in all dealings with the Town and the public. Use of equipment and work methods are conducted safely.
2-3	Below Standard	Does not meet most (3) or some (2) of the areas of expectations.  Performance failed to meet one or more of the expectations as per the Contract. Serious or numerous deficiencies for which vendor's corrective actions were ineffective. Work requires additional staff time and resources to monitor performance e.g. repeat follow up, meetings and site visits, fails to resolve issues in a timely manner. <b>*Depending on the nature of the safety issue(s) identified, may result in a below standard rating. Town Representative must detail safety issues in the comments section.</b>
0-1	Unacceptable	Consistently does not meet some (1) or all (0) areas of expectations.  The vendor is consistently below expectations in most or all areas of expectations. Vendor is not performing the work in accordance with the contract and is not resolving concerns of the Town. <b>*Depending on the nature of the safety issue(s) identified, may result in an unacceptable rating. Vendor may be suspended or contract may be recommended for termination. Town Representative must detail safety issues in comments section.</b>

**Town Representative:** Please answer the following as accurately as possible using the legend above for reference. Only complete the criteria that may apply.

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<b>Performance (7 criteria)</b>	<b>Score or N/A</b>
Competent Supervisor/Extensive Knowledge of Goods/Services	
Quality/Workmanship of Goods/Services	
Installation/Service code compliant, per manufacturer's recommendations (if applicable)	
Inspection Certificates supplied to the Town Lead	
Goods/Services delivered as per the Town's specifications (accuracy and completion)	
Works/Goods/Services that minimize environmental impact and waste creation across life cycle (if applicable)	
Response to deficiencies and/or claims under Warranty	
<b>Number of Criteria entered in this section</b>	
<b>Schedule/Delivery (2 criteria)</b>	<b>Score or N/A</b>
Submission of Schedule	
Maintaining Schedule/ Completed on Schedule/ Delivers On-Time	
<b>Number of criteria entered in this section</b>	
<b>Customer Service (4 criteria)</b>	<b>Score or N/A</b>
Cooperation with Town Staff/Courteous/Helpful/Prompt	
Adherence to Code of Conduct	
Vendor communicates with Town Lead (issues, clarifications, schedule changes, attendance at required meetings, response to questions/concerns, etc)	
Billing/ Invoice accuracy/ Resolution of invoice issues	
<b>Number of criteria entered in this section</b>	
<b>Health &amp; Safety *any unsafe work practices will be marked below standard or unacceptable and appropriate action must be taken (7 criteria)</b>	<b>Score or N/A</b>
Provision and Use of Personal Protective Equipment and Personal Protective Outwear	
Condition of Equipment	
Neatness of Site	
Downtime due to Maintenance Issues	
Traffic Control (if applicable)	
Compliance with W.S.I.B. & M.O.L. (if any) – Town to report infractions to appropriate authority	
Response to Safety Concerns / Public Safety (if applicable)	
<b>Number of criteria entered in this section</b>	
<b>Add and Enter the Value of all sections scores above</b>	
<b>Enter the Number of Criteria from Above (excluding N/A)</b>	
<b>Avg. Score = Total Value / Total Number of Criteria entered</b>	
Above Standard	Average score of 6 or higher – acceptable to proceed to renew or award
Standard	Average score of 4 or < 5.99 – acceptable to proceed to renew or award
Below Standard	Average score of 2 or < 3.99, recommend not proceeding. Average >2.5, proceed with caution or on a probationary basis.
Unacceptable	Average score less than 1.99, Do Not Continue / Forward to Buyer – Details must be noted in the Town Lead Comments (if applicable), i.e. Work stoppage date, vendor requirements needed, etc.

**Town Lead Comments (enter comments to substantiate rating):**

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## Vendor Performance Evaluation (VPE)

I certify that I have objectively prepared this Vendor Performance Evaluation (VPE) report without bias and discussed all issues with the Vendor.

<b>Town Lead:</b>
<b>Email Address:</b>
<b>Department:</b>

**Communication to Vendor:**

Date VPE sent:

Method (email, mail, fax, etc):

Vendor Contact Address:

**In accordance with the Vendor Performance procedures, the vendor has 10 days to appeal this evaluation after which time this Vendor Performance Evaluation (VPE) will be considered final and retained within the contract file.**

**Vendor Comments:**

**(Internal) Communication with Purchasing Dept. Only:**

Date VPE sent to Purchasing:

Delivery Method: Email to [purchasing@whitby.ca](mailto:purchasing@whitby.ca)

Town Buyer:

**Distribution:**

Original – Department

Copy – Vendor (if necessary)

Copy - Purchasing