



## PERFORMANCE EVALUATION GUIDELINES

### 1 INTRODUCTION

- 1.1 Contracts put in place by DCC include measurable performance standards and requirements.
- 1.2 This document describes the performance evaluation review process that applies to all DCC contracts.
- 1.3 The performance evaluation has several benefits:
  - 1.3.1 It provides all parties with a common understanding of the standards applied and method used to measure performance on DCC contracts.
  - 1.3.2 It supports the monitoring and communication of performance throughout the contract in a fair and consistent manner.
  - 1.3.3 It enables DCC to acknowledge good performers and to take appropriate actions with firms who are not meeting the requirements of a contract.

### 2 PERFORMANCE EVALUATION PROCESS

- 2.1 Contractor/Consultant Performance Evaluation Report Forms (CPERF) have been developed to support the various types of DCC contracts. The applicable CPERF is referenced within the contract documents.
- 2.2 Prior to Completion, “Interim” CPERF(s) may be completed by DCC to communicate and document performance issues. A “Final” CPERF will be completed and issued following Completion of the contract or when work is removed from the firm as a result of a default.
- 2.3 On design consultant contracts, an Interim CPERF will be issued at the end of the Design Phase, followed by a Final CPERF when Construction Phase Services are completed.
- 2.4 Each category of performance is evaluated with consideration to the minimum criteria listed in Annex A to the CPERF. Specific comments will be provided to support all scores that fall outside the 11 to 16 scale, while general comments are provided in support of scores falling within the 11 to 16 scale.

### 3 PERFORMANCE EVALUATION CRITERIA

- 3.1 The performance evaluation criteria are summarized in Table 1 below. The points allocated for each category are noted on the CPERF and are used to establish an overall percentage score.

**Table 1-Performance Evaluation Criteria**

<b>Contractor (CN, SC &amp; FM)</b>	<b>Administration / Contract Management</b>	<b>Execution / Project Management</b>	<b>Quality of Workmanship</b>	<b>Timeliness</b>	<b>Health &amp; Safety</b>
<b>Consultant (KN)</b>	<b>Administration / Management</b>	<b>Cost Control</b>	<b>Quality of Work / Design/Study</b>	<b>Time</b>	<b>Quality of TPS / CPS / Quality of Result</b>

### 4 ACTIONS RESULTING FROM AN “Unacceptable” SCORE OR FAILING CPERF

- 4.1 Bidding privileges will be suspended if:
  - 4.1.1 A Final CPERF score is less than 30%; or
  - 4.1.2 A point score of 5 or less is received in any single category on a Final CPERF.
- 4.2 Final CPERFs with a score of less than 51% overall will result in the issuance of:



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- 4.2.1 A warning indicating that if another unsatisfactory rating is received it will result in a suspension of bidding privileges; or
- 4.2.2 A suspension of bidding privileges (for a 2<sup>nd</sup> score less than 51%).
- 4.3 Suspension of bidding privileges will be conveyed to the suspended firm as a formal notice in writing from a DCC Senior Manager. The “Suspension” letter will include specific reference to the categories of poor performance, the duration of the suspension and the requirements for reinstatement. Suspensions may be limited to a specific timeframe or may be indefinite. For bidding privileges to be reinstated the timeframe of the suspension must have expired (if applicable) and the firm must demonstrate that they have met the requirements for reinstatement.

## 5 APPEAL PROCESS

- 5.1 While an appeal of a “Suspension” letter is under review, the suspension of bidding / opportunity privileges is upheld.
- 5.2 The appeal must be submitted to the National Service Line Leader, Contract Management in writing, within ten (10) business days of receiving an unsatisfactory CPERF.
- 5.3 The National Service Line Leader, Contract Management will review the appeal and may request additional information from the firm if required. Following review, the National Service Line Leader will advise the firm in writing if any adjustments to the CPERF will be made. No further appeals to adjust the CPERF will be considered.