seura tha eunnliar's affactivances in eunnlying dalivarable	es goods and / or services of the required quality in conformance with the contract		
Question	Potential Responses	Pre-grades Score	COMMENTS
Describe the degree to which the Supplier meets agreed	Never meets agreed upon deliverables / specifications	30	
upon deliverables / specifications?	Occasionally meets agreed upon deliverables / specifications	60	
	Usually meets agreed upon deliverables / specifications	80	
	Always meets agreed upon deliverables / specifications	100	
Describe the effectiveness of the Supplier's quality management process?	Never meets quality management expectations	30	
For example, the effectiveness of the Supplier in correcting	Occasionally meets quality management expectations	60	
eficiencies, resolving issues, warranty correction etc.	Usually meets quality management expectations	80	
	Always meets or exceeds quality management expectations	100 80	
quality, reduce cost, increase speed or efficiency?	Meets expectations in bringing forward value-added recommendations Exceeds expectations in making high quality, effective recommendations leading to value add business outcomes	100	
sure supplier's effectiveness in maintaining the schedule	o for the completion of the contract, task orders, milestones, delivery, and administrative requirements in		
formance with the contract. Describe the Supplier's effectiveness in meeting the agreed	Never meets agreed upon delivery / schedule	30	
upon delivery / schedule?	Never meets agreed upon delivery / schedule Occasionally meets the agreed upon delivery / schedule	60	
For example, did the Supplier meet the contractual SLAs /	Usually meets the agreed upon delivery / schedule	80	
KPIs.	Always meets the agreed upon delivery / schedule	100	
Describe the degree to which the Supplier identifies and	Never effective at identifying and communicating potential impacts to delivery / schedule	30	
communicates potential impacts to delivery / schedule	Occasionally effective at identifying and communicated potential impacts to delivery / schedule	60	
	Usually effective at identifying and communicating potential impacts to delivery / schedule	80	
	Always effective at identifying and communicating potential impacts to delivery / schedule	100	
Describe the flexibility and effectiveness of the Supplier in	Never effective at managing changes to scope / work	30	
managing changes to schedule scope / work?	Occasionally effective at managing changes to scope / work	60	
	Usually effective at managing changes to scope / work	80	
	Always effective at managing changes to scope / work	100	
	and managing contract cost in conformance with the contract		
Describe the degree to which goods / services are delivered	Never delivers goods / services within expectation (quoted amount)	30	
within expectation (contracted amount)?	Occasionally delivers goods / services within expectation (quoted amount)	60	
	Usually delivers goods / services within expectation (quoted amount)	80	
Describe the describeror of invariant contents of the state of the sta	Always delivers goods / services within expectation (quoted amount) Never on time	100	
Describe the timeliness of invoices submitted by the supplier.	2. Frequently late	30 60	
	3. Occasionally late	80	
	4. Always on time	100	
Describe the accuracy and completeness of invoices	1. Never accurate	30	
submitted by the Supplier including supporting	Frequently contain major errors	60	
documentation.	Occasionally contain minor errors	80	
	4. Always accurate	100	
Describe the degree to which the Supplier communicates	Never communicates price changes to enable cost management following change order requirements	30	
price changes to enable cost management following change order requirements (ie. prior notification, documentation,	Occasionally provides timely, accurate or quality change orders	60	
recommendations for lowering prices)	Usually communicates price changes to enable cost management following change order requirements	80	
27	Always communicates price changes to enable cost management following change order requirements	100	
isure supplier's effectiveness in integrating and coordina le resolution in conformance with the contract	ting all activities needed to execute the contract, including client-focused behaviour, collaboration, cooperation and		
Describe the effectiveness of the Supplier in promoting and	Never meets expectations in promoting and maintaining the business relationship	30	
maintaining the business relationship	Occasionally meets expectations at promoting and maintaining the business relationship	60	
(Consider the following behaviours: flexibility, accountability	Usually meets expectations at promoting and maintaining the business relationship	80	
and overall relationship attitude)	Always meets expectations at promoting and maintaining the business relationship	100	
Describe the degree to which the Supplier resolves	Never effective at resolving and escalating problems	30	
problems and escalates as appropriate?	Occasionally effective at resolving and escalating problems	60	
	Usually effective at resolving and escalating problems	80	
	Always meets expectations when resolving and escalating problems	100	
Describe the degree to which the Supplier provides	Meets expectations providing goods / services meeting the contract terms	80	
non-contractual, value added services? (eg.bringing innovative solutions to the business relationship, additional	Exceeds expectations providing non-contractual, value added services exceeding the contractual terms	100	
services, features etc.)			
sure supplier's compliance with health, safety and environments Degree to which product(s) / service(s) function in	Never functions in accordance with compliance requirements and/or industry environmental standards	30	
accordance with contractual health / safety requirements.			
(ie. the City's Supplier Code of Conduct)	Occasionally provides goods / services in accordance with contractual health and safety requirements	60	
	Usually provides goods / services in accordance with contractual health and safety requirements	80 100	
Degree to which environmental controls function in	Always provides goods / services in accordance with contractual health and safety requirements Never provides services compliant with requirements and industry environmental standards	30	
Degree to which environmental controls function in accordance with compliance requirements and industry			
environmental standards.	Occasionally functions in accordance with compliance requirements and/or industry environmental standards	60	
For example, the City's Enviso Environmental Management System (EMS)	Usually functions in accordance with compliance requirements and/or industry environmental standards A Always functions in accordance with compliance requirements and/or industry environmental standards	80 100	
Degree to which the Supplier meets or exceeds health,	Always functions in accordance with compliance requirements and/or industry environmental standards	100 80	
safety and environmental performance is integrated into	Meets expectations in integrating health, safety and environmental performance into delivery of product/service		
delivery of the product (s)/service(s).	1	100	
delivery of the product (s)/service(s). Examples may include limiting greenhouse gas emissions, materials with minimal environmental			
Examples may include limiting greenhouse gas emissions, materials with minimal environmental impact, minimization of waste, and conservation of			
Examples may include limiting greenhouse gas emissions, materials with minimal environmental impact, minimization of waste, and conservation of water	Exceeds expectations in integrating health, safety and environmental performance into delivery of product/service	20	
Examples may include limiting greenhouse gas emissions, materials with minimal environmental impact, minimization of waste, and conservation of	Never complies with contractual expectations	30	
Examples may include limiting greenhouse gas emissions, materials with minmal environmental impact, minimization of waste, and conservation of water Describe the Supplier's effectiveness in reporting,		30 60 80	

	ure supplier's affectiveness in supplying goods and some	vices deliverables of the required quality in conformance with the contract		
	Question	Potential Responses	Pre-grades Score	COMMENTS
	Describe the degree to which the Supplier meets agreed	Never meets agreed upon deliverables / specifications	30	COMMENTO
	upon deliverables / specifications?	Occasionally meets agreed upon deliverables	60	
	,	Usually meets agreed upon deliverables / specifications	80	
		Always meets agreed upon deliverables / specifications	100	
	Describe the effectiveness of the Supplier's quality	Never meets quality management expectations	30	
ŀ	management process?	Occasionally meets quality management expectations	60	
	For example, the effectiveness of the Supplier in correcting deficiencies, resolving issues, warranty correction etc.	Usually meets quality management expectations	80	
T		Always meets or exceeds quality management expectations	100	
H	Does the Supplier proactively bring forward ideas to	Meets expectations in bringing forward value-added recommendations	80	
i	improve quality, reduce cost, increase speed or efficiency?	Exceeds expectations in making high quality, effective recommendations leading to value add business outcomes	100	
Ì				
		for the completion of the contract, task orders, milestones, delivery, and administrative		
	irements in conformance with the contract.			
	Describe the Supplier's effectiveness in meeting the agreed	Never meets agreed upon delivery / schedule	30	
	upon delivery / schedule? For example, did the Supplier meet the contractual SLAs /	Occasionally meets the agreed upon delivery / schedule	60	
	KPIs.	Usually meets the agreed upon delivery / schedule	80	
L		Always meets the agreed upon delivery / schedule	100	
	Describe the degree to which the Supplier identifies and	Never effective at identifying and communicating potential impacts to delivery / schedule	30	
ľ	communicates potential impacts to delivery / schedule	Occasionally effective at identifying and communicated potential impacts to delivery / schedule	60	
		Usually effective at identifying and communicating potential impacts to delivery / schedule	80	
L		Always effective at identifying and communicating potential impacts to delivery / schedule	100	
	Describe the flexibility and effectiveness of the Supplier in	Never effective at managing changes to scope / work	30	
ľ	managing changes to schedule scope / work?	Occasionally effective at managing changes to scope / work	60	
		Usually effective at managing changes to scope / work	80	
ı		Always effective at managing changes to scope / work	100	
l				
		nd managing contract cost in conformance with the contract		
	Describe the degree to which goods / services are delivered	Never delivers goods / services within expectation (quoted amount)	30	
ľ	within expectation (contracted amount)?	Occasionally delivers goods / services within expectation (quoted amount)	60	
		Usually delivers goods / services within expectation (quoted amount)	80	
L		Always delivers goods / services within expectation (quoted amount)	100	
	Describe the timeliness of invoices submitted by the	1. Never on time	30	
1	supplier.	2. Frequently late	60	
		3. Occasionally late	80	
L		4. Always on time	100	
	Describe the accuracy and completeness of invoices	1. Never accurate	30	
	submitted by the Supplier including supporting documentation.	2. Frequently contain major errors	60	
		Occasionally contain minor errors	80	
L		4. Always accurate	100	
	Describe the degree to which the Supplier communicates	Never communicates price changes to enable cost management following change order requirements	30	
ŀ	price changes to enable cost management following change order requirements	Occasionally communicates price changes to enable cost management following change order requirements	60	
	(ie. prior notification, documentation, recommendations for lowering prices)	Usually communicates price changes to enable cost management following change order requirements	80	
ľ	/	Always communicates price changes to enable cost management following change order requirements	100	
		ing all activities needed to execute the contract, including client-focused behaviour, collaboration,		
÷	peration and issue resolution in conformance with the co			
	Describe the effectiveness of the Supplier in promoting and	Never meets expectations in promoting and maintaining the business relationship	30	
	maintaining the business relationship (Consider the following behaviours: flexibility, accountability	Occasionally meets expectations at promoting and maintaining the business relationship	60	
	and overall relationship attitude)	Usually meets expectations at promoting and maintaining the business relationship	80	
	, ,	Always meets expectations at promoting and maintaining the business relationship	100	
ſ	Describe the degree to which the Supplier resolves	Never effective at resolving and escalating problems	30	
١	problems and escalates as appropriate?	Occasionally effective at resolving and escalating problems	60	
		Usually meets expectations at resolving and escalating problems	80	
		Always meets expectations when resolving and escalating problems	100	
Ī	Describe the degree to which the Supplier provides	Meets expectations providing goods / services meeting the contractual terms	80	
ı	non-contractual, value added services?	Exceeds expectations providing services exceeding the contractual terms	100	
	(ie. bringing innovative solutions to the business relationship, additional services, features etc.)		**	
ŀ	additional services, reatures etc.)			

IPPLIER PERFORMANCE EVALUATION - Goods			
asure supplier's effectiveness in supplying deliverables of	the required quality in conformance with the contract		
Question	Potential Responses	Pre-grades Score	COMMENTS
Describe the degree to which the Supplier meets agreed	Never meets agreed upon deliverables / specifications	30	
upon deliverables / specifications?	Occasionally meets agreed upon deliverables / specifications	60	
	Usually meets agreed upon deliverables / specifications	80	
	Always meets agreed upon deliverables / specifications	100	
Describe the effectiveness of the Supplier's quality	Never meets quality management expectations	30	
management process? For example, the effectiveness of the Supplier in correcting deficiencies, resolving issues, warranty correction etc.	Occasionally meets quality management expectations	60	
	Usually meets quality management expectations	80	
	Usually meets quality management expectations	100	
Does the Supplier proactively bring forward ideas to	Meets expectations in bringing forward value-added recommendations	80	
improve quality, reduce cost, increase speed or efficiency?	2. Exceeds expectations in making high quality, effective recommendations leading to value add business outcomes	100	
asure supplier's effectiveness in maintaining the schedule	for the completion of the contract, task orders, delivery, and administrative requirements in		
formance with the contract.	, , , , , , , , , , , , , , , , , , ,		
Describe the Supplier's effectiveness in meeting the agreed	Never meets agreed upon delivery / schedule	30	
upon delivery / schedule?	Occasionally meets the agreed upon delivery / schedule	60	
For example, did the Supplier meet the contractual SLAs / KPIs.	Usually meets the agreed upon delivery / schedule	80	
10.10.	Always meets the agreed upon delivery / schedule	100	
Describe the degree to which the Supplier identifies and	Never effective at identifying and communicating potential impacts to delivery / schedule	30	
communicates potential impacts to delivery / schedule	Occasionally effective at identifying and communicated potential impacts to delivery / schedule	60	
	Usually effective at identifying and communicating potential impacts to delivery / schedule	80	
Describe the flexibility and effective and of the Ownelliants	Always effective at identifying and communicating potential impacts to delivery / schedule	100	
Describe the flexibility and effectiveness of the Supplier in managing changes to schedule scope / work?	Never effective at managing changes to scope / work	30	
managing changes to schedule scope / work:	Occasionally effective at managing changes to scope / work	60	
	Usually effective at managing changes to scope / work	80	
	Always effective at managing changes to scope / work	100	
asure supplier's effectiveness in forecasting controlling a	nd managing contract cost in conformance with the contract		
Describe the degree to which goods are delivered within	Never delivers goods within expectation (quoted amount)	30	
expectation (contracted amount)?	Occasionally delivers goods within expectation (quoted amount)	60	
, , ,			
	Usually delivers goods within expectation (quoted amount)	80	
Describe the forest or of the class colors to the discribe	Always delivers goods within expectation (quoted amount)	100	
Describe the timeliness of invoices submitted by the supplier.	1. Never on time	30	
оприот.	2. Frequently late	60	
	3. Occasionally late	80	
	4. Always on time	100	
Describe the accuracy and completeness of invoices	1. Never accurate	30	
submitted by the Supplier including supporting documentation.	2. Frequently contain major errors	60	
documentation.	Occasionally contain minor errors	80	
	4. Always accurate	100	
Describe the degree to which the Supplier communicates	Never communicates price changes to enable cost management following change order requirements	30	
price changes to enable cost management following change order requirements (ie. prior notification, documentation,	Occasionally communicates price changes to enable cost management following change order requirements	60	
recommendations for lowering prices)	3. Usually communicates price changes to enable cost management following change order requirements	80	
	4. Always communicates price changes to enable cost management following change order requirements	100	
	ting all activities needed to execute the contract, including client-focused behaviour, collaboration,		
operation and issue resolution in conformance with the co	ntract		
peration and issue resolution in conformance with the conformance with t		30	
peration and issue resolution in conformance with the co- Describe the effectiveness of the Supplier in promoting and maintaining the business relationship	ntract	30 60	
pperation and issue resolution in conformance with the co Describe the effectiveness of the Supplier in promoting and maintaining the business relationship (Consider the following behaviours: Bexibility, accountability	ntract 1. Never meets expectations in promoting and maintaining the business relationship		
pperation and issue resolution in conformance with the co Describe the effectiveness of the Supplier in promoting and maintaining the business relationship (Consider the following behaviours: flexibility, accountability and overall relationship attitude)	Never meets expectations in promoting and maintaining the business relationship Occasionally meets expectations at promoting and maintaining the business relationship	60	
peration and issue resolution in conformance with the co Describe the effectiveness of the Supplier in promoting and maintaining the business relationship (Consider the following behaviours: flexibility, accountability and overall relationship attitude)	1. Never meets expectations in promoting and maintaining the business relationship 2. Occasionally meets expectations at promoting and maintaining the business relationship 3. Usually meets expectations at promoting and maintaining the business relationship 4. Always meets expectations at promoting and maintaining the business relationship	60 80	
pperation and issue resolution in conformance with the co Describe the effectiveness of the Supplier in promoting and maintaining the business relationship (Consider the following behaviours: flexibility, accountability and overall relationship attitude) Describe the degree to which the Supplier resolves problems and escalates as appropriate?	1. Never meets expectations in promoting and maintaining the business relationship 2. Occasionally meets expectations at promoting and maintaining the business relationship 3. Usually meets expectations at promoting and maintaining the business relationship 4. Always meets expectations at promoting and maintaining the business relationship 1. Never effective at resolving and escalating problems	60 80 100 30	
pperation and issue resolution in conformance with the co Describe the effectiveness of the Supplier in promoting and maintaining the business relationship (Consider the following behaviours: flexibility, accountability and overall relationship attitude) Describe the degree to which the Supplier resolves problems and escalates as appropriate?	1. Never meets expectations in promoting and maintaining the business relationship 2. Occasionally meets expectations at promoting and maintaining the business relationship 3. Usually meets expectations at promoting and maintaining the business relationship 4. Always meets expectations at promoting and maintaining the business relationship 1. Never effective at resolving and escalating problems 2. Occasionally effective at resolving and escalating problems	60 80 100 30 60	
pperation and issue resolution in conformance with the co Describe the effectiveness of the Supplier in promoting and maintaining the business relationship (Consider the following behaviours: flexibility, accountability and overall relationship attitude) Describe the degree to which the Supplier resolves problems and escalates as appropriate?	1. Never meets expectations in promoting and maintaining the business relationship 2. Occasionally meets expectations at promoting and maintaining the business relationship 3. Usually meets expectations at promoting and maintaining the business relationship 4. Always meets expectations at promoting and maintaining the business relationship 1. Never effective at resolving and escalating problems 2. Occasionally effective at resolving and escalating problems 3. Usually effective at resolving and escalating problems	60 80 100 30 60 80	
poeration and issue resolution in conformance with the co Describe the effectiveness of the Supplier in promoting and maintaining the business relationship (Consider the following behaviours: flexibility, accountability and overall relationship attitude) Describe the degree to which the Supplier resolves problems and escalates as appropriate?	1. Never meets expectations in promoting and maintaining the business relationship 2. Occasionally meets expectations at promoting and maintaining the business relationship 3. Usually meets expectations at promoting and maintaining the business relationship 4. Always meets expectations at promoting and maintaining the business relationship 1. Never effective at resolving and escalating problems 2. Occasionally effective at resolving and escalating problems 3. Usually effective at resolving and escalating problems 4. Always effective when resolving and escalating problems	60 80 100 30 60 80 100	
operation and issue resolution in conformance with the co	1. Never meets expectations in promoting and maintaining the business relationship 2. Occasionally meets expectations at promoting and maintaining the business relationship 3. Usually meets expectations at promoting and maintaining the business relationship 4. Always meets expectations at promoting and maintaining the business relationship 1. Never effective at resolving and escalating problems 2. Occasionally effective at resolving and escalating problems 3. Usually effective at resolving and escalating problems	60 80 100 30 60 80	

JPPLIER PERFORMANCE EVALUATION - Profess	ional Services		
easure supplier's effectiveness in supplying professional se	ervices deliverables of the required quality in conformance with the contract		
Question	Potential Responses	Pre-grades Score	COMMENTS
Describe the degree to which the Supplier meets agreed	Never meets agreed upon deliverables / specifications	30	
upon deliverables / specifications?	Occasionally meets agreed upon deliverables / specifications	60	
	Usually meets agreed upon deliverables / specifications	80	
	Always meets agreed upon deliverables / specifications	100	
Describe the effectiveness of the Supplier's quality	Never meets quality management expectations	30	
nanagement process? or example, the effectiveness of the Supplier in correcting efficiencies, resolving issues, warranty correction etc.	Occasionally meets quality management expectations	60	
	Usually meets quality management expectations	80	
deficiencies, resolving issues, warranty correction etc.	Always meets or exceeds quality management expectations	100	
Does the Supplier proactively bring forward ideas to improve	Meets expectations in bringing forward value-added recommendations	80	
quality, reduce cost, increase speed or efficiency?	Exceeds expectations in making high quality, effective recommendations leading to value add business outcomes	100	
asure supplier's effectiveness in maintaining the schedule	for the completion of the contract, task orders, milestones, delivery, and administrative		
uirements in conformance with the contract.	tor the completion of the contract, task orders, inhestories, derivery, and administrative		
Describe the Supplier's effectiveness in meeting the agreed	Never meets agreed upon delivery / schedule	30	
upon delivery / schedule?	Occasionally meets the agreed upon delivery / schedule	60	
For example, did the Supplier meet the contractual SLAs / KPIs.	Usually meets the agreed upon delivery / schedule	80	
10.	Always meets the agreed upon delivery / schedule	100	
Describe the degree to which the Supplier identifies and	Never effective at managing changes to scope / work	30	
communicates potential impacts to delivery / schedule	Occasionally effective at managing changes to scope / work	60	
	Usually effective at managing changes to scope / work	80	
	Always effective at managing changes to scope / work	100	
Describe the flexibility and effectiveness of the Supplier in	Never effective at managing changes to scope / work	30	
managing changes to schedule scope / work?	Occasionally effective at managing changes to scope / work	60	
	Usually effective at managing changes to scope / work	80	
	Always effective at managing changes to scope / work	100	
		155	
	and an arrangement and the second arrangement with the contract		
asure suppuer's effectiveness in forecasting, controlling a			
easure supplier's effectiveness in forecasting, controlling a		30	
	Never delivers goods / services within expectation (quoted amount)	30 60	
Describe the degree to which goods / services are delivered	Never delivers goods / services within expectation (quoted amount) Occasionally delivers goods / services within expectation (quoted amount)	60	
Describe the degree to which goods / services are delivered	Never delivers goods / services within expectation (quoted amount) Occasionally delivers goods / services within expectation (quoted amount) Usually delivers goods / services within expectation (quoted amount)	60 80	
Describe the degree to which goods / services are delivered within expectation (contracted amount)?	Never delivers goods / services within expectation (quoted amount) Cocasionally delivers goods / services within expectation (quoted amount) Susually delivers goods / services within expectation (quoted amount) Always delivers goods / services within expectation (quoted amount)	60 80 100	
Describe the degree to which goods / services are delivered within expectation (contracted amount)? Describe the timeliness of invoices submitted by the	Never delivers goods / services within expectation (quoted amount) Cocasionally delivers goods / services within expectation (quoted amount) Susually delivers goods / services within expectation (quoted amount) A. Always delivers goods / services within expectation (quoted amount) Never on time	60 80 100 30	
Describe the degree to which goods / services are delivered within expectation (contracted amount)?	Never delivers goods / services within expectation (quoted amount) Cocasionally delivers goods / services within expectation (quoted amount) Usually delivers goods / services within expectation (quoted amount) Always delivers goods / services within expectation (quoted amount) Never on time	60 80 100 30 60	
Describe the degree to which goods / services are delivered within expectation (contracted amount)? Describe the timeliness of invoices submitted by the	Never delivers goods / services within expectation (quoted amount) Cocasionally delivers goods / services within expectation (quoted amount) Susually delivers goods / services within expectation (quoted amount) Always delivers goods / services within expectation (quoted amount) Never on time Frequently late Cocasionally late	60 80 100 30 60 80	
Describe the degree to which goods / services are delivered within expectation (contracted amount)? Describe the timeliness of invoices submitted by the supplier.	Never delivers goods / services within expectation (quoted amount) Cocasionally delivers goods / services within expectation (quoted amount) Susually delivers goods / services within expectation (quoted amount) Always delivers goods / services within expectation (quoted amount) Never on time Frequently late Cocasionally late Always on time	60 80 100 30 60 80	
Describe the degree to which goods / services are delivered within expectation (contracted amount)? Describe the timeliness of invoices submitted by the supplier. Describe the accuracy and completeness of invoices	1. Never delivers goods / services within expectation (quoted amount) 2. Occasionally delivers goods / services within expectation (quoted amount) 3. Usually delivers goods / services within expectation (quoted amount) 4. Always delivers goods / services within expectation (quoted amount) 1. Never on time 2. Frequently late 3. Occasionally late 4. Always on time 1. Never accurate	60 80 100 30 60 80 100	
Describe the degree to which goods / services are delivered within expectation (contracted amount)? Describe the timeliness of invoices submitted by the supplier.	1. Never delivers goods / services within expectation (quoted amount) 2. Occasionally delivers goods / services within expectation (quoted amount) 3. Usually delivers goods / services within expectation (quoted amount) 4. Always delivers goods / services within expectation (quoted amount) 1. Never on time 2. Frequently late 3. Occasionally late 4. Always on time 1. Never accurate 2. Frequently contain major errors	60 80 100 30 60 80 100 30 60	
Describe the degree to which goods / services are delivered within expectation (contracted amount)? Describe the timeliness of invoices submitted by the supplier. Describe the accuracy and completeness of invoices submitted by the Supplier including supporting	1. Never delivers goods / services within expectation (quoted amount) 2. Occasionally delivers goods / services within expectation (quoted amount) 3. Usually delivers goods / services within expectation (quoted amount) 4. Always delivers goods / services within expectation (quoted amount) 1. Never on time 2. Frequently late 3. Occasionally late 4. Always on time 1. Never accurate 2. Frequently contain major errors 3. Occasionally contain major errors 3. Occasionally contain minor errors	60 80 100 30 60 80 100 30 60	
Describe the degree to which goods / services are delivered within expectation (contracted amount)? Describe the timeliness of invoices submitted by the supplier. Describe the accuracy and completeness of invoices submitted by the Supplier including supporting documentation.	1. Never delivers goods / services within expectation (quoted amount) 2. Occasionally delivers goods / services within expectation (quoted amount) 3. Usually delivers goods / services within expectation (quoted amount) 4. Always delivers goods / services within expectation (quoted amount) 1. Never on time 2. Frequently late 3. Occasionally late 4. Always on time 1. Never accurate 2. Frequently contain major errors 3. Occasionally contain major errors 3. Occasionally contain minor errors 4. Always accurate	60 80 100 30 60 80 100 30 60 80	
Describe the degree to which goods / services are delivered within expectation (contracted amount)? Describe the timeliness of invoices submitted by the supplier. Describe the accuracy and completeness of invoices submitted by the Supplier including supporting documentation. Describe the degree to which the Supplier communicates	1. Never delivers goods / services within expectation (quoted amount) 2. Occasionally delivers goods / services within expectation (quoted amount) 3. Usually delivers goods / services within expectation (quoted amount) 4. Always delivers goods / services within expectation (quoted amount) 1. Never on time 2. Frequently late 3. Occasionally late 4. Always on time 1. Never accurate 2. Frequently contain major errors 3. Occasionally contain minor errors 4. Always accurate 1. Never accommunicates price changes to enable cost management following change order requirements	60 80 100 30 60 80 100 30 60 80 100 30	
Describe the degree to which goods / services are delivered within expectation (contracted amount)? Describe the timeliness of invoices submitted by the supplier. Describe the accuracy and completeness of invoices submitted by the Supplier including supporting documentation. Describe the degree to which the Supplier communicates price changes to enable cost management following change order requirements (i.e. prior notification, documentation, continuation).	1. Never delivers goods / services within expectation (quoted amount) 2. Occasionally delivers goods / services within expectation (quoted amount) 3. Usually delivers goods / services within expectation (quoted amount) 4. Always delivers goods / services within expectation (quoted amount) 1. Never on time 2. Frequently late 3. Occasionally late 4. Always on time 1. Never accurate 2. Frequently contain major errors 3. Occasionally contain major errors 4. Always accurate 1. Never communicates price changes to enable cost management following change order requirements 2. Occasionally communicates price changes to enable cost management following change order	60 80 100 30 60 80 100 30 60 80	
Describe the degree to which goods / services are delivered within expectation (contracted amount)? Describe the timeliness of invoices submitted by the supplier. Describe the accuracy and completeness of invoices submitted by the Supplier including supporting documentation. Describe the degree to which the Supplier communicates price changes to enable cost management following change	1. Never delivers goods / services within expectation (quoted amount) 2. Occasionally delivers goods / services within expectation (quoted amount) 3. Usually delivers goods / services within expectation (quoted amount) 4. Always delivers goods / services within expectation (quoted amount) 1. Never on time 2. Frequently late 3. Occasionally late 4. Always on time 1. Never accurate 2. Frequently contain major errors 3. Occasionally contain mior errors 3. Occasionally contain mior errors 4. Always accurate 1. Never communicates price changes to enable cost management following change order requirements 2. Occasionally communicates price changes to enable cost management following change order requirements	60 80 100 30 60 80 100 30 60 80 100 30	
Describe the degree to which goods / services are delivered within expectation (contracted amount)? Describe the timeliness of invoices submitted by the supplier. Describe the accuracy and completeness of invoices submitted by the Supplier including supporting documentation. Describe the degree to which the Supplier communicates price changes to enable cost management following change order requirements (e. prior notification, documentation, continuation).	1. Never delivers goods / services within expectation (quoted amount) 2. Occasionally delivers goods / services within expectation (quoted amount) 3. Usually delivers goods / services within expectation (quoted amount) 4. Always delivers goods / services within expectation (quoted amount) 1. Never on time 2. Frequently late 3. Occasionally late 4. Always on time 1. Never accurate 2. Frequently contain major errors 3. Occasionally contain mior errors 4. Always accurate 1. Never accurate 1. Never communicates price changes to enable cost management following change order requirements 2. Occasionally communicates price changes to enable cost management following change order requirements 3. Usually communicates price changes to enable cost management following change order requirements	60 80 100 30 60 80 100 30 60 80 100 30 60	
Describe the degree to which goods / services are delivered within expectation (contracted amount)? Describe the timeliness of invoices submitted by the supplier. Describe the accuracy and completeness of invoices submitted by the Supplier including supporting documentation. Describe the degree to which the Supplier communicates price changes to enable cost management following change order requirements (i.e. prior notification, documentation, continuation).	1. Never delivers goods / services within expectation (quoted amount) 2. Occasionally delivers goods / services within expectation (quoted amount) 3. Usually delivers goods / services within expectation (quoted amount) 4. Always delivers goods / services within expectation (quoted amount) 1. Never on time 2. Frequently late 3. Occasionally late 4. Always on time 1. Never accurate 2. Frequently contain major errors 3. Occasionally contain mior errors 3. Occasionally contain mior errors 4. Always accurate 1. Never communicates price changes to enable cost management following change order requirements 2. Occasionally communicates price changes to enable cost management following change order requirements	60 80 100 30 60 80 100 30 60 80 100 30 60	
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