# **INTRODUCTION**

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

# **PERFORMANCE EVALUATION PROCESS**

* 1. Contractor/Consultant/ Design-Builder Performance Evaluation Report Forms (CPERF/ DBPERF) have been developed to support the various types of DCC contracts. The applicable CPERF/DBPERF is referenced within the contract documents.
  2. Prior to Completion, “Interim” CPERF(s)/ DBPERF(s) may be completed by DCC to communicate and document performance issues. A “Final” CPERF/ DBPERF will be completed and issued following Completion of the contract or when work is removed from the firm as a result of a default.
  3. A “Final” CPERF/ DBPERF may be re-issued at the end of the warranty period if there has been a failure by the firm to action any warranty-related work.
  4. On design consultant contracts, an Interim CPERF will be issued at the end of the Design Phase and the Tender Phase, followed by a Final CPERF when Construction Phase Services are completed.
  5. Each category of performance is evaluated with consideration to the minimum criteria listed in Annex A to the CPERF/ DBPERF. 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.

# **PERFORMANCE EVALUATION CRITERIA**

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

Table 1-Performance Evaluation Criteria

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Contractor (CN, SC & FM)** | **Administration/ Contract Management** | **Execution / Project Management** | **Quality of Workmanship** | **Timeliness** | **Health & Safety** | **Industrial Security** |
| **Consultant**  **(KN)** | **Administration/ Management** | **Cost Control** | **Quality of Work / Design/Study** | **Time** | **Quality of TPS / CPS / Quality of Result** | **Industrial Security** |
| **Design-Builder (MDB)** | **Quality of PM Services** | **Quality of Design Services** | **Quality of Work** | **Timeliness** | **Health & Safety** | **Industrial Security** |

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

* 1. Bidding privileges will be suspended if:
     1. A CPERF/ DBPERF score is less than 30%; or
     2. A point score of 5 or less is received in any single category on a CPERF/ DBPERF.
  2. CPERFs/ DBPERFs with a score of less than 51% overall will result in the issuance of:
     1. A warning indicating that if another unsatisfactory rating is received it will result in a suspension of bidding privileges; or
     2. A suspension of bidding privileges (for a 2nd score less than 51%).
  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.

# **APPEAL PROCESS**

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