

## Add Performance Evaluation

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<b>Project Name</b> Pickup and Removal of Deceased Remains	<b>Project Number</b> 19ITB867972C-BKJ	<b>Status</b> Draft
<b>Supplier</b> Middleton's Mortuary Transport	<b>Supplier Project Contact</b> Henry Middleton (preferred language: English)	
<b>Performance Program</b> Professional Services		


## Evaluation Period\*

- ☐ 04/01/2022 to 06/30/2022
- ☐ 07/01/2022 to 09/30/2022

## Evaluation Type

Formal

## Interview Date

 07/05/2022

## Expectations Meeting Date

 07/05/2022

## Buyer Representatives in Attendance



## Supplier Representatives in Attendance



 Evaluation Score **54**

## OVERALL RATING GUIDE - PROFESSIONAL SERVICES

## Evaluation Score Range

- Outstanding = 90-100%
- Excellent = 80-89%
- Satisfactory = 70-79%
- Needs Improvement = 50-69%
- Unsatisfactory = -50%

## PROJECT MANAGEMENT

WEIGHT: 10/20

## Rating - Please select one \*

- ☐ **Outstanding:** Project Management practices that exceed in the areas of scope, schedule, budget, quality of work and risk/issue management. Complete understanding of project objectives, risks and Contract requirements.
- ☐ **Excellent:** Project Management that exceeds in some areas. Understanding of project objectives, risks and Contract requirements was

above average and required little direction from the User Department.

- ☐ **Satisfactory:** Project Management. Acceptable understanding of project objectives, risks and Contract requirements with some direction required from the User Department.
- ☒ **Needs Improvement:** Many issues with Project Management that negatively impacted scope, schedule, quality and/or budget; corrective action slow. Understanding of project objectives, risks and Contract requirements was lacking and required some intervention by the User Department. Risks/Issues were communicated late to the User Department.
- ☐ **Unsatisfactory:** Project Management that negatively affected the overall Project with little to no action to correct or mitigate. Significant project objectives, risks and/or Contract requirements were not managed or completed; multiple interventions required by the User Department to bring Consultant into compliance. Risks/Issues were not managed and/or communicated to the the User Department.

Comments\*

Middleton should attempt to improve communication about issues or concerns promptly to enhance the overall relationship between the department and the vendor.

SCHEDULE

WEIGHT: 10/20

Rating - Please select one \*

- ☐ **Outstanding:** Delivered ahead of original completion date with significant effort by Consultant to exceed project milestone dates or ahead of schedule with increased scope. Proactive approach to monitoring and forecasting of project schedule.
- ☐ **Excellent:** Delivered ahead of original completion date with some effort by Consultant to meet or exceed project milestone dates, or on original schedule with increased scope. At times, proactive approach to monitoring and forecasting of project schedule.
- ☐ **Satisfactory:** Delivered on schedule or on approved amended schedule. Monitoring and forecasting of schedule as per Contract requirements.
- ☒ **Needs Improvement:** Schedule slippage but some effort made by Consultant to achieve timelines. Minor issues with monitoring and forecasting.
- ☐ **Unsatisfactory:** Schedule slippage; little to no effort made by Consultant to achieve project timelines. Major issues with monitoring and forecasting and/or failure to update schedule and milestones.

Comments\*

Work to improve removal times of deceased remains and work to improve communication with departments.

QUALITY OF DESIGN, REPORTS AND DELIVERABLES

WEIGHT: 14/20

Rating - Please select one \*

- ☐ **Outstanding:** Extraordinary quality of deliverables that exceeds requirements in all areas and finished product presents a degree of innovation in work.
- ☐ **Excellent:** Deliverables exceed requirements in some areas and remainder of items delivered are high quality.
- ☒ **Satisfactory:** Deliverables meet requirements and have an average number of issues on reports and deliverables.
- ☐ **Needs Improvement:** Above average number of issues with deliverables; re-submission of reports and/or deliverables may have been necessary.
- ☐ **Unsatisfactory:** Numerous issues and/or major errors. Multiple re-submissions of reports/deliverables was necessary.

Comments\*

Middleton provides invoices and reports to the department in a sufficient timeframe.

#### COMMUNICATIONS AND CO-OPERATION

WEIGHT: 10/20

Rating - Please select one \*

- ☐ **Outstanding:** Co-operative and proactive response to User Department concerns at all times. Innovative communication approaches with the User Department's team.
- ☐ **Excellent:** Co-operative and timely response to the User Department concerns.
- ☐ **Satisfactory:** Satisfactory response to the User Department's requests and changes; Consultant involved in developing solutions and ensures prompt and appropriate action.
- ☐ **Needs Improvement:** Communication and Co-operation needs improvement; slow response to the User Department's requests and changes.
- ☐ **Unsatisfactory:** Communication to the User Department are slow, inconsistent, and uncooperative.

Comments\*

Middleton should attempt to improve communication about issues or concerns promptly to enhance the overall relationship between the department and the vendor.

#### OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

WEIGHT: 10/20

Rating - Please select one \*

- ☐ **Outstanding:** Outstanding oversight of the Contractor and ability to bring the Contractor into compliance in an expedited manner.
- ☐ **Excellent:** Proactive approach to oversight of Contract compliance. Compliance issues are resolved in a timely manner to the User Department's satisfaction and exceeds expectations in some areas.
- ☐ **Satisfactory:** Issues of compliance with Contract documents were resolved in a timely manner to the the User Department's satisfaction.
- ☐ **Needs Improvement:** Minor issues with compliance took a long time to resolve and/or required multiple interventions to resolve the issue to the the User Department's satisfaction.
- ☐ **Unsatisfactory:** Oversight of Contractor was unsatisfactory to the point of impacting the overall project. Issues with compliance were not resolved to the the User Department's satisfaction. It left the User Department's infrastructure at risk.

Comments\*

Middleton should aim to improve overall responsiveness based on the scope of work outlined in the contract.

#### GENERAL COMMENTS

Comments

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