	es goods and / or services of the required quality in conformance with the contract	Dec anadas Coors	COMMENTS
Question escribe the degree to which the Supplier meets agreed	Potential Responses  1. Never meets agreed upon deliverables / specifications	Pre-grades Score 30	COMMENTS
pon deliverables / specifications?	Occasionally meets agreed upon deliverables / specifications	60	
	Usually meets agreed upon deliverables / specifications	80	
	Always meets agreed upon deliverables / specifications	100	
escribe the effectiveness of the Supplier's quality	Never meets quality management expectations	30	
nanagement process?	Occasionally meets quality management expectations	60	
For example, the effectiveness of the Supplier in correcting leficiencies, resolving issues, warranty correction etc.	Usually meets quality management expectations	80	
yy	Always meets or exceeds quality management expectations	100	
oes the Supplier proactively bring forward ideas to improve		80	
uality, reduce cost, increase speed or efficiency?	2. Exceeds expectations in making high quality, effective recommendations leading to value add business outcomes	100	
ure supplier's effectiveness in maintaining the schedul ormance with the contract.	e for the completion of the contract, task orders, milestones, delivery, and administrative requirements in		
Describe the Supplier's effectiveness in meeting the agreed	Never meets agreed upon delivery / schedule	30	
pon delivery / schedule?	Occasionally meets the agreed upon delivery / schedule	60	
or example, did the Supplier meet the contractual SLAs /	Usually meets the agreed upon delivery / schedule	80	
u 13.	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	
nanaging 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		30	
vithin expectation (contracted amount)?	Occasionally delivers goods / services within expectation (quoted amount)	60	
	Usually delivers goods / services within expectation (quoted amount)	80	
	Always delivers goods / services within expectation (quoted amount)	100	
Describe the timeliness of invoices submitted by the	1. Never on time	30	
supplier.	2. Frequently late	60	
	3. Occasionally late	80	
	4. Always on time	100	
Describe the accuracy and completeness of invoices submitted by the Supplier including supporting	Never accurate	30	
locumentation.	Frequently contain major errors	60	
	Occasionally contain minor errors	80	
	4. Always accurate	100	
Describe the degree to which the Supplier communicates wrice changes to enable cost management following change	Never communicates price changes to enable cost management following change order requirements	30	
rder requirements (ie. prior notification, documentation,		60 80	
ecommendations for lowering prices)	Usually communicates price changes to enable cost management following change order requirements     Always communicates price changes to enable cost management following change order requirements	100	
resolution in conformance with the contract	ating all activities needed to execute the contract, including client-focused behaviour, collaboration, cooperation and		
Describe the effectiveness of the Supplier in promoting and naintaining the business relationship	Never meets expectations in promoting and maintaining the business relationship	30 60	
Describe the effectiveness of the Supplier in promoting and naintaining the business relationship Consider the following behaviours: flexibility, accountability			
Describe the effectiveness of the Supplier in promoting and naintaining 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	
Describe the effectiveness of the Supplier in promoting and naintaining the business relationship Consider the flowing behaviours: flexibility, accountability and overall relationship attitude) Describe the degree to which the Supplier resolves	Never meets expectations in promoting and maintaining the business relationship     Occasionally meets expectations at promoting and maintaining the business relationship     Usually meets expectations at promoting and maintaining the business relationship	60 80	
Describe the effectiveness of the Supplier in promoting and naintaining 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     Usually meets expectations at promoting and maintaining the business relationship	60 80 100	
Describe the effectiveness of the Supplier in promoting and naintaining the business relationship Consider the flowing behaviours: flexibility, accountability and overall relationship attitude) Describe the degree to which the Supplier resolves	Never meets expectations in promoting and maintaining the business relationship     Occasionally meets expectations at promoting and maintaining the business relationship     Susually meets expectations at promoting and maintaining the business relationship     Never effective at resolving and escalating problems	60 80 100 30	
Describe the effectiveness of the Supplier in promoting and nantaning the business relationship Consider the following behaviours: Reibility, accountability and overall relationship attitude) Describe the degree to which the Supplier resolves problems and escalates as appropriate?	Never meets expectations in promoting and maintaining the business relationship     Occasionally meets expectations at promoting and maintaining the business relationship     Usually meets expectations at promoting and maintaining the business relationship     Always meets expectations at promoting and maintaining the business relationship     Never effective at resolving and escalating problems     Occasionally effective at resolving and escalating problems	60 80 100 30 60	
Describe the effectiveness of the Supplier in promoting and nantaining the business relationship Consider the following behaviours: flexibility, accountability and overall relationship attitude) Describe the degree to which the Supplier resolves roblems and escalates as appropriate?	Never meets expectations in promoting and maintaining the business relationship     Occasionally meets expectations at promoting and maintaining the business relationship     Susually meets expectations at promoting and maintaining the business relationship     A. Always meets expectations at promoting and maintaining the business relationship     Never effective at resolving and escalating problems     Occasionally effective at resolving and escalating problems     Susually effective at resolving and escalating problems     A. Always meets expectations when resolving and escalating problems     Never effective at resolving and escalating problems     News expectations when resolving and escalating problems	60 80 100 30 60 80 100	
Describe the effectiveness of the Supplier in promoting and nantaning the business relationship Consider the following behaviours: feability, accountability and overall relationship attitude) Describe the degree to which the Supplier resolves roblems and escalates as appropriate? Describe the degree to which the Supplier provides son-contractual, value added services? (eg.bringing	Never meets expectations in promoting and maintaining the business relationship     Occasionally meets expectations at promoting and maintaining the business relationship     Susually meets expectations at promoting and maintaining the business relationship     Never effective at resolving and promoting and maintaining the business relationship     Never effective at resolving and escalating problems     Occasionally effective at resolving and escalating problems     Susually effective at resolving and escalating problems     Always meets expectations when resolving and escalating problems	60 80 100 30 60 80	
Describe the effectiveness of the Supplier in promoting and nantaining the business relationship Consider the following behaviours: flexibility, accountability and overall relationship attitude) Describe the degree to which the Supplier resolves roblems and escalates as appropriate?	Never meets expectations in promoting and maintaining the business relationship     Occasionally meets expectations at promoting and maintaining the business relationship     Susually meets expectations at promoting and maintaining the business relationship     A. Always meets expectations at promoting and maintaining the business relationship     Never effective at resolving and escalating problems     Occasionally effective at resolving and escalating problems     Susually effective at resolving and escalating problems     A. Always meets expectations when resolving and escalating problems     Never effective at resolving and escalating problems     News expectations when resolving and escalating problems	60 80 100 30 60 80 100	
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Describe the effectiveness of the Supplier in promoting and anintaining the business relationship Consider the following behaviours: flexibility, accountability and overall relationship attitude) Describe the degree to which the Supplier resolves roblems and escalates as appropriate? Describe the degree to which the Supplier provides ton-contractual, value added services? (eg.bringing novotwie solutions to the business relationship, additional ervices, features etc.) ure supplier's compliance with health, safety and envir	Never meets expectations in promoting and maintaining the business relationship     Occasionally meets expectations at promoting and maintaining the business relationship     Susually meets expectations at promoting and maintaining the business relationship     A. Always meets expectations at promoting and maintaining the business relationship     Never effective at resolving and escalating problems     Occasionally effective at resolving and escalating problems     Susually effective at resolving and escalating problems     Newer effective at resolving and escalating problems     Newer expectations when resolving and escalating problems     Newer effective at resolving and escalating problems     Newer expectations providing objects of services meeting the contract terms     Exceeds expectations providing non-contractual, value added services exceeding the contractual terms	80 80 100 30 60 80 100 80	
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price changes order requirem (ie. prior notification lowering prices sure supplier's peration and is		4. Always accurate	100	
order requirem (ie. prior notific lowering prices sure supplier)	degree to which the Supplier communicates s to enable cost management following change	Never communicates price changes to enable cost management following change order requirements	30	
lowering prices sure supplier's peration and is		Occasionally communicates price changes to enable cost management following change order requirements	60	
sure supplier'	ication, documentation, recommendations for	Usually communicates price changes to enable cost management following change order requirements	80	
peration and is	es)	Always communicates price changes to enable cost management following change order requirements	100	
peration and is	ulo officializacione in intermetina and accordinal	ting all activities needed to execute the contract, including client-focused behaviour, collaboration,		
Departing the of	issue resolution in conformance with the co			
Describe trie e	effectiveness of the Supplier in promoting and	Never meets expectations in promoting and maintaining the business relationship	30	
maintaining the	ne business relationship	Occasionally meets expectations at promoting and maintaining the business relationship	60	
	following behaviours: flexibility, accountability elationship attitude)	Usually meets expectations at promoting and maintaining the business relationship	80	
		Always meets expectations at promoting and maintaining the business relationship	100	
Describe the d	degree to which the Supplier resolves	Never effective at resolving and escalating problems	30	
problems and o	l 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	
Describe the d	degree to which the Supplier provides	Meets expectations providing goods / services meeting the contractual terms	80	
non-contractua (ie. bringing inr	ial, value added services? nnovative solutions to the business relationship, vices features etc.)	Exceeds expectations providing services exceeding the contractual terms	100	
zudilioriai servi	vices, realures etc.)			
sures supplie	er's compliance and adherence with the City	of Edmonton's overall Sustainable Procurement Policy (C556C)		
	degree to which the Contractor/Supplier met	Did not comply with Sustainable Procurement Requirements.	30	
	able Procurement Requirement(s).		60	
		Partially complied with Sustainable Procurement Requirements.      Partially complied with Sustainable Procurement Requirements.		
		<ol><li>Partially complied with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compliance.</li></ol>	80	
			100	
In accordance		14. Full compliance with Sustainable Procurement Requirements	30	
Contract, desci	e with the Supplier Code of Conduct and the	Full compliance with Sustainable Procurement Requirements.      Did not complete activities or initiatives to further support or advance Sustainable Procurement Policy.		
Contractor/Sup	e with the Supplier Code of Conduct and the cribe the degree to which the	Did not complete activities or initiatives to further support or advance Sustainable Procurement Policy	60	
	cribe the degree to which the upplier engages in activities or initiatives that	Did not complete activities or initiatives to further support or advance Sustainable Procurement Policy     Completed minimal activities or initiatives to further support or advance Sustainable Procurement Policy		
(C566C) guidir Environmental Social Value C	cribe the degree to which the applier engages in activities or initiatives that vance the Sustainable Procurement Policy	Did not complete activities or initiatives to further support or advance Sustainable Procurement Policy     Completed minimal activities or initiatives to further support or advance Sustainable Procurement Policy guiding principles.		
	cribe the degree to which the upplier engages in activities or initiatives that vance the Sustainable Procurement Policy ing principles of Ethical Standards, al Sustainability. Indicenous Procurement. and	Did not complete activities or initiatives to further support or advance Sustainable Procurement Policy     Completed minimal activities or initiatives to further support or advance Sustainable Procurement Policy	80	

	sure supplier's effectiveness in supplying deliverables of	the required quality in conformance with the contract		
ř	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	
l		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	Occasionally meets quality management expectations	60	
	deficiencies, resolving issues, warranty correction etc.	Usually meets quality management expectations	80	
ı,		Usually meets quality management expectations	100	
	Does the Supplier proactively bring forward ideas to	Meets expectations in bringing forward value-added recommendations	80	
	prove quality, reduce cost, increase speed or efficiency?	Exceeds expectations in making high quality, effective recommendations leading to value add business outcomes	100	
a	asure supplier's effectiveness in maintaining the scheduk	for the completion of the contract, task orders, delivery, and administrative requirements in		
nf	formance 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	
ļ		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	
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	
	managing changes to schedule scope / work?	Occasionally effective at managing changes to scope / work	60	
		Usually effective at managing changes to scope / work	80	
ļ		Always effective at managing changes to scope / work	100	
		and an analysis of the state of the state of the state of the state of		
	asure supplier's effectiveness in forecasting, controlling a Describe the degree to which goods / services are delivered	nd managing contract cost in conformance with the contract	20	
	within expectation (contracted amount)?	, , ,	30	
	main expectation (contracted amount).	Occasionally delivers goods within expectation (quoted amount)	60	
		Usually delivers goods within expectation (quoted amount)	80	
		Always delivers goods within expectation (quoted amount)	100	
	Describe the timeliness of invoices submitted by the supplier.	1. Never on time	30	
	очерно.	2. Frequently late	60	
		3. Occasionally late	80	
		4. Always on time	100	
	Describe the accuracy and completeness of invoices submitted by the Supplier including supporting	1. Never accurate	30	
	documentation.	2. Frequently contain major errors	60	
		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	60	
	recommendations for lowering prices)	requirements	80	
		Usually communicates price changes to enable cost management following change order requirements     Always communicates price changes to enable cost management following change order requirements	100	
1		4. Always communicates price changes to enable cost management following change order requirements	100	
	asure supplier's effectiveness in integrating and coordinat operation and issue resolution in conformance with the co	ting all activities needed to execute the contract, including client-focused behaviour, collaboration,		
	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	
Λ		Always meets expectations at promoting and maintaining the business relationship	100	
N N	Describe the degree to which the Supplier resolves	Never effective at resolving and escalating problems	30	
1	problems and escalates as appropriate?	Occasionally effective at resolving and escalating problems	60	
1		Usually effective at resolving and escalating problems	80	
A A A A A A A A A A A A A A A A A A A				
A A A A A A A A A A A A A A A A A A A		4. Always effective when resolving and escalating problems	100 I	
1		Always effective when resolving and escalating problems     Meets expectations providing goods meeting the contractual terms.	100	
M A A A A A A A A A A A A A A A A A A A	Describe the degree to which the Supplier provides non-contractual, value added services?(le. bringing innovative solutions to the business relationship, additional	A. Always effective when resolving and escalating problems     Meets expectations providing goods meeting the contractual terms     Exceeds expectations providing non-contractual, value added services exceeding the contractual terms	100 80 100	
N A A A A A A A A A A A A A A A A A A A	Describe the degree to which the Supplier provides non-contractual, value added services?(le. bringing innovative solutions to the business relationship, additional services, features etc.)	Meets expectations providing goods meeting the contractual terms     Exceeds expectations providing non-contractual, value added services exceeding the contractual terms	80	
a	Describe the degree to which the Supplier provides non-contractual, value added services? (le. bringing innovative solutions to the business relationship, additional services, features etc.)  asures supplier's compliance and adherence with the City	Meets expectations providing goods meeting the contractual terms     Exceeds expectations providing non-contractual, value added services exceeding the contractual terms     Edmonton's overall Sustainable Procurement Policy (C556C)	80	
A A A A A A A A A A A A A A A A A A A	Describe the degree to which the Supplier provides non-contractual, value added services?(le. bringing innovative solutions to the business relationship, additional services, features etc.) saures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).	Meets expectations providing goods meeting the contractual terms     Exceeds expectations providing non-contractual, value added services exceeding the contractual terms     Gedmonton's overall Sustainable Procurement Policy (C556C)     Did not comply with Sustainable Procurement Requirements.	80 100	
a	Describe the degree to which the Supplier provides non-contractual, value added services?(le. bringing innovative solutions to the business relationship, additional services, features etc.) saures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).	Meets expectations providing goods meeting the contractual terms     Exceeds expectations providing non-contractual, value added services exceeding the contractual terms     Federal Edmonton's overall Sustainable Procurement Policy (C556C)     Did not comply with Sustainable Procurement Requirements.     Partially complied with Sustainable Procurement Requirements.	80 100 30 60	
A A A A A A A A A A A A A A A A A A A	Describe the degree to which the Supplier provides non-contractual, value added services?(le. bringing innovative solutions to the business relationship, additional services, features etc.) saures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).	Meets expectations providing goods meeting the contractual terms     Exceeds expectations providing non-contractual, value added services exceeding the contractual terms  of Edmonton's overall Sustainable Procurement Policy (C556C)     Did not comply with Sustainable Procurement Requirements.  Partially compiled with Sustainable Procurement Requirements.  Partially compiled with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compilance.	80 100	
A N N N N N N N N N N N N N N N N N N N	Describe the degree to which the Supplier provides non-contractual, value added services? (le. bringing innovative solutions to the business relationship, additional services, features etc.)  asures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).	Meets expectations providing goods meeting the contractual terms     Exceeds expectations providing non-contractual, value added services exceeding the contractual terms     Gedmonton's overall Sustainable Procurement Policy (C556C)     Did not comply with Sustainable Procurement Requirements.     Partially complied with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compliance.  In In International Procurement Requirements achieves the stating all possible steps to achieve compliance.	80 100 30 60 80	
A A A G E M E N F F	Describe the degree to which the Supplier provides non-contractual, value added services? (le. bringing innovative solutions to the business relationship, additional services, features etc.)  assures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).  In accordance with the Supplier Code of Conduct and the Contract, describe the degree to which the	Meets expectations providing goods meeting the contractual terms     Exceeds expectations providing non-contractual, value added services exceeding the contractual terms  of Edmonton's overall Sustainable Procurement Policy (C556C)     Did not comply with Sustainable Procurement Requirements.  Partially compiled with Sustainable Procurement Requirements.  Partially compiled with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compilance.	80 100 30 60 80	
MANAGEMENT.	Describe the degree to which the Supplier provides non-contractual, value added services? (le. bringing innovative solutions to the business relationship, additional services, features etc.)  assures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).  In accordance with the Supplier Code of Conduct and the Contract, describe the degree to which the Contract, describe the degree to which the Contract of Supplier engages in activities or initiatives that support or advance the Sustainable Procurement Policy (C566C) guiding principles of Ethical Standards.	Meets expectations providing goods meeting the contractual terms     Exceeds expectations providing non-contractual, value added services exceeding the contractual terms     Edmonton's overall Sustainable Procurement Policy (C556C)     Did not comply with Sustainable Procurement Requirements.     Partially complied with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compliance.     Full compliance with Sustainable Procurement Requirements.     In Jid not complete with Sustainable Procurement Requirements.	80 100 30 60 80	
MANAGE MENT	Describe the degree to which the Supplier provides non-contractual, value added services? (le. bringing innovative solutions to the business relationship, additional services, features etc.)  assures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).  In accordance with the Supplier Code of Conduct and the Contract, describe the degree to which the Contractor/Supplier met regards in activities or initiatives that support or advance the Sustainable Procurement Policy (C586C) guiding principles of Ethical Standards, Environmental Sustainability, Indigenous Procurement, and Social Value Considerations.	Meets expectations providing goods meeting the contractual terms     Exceeds expectations providing non-contractual, value added services exceeding the contractual terms  of Edmonton's overall Sustainable Procurement Policy (C556C)     Did not comply with Sustainable Procurement Requirements.     Partially complied with Sustainable Procurement Requirements.     Partially complied with Sustainable Procurement Requirements.     Partially complied with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compliance.     In Did not complete activities or initiatives to further support or advance Sustainable Procurement Policy guiding principles.  Completed minimal activities or initiatives to further support or advance Sustainable Procurement Policy	30 60 80 100 30	

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	cure cumplier's effectiveness in cumplying professional s	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	COMMENTO
	upon deliverables / specifications?	Occasionally meets agreed upon deliverables / specifications	60	
		Usually meets agreed upon deliverables / specifications	80	
		Sudaily meets agreed upon deliverables / specifications      Always meets agreed upon deliverables / specifications	100	
J .	Describe the effectiveness of the Supplier's quality	Never meets quality management expectations	30	
	management process?	Never meets quality management expectations     Occasionally meets quality management expectations	60	
	For example, the effectiveness of the Supplier in correcting	Usually meets quality management expectations	80	
	deficiencies, resolving issues, warranty correction etc.			
	Does the Supplier proactively bring forward ideas to improve	Always meets or exceeds quality management expectations     Maste avanagement in histories for ward value added accommandations.	100 80	
	quality, reduce cost, increase speed or efficiency?	Meets expectations in bringing forward value-added recommendations	80	
	quanty, results to the control of th	<ol><li>Exceeds expectations in making high quality, effective recommendations leading to value add business outcomes</li></ol>	100	
ļ	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.	,, ,, ,, ,, ,, ,, ,, ,		
	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	
	· · · · ·	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?	Never elective at managing changes to scope / work     Occasionally effective at managing changes to scope / work	60	
		, , , , ,	80	
		Usually effective at managing changes to scope / work	100	
ı		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 / services are delivered		30	
	within expectation (contracted amount)?		60	
	Wall exposition (solitation allounty).	Occasionally delivers goods / services within expectation (quoted amount)		
		Usually delivers goods / services within expectation (quoted amount)	80	
		Always delivers goods / services within expectation (quoted amount)	100	
	Describe the timeliness of invoices submitted by the supplier.	1. Never on time	30	
	supplier.	2. Frequently late	60	
		3. Occasionally late	80	
		4. Always on time	100	
		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	Occasionally communicates price changes to enable cost management following change order	60	
	order requirements (ie. prior notification, documentation,	requirements		
	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	
ľ				
	easure supplier's effectiveness in integrating and coordinat operation and issue resolution in conformance with the co	ing all activities needed to execute the contract, including client-focused behaviour, collaboration, ntract		
ľ	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	Occasionally meets expectations at promoting and maintaining the business relationship	60	
	behaviours: flexibility, accountability and overall relationship	Usually meets expectations at promoting and maintaining the business relationship	80	
V	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	
	aug aug au a and ouppiler resolves	at rooming and occurring problems	60	
	problems and escalates as appropriate?	2. Occasionally effective at exacting and acceleting parties		
		Occasionally effective at resolving and escalating problems     Usually most expectations at resolving and escalating problems.		
1	A	Usually meets expectations at resolving and escalating problems	80	
1		Usually meets expectations at resolving and escalating problems     Always meets expectations when resolving and escalating problems	80 100	
1	Describe the degree to which the Supplier provides	Usually meets expectations at resolving and escalating problems     Always meets expectations when resolving and escalating problems     Meets expectations providing goods / services meeting the contract terms	80 100 80	
1		Usually meets expectations at resolving and escalating problems     Always meets expectations when resolving and escalating problems	80 100	
	Describe the degree to which the Supplier provides non-contractual, value added services?( le. bringing innovative solutions to the business relationship, additional services, features etc.)	3. Usually meets expectations at resolving and escalating problems 4. Always meets expectations when resolving and escalating problems 1. Meets expectations providing goods / services meeting the contract terms 2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms	80 100 80	
	Describe the degree to which the Supplier provides non-contractual, value added services? (le. bringing innovative solutions to the business relationship, additional services, features etc.)  asures supplier's compliance and adherence with the City	3. Usually meets expectations at resolving and escalating problems 4. Always meets expectations when resolving and escalating problems 1. Meets expectations providing goods / services meeting the contract terms 2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms of Edmonton's overall Sustainable Procurement Policy (C556C)	80 100 80 100	
	Describe the degree to which the Supplier provides non-contractual, value added services?( le. bringing innovative solutions to the business relationship, additional services, features etc.)  assures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met	3. Usually meets expectations at resolving and escalating problems 4. Always meets expectations when resolving and escalating problems 1. Meets expectations providing goods / services meeting the contract terms 2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms	80 100 80	
	Describe the degree to which the Supplier provides non-contractual, value added services? (le. bringing innovative solutions to the business relationship, additional services, features etc.)  asures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).	3. Usually meets expectations at resolving and escalating problems 4. Always meets expectations when resolving and escalating problems 1. Meets expectations providing goods / services meeting the contract terms 2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms  of Edmonton's overall Sustainable Procurement Policy (C556C) 1. Did not comply with Sustainable Procurement Requirements.	80 100 80 100	
	Describe the degree to which the Supplier provides non-contractual, value added services? (le. bringing innovative solutions to the business relationship, additional services, features etc.)  asures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).	3. Usually meets expectations at resolving and escalating problems 4. Always meets expectations when resolving and escalating problems 1. Meets expectations providing goods / services meeting the contract terms 2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms  of Edmonton's overall Sustainable Procurement Policy (C556C) 1. Did not comply with Sustainable Procurement Requirements. 2. Partially complied with Sustainable Procurement Requirements.	80 100 80 100 30	
	Describe the degree to which the Supplier provides non-contractual, value added services? (le. bringing innovative solutions to the business relationship, additional services, features etc.)  asures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).	3. Usually meets expectations at resolving and escalating problems 4. Always meets expectations when resolving and escalating problems 1. Meets expectations providing goods / services meeting the contract terms 2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms  of Edmonton's overall Sustainable Procurement Policy (C556C) 1. Did not comply with Sustainable Procurement Requirements. 2. Partially complied with Sustainable Procurement Requirements. 3. Partially complied with Sustainable Procurement Requirements but exercised best efforts by taking all	80 100 80 100	
	Describe the degree to which the Supplier provides non-contractual, value added services? (le. bringing innovative solutions to the business relationship, additional services, features etc.)  asures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).	3. Usually meets expectations at resolving and escalating problems 4. Always meets expectations when resolving and escalating problems 1. Meets expectations providing goods / services meeting the contract terms 2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms of Edmonton's overall Sustainable Procurement Policy (C556C) 1. Did not comply with Sustainable Procurement Requirements. 2. Partially compiled with Sustainable Procurement Requirements. 3. Partially compiled with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compliance.	80 100 80 100 30 60 80	
	Describe the degree to which the Supplier provides non-contractual, value added services?(Ie. bringing innovative solutions to the business relationship, additional services, features etc.)  asures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).	3. Usually meets expectations at resolving and escalating problems 4. Always meets expectations when resolving and escalating problems 1. Meets expectations providing goods / services meeting the contract terms 2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms  of Edmonton's overall Sustainable Procurement Policy (C556C) 1. Did not comply with Sustainable Procurement Requirements. 2. Partially complied with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compliance. 4. Full compliance with Sustainable Procurement Requirements.	80 100 80 100 30 60 80	
E WENT	Describe the degree to which the Supplier provides non-contractual, value added services?( le. bringing innovative solutions to the business relationship, additional services, features etc.)  assures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).  In accordance with the Supplier Code of Conduct and the Contract, describe the degree to which the	3. Usually meets expectations at resolving and escalating problems 4. Always meets expectations when resolving and escalating problems 1. Meets expectations providing goods / services meeting the contract terms 2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms of Edmonton's overall Sustainable Procurement Policy (C556C) 1. Did not comply with Sustainable Procurement Requirements. 2. Partially compiled with Sustainable Procurement Requirements. 3. Partially compiled with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compliance.	80 100 80 100 30 60 80	
E MENT	Describe the degree to which the Supplier provides non-contractual, value added services?( le. bringing innovative solutions to the business relationship, additional services, features etc.)  assures supplier's compliance and adherence with the City  Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).  In accordance with the Supplier Code of Conduct and the Contractor/Supplier the degree to which the Contractor/Supplier engages in activities or initiatives that support or advance the Sustainable Procurement Policy	3. Usually meets expectations at resolving and escalating problems 4. Always meets expectations when resolving and escalating problems 1. Meets expectations providing goods / services meeting the contract terms 2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms  of Edmonton's overall Sustainable Procurement Policy (C556C) 1. Did not comply with Sustainable Procurement Requirements. 2. Partially complied with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compliance. 4. Full compliance with Sustainable Procurement Requirements. 1. Did not complete activities or initiatives to further support or advance Sustainable Procurement Policy guiding principles.	80 100 80 100 30 60 80 100 30	
E N E N C C C C C C C C C C C C C C C C	Describe the degree to which the Supplier provides non-contractual, value added services? (le. bringing innovative solutions to the business relationship, additional services, features etc.)  asures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).  In accordance with the Supplier Code of Conduct and the Contract, describe the degree to which the Contract, describe the degree to which the Supplier engages in activities or initiatives that support or advance the Sustainable Procurement Policy (C686C) guiding principles of Ethical Standards,	3. Usually meets expectations at resolving and escalating problems 4. Always meets expectations when resolving and escalating problems 1. Meets expectations providing goods / services meeting the contract terms 2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms  of Edmonton's overall Sustainable Procurement Policy (C556C) 1. Did not comply with Sustainable Procurement Requirements. 2. Partially complied with Sustainable Procurement Requirements. 3. Partially complied with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compliance. 4. Full compliance with Sustainable Procurement Requirements. 1. Did not complete activities or initiatives to further support or advance Sustainable Procurement Policy guiding principles. 2. Completed minimal activities or initiatives to further support or advance Sustainable Procurement Policy	80 100 80 100 30 60 80	
	Describe the degree to which the Supplier provides non-contractual, value added services?( le. bringing innovative solutions to the business relationship, additional services, features etc.)  assures supplier's compliance and adherence with the City Describe the degree to which the Contractor/Supplier met their Sustainable Procurement Requirement(s).  In accordance with the Supplier Code of Conduct and the Contractor/Supplier met degree to which the Contractor/Supplier met Supplier Code of Conduct and the Contractor/Supplier met Supplier Code of Conduct and the Contractor/Supplier megages in activities or initiatives that support or advance the Sustainable Procurement Policy (C566C) guiding principles of Ethical Standards, Fervironmental Sustainability undienous Procurement and	3. Usually meets expectations at resolving and escalating problems 4. Always meets expectations when resolving and escalating problems 1. Meets expectations providing goods / services meeting the contract terms 2. Exceeds expectations providing non-contractual, value added services exceeding the contractual terms  of Edmonton's overall Sustainable Procurement Policy (C556C) 1. Did not comply with Sustainable Procurement Requirements. 2. Partially complied with Sustainable Procurement Requirements but exercised best efforts by taking all possible steps to achieve compliance. 4. Full compliance with Sustainable Procurement Requirements. 1. Did not complete activities or initiatives to further support or advance Sustainable Procurement Policy guiding principles. 2. Completed minimal activities or initiatives to further support or advance Sustainable Procurement Policy guiding principles.	80 100 80 100 30 60 80 100 30	
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