




City of Arts & Innovation

## City of Riverside Administrative Manual

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**Policy Owner(s):** Finance Department

Approved:

  
Michael D. Moore Department  
Michael D. Moore (Dec 29, 2022 17:02 PST)

City Manager

### SUBJECT:

## Vendor Performance Plan

### PURPOSE:

To provide a framework for the City to evaluate and improve the performance of all Suppliers, Vendors and Contractors that are sourced by the City by pro-actively managing the performance of Vendors. Creating a record of past performance for use by the Purchasing Department, in determining the award for future solicitations and contracts.

Vendor Performance Evaluations may be used for all contracts including but not limited to invitational bids, single or sole source purchases, emergency purchases and wherever it is in the best interest of the City.

**SOURCE OF AUTHORITY:** Purchasing Resolution Article Two

### POLICY:

The Project Manager or another departmental contact will document the vendor's performance by completing a Vendor Performance Evaluation Form. Performance evaluations may be used in the evaluation of the vendor for future contract awards. The goal of the evaluation is to reduce purchase risk and maximize the value of the purchaser by evaluating criteria relevant to the project or service.

The basis for evaluations are as follows:

1. Any procurement, including fixed construction or services valued at \$250,000 or more, will require an evaluation upon completion of the contract. (Required)
2. For contracts where the City of Riverside has relied upon the professional ability and training of contractors to lead a project on behalf of or in cooperation with the City. (Recommended)
3. For one-time commodities contracts, hardware or software implementation contracts, and annual (open-end) agreements valued at \$50,000 or more. (Recommended)

By the decision of the City Council, vendors with 1 or more overall performances under 50% may be subject to debarment from bidding for a minimum of 1 year based on unsatisfactory performance

evaluations when concerns over poor performance or non-compliance have been communicated to the vendor during the contract period, but no adequate or sufficient corrective measures have been implemented.

The City Council may debar a contractor if the City finds, in its discretion, that the contractor has or is engaged in egregious and unprofessional acts against the City.

**PROCEDURE:**

<b>Responsibility</b>	<b>Action</b>
Originating Department	1. Document the vendor's performance by completing the Vendor Performance Evaluation form within 30 days of contract term expiration and/or 30 days prior to contract renewal. 2. Keep open communication with vendors regarding required performance improvements. 3. Ensure that evaluations are fair and relate specifically to the project. 4. Maintain records supporting performance evaluation.
Purchasing	5. Provide vendor evaluation forms located in the Intranet forms archive. 6. Purchasing Manager will seek approval from City Council to debar vendor.
City Council	7. City Council will provide decision regarding vendor debarment.
Purchasing	8. Purchasing Manager will deactivate vendor account on City's Purchasing – Bidding System if vendor is found unsatisfactory.
Accounting	9. Will deactivate Vendor ID number.

**Attachments:**

1. Vendor Performance Evaluation Form

# VENDOR PERFORMANCE EVALUATION FORM

VENDOR NAME		CONTRACT REFERENCE NUMBER	
CONTRACT DESCRIPTION		TIME PERIOD COVERED	
EVALUATING PARTY NAME		DATE EVALUATION COMPLETED	

EVALUATION CATEGORY	PERFORMANCE EXPECTATIONS	SCORE	CORRECTIVE ACTION DESCRIPTION (Required when score is >3)	ADDITIONAL INFO
ADMINISTRATION	Required documentation / reports submitted	5		
	Invoices submitted on time	4		
	Invoice accuracy	3		
	Contract completed on budget	2		
	Competitive change order pricing provided	1		
	Financial aspects monitored and tracked	0		
		N/A		
ADMINISTRATION TOTAL SCORE		15		
SCOPE	Deliverable completed to quality standards			
	Adhered to specifications of contract			
	Demonstrated flexibility			
	Provided innovative input			
	Substantiated change orders			
	Corrections made quickly when necessary			
	Problem areas recognized and corrected			

# VENDOR PERFORMANCE EVALUATION FORM

VENDOR NAME		CONTRACT REFERENCE NUMBER	
CONTRACT DESCRIPTION		TIME PERIOD COVERED	
EVALUATING PARTY NAME		DATE EVALUATION COMPLETED	

SCOPE TOTAL SCORE		0		
STAFF	Adequate staff present			
	Staff is professional and competent			
STAFF TOTAL SCORE		0		
COMMUNICATIONS	Communicated effectively and openly			
	Positive and professional character and conduct			
COMMUNICATIONS TOTAL SCORE		0		
SCHEDULE	Work efficiently planned			
	Provides required schedules and plans			
	Milestones met			
SCHEDULE TOTAL SCORE		0		
HEALTH & SAFETY	OSHA compliant			
	Other laws compliant			
	Other bylaws compliant			
HEALTH & SAFETY TOTAL SCORE		0		
TOTAL SCORE		15		

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CONTRACT DESCRIPTION		TIME PERIOD COVERED	
EVALUATING PARTY NAME		DATE EVALUATION COMPLETED	

TOTAL POSSIBLE POINTS	115	(Max score of 5 points x all lines being evaluated)
OVERALL PERFORMANCE PERCENTAGE	13%	(Total possible points/total score)

OVERALL EVALUATION COMMENTS