



February 15, 2017

Dear Contractor,

Contractor performance is critical to the success of City Projects. Poor workmanship, unnecessary contract delays and unsafe work practices are not tolerated by the City's Project Management Staff.

To this end, the City of Burlington has adopted a Contractor Performance Evaluation system by which the Contractor's performance will be ranked at substantial completion of the project or more frequently if deemed necessary. The City's project team will complete the ranking. Once the ranking has been completed a copy of the Rating will be provided to the Contractor.

From this ranking will stem a recommendation to either:

- allow the Contractor to bid on future projects, or
- place the Contractor on two year probation, or
- to suspend the Contractor from bidding on any future contracts for a two year period, followed by a one year probationary period after re-instatement.

The Contractor may request a debriefing meeting within thirty (30) days following the delivery of the evaluation. The request in writing outlining comments or concerns with the rankings shall be sent to the City's Project Manager.

If the Contractor remains unsatisfied with the outcome of the debriefing meeting, they can request in writing to the Manager of Design and Construction and Manager of Purchasing , a further review by the City of Burlington Review Committee. The decision of the Review Committee shall be provided in writing and shall be final. It must also be noted that while overall performance is being evaluated, the City reserves the right to suspend a bidder for extreme or repeated inadequate grades on items A5, A6, A7, or A9.

A copy of the ranking sheet has been included for your information. If you have any questions regarding this process, please contact the undersigned by telephone or email, the numbers for which are noted above.



## Contractor Performance Report

SECTION I CONTRACTOR DATA			SECTION II PROJECT DATA			
Report Type <input type="checkbox"/> Interim <input type="checkbox"/> Final	Tender Number : File Number:	Tender Title:				
Contractor's Name:			Legal Description of Project Property:			
Address		Phone #	Promised Working Days	Actual Working Days	Actual Start date	Actual Completion date
Project Principal	Site Superintendent	Contract award amount		Contract completion amount		
Brief Description of Work;						

SECTION III CONTRACTOR PERFORMANCE					
<b>A - Administration/Management/Supervision</b>	RANKING				
1. Supervision and decision making, compliance with contract requirements					
2. Coordination and communication with own workers and subcontractors					
3. Submission of documents, reports, schedules, time cards, invoices.					
4. Adequacy, timeliness and the ability to maintain progress schedules					
5. Public safety and traffic control					
6. Compliance with all WSIB provisions					
7. Maintenance of employee safety standards					
8. Coordination and cooperation with Project Manager and City Staff					
9. Compliance Ministry of Labour regulations					
10. Relations with general public, other agencies & adjacent contractors					
<b>TOTAL</b>					
<b>B - Quality of Work</b>					
1. Adherence to plans, specifications and requirements of the contract					
2. Standards of Workmanship, ability to resolve issues					
3. Completion of final work and deficiencies					
<b>TOTAL</b>					
<b>C - Progress of Work</b>					
1. Completion of project within allotted time					
2. Scheduling and execution of schedule, delivery of timely service					
3. Efficient delivery of materials and supplies and/or equipment					
4. Operation and use of equipment, attention to WSIB & MOL regulations					
5. Housekeeping practices (clean, safe, organized site)					
<b>TOTAL</b>					
<b>D - Equipment</b>					
1. Condition, safety, reliability, suitability					
2. Maintenance, downtime due to maintenance issues.					
<b>TOTAL</b>					
<b>GRAND TOTAL (A+B+C+D)</b>	<b>/ 60</b>				
Overall Performance Rating: (Please Circle)	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 25%;"> <b>POOR</b> Performance Points Totaling 0-29                 </td> <td style="text-align: center; width: 25%;"> <b>FAIR</b> Performance Points Totaling 30-35                 </td> <td style="text-align: center; width: 25%;"> <b>AVERAGE</b> Performance Points Totaling 36-49                 </td> <td style="text-align: center; width: 25%;"> <b>GOOD</b> Performance Points Totaling 50-60                 </td> </tr> </table>	<b>POOR</b> Performance Points Totaling 0-29	<b>FAIR</b> Performance Points Totaling 30-35	<b>AVERAGE</b> Performance Points Totaling 36-49	<b>GOOD</b> Performance Points Totaling 50-60
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**RANKING KEY:**  
**Non Compliance – 0**

**Below Expectations-1**  
In order to achieve a below expectations ranking, the contractor will have, on several or repeated occasions, been in contravention of the requirements of the contract. For example, they may, on a regular basis, not follow the direction of the project manager or fail to resolve issues brought forward to by the Project Manager in a timely manner. They have on occasion been confrontational to the Project Manager, Staff or disrespectful to the Public.  
Any safety issues will be ranked below expectations.

**Meets Expectations – 2**  
A meets expectations ranking means that the contractor has fulfilled all the duties and requirements of the contract in a timely and efficient manner. They follow the direction of the Project Manager, appropriately and conscientiously. They are professional in all dealing with their staff, City staff and the public. They resolve issues quickly and repetitive problems do not often occur. Their equipment and work methods are conducted safely.

**Above Expectations – 3**  
This ranking is used when the contractor has exceeded expectations. When their work methods are above reproach and their dealings with public and staff are without issue.

**\*An explanation must be provided for any Poor, Good and High rating in Narrative Section (IV), (page 2)**  
DISTRIBUTION:  
Original: Capital Works  
Copy: Departmental Project File  
Copy: Contractor

**SECTION IV - Narrative Rating**

**A Non Compliance** Enter comments which describe the contractor's overall performance and administration of the project

**B Meets Expectations Elements** Enter comments which describe the contractor's overall performance and administration of the project

**C Below Expectations Elements** Enter comments to substantiate any inadequate or below standard ratings.

**D Above Expectations Elements** Enter comments to substantiate any superior ratings.

**SECTION V Authentication and Review**

**This report has been objectively prepared based upon data contained in available project records.**

I have reviewed this report for objectivity and accuracy. I have provided a copy of this report to the rated contractor and I have advised the contractor that any appeal must be made in writing to the Manager of Design and Construction within 20 calendar days

Comments

\_\_\_\_\_ Date provided to Contractor

\_\_\_\_\_ Signature of Project Manager

\_\_\_\_\_ Date Report Completed

RECOMMENDATION: based on the above data and comments, the overall performance recommendation for this contractor is:

- Approved to bid on future work     
  Placed on two year probation where ability to bid projects will be limited and additional contract conditions will be incorporated.     
  NOT recommended for future work (max period – 2 years with 1 year probation on re-instatement)