



Supplier Guide

for Vendor Performance Management

January 2025



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Disclaimers:

1. The system uses the term supplier instead of vendor
2. **bids&tenders** and supplier performance are used by multiple organizations and not all functions may be used by Peel.

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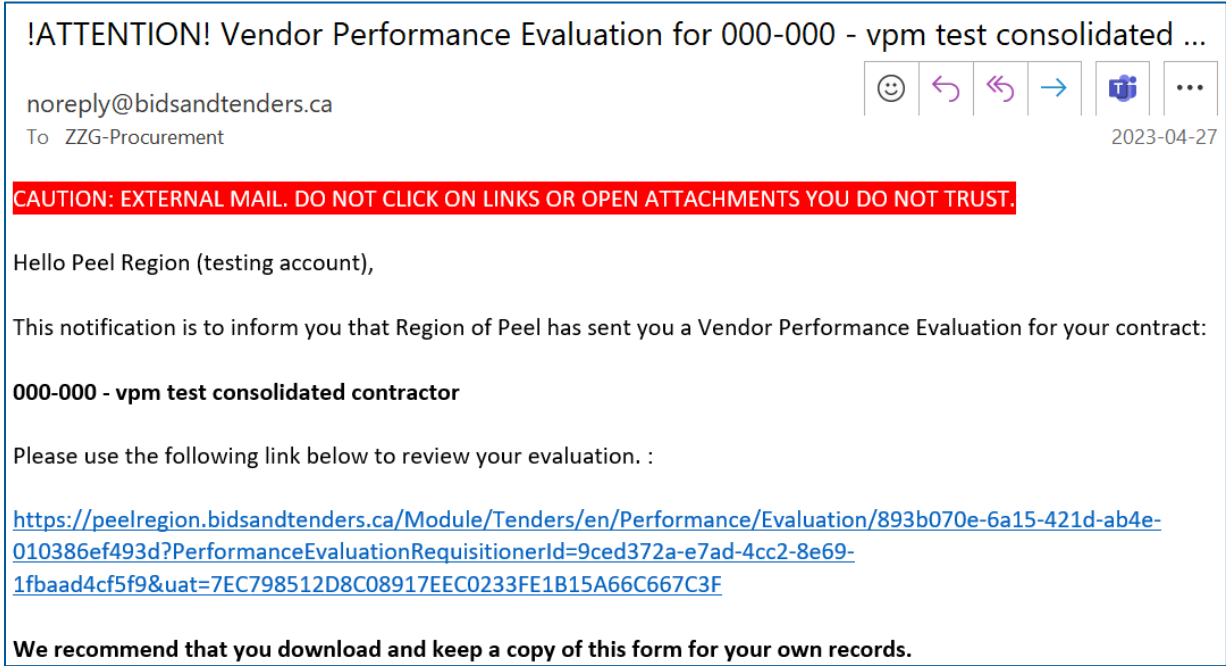
Suppliers Guide for Supplier Performance

Receiving the Evaluation Form

After an evaluation has been completed and proceeded through an approval workflow, you'll receive an auto-generated e-mail containing a link to the evaluation. A sample is show in Figure 1. Email sample.

The e-mail will contain a link to the Supplier Performance Evaluation Form.

Figure 1. Email sample



Navigating the Supplier Performance Evaluation Form

Evaluation Details and Attachments

The top section of the evaluation form will provide details related to the evaluation, the contract it's connected to, etc. This section contains evaluation date, evaluation due date, evaluation id, supplier's name, supplier's primary contact including e-mail address, the contract number, contract name, contract start date, previous performance rating, previous performance status, evaluation form type, evaluation type, project lead's name, project lead's manager's name, department and division of project lead.

You'll also find at top right part of the page a **Print to PDF** button. Use this button to save an offline copy of your evaluation.

Figure 2. Sample of top section of evaluation form

Currently being reviewed by Supplier - Carden Co. (VPM Test Account) [Bids Homepage](#) [Find more bids](#) [Create Account](#) [Login](#)

Print To PDF

Evaluation Date	Dec 12, 2024	Type	Final
Evaluation Due Date	Feb 10, 2025	Project Lead	Andrew Chong
Evaluation ID	9B7474EB	Project Lead's Manager	Marilena Andani
Supplier	Carden Co. (VPM Test Account)	Department	Finance
Primary Contact	Alison (testing account) Carden (acarden@gmail.com)	Division	Procurement
Contract Number	000-000		
Contract Name	VPM Test 4 consulting business & strategic satis		
Contract Start Date	Dec 31, 2019		
Previous Performance Rating	81.45%		
Previous Performance Status	COMPLETE		
Evaluation Form Type	Consultant architectural and engineering		

Evaluation Score and Rating

This section contains a real-time scoreboard area containing the evaluation criteria categories, the maximum score possible in percentage and current score percentage including scores out of a possible score for each criteria category. The criteria category names and max scores will vary depending on the evaluation. This section also includes the total percentage and a rating.

NOTE: We currently don't use bonus points.


Figure 3. Real-time scoreboard area sample

Criteria	Max Score	Current Score	Total Bonus Points	0
Organization	25% (30.00)	0.00% (0.00/30.00)	Total Percentage	0.00
Execution	25% (20.00)	0.00% (0.00/20.00)		
Safety & Compliance	25% (30.00)	0.00% (0.00/30.00)		
Quality	25% (20.00)	0.00% (0.00/20.00)		
			Rating	Unsatisfactory

Evaluation Criteria

Each evaluation criterion will have an evaluation criteria description, an evaluation assessment scale and comments section. The criteria description, evaluation assessment scales, and comments will vary depending on the criterion and evaluation.

Figure 4. Evaluation criteria description section sample

Evaluation Criteria	Evaluation Assessment	Comments
Organization (25%)		
Compliance Ministry of Labour regulations	<input type="radio"/> Exceptional <input type="radio"/> Favourable <input type="radio"/> Satisfactory <input type="radio"/> Unsatisfactory <input type="radio"/> Poor	Project Lead Comments Required The project lead will enter their comments into this space 

You should be able to review project lead comments, which appear to the right and under the comments heading.

Supplier Comments and Appeal Unsatisfactory Final Evaluation

If desired, you may add supplier comments in those boxes marked 'supplier comments'. Click the pencil icon on the right side of supplier comments to add comments.

If a final evaluation is rated less than satisfactory, you'll receive a notification letter indicating suspension and will then have the ability to **APPEAL within 21 days from notification**. To appeal, you'd check on the checkbox at the bottom of the evaluation with the label 'I would like to contest the results of this performance evaluation.'

If an evaluation, whether interim or final, is rated satisfactory, the ability to appeal won't be available.

Figure 5. Supplier comments and contest results section sample

The screenshot displays a supplier evaluation form. It includes a question: "Did the vendor keep the site (including emergency access routes and control public access) clean/clear, safe and organized while on site?". Below this are radio button options: Exceptional, Mostly met expectations, Average, Somewhat met expectations, Barely met expectations (selected), Unsatisfactory, and Not Applicable. There is also a checkbox for "Bonus Point". To the right of these options is a "Supplier Comments" section with a text input field and a pencil icon. Below the radio buttons is another "Supplier Comments" section with a text input field and a pencil icon. At the bottom left, there is a checkbox labeled "I would like to contest the results of this performance evaluation." which is highlighted with a red box. A red arrow points to this checkbox from a text box that reads: "If the Vendor would like to Appeal their evaluation they will click into the box adding a check mark." Below the checkbox is an "Evaluation" section showing "Maximum Points Available" as 103.00. At the bottom right, there is a "Save and Submit" button.

Once the appeal checkbox is clicked, you'll have the ability to provide further information in the 'reason(s) for appeal' popup including:

- Comments stating specific issues and items that you disagree with
- Evidence that is relevant to the evaluation and rating
- Ability to attach a file supporting your appeal if necessary, by clicking the button with a picture of a paperclip
- Ability to select if you'd like a follow up by in-person meeting or via e-mail

Figure 6. Reasons for Appeal section sample

The screenshot shows a form titled "Reason(s) for Appeal". It contains two text input fields under the heading "Comments". The first field has the placeholder text "State the specific issues and items you disagree with along with reasons in support of the appeal". The second field has the placeholder text "Provide any evidence you believe is relevant to the final evaluation and rating". Below the second field is an "Attach file" button with a paperclip icon. Underneath is a question "What is your desired method for follow up?" with two radio button options: "Email communication" and "In-Person meeting". At the bottom right are "Save" and "Cancel" buttons. A red box highlights a list of instructions: "Supplier will" followed by "- Add comments", "- Provide Evidence", "- Attach a File", "- Select the method for follow up", and "- Click SAVE". Red arrows point to the top right of the first comment field, the top right of the second comment field, the "Attach file" button, the "In-Person meeting" radio button, and the "Save" button.

You must click the **Save** button at the bottom right of this popup window, and when you're ready to submit, click **Save and Submit** at the bottom right of the evaluation form. Click the **Cancel** button to cancel.

NOTE: Ensure you click the **Save** button on the bottom right of the 'Reason(s) for appeal' popup window if appealing and click the **Save and Submit** button at bottom right of the evaluation to save your reasons for appeal and your supplier comments, if any, and submit the evaluation to signify to the system that you've reviewed the evaluation. You won't have the ability to edit comments after clicking **Save and Submit**, please be careful with what you write.