



Performance Evaluations for Vendors

Enrollment and Account Management

Last Updated: August 1, 2017



Agenda



Welcome to the **Performance Evaluations (PEs)** course. Here is a list of topics that will be covered in this course:

1. Course Introduction, Learning Objectives, and Key Changes
2. Lesson 1: Performance Evaluation Overview
3. Lesson 2: Demonstration
4. Knowledge Checks and Course Summary
5. Q&A

Course Introduction

The Performance Evaluation process allows Agencies to assess a vendor's performance on City contracts. Prior to PASSPort's implementation, this process was handled in VENDEX.

VENDEX

PE - 858- 011117006792- 1- New- Final

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Sub-Category Summary

Sub-Category Name	Rank	Description
I. TIMELINESS OF PERFORMANCE	5 - Excellent	TIMELI
II. FISCAL ADMINISTRATION AND ACCOUNTABILITY	5 - Excellent	FISCAL
III. PERFORMANCE AND OVERALL QUALITY OF	5 - Excellent	PERFO

Evaluation Sub-Category

Sub-Category Name : I. TIMELINESS OF PERFORMANCE

Rank : 5 - Excellent

Description : I. TIMELINESS OF PERFORMANCE (Evaluators are to consider the following criteria when rating timeliness; discuss)

Comments : All tasks adhered to dates specific on project plan, deliverable was received on time and no extensions were needed

Buttons: Edit, Print, Copy Forward, Close



PASSPort

92 Excellent

Excellent >80-100
 Good >60-80
 Satisfactory >40-60
 Poor >20-40
 Unsatisfactory 0-20

Category / Subcategory	Score
Timeliness of Performance	80
Fiscal Administration and Accountability	100
Performance and Overall Quality	100

Learning Objectives

Upon completion of this course, you will be able to:

 Provide an overview of the PE process and understand the major changes associated with it.

 Review a PE.

 Create and manage a PE response.

Key Changes

PASSPort has created the following changes to the PE process. These changes will be discussed throughout this training.

1

Vendors receive immediate notification of PEs requiring their review and of PEs that are finalized.

2

PASSPort allows for customized evaluations to the type of contract being provided to ensure accurate and relevant data are captured for actionable results.

3

PASSPort allows for vendors to easily communicate with Agencies and submit responses and comments regarding a PE.

An aerial view of the New York City skyline, featuring the Empire State Building prominently on the right side. The city is densely packed with skyscrapers and buildings, extending to the horizon under a blue sky with scattered white clouds. A white text box with a blue border is overlaid on the bottom half of the image.

LESSON 1: PERFORMANCE EVALUATION OVERVIEW

Performance Evaluation Overview



The PE process allows Agencies to assess a vendor’s performance on City contracts. When a PE has been created, the vendor will receive an email notification indicating that a new PE has been issued for them to review. When reviewing PEs, the overall PE score and rating, each of the category scores, and the answers and comments for the entire evaluation will be visible to the vendor.

PE Creation

Selects Template	Assigns Evaluators	Completes PE
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PE Review and Finalization

Vendor Reviews/Disputes	City Reviews	City Finalizes
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Technology



PASSPort allows for vendors to easily communicate with Agencies and submit responses to a PE

Process Improvement



PASSPort tracks when a PE needs to be created and automatically fills in the basic information in the draft PE when it is created

Transparency



Visibility across Agencies of PE records for all NYC vendors

Performance Evaluation Process Flow

Process Flow for Vendors

Receive notification of a completed PE

Review PE scorecard and results



Accept PE

Dispute PE

Submit a response
Accept or Dispute the PE



Receive
summary of a
finalized PE
PE scorecard and
results are finalized

Process Triggers



PEs are required at least once annually from the start of a contract date. However, annual PEs are not required for:

- Procurements below the small purchase limit;
- Procurements of goods by Competitive Sealed Bid (CSB), other than those awarded based on best value.

Process Inputs

When a vendor is awarded a contract, the Agency awarding the contract will identify specific objectives and evaluation criteria that the vendor will be evaluated against. The Agency then monitors the vendor's performance against these objectives and criteria on an ongoing basis, culminating in a PE.

When creating a PE, one of the five following evaluation templates will be selected by the City depending on the vendor's industry:



The template that is selected will determine the types of indicators and data that are gathered during the PE process, so that each evaluation is tailored to the vendor's business.

Performance Evaluation Structure

PEs are comprised of three categories, each contain a variety of questions regarding different aspects of the vendor's performance:

1 Timeliness of Performance

2 Fiscal Administration and Accountability

3 Performance and Overall Quality of Service/Goods

Performance Evaluation Ratings

During the PE process, evaluators will answer questions relating to the previously mentioned categories and assign a rating for each category. The rating scale is as follows:

Description	Value
Unsatisfactory	0 to 20.1
Poor	20 to 40.1
Satisfactory	40 to 60.1
Good	60 to 80.1
Excellent	80 to 100

Based on the ratings selected by each evaluator, PASSPort will generate an overall PE score and rating. The overall PE score and rating will follow the scale above. For example, if the overall PE score is 75, the overall PE rating would be 'Good.'

Performance Evaluation Score

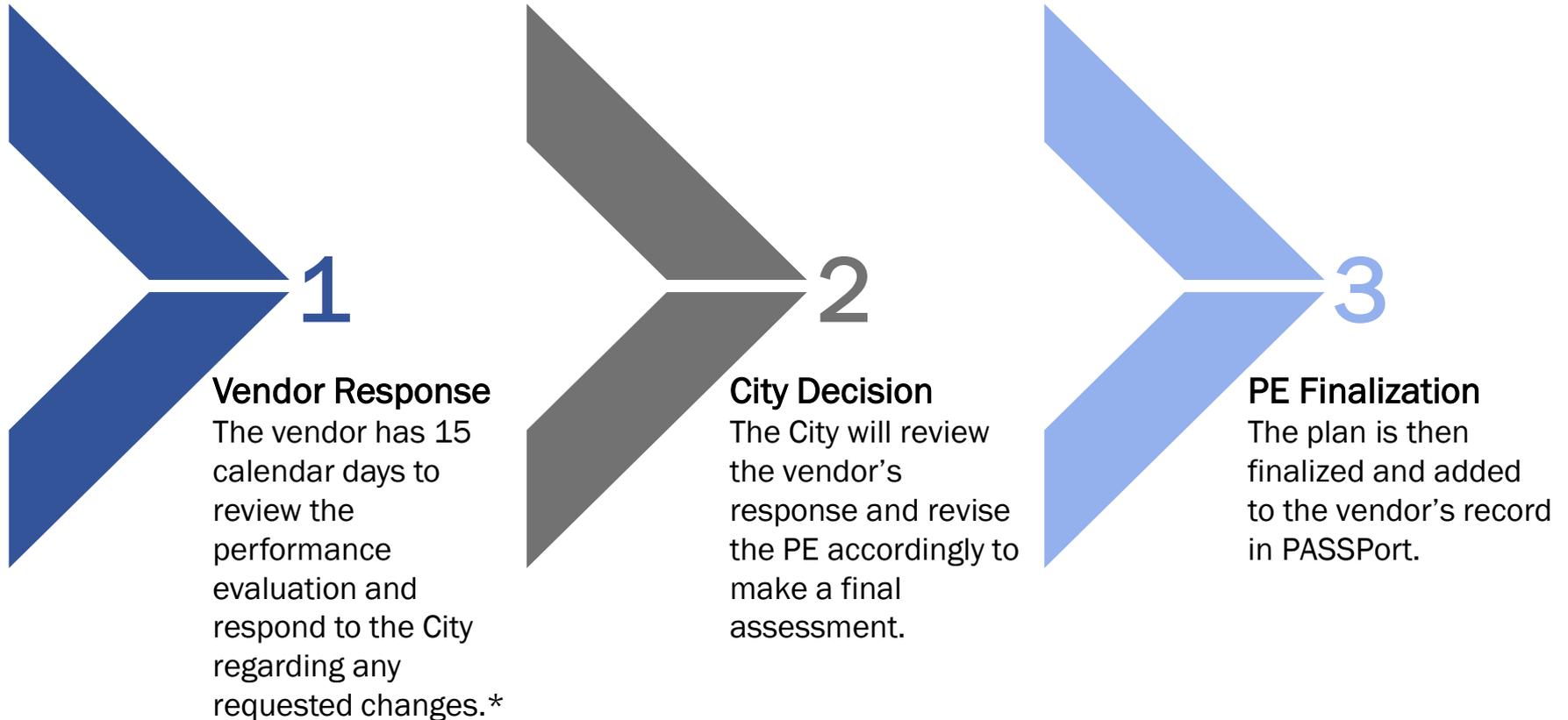
Once a PE is completed, it is sent to the vendor for review. When a vendor is reviewing a PE, the overall PE score and rating, each of the category scores, and the answers and comments for the entire evaluation will be visible. Below is an example PE:

The screenshot displays a Performance Evaluation interface. At the top, a radar chart shows scores for three categories: Performance and Overall Quality (100), Timeliness of Performance (80), and Fiscal Administration and Accountability (100). The overall score is 92. Below the chart, a green callout bubble points to the overall score and rating: "This is the overall PE score and rating". A table below shows the category scores: Timeliness of Performance (80), Fiscal Administration and Accountability (100), and Performance and Overall Quality (100). A second green callout bubble points to this table: "These are the category scores". At the bottom, an "EVALUATIONS" table shows one result with a status of "Approved" and a score of 92.

Category / Subcategory	Score
Timeliness of Performance	80
Fiscal Administration and Accountability	100
Performance and Overall Quality	100

Status	Score
Approved	92

Vendor Response and Finalization



*Any documentation related to a PE appeal must be emailed to the City outside of PASSPort.

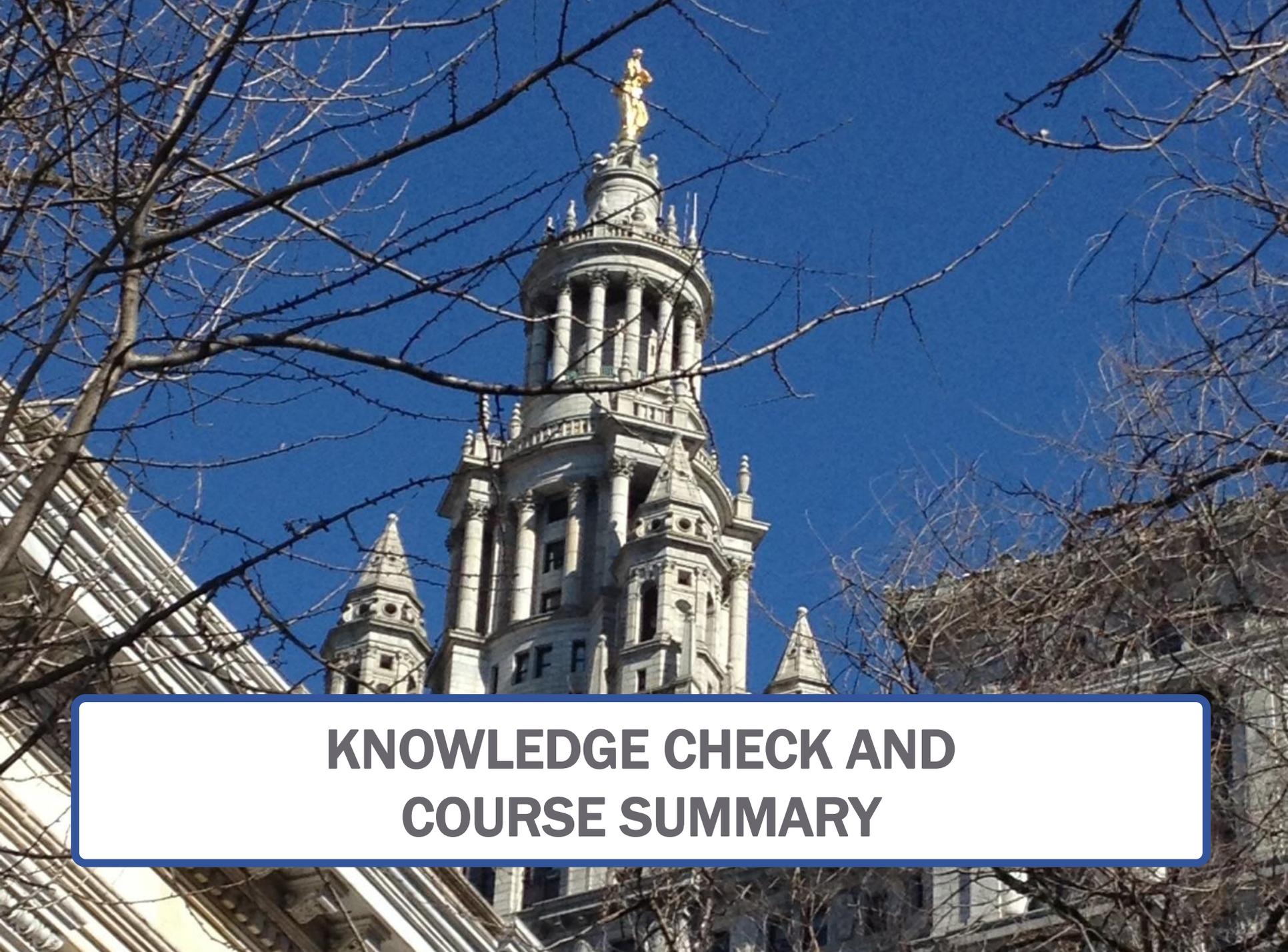


**LESSON 2:
DEMONSTRATION**

Demonstration: Review a PE



Now that you have learned about the PE process, we will demonstrate how to review and respond to a PE as a vendor in PASSPort.



KNOWLEDGE CHECK AND COURSE SUMMARY

Knowledge Check 1 – True or False

For most services contracts, Performance Evaluations are required at least once annually from the start of a contract date.

True

False

That is correct. PEs are required at least once annually from the start of a service contract.

Knowledge Check 2 – Multiple Choice

Which of the following statements is NOT a true statement regarding the Performance Evaluation process?

A Vendors have 15 calendar days from the date that the PE results are sent to them to submit a response to the City.

B When a vendor is reviewing a PE, the overall PE score and rating, each of the category scores, and the answers and comments for the entire evaluation will be visible.

C When setting up a PE, Agencies will select one of five evaluation form templated, which are based on industry.

D The PE process is started by the vendor.

That is correct. PEs are NOT started by the vendor, but are created by the ACCO.

Knowledge Check 3– Multiple Choice

Which of the following options is NOT one of the categories of a PE?

A Price Competitiveness

B Performance and Overall Quality of Goods/Services

C Timeliness of Performance

D Fiscal Administration and Accountability

That is correct. Price Competitiveness is not one of the three categories of a PE.

Knowledge Check 4 – Multiple Choice

A score between 40.1 and 60 on a Performance Evaluation denotes:

A Unsatisfactory performance

B Satisfactory performance

C Good performance

D Excellent performance

That is correct.

Knowledge Check 5 – True or False

If a vendor disputes a PE, any supporting documentation needs to be emailed to the City outside of PASSPort.

True

That is correct.

False

Key Takeaways

Now that you are familiar with the PE process, take a moment to note the following key takeaways:

1
PE



The PE process allows Agencies to assess a vendor's performance on City contracts.

2

Types of PE



There are five types of evaluation questionnaire templates available for PEs: Human Services, Construction, Professional Services, Standardized Services, and Goods/Commodities.

3

Creating PEs



Applicable contracts require a PE at least once annually from the contract start date. The PE process is managed by the Agency and their staff.

4

Reviewing PEs



Vendors have 15 calendar days from the date in which the PE results are sent to them to submit a response to the ACCO.

Course Summary

You have reached the end of this course. You should now be able to:

 Provide an overview of the PE process and understand the major changes associated with it.

 Review a PE.

 Create and manage a PE response.

What
questions
do you
have?



THANK YOU

Exercise: Review a PE



Now it is your turn to complete this process in the training environment. Reference the steps below to review and respond to a PE as a vendor.

Navigation: Open Workflow Tasks or Performance → Manage My Performance

1

Whenever a PE requires your review, you will receive both an email notification and a task in PASSPort. From the PASSPort homepage, open the PE that requires your review from the Open Workflow Tasks window.

2

Review the information in the PE scorecard. You will be able to see your overall PE score as well as scores for each category.

3

To review the questions, answers, and comments that were used to create the PE, click the “Pencil” icon at the bottom page.

4

Click the “Accept” or “Dispute” button at the top of the page depending on the required next steps. If you clicked the “Dispute” button, you will be prompted to enter comments.



If you dispute a PE, any supporting documentation needs to be emailed to the City outside of PASSPort.