

City of Ottawa Project: _____

Progress Meeting Date: _____

1. OVERALL PROJECT MANAGEMENT		Category Weighting: 15
Description of Performance Indicator	How well the Contractor managed the project in regards to scope, schedule, budget and risk. Was the Contractor project manager organized, prompt and did they communicate with City staff effectively? Was the performance of the Sub-Contractors managed effectively?	
PERFORMANCE ZONES		Possible points
Outstanding Project Management - above normal standard.		100%
Appropriate Project Management that exceeds normal standard in some areas, project delivered on time, on budget and within scope.		85%
Satisfactory Project Management. Acceptable understanding of project objectives and requirements.		70%
Many issues with Project Management that impacted scope, schedule and/or budget. Minor problems with project risk management.		50%
Serious Project Management problems that negatively affected the overall Project. Risks were not managed and/or communicated to City Project Manager.		25%
Comments:		

2. SUPERVISION		Category Weighting: 10
Description of Performance Indicator	The extent to which the Site Supervisor provided supervision and guidance.	
PERFORMANCE ZONES		Possible points
Outstanding supervision of site. Proactive approach to project and timely issue management.		100%
Consistent, qualified and coordinated supervision. Issue management completed in a timely and appropriate fashion.		85%
Satisfactory supervision with some issues. Issues were corrected in a reasonable time frame.		70%
Supervision of site needs improvement. Inconsistency in approach; slow to respond to identified issues.		50%
Multiple interventions required to bring supervision to adequate level. Unresponsive to identified issues.		25%
Comments:		

3. QUALITY		Category Weighting: 15
Description of Performance Indicator	Finished product meets the defined standards for quality assurance in Contract Specifications; product delivered within project scope and in expected condition.	
PERFORMANCE ZONES		Possible points
Above average to extraordinary workmanship.		100%
Some areas exceed normal standard and expectations; remainder of items delivered satisfactorily.		85%
Acceptable workmanship; Average number of deficiencies for project type.		70%
Below average workmanship. Above average number of deficiencies.		50%
Poor workmanship. Numerous deficiencies.		25%
Comments:		

4. HEALTH AND SAFETY		Category Weighting: 15
Description of Performance Indicator	Contractor ensures adequate and proper safety procedures followed. Site is safely accessible by all.	
PERFORMANCE ZONES		Possible points
Outstanding Health and Safety; exceeds OHSA standard.		100%
Commendable Health and Safety; meets OHSA standard and exceeds in some areas.		85%
Acceptable Health and Safety; meets OHSA standard.		70%
Multiple Health and Safety concerns (please provide specific examples). Effort made by Contractor to meet OHSA standard(s).		50%
Significant Health and Safety concerns identified (please provide examples); Little to no effort made by Contractor to meet OHSA standard(s).		25%
Comments:		

5. COOPERATION & PUBLIC RELATIONS		Category Weighting: 10
Description of Performance Indicator	Degree of co-operation with City operations and officials, BIAs, Community Associations and public; Contractor's consideration of and communication with general public, motorists and residents.	
PERFORMANCE ZONES		Possible points
Co-operative and proactive response to City, Operations and resident concerns. Innovative communications with public and/or City staff.		100%
Co-operative and timely response to City, Operations and resident concerns. At times, communication exceeds expected standard.		85%
Satisfactory response to City and resident concerns; Contractor involved in developing solutions and ensures prompt and appropriate action.		70%
Public/Client Relations needs improvement. Management of issues slow and inconsistent. Communications with public and City have minor issues.		50%
Unacceptable Public/Client Relations; Issue Management is slow, inconsistent, uncooperative. Communication(s) with the public and City are strained.		25%
Comments:		

6. COST CONTROL		Category Weighting: 10
Description of Performance Indicator	Project delivered within budget. Changes to work and Extra Work reasonable and processed in a timely manner.	
PERFORMANCE ZONES		Possible points
Outstanding cost control. Reasonable pricing on Change Orders and Extra Work and processed in an expedited manner.		100%
Cost Control was consistent and exceeded expectations on some occasions. Change Orders and Extra Work were priced fairly and processed efficiently.		85%
Consistent and fair pricing on Change Orders and Extra Work. Prompt receipt of Change Orders.		70%
Inconsistent and/or unfair pricing on Change Orders and Extra Work. Change Orders received promptly.		50%
Multiple occasions of inconsistent and/or unfair pricing on Change Orders and Extra Work. Change Orders processed slowly (please provide specific examples).		25%
Comments:		

7. SITE MANAGEMENT		Category Weighting: 10
Description of Performance Indicator	Site is clean, accessible and safe. Degree of care taken when handling and storing materials, where applicable. Minimal to no adverse impact on ongoing facility operations, including timely isolation requests, where applicable. Site is accessible and traversable by all transportation modes at all times including after hours and weekends. Adherence to Contract provisions and restrictions.	
PERFORMANCE ZONES		Possible points
Outstanding site management; site is clean, accessible and traversable by all transportation modes at all times.		100%
Minimal direction from City required in regards to Site Management; Issues resolved promptly and to standard.		85%
Satisfactory Site Management; Some instances of site not being tidy, accessibility issues and/or improper equipment storage. Issues resolved to standard.		70%
Site Management needs improvement. Multiple instances of site accessibility issues, site not being tidy and/or improper equipment storage. Some instances of issues not brought to satisfactory resolution.		50%
Considerable delay(s), public and/or operations inconvenienced; site not accessible; issues not brought to satisfactory resolution. Multiple infractions of Contract provisions and restrictions.		25%
Comments:		

8. SCHEDULE MANAGEMENT		Category Weighting: 15
Description of Performance Indicator	Amount of effort required in order to deliver the project on time.	
PERFORMANCE ZONES		Possible points
Delivered ahead of schedule.		100%
Delivered on schedule.		85%
Delivered on schedule with significant effort required by Contractor to achieve timelines.		70%
Schedule slippage but some effort made by Contractor to achieve timelines.		50%
Schedule slippage; little to no effort made by Contractor to achieve project timelines.		25%
Comments:		