

Annex F – RFI Questions

Part 1 – Company Profile

Name of company:

Address of company:

Industry(ies):

Contact name:

Contact phone number:

Contact e-mail address:

Part 2 – Questions

To ensure that the proposed scorecard is meaningful, suppliers, industry associations and other stakeholders are being asked to respond to the following questions. Please refer to the scorecards in Annex A, B, C, D and E. We ask that you provide feedback on the scorecard related to your industry. Should your industry not be represented by one of the five scorecards, please select one to provide feedback on. If one or more questions do not apply to your situation, please indicate so.

1. Which specific scorecard are you providing feedback on? Please indicate the Annex or industry.
2. Do the scorecard's categories (quality, management, cost and schedule) reflect your current business as well as industry-wide benchmarks for success? If not, please explain.
3. Are the indicators and rating scales appropriate for incentivizing performance? If not, please explain.
4. Do your other customers use similar indicators or vendor performance frameworks for evaluating performance? If so, please provide information on those frameworks; what has, or has not made them a mutually beneficial process?

5. Are the indicators proposed under QUALITY appropriate as metrics in the industry for measuring the effectiveness in supplying deliverables of the required quality against contractual and organizational objectives?
 - a. Does the proposed weighting percentage represent the relative importance of quality with respect to overall vendor performance?
 - b. Do the parameters assigned to each rating level (1-5) represent appropriate expectations in performance?
 - c. Are there other considerations for quality that you would suggest?
 - d. Do you have additional comments pertaining to quality?

6. Are the indicators proposed under MANAGEMENT appropriate as metrics in the industry for measuring management against contractual and organizational objectives?
 - a. Does the proposed weighting percentage represent the relative importance of management with respect to overall vendor performance?
 - b. Do the parameters assigned to each rating level (1-5) represent appropriate expectations in performance?
 - c. Are there other considerations for management that you would suggest?
 - d. Do you have additional comments pertaining to management?

7. Are the indicators proposed under COST appropriate as metrics in the industry for measuring aspects of cost against contractual and organizational objectives?
 - a. Does the proposed weighting percentage represent the relative importance of cost with respect to overall vendor performance?
 - b. Do the parameters assigned to each rating level (1-5) represent appropriate expectations in performance?
 - c. Are there other considerations for cost that you would suggest?
 - d. Do you have any additional comments pertaining to cost?

8. Are the indicators proposed under SCHEDULE appropriate as metrics in the industry for measuring the effectiveness in supplying deliverables of the required schedule against contractual and organizational objectives?
 - a. Does the proposed weighting percentage represent the relative importance of schedule with respect to overall vendor performance?
 - b. Do the parameters assigned to each rating level (1-5) represent appropriate expectations in performance?
 - c. Are there other considerations for schedule that you would suggest?
 - d. Do you have additional comments pertaining to schedule?

9. Are there further suggestions or observations that should be considered regarding the scorecard, indicators, and categories as they relate to the Vendor Performance Management Policy and/or as the pilot moves forward?