



Administrative Policy
PERFORMANCE EVALUATIONS

AP No.	5-13
Effective Date:	Upon Approval

1. POLICY STATEMENT

It is the policy of the City of Houston (City) that all entities that hold a contract (vendors, contractors, consultants) with the City for the provision of goods and/or services provide quality service to the City. To this end, City departments shall conduct performance evaluations of all such entities. This policy does not apply to the compliance monitoring conducted by the Office of Business Opportunity related to the Minority Women, and Small Business Enterprise program or labor standards.

2. POLICY PURPOSE

To establish standards for evaluating entities that do business with the City.

3. SCOPE

3.1. This policy applies to all City departments and to all of the following types of contracts:

- Commodities
- Consulting services
- Work services
- Purchase and install
- Professional services

3.2. This policy does not apply to transactions involving the sale or lease of real property, economic development agreements, water supply contracts, and the like.

4. DEFINITIONS

Consultant: A provider of professional services, including but not limited to architectural and engineering services.

Contractor: A provider of work or construction services.

Vendor: A provider of goods, equipment, services, or other commodities.

5. POLICY DETAILS

5.1. Departments shall conduct performance evaluations on a regular basis for all vendors, consultants and contractors holding City contracts.

5.2. At least once a quarter or more often as appropriate, departments shall submit written performance evaluations to the Chief Procurement Officer (CPO).

5.3. Compliance

5.3.1. All employees through the department director shall comply with this policy from the date of approval forward. Violations of this policy may subject the offending employee to disciplinary action up to and including indefinite suspension/termination.

Approved:

Handwritten signature of Sylvester Turner in black ink.

Date Approved:

3/4/2016

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6. ROLES AND RESPONSIBILITIES

6.1. Chief Procurement Officer:

- 6.1.1. Promulgates policies relating to performance evaluations.
- 6.1.2. Promulgates and publishes forms for all departments to use in conducting performance evaluations.
- 6.1.3. Maintains a central repository for performance evaluations that is accessible by all departments.

6.2. Department Directors or Designees

- 6.2.1. Designate individuals responsible for evaluating vendor, contractor, and consultant performance. These individuals may be project managers, contract compliance officers, or other individuals with oversight of the vendor, contractor, or consultant.
- 6.2.2. Conduct written performance evaluations of the vendors, consultants, and contractor(s) on a quarterly basis, at a minimum and submit them to the CPO. For some complex contracts, weekly or monthly evaluations may be appropriate.
- 6.2.3. Communicate performance issues (good or bad) to the vendor, consultant, or contractor via telephone, in-person meetings, and status reports.
- 6.2.4. Ensures that the performance evaluation document is completed no less than quarterly. For some complex contracts, weekly or monthly evaluations may be appropriate.

7. APPENDICES

- Consultant Performance Evaluation Form
- Contractor Performance Evaluation Form
- Vendor Performance Evaluation Form

8. POLICY SPONSOR

Department: Finance Department Strategic Procurement Division