



Vendor Performance Management Program

Industry Information Bulletin, Volume 6

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This Information Bulletin has been prepared to provide our Industry Partners with the most current Vendor Performance Management (VPM) Program status updates. By working closely with Vendors, we ensure the success of our program.

Vendor Performance Management Program by the Numbers

VPM Program Statistics*		
742 Contracts total value = \$2.3B	982 Evaluations Completed since launch of VPM Program	220 Vendors participating in the VPM Program
Average OVPR** for Consultants = 3.13*		
70% Exceeded Expectations w/ OVPR above 3.00 (Avg. OVPR = 3.20)	23% Met Expectations (OVPR = 3.00)	7% Under Expectations w/ OVPR below 3.00 (Avg. OVPR = 2.93)
Average OVPR** for Contractors = 3.15*		
65% Exceeded Expectations w/ OVPR above 3.00 (Avg. OVPR = 3.29)	20% Met Expectations (OVPR = 3.00)	15% Under Expectations w/ OVPR below 3.00 (Avg. OVPR 2.73)
*from January 2020 through January 2024 **Overall Vendor Performance Rating		

Evaluation Scale Refresher – 3.00 is a Good Score!

A three out of five may not sound like a high score, but the VPM Program is not a typical 1-5 rating scale, and for good reason. A score of three is good and means that contract expectations have been met. This scale also allows Vendors who are providing exceptional performance to be recognized and those whose performance require improvement to be held accountable. The objective of the program is to facilitate two-way communication between Alberta Infrastructure and Vendors through informal feedback and formal evaluations. The program ensures Vendors are aware of expectations and performance and can make adjustments over the course of a contract, as required.

Scale	Definition
Exceptional (5)	Performance <i>greatly</i> exceeds expectations
Surpassed (4)	Performance exceeds expectations
Achieved (3)	Performance meets expectations
Improvement Required (2)	Performance is below expectations
Significant Improvement Required (1)	Performance is <i>significantly</i> below expectations

If you have any questions, please contact the VPM team at INFRAS.VendorPerformance@gov.ab.ca.