



Vendor Performance Management Program

Industry Information Bulletin, Volume 10
March 2025

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 Statistics

Program data has been maintained and tracked since program implementation in January 2020.

As of February 2025		Consultants - Average Overall Vendor Performance Rating (OVPR) 3.14		
	254 Vendors Evaluated	70% Exceed Expectations w/ OVPR above 3 (Avg. OVPR 3.21)	24% Meet Expectations (OVPR is 3)	6% Under Expectation w/ OVPR below 3 (Avg. OVPR 2.88)
	959 Contracts subjected to VPM amounting to \$3.9B	Contractors - Average OVPR 3.15		
	1,540 Evaluations conducted	60% Exceed Expectations w/ OVPR above 3 (Avg. OVPR 3.30)	31% Meet Expectations (OVPR is 3)	9% Under Expectation w/ OVPR below 3 (Avg. OVPR 2.66)

Requesting Feedback

When scoring Key Performance Indicators (KPIs) on an evaluation form during a VPM Performance Evaluation, Infrastructure strives to provide objective and factual rationale that clearly states the reasons why a score was given. However, given the complex nature of consultant and contractor contracts, rationale is also aimed to be concise and focused rather than all encompassing.

After being sent a draft evaluation, if a vendor has any questions about the scores they received, they can reach out to their Infrastructure Project Manager and VPM Contract Evaluation Advisor (CEA) to request a discussion meeting. The CEA will work with the vendor and the PM to schedule a meeting time that will work for everyone.

Discussion meetings are an opportunity for both parties to ensure that all relevant information is brought forward. The discussion also helps provide clarity on the scores and the rationale. This is a good time to not only provide relevant supporting information on each KPI, but to ask questions, and to ask for additional, specific feedback on performance – both on what is working well and what may need improvement.

The VPM team highly recommends scheduling a discussion meeting after every performance evaluation. These discussions help with ongoing communication, they support a “no surprises” approach, and they ensure ongoing, two-way dialogue and feedback between vendors and Alberta Infrastructure.

Infrastructure is committed to providing feedback that promotes the success of its Vendors, who are critical in delivering capital projects on time, on budget and to scope to ensure Albertans have access to the infrastructure that provide the high-quality services they rely on.

Curious about your OVPR?

Please reach out to us:

INFRAS.VendorPerformance@gov.ab.ca



Please access the VPM Program Document via this [link](#) which outlines the program. For questions, do contact the Contract Evaluation Advisor on file or the VPM team at: INFRAS.VendorPerformance@gov.ab.ca.