



Vendor Performance Management Program

Industry Information Bulletin Special Edition - 2025

This Information Bulletin has been prepared to provide our Industry Partners with a special announcement regarding the Vendor Performance Management (VPM) Program

New VPM Training Program released

The Contract Monitoring and Evaluation Team is pleased to announce the launch of a new Vendor Performance Management Training Program! Designed specifically for vendors participating in the VPM Program, this training aims to provide a clear and comprehensive overview of how the VPM Program functions, how it is administered, and what the relevant processes to participating vendors are.

To best support both vendors brand new to VPM and those familiar with it, the training is split into seven modules—each covering a fundamental component of the VPM framework—allowing vendors to learn about the Program as a whole or use it as a refresher for select key elements. Each module is comprised of a short video between two to 11 minutes in length that explains the core concepts and provides examples to promote understanding.

The seven modules are as follows:

	Module Title	Module Content
Module 1	Introduction to Vendor Performance Management	<ul style="list-style-type: none">• Key objectives & core components• Program application
Module 2	The Performance Evaluation Elements	<ul style="list-style-type: none">• Evaluation forms overview• Key performance indicators & indices
Module 3	The Performance Evaluation Process	<ul style="list-style-type: none">• Evaluation scheduling• Full evaluation lifecycle
Module 4	Procurement and Overall Vendor Performance Rating (OVPR)	<ul style="list-style-type: none">• Calculating OVPR from evaluation results• OVPR procurement adjustments
Module 5	Review Request Process	<ul style="list-style-type: none">• How-to submit a review request• Process behind review decisions
Module 6	Corrective Measures and Suspensions	<ul style="list-style-type: none">• Corrective action plans• Suspension process
Module 7	Reference Letters	<ul style="list-style-type: none">• How-to request a reference letter• Contents of reference letters

The training is available on the VPM site on alberta.ca and can be accessed freely at your convenience. We strongly encourage all vendors to go through the modules to deepen their knowledge of the VPM Program and gain valuable insights into how performance is monitored and evaluated by Alberta Infrastructure. This initiative supports our commitment to transparency, continuous improvement, and successful vendor partnerships as we work together to deliver Infrastructure for Albertans on-time, on-budget, and to scope to ensure high quality public services.

If you have any questions, please contact the CEA on file or you can reach the VPM team at INFRAS.VendorPerformance@gov.ab.ca.