



## Performance Evaluations for Vendors

*This document is a quick-start guide for Vendors who need to review and respond to Performance Evaluations (PEs) in PASSPort. For more detailed step-by-step instructions on the PE process, please refer to the Performance Evaluation for Vendors User Manual. If you have any questions or need assistance, please reach out the [MOCS Service Desk](#).*

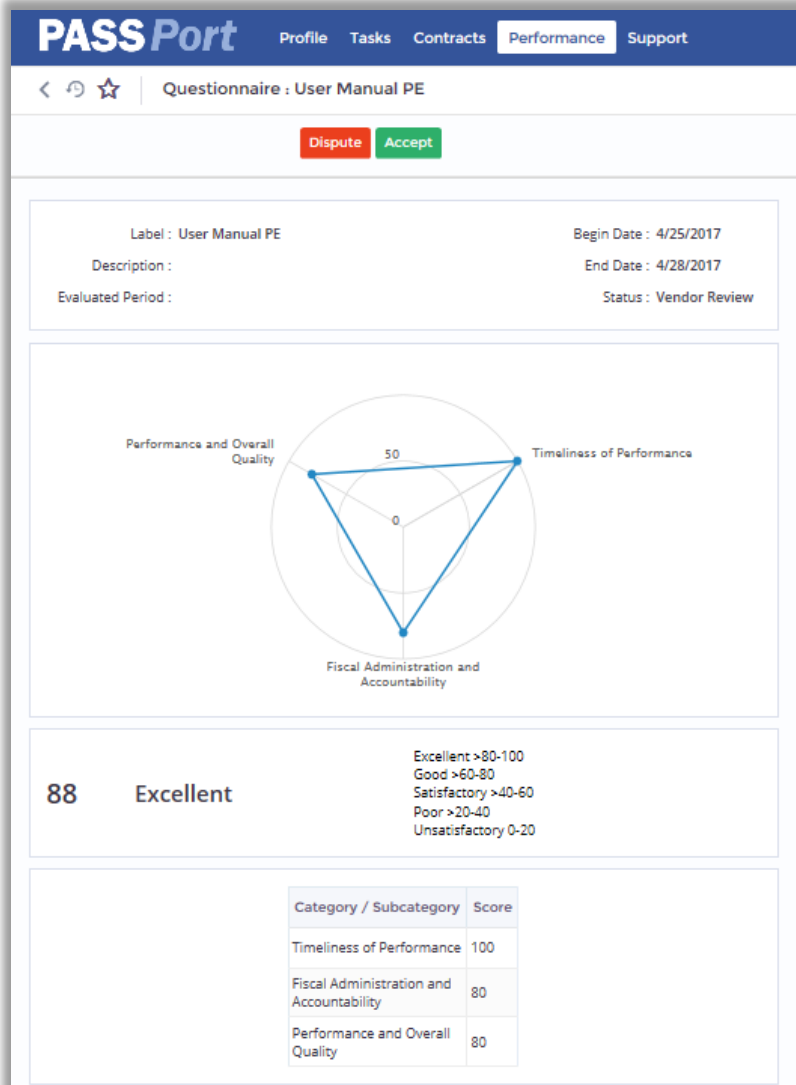
The PE process allows City Agencies to assess your performance on City contracts. PEs are typically required at least once annually from the contract start date. When a PE needs to be completed, the Agency completing the PE will assign an evaluator to each of the three PE categories (Timeliness of Performance, Fiscal Administration and Accountability, and Performance and Overall Quality of Service/Goods). Evaluators will then complete PE scorecards, which consists of answering questions relating to the previously mentioned categories and assign a rating for each category. Once all of the PE scorecards are approved, the Agency will review and approve the PE and send it to you.

You will receive an email notification indicating that a new PE has been issued for you to review. When reviewing PEs, the overall PE score and rating, each of the category scores, and the answers and comments for the entire evaluation will be visible to you. You have 15 calendar days to submit an appeal for a PE and the PE will auto-finalize if a response is not received within this 15-day window.

### Reviewing and Responding to a Performance Evaluation

1. Whenever a PE requires your review, you will receive both an email notification and a task in PASSPort. To access PASSPort and log in, navigate to: <http://www.nyc.gov/passport>
2. From the PASSPort homepage, open the PE that requires your review from the Open Workflow Tasks window. PEs require your review will have a **"Task to perform" of Vendor Response**.
3. Click the  icon to open the PE. *Please refer to the screenshot on the next page as an example of a PE.*
4. The PE is displayed. On this page you can review all the information related to the PE (**"Label", "Description", "Evaluation Period", "Begin Date", "End Date", "Status"**). In addition, you will also be shown the overall PE score and rating for the evaluation and the individual category scores for **"Timeliness of Performance," "Fiscal Administration and Accountability," and "Performance and Overall Quality."**
5. To review the individual scorecards that were completed to create this evaluation, click the  icon at the bottom of the page. The **"Evaluations"** table will have anywhere from one to three scorecards, depending on how the PE was created.
6. Depending on your review of the PE, click the **"Dispute"** or the **"Accept"** button.

The screenshot below depicts what you would see while reviewing a PE:



**PASSPort** Profile Tasks Contracts **Performance** Support

Questionnaire : User Manual PE

**Dispute** **Accept**

Label : User Manual PE      Begin Date : 4/25/2017  
Description :      End Date : 4/28/2017  
Evaluated Period :      Status : Vendor Review

Performance and Overall Quality      50      Timeliness of Performance

Fiscal Administration and Accountability

**88**      **Excellent**

Excellent >80-100  
Good >60-80  
Satisfactory >40-60  
Poor >20-40  
Unsatisfactory 0-20

Category / Subcategory	Score
Timeliness of Performance	100
Fiscal Administration and Accountability	80
Performance and Overall Quality	80



If you click the **“Dispute”** button, you will be prompted to enter in comments that indicate why you are disputing a PE. The Agency will review your comments and either re-open the PE or will decide to finalize the PE. You will receive email notifications regarding any updates to your PE.

If you click the **“Accept”** button, the PE will be finalized and will be added to your vendor record in PASSPort.

As PEs are finalized, you will be able to see the results via the Performance → Manage Your Performance main menu navigation. From this page, you can search for and view any PEs that have been created for your account.