

POLICY REGARDING THE OVERSIGHT AND MONITORING OF CONTRACTORS

**POLICE AND FIRE DEPARTMENT RETIREMENT PLAN
AND FEDERATED CITY EMPLOYEES' RETIREMENT SYSTEM**

(JANUARY 29, 2024 | DRAFT 1 FOR JGC)

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Overview

Background

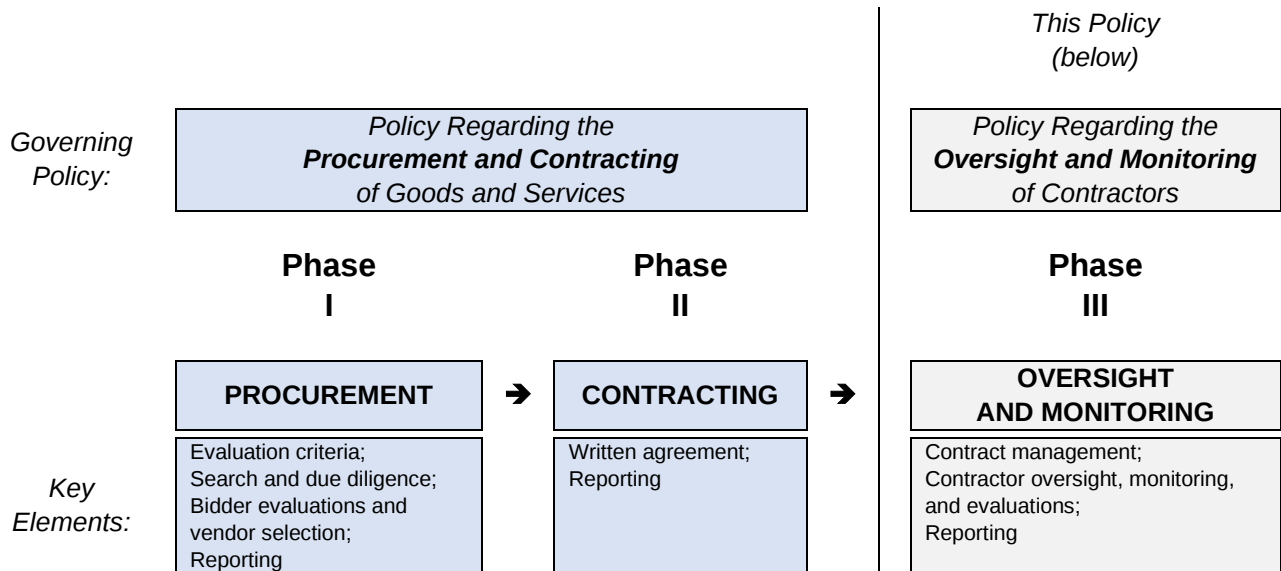
- 1) [Content would be similar to the “Background” section of the *Policy Regarding the Procurement and Contracting of Goods and Services* and is not repeated here.]

Purpose

- 2) The purpose of this *Policy Regarding the Oversight and Monitoring of Contractors* (the “Policy”) is to establish the guidelines by which the Boards and ORS staff (“staff”) will effectively oversee and monitor the vendors of goods and services (“Contractors”).

Process Overview

- 3) This Policy covers the third and final phase, depicted below, in the process related to the:
 - a) procurement of goods and services;
 - b) contracting of goods and services; and
 - c) oversight and monitoring of Contractors of goods and services.



Oversight and Monitoring Processes

Monitoring and Evaluation Frequency

- 4) Throughout the term of their contracts, all Contractors will be subject to:
- a) regular monitoring of their performance; and
 - b) periodic reviews as described in Appendix 1.

Evaluation Criteria in Periodic Reviews

- 5) The evaluation criteria to be used in periodic reviews should:
- a) be established in advance;
 - b) consider the reasonable standards regarding the value of goods or services that are contracted for in relation to their cost; and
 - c) consider the levels of service expected from Contractors as agreed upon in any Service Level Agreements ("SLAs").

Responsibilities

- 6) The table below summarizes the responsibilities in the oversight and monitoring phase.

Responsibilities	Board	CEO	DD	Resp. Exec.	Contract Admin.
1. Determine which staff members will participate in the evaluation of Designated Service Providers and other Contractors.		•			
2. Solicit the input of the appropriate staff and/or Board/Committee regarding the performance of Designated Service Providers and other Contractors that reflects appropriate evaluation criteria, such as: a. quality of the goods or services (e.g., technical proficiency); b. responsiveness and quality of communication; and c. cost effectiveness.				•	•
3. Coordinate the evaluations of Designated Service Providers and other Contractors, including maintaining evaluation tools (e.g., on-line survey tools and/or guides).					•
4. Review and evaluate Designated Service Providers and other Contractors based on the above feedback.	•	•			
5. Meet with the Designated Service Provider to review their evaluation and discuss any actions that may arise from their evaluation.	• ¹				

¹ Board chair (mandatory) and relevant Committee Chair (optional).

Responsibilities	Board	CEO	DD	Resp. Exec.	Contract Admin.
6. Meet with other Contractors to review their evaluation and discuss any actions that may arise from their evaluation.				•	
7. Report the results of performance reviews of Designated Service Providers to the Board.		•			
8. Report the results of performance reviews of other Contractors to the CEO.				•	

Exceptions

- 7) In cases where a Contractor evaluation is required but the Responsible Executive deems the evaluation will not be of benefit, the Responsible Executive or designee will provide a report to the CEO in writing detailing the reasons why the evaluation is not beneficial.
- 8) The CEO must approve in writing any exceptions to the evaluation process.

Other Reporting

- 9) Other reporting responsibilities are included in the *Policy Regarding the Procurement and Contracting of Goods and Services*.

Compliance Certification

- 10) Employees will:
 - a) comply with this Policy and any related Procedures;
 - b) participate in training required under this Policy; and
 - c) certify, in writing, their compliance with this Policy and the related Procedures annually.

Compliance Breaches

- 11) If there is a failure to comply with this Policy ("breach"):
 - a) the CEO and Deputy Director will be notified immediately; and
 - b) if the CEO or Deputy Director determine the breach is material, the breach will be reported to the Board Chairs immediately.
- 12) Any notifications of a breach in this Policy will include a timely explanation of the reason(s) for the breach, corrective action(s) that have been taken or will be taken, as well as the timing of any such action(s).

Policy Review and History

- 13) The Board shall review this Policy at least every two years.
- 14) The Board adopted this Policy on ●, 2024.

Appendix 1. Contractor Evaluation Frequency

The evaluation frequency of Contractors is summarized below.

Contractor Type or Contract Size	Evaluation Frequency
Designated Service Provider	[Parameters will be drafted <u>after</u> the <i>Policy Regarding the Procurement and Contracting of Goods and Services</i> has been discussed with the JGC.]
Contracts > \$50,000 ("Threshold Amount")	
\$1,000 - \$49,999	
< \$1,000 ("Small Purchase Amount")	

Glossary of Terms

Service Level Agreement (SLA)	An agreement that describes the level of service expected from a Contractor which may include metrics by which service quality is measured and any remedies or penalties if agreed-on service levels are not be achieved.
SLA	See Service Level Agreement.