**Vendor Performance Management**

**Industry Tips and Tricks**

### Upon Receipt of an Evaluation

1. Log In to www.merx.com or click on the link within the e-mail notification.
2. Select Performance Management.
3. Search by the Project Number (or the e-mail notification will take you directly to the evaluation after the log on screen).
4. Click on the Project Number link.
5. The Project Field will provide basic information about the Project.
6. The History Field will provide information about open appeals and or appeal decisions.
7. The Vendor Performance Field will forward you to the evaluation.
8. Click on the Vendor Performance ID.
10. Click on either Review or Appeal.
11. Add comments and Attachments as appropriate. Appeal decisions require substantiated information.
12. Complete Compliance and Authentication by adding your full name and password.

### History and Project Score Details

1. Click on the “City of Ottawa” Vendor Score within the My Account screen.
2. View Vendor Score by Performance Program which includes the following:
   - * Vendor score
   - * Score by Performance Criteria
   - * Link for each project will take you directly to the evaluation.
3. Expand and View the Performance Evaluations by Category; contractor, consultant, contract administration.

### Reviewing an Appeal Decision

1. Log In to www.merx.com or click on the link within the e-mail notification.
2. Follow steps 2 through step 9 in the Upon Receipt of an Evaluation section.

### Vendor Information and Reviewing the Overall Vendor Score

1. Click on the My Account icon on the top right of the screen.
2. Click on Vendor Score.
3. Review the Overall Vendor Score in the Vendor Score Box.
Providing MERX Vendor Account Information to the City

Through your organization’s MERX account, vendor users will be able to receive evaluation updates, access your evaluation records and file an appeal.

**NOTE:** To access the VPM module, your MERX account needs to have an *annual Complete Canadian Public Tenders* subscription.

In order to correctly link your organization’s account to performance evaluations, your City Project Manager and/or Purchasing Officer will ask for your **MERX organization #** and your **designated VPM contact** who will be linked to the VPM evaluations for that project.

Steps to get this information:

1. Have one of your MERX users log on to your account – [www.merx.com](http://www.merx.com) and click on “Manage my Account”:

![Manage my Account](image1)

2. Your **MERX organization #** will appear:

![Organization Information](image2)
Providing MERX Vendor Account Information to the City

3. If your organization’s MERX account only has 1 user, that individual will be the one linked to VPM evaluations. If you have multiple users, you can view them by clicking “Organization Contact List” and informing the City who you want as the designated VPM contact:

![Organization Contact List Screenshot]

4. Vendors without a MERX account will have a system e-mail sent to them giving the option to subscribe in order to access bid opportunities and their VPM evaluation records. The City will still perform and track VPM evaluations on vendors who do not subscribe with MERX.