

## Worksheet: Keeping Cloud City Clean

---

### Metrics

Look at Cloud City's proposed service standards (outputs) and performance metrics (outcomes).  
**What new or adapted ones would you suggest?**

| Outputs<br>(short term; quantity, timeliness, cost)                                                                                                | Outcomes<br>(long term; results, impact, value added)                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Example: <ul style="list-style-type: none"><li>- # square feet cleaned</li><li>- # urgent cleaning requests completed in a timely manner</li></ul> | Example: <ul style="list-style-type: none"><li>- % increase in building patrons</li><li>- % increase in visitor satisfaction ratings</li></ul> |

## Risk Assessment

For your given risk, determine its **probability level**, **possible impact**, and some options for Cloud City staff to **mitigate** it.

### Cloud City CPO says...

| RISK                                        | WHERE                  | COMMENT                                                                                                                                  |
|---------------------------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| Scope & Performance                         | Scope of Work          | "‘Regular’ and ‘presentable’ are vague. Without set frequencies and standards, vendors could under-deliver."                             |
| Cost Increases & Delays                     | Key Deliverables       | "How will pricing and staffing adjust if buildings are added or removed? Without adjustment terms, we could overpay or underserve."      |
| Political & Reputational                    | Performance Metrics    | "How will performance data be collected and shared? What if inspections rating cleanliness as ‘Unsatisfactory’ are leaked to the media?" |
| Scope & Performance, Legal & Compliance     | Performance Metrics    | "Is a 2-hour urgent request response feasible across all sites, at all hours? What counts as urgent?"                                    |
| Cost Increases & Delays, Legal & Compliance | Reporting Requirements | "Should we specify what portion of payment is subject to withholding? Vagueness could lead to disputes."                                 |

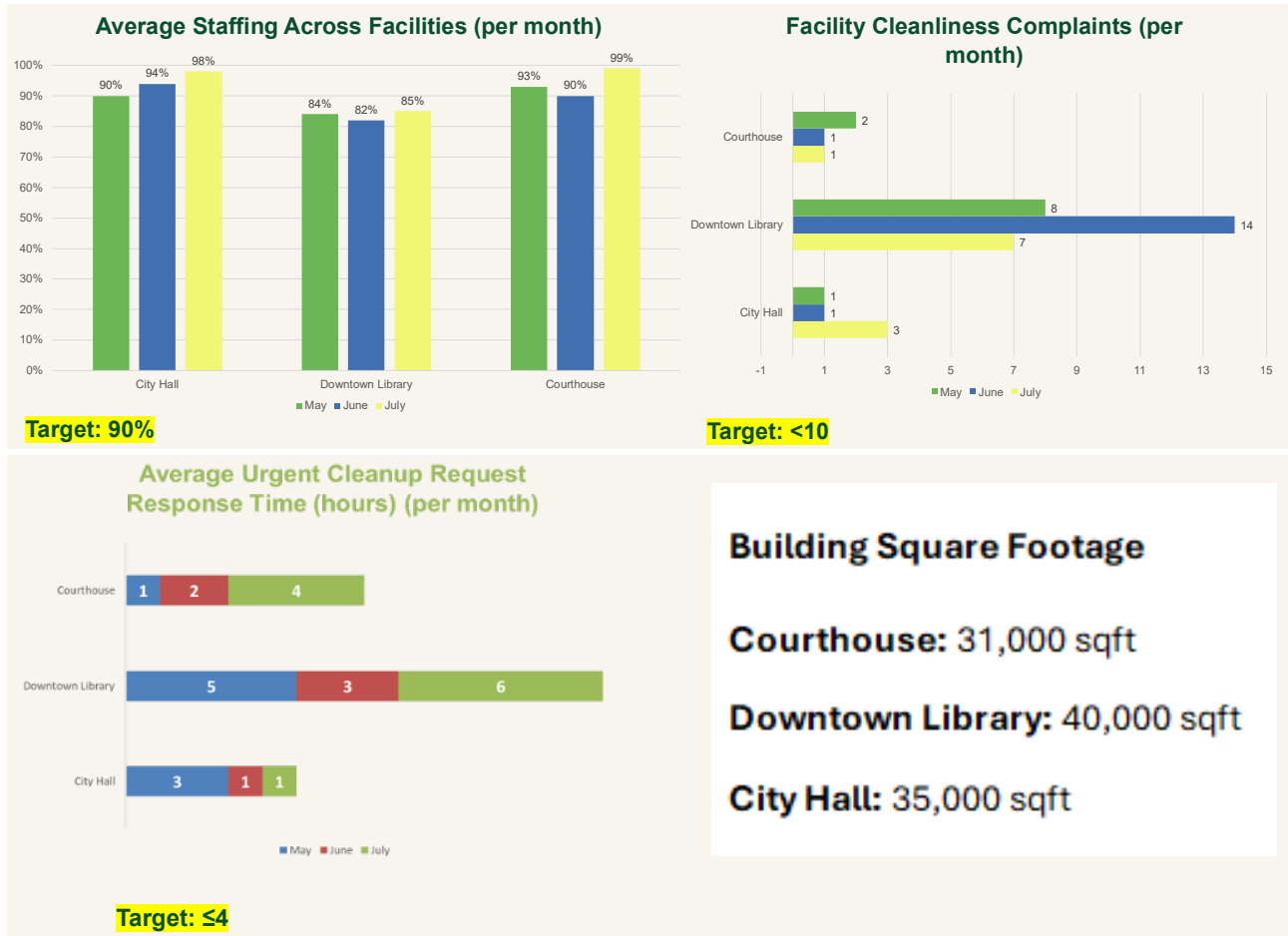
Partners for Public Good

|                                                               |
|---------------------------------------------------------------|
| Risk:                                                         |
| Probability: Very likely / Probable / Improbable              |
| Impact Level: Negligible / Marginal / Critical / Catastrophic |
| Mitigation Ideas:                                             |

# Partners for Public Good

## Data Deep Dive

Review the data, then **draft a question to ask the vendors.**



Question(s) for the vendor:

## Vendor Communication

### Types of Vendor Engagement Meetings

| Meeting Type                                                                                                           | When It Happens                                   | Why It's Important                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Kickoff Meeting</b>                                                                                                 | Typically, within 1-2 weeks of contract execution | Clarify <b>expectations, scope, and timeline</b> with the vendor, sets tone of <b>open communication</b> and partnership, vendor is quickly brought <b>up to speed</b> . |
|  <b>Performance Check-In Meetings</b> | Ongoing (weekly, bi-weekly, or monthly)           | <b>Build trust and relationships</b> with key contacts in a more informal setting. Review progress, address issues, and ensure alignment.                                |
| <b>Annual Performance Review</b>                                                                                       | Once a year                                       | <b>Formal evaluation of contract outcomes</b> and vendor performance over the course of a year.                                                                          |
| <b>Site Visit</b>                                                                                                      | As-needed                                         | <b>Site visit to assess service delivery</b> and engage with worksite staff.                                                                                             |
| <b>Corrective Action Meeting</b>                                                                                       | As-needed                                         | <b>Address vendor underperformance</b> or noncompliance and establish performance improvement plan.                                                                      |
| <b>Closeout Meeting</b>                                                                                                | End of contract term                              | End of contract meeting to <b>review final deliverables and lessons learned</b> .                                                                                        |

**You're preparing for a 3-month check-in with Tidy Solutions, Inc.**

What topics, information, and data will you review and discuss at this meeting?

**Check all that apply.**

**Hint:** Some topics may be better suited for a different type of vendor meeting.

- ☐ Exit interview with the Tidy Solutions team lead.
- ☐ Explore a possible connection between the 5% decline in staffing, and user satisfaction dropping by 3%.
- ☐ Clarify expectations, scope, and timeline.
- ☐ Introduce processes for tracking performance.
- ☐ Updates on the contract deliverables and the upcoming 6-month milestone.
- ☐ Discuss ways to overcome the barrier of patrons reporting noisy cleaning activities.
- ☐ Establish a performance improvement plan.
- ☐ Formally evaluate contract outcomes.