PERFORMANCE EVALUATION SCENARIO

Overview

Purpose

The purpose of this performance evaluation scenario is to provide prospective vendors with LACERA’s performance evaluation prioritized requirements lists. This will ensure that the vendors will demonstrate their solutions can meet and exceed all of LACERA’s requirements.

Background on the Case Scenario

Each vendor will be provided an example of LACERA’s performance evaluation form (Report of Performance Evaluation in Attachment 1) with fictitious information on a new employee named John Doe. There are 7 factors in the form namely, Quantity, Quality, Work Habits, Personal Relations, Adaptability, Other, and Supervisory Ability.

Scenario:

LACERA hired John Doe, a new employee on May 1, 2004 into the Claims Processing Division (Manager is X.Y. Zane). John Doe’s Supervisor is G.I. Jane who will prepare the performance evaluation.

The Division’s standard under the first factor, **Quantity** is for this staff to process 50 claims each month which represents 16% of the Division’s total production.

The Division’s standard under the second factor, **Quality** is for this staff to have an accuracy rate of 95% in all claims he processed during the performance evaluation period. The Division’s overall accuracy rate goal is 95%.

Requirement

Vendor will:

1. Duplicate the form using their performance management software

2. Demonstrate how the form is filled out and processed from the beginning to the end showing sample outputs or customized reports.

3. Show software’s capabilities and functionalities that meet LACERA’s detailed requirements as stated in the next section.

Continued on next page
Vendor should demonstrate the following:

1. User’s access level should be customizable.

   Example:
   Supervisors and Managers can only access PEs of their immediately staff within their division.
   Staff can only access their own PEs.
   Executive officers can view all PEs.

2. How user will easily identify which staff has an upcoming evaluation and be able to set reminders, alarms or notifications to their respective Supervisors several days before PEs are due.

3. Monitoring the progress of PEs including monitoring flow of PEs across several approval levels.


   Example:
   On Attachment 1, John Doe was rated very good for the quantity and quality factors. This is because he was above the standards of production and accuracy rates.

5. Show a drop down list of comments users can choose from in entering comments.

ATACHMENT 1

COUNTRY OF LOS ANGELES
REPORT OF PERFORMANCE EVALUATION

JOHN M. DOE
EMPLOYEE NAME
RETIRED BENEFIT ANALYST II
POSITION

RATE
OUTSTANDING
EACH
VERY GOOD
FACTOR
COMPETENT
IMPROVEMENT NEEDED
UNSATISFACTORY

Checking items OPTIONAL
with department
Strong
Standard
Weak

1. QUANTITY
☑ Amount of work performed
☑ Completion of work on schedule

2. QUALITY
☑ Accuracy
☑ Neatness of work product
☑ Thoroughness
☑ Oral expression
☑ Written expression

3. WORK HABITS
☑ Observation of working hours
☑ Attendance
☑ Observation of rules and regulations
☑ Observation of Safety Rules
☑ Compliance with work instructions
☑ Orderliness in work
☑ Application to duties

4. PERSONAL RELATIONS
☑ Getting along with fellow employees
☑ Meeting and handling the public
☑ Personal appearance

5. ADAPTABLEITY
☑ Performance in new situations
☑ Performance in emergencies
☑ Performance with minimum instructions

6. OTHER

7. SUPERVISORY ABILITY
☐ Planning and assigning
☐ Training and instructing
☐ Disciplinary control
☐ Evaluating performance
☐ Leadership
☐ Making decisions
☐ Fairness and impartiality
☐ Approachability
☐ Maintaining an effective safety program
☐ Affirmative Action

SIGNATURES OF REPORTING OFFICERS

This report is based on my observation and/or knowledge. It represents my best judgment of the employee’s performance.

RATER
G. J. Jane
DATE 5/16/05

I have reviewed this report.
REVIEWER
G. J. Jane
DATE 5/16/05

I concur in and approve this report.
DEPT. HEAD
V. P. Person
DATE 5/22/05

OVER-ALL EVALUATION

UNSATISFACTORY
IMPROVEMENT NEEDED
COMPETENT
VERY GOOD
OUTSTANDING

Mr. Department Date 5/30/05
Copy of report given to employee
Copy of report mailed to employee
Address
Report discussed with employee
By G. J. Jane Date 5/30/05
This report has been discussed with me.
EMPLOYEE'S SIGNATURE John M. Doe Date 5/30/05
Authorized representative
John Doe was first assigned to the Active Member’s Section in the Claims Processing Division in May 1, 2004. Since John Doe was supervised by the writer of this evaluation report during the entire rating period, the rater will report on the whole evaluation period.

**Duties**

During this rating period, John Doe’s duties were:

- Researching member files for processing service retirement estimates
- Processing member claims requests
- Processing transfer requests from E to D
- Responding to active members’ inquiries in writing or by telephone

**Quantity**

John Doe is a highly dedicated employee whose production is remarkably high. During this rating period, John Doe processed a monthly average of 52 claims requests, 3 transfer application, and 5 responses to active members’ correspondence.

**Quality**

During this rating period, John Doe’s work was characterized by a high level of accuracy and neatness. John Doe developed a high level of efficiency in understanding the retirement law, the new legislation and LACERA policies, and applied this knowledge to the processes that he performed. John Doe always makes sure of the accuracy of the information he gives out to members. His oral skill is excellent and is an articulate and a good communicator. This was evidenced by his participation in division meeting discussions. John Doe’s written expression is outstandingly good. He easily expresses his ideas in a logical, systematic and coherent manner.

**Work Habits**

John Doe’s attendance during this rating period was excellent. He is always punctual. As previously mentioned, John Doe’s high level of dedication gives him very high personal standards, which he adheres to whether applying himself to his duties or in dealing with his co-workers, supervisor and manager. John Doe maintains a positive attitude toward his duties. He complies with work instructions and with safety rules.
**Personal Relations**

John Doe acts professionally at all times and gets along well with his fellow employees. He is a respectable and respectful person. John Doe has a dynamic personality and does everything possible to create an enjoyable work environment for himself and for the team. John Doe always dresses in professional attire. John Doe handles the public with courtesy and in a professional manner. He received “thank you” letters for services he provided LACERA members.

**Adaptability**

John Doe adapts well to new situations and that was obvious when he was given new assignments when he first joined the Claims Processing Division. John Doe performs well in emergencies and he carries out his job responsibilities with minimum instructions.

**Area of Growth**

John Doe was trained on “Telephone Etiquette” conducted by the ABC Corp in November 3-7 2004. John Doe is scheduled for another training, “Employee Compensation Law” in June 2005.

Signature of Rater

Date

Signature of Reviewer

Date