

AAA Operations Policy #10: Evaluating Service Provider Performance

This content is part of a public comment period. For more information, refer to [Minnesota Board on Aging – State Plan on Aging](#).

Authority Reference	Minnesota Statutes, section 16B.98 Office of Grants Management Policy 08-13 Evaluating Grantee Performance
Operating Category	AAA Operations

Policy

1. It is the policy of the State of Minnesota to evaluate and consider a potential grant or contract awardee's past performance before awarding subsequent grants or contracts to them. AAAs must consider a service provider's performance on prior grants and contracts issued by the AAA before making a new grant or contract award to that service provider.
2. AAAs must implement a process that allows the AAA to evaluate a service provider's timeliness, quality, and overall performance under a grant or contract for purposes of this policy after the full period of performance is complete.
3. For grant or contracts, including any amendments, for \$25,000 and less, the AAA must evaluate and document a service provider's performance as described in this policy. This evaluation report must be retained by the AAA and made available for review upon request.
4. To evaluate grantee performance, AAAs should consider all information contained in the service provider's grant or contract file, including:
 - Service provider name, grant/contract award amount, and amount of grant/contract paid to service provider.
 - The start and end dates of the grant award or contract period.
 - Description and purpose of the grant or contract and proposed outcomes.
 - Description of actual outcomes.
 - If applicable, additional conditions specified in the grant or contract agreement as a result of the pre-award risk assessment process.
 - Compliance with reporting requirements.
 - Monitoring and financial reconciliation results.
 - Any fraud, waste, or abuse concerns.
 - If the grant or contract was terminated for cause.
 - Any unresolved issues or concerns
 - Agency's satisfaction with the grantee's timeliness, quality of work, and overall performance.
5. For grants or contracts, including any amendments, over \$25,000 issued on or after April 1, 2024:
 - A. The AAA must evaluate the service provider's performance as outlined in #4 above and submit a report of their evaluation to the commissioner of the Department of Administration as required by state law.
 - B. These reports will be publicly available online. Service providers have a right to respond to performance evaluations and agencies must keep the responses in the grant or contract file.

Procedures

1. AAAs must inform prospective service providers in their Requests for Proposals that a written evaluation of their performance will be prepared in accordance with this policy.
2. MBA will make a template for these service provider evaluations available to AAAs each year.
3. The report evaluating the service provider's performance for grants and contracts under \$25,000 should be completed within 60 days following completion of all other grant requirements, which means either after the final payment is made to the service provider OR, if the service provider is required to have a Single Audit conducted, when the provider submits the Single Audit report.
4. The report evaluating the service provider's performance for grants and contracts for \$25,000 or more should be submitted to the Department of Administration within 60 days following completion of all other grant requirements, which means either after the final payment has been made to the service

provider OR, if the service provider is required to have a Single Audit conducted, when the provider submits the Single Audit report.