



# 2019 Consultant & Construction Contractor Symposium

City of Austin



# Consultant/ Contractor Performance Evaluation Program

Presented By:

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# Presentation Overview

- Background
- Performance Evaluation Use
- Program Administration
- Scoring Criteria
- Performance Evaluation Guidelines
- Summary/Q&A

**Purpose:** To provide a uniform method of evaluating, tracking and reporting vendor performance to support high quality City projects.



# A Little Bit of History

**2003 Resolution**

**2014 Administrative Rule R161-13.37**

- Outlines requirements for a Citywide vendor performance evaluation program
- Vendor performance maintained for historical record
- Used in future solicitation award decisions

# Consultant Performance Evaluations:

## How are they used?

- Performance history is used as part of the evaluation process for Qualifications-Based selection processes.
- Item 8 on the evaluation matrix
- Up to 10 points in what is typically a 100 point scale



# Evaluation Matrix

	Item 1	Item 2	Item 3a	Item 3b	Item 4	Item 5	Item 6	Item 7	Item 8		Item 9	
<b>Points:</b>	[Yes or No]	[Yes or No]	[10]	[20]	[20]	[15]	[15]	[10]	<b>[10]</b>	[100]	[15]	[115]
Firm (or Joint Venture)	MBE/WBE Procurement Program	Turned in all Required Documents	Team's Structure	Team's Project Approach	Experience of Project Manager Project Professional & Project Principal PM P Prin	Prime Firm's Comparable Project Experience	Major Scopes of Work Comparable Project Experience	Team's Experience with Austin Issues	<b>COA Experience with Prime</b>	SUB TOTAL	Optional Interview	TOTAL POINTS
					[15]	[5]						

**QBS Evaluation Matrix Example**

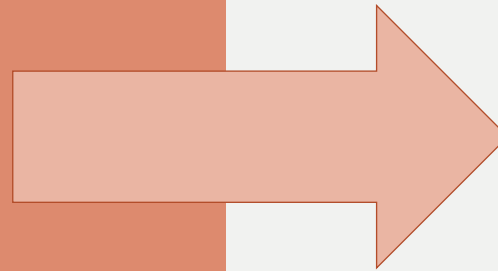
# If a Consultant has no previous work with the COA....

- **The Industry Average is used.**
- **For Engineering Projects, the discipline average is used.**



## Industry

- Engineering
- Architecture
- Surveying
- Planning
- Landscape Architecture



## Engineering Disciplines

- |                |               |
|----------------|---------------|
| MEP            | Drainage      |
| Geotechnical   | W & WW        |
| SUE Services   | Pipelines     |
| Structural     | W&WW          |
| Environmental  | Facilities    |
| Tunneling      | General Civil |
| Transportation |               |

# Contractor Performance Evaluations:

## How are they used?

- Competitive Sealed Proposals – used as an item on the evaluation matrix
- Invitation for Bid (Low Bid)
  - Contractor's CPE score is not included in the bid tab.
  - Past performance is reviewed as included in the assessment of the bidder's experience.
  - Evaluations are kept for historical purposes.
  - City may reject future bids of contractors based on sustained poor performance.
  - Probation/Suspension/Debarment





# CPE Process

- Performance evaluation includes Consultant/Contractor staff and indirectly the entities for whom they are responsible.
- City Team – managing department, sponsor/user department, SMBR and other relevant parties such as QMD when applicable.
- Vendor may request an in-person review/rebuttal meeting and a subsequent Appeal Hearing.

## Project Team

PM consults with the project team, completes the performance evaluation, and provides to the program administrator in CCO.

## CCO

Program administrator reviews the evaluation for completeness and adherence to the evaluation guidelines and contract requirements; maintains the record and the data for reporting; and emails a copy of the CPE to the vendor.

## Evaluation Use

Evaluations for work performed during the past 5 years is taken into consideration in the award of future contracts.

# Consultant Performance Evaluation Items Scored

1. Timeliness of Performance
2. Budget/Cost Control
3. Quality of Work Performed
4. Invoicing and Payments
5. Compliance with MBE/WBE Procurement Program
6. Deliverables
7. Regulatory Compliance and Permitting
8. Adequacy and Availability of Workforce
9. Project and Contract Management
10. Communications, Cooperation, and Business Relations

# Contractor Performance Evaluation

## Items Scored

1. Quality
2. Schedule
3. Wage Compliance and Required Job Postings
4. Compliance with MBE/WBE/DBE Procurement Program(s)
5. Invoicing and Payments
6. Regulatory Compliance and Permitting
7. Safety and Protection
8. Adequacy and Availability of Workforce
9. Project and Contract Management
10. Communications, Cooperation, and Business Relations

# Performance Evaluation Guidelines

## Overall Evaluation - Rating Definitions

Needs Improvement 1 point	Successful 2.5 points	Exceptional 3 points
Performance does not meet contractual requirements and recovery did not occur in a timely or cost effective manner	Performance meets contractual requirements.	Performance exceeds contract requirements to the City's benefit.
Serious problems existed and corrective actions have been ineffective	May have had minor problems; however, satisfactory corrective action was taken.	May have identified cost savings; provided innovative options or efficiencies; added value.
Major errors, extensive minor errors, and/or recurring problems	Problems were not repetitive.	Consistently exceeded City expectations and always provided exceptional results.
Performance indicates little or no effort to satisfy the minimum contract requirements		



# CONSULTANT PERFORMANCE EVALUATION

Capital Contracting Office

Solicitation #:

Project Name:

CIP ID Number:

Phase:

( ) Design (through Bid & Award Phase); ( ) Construction; ( ) Other: \_\_\_\_\_

Contract Number:

CT / MA #: \_\_\_\_\_ DO #: \_\_\_\_\_

Rotation List Name, if applicable

Consultant: (Name of Firm)

Consultant's Project Manager:  
(Name & email address)

Consultant's Principal:  
(Name & email address)

Industry (Select one):

( ) Engineering, ( ) Architecture,  
( ) Surveying, ( ) Planning,  
( ) Landscape Architecture

Engineering Discipline (Select all that apply): ( ) MEP, ( ) Geotechnical, ( ) SUE Services, ( ) Structural,  
( ) Environmental, ( ) Tunneling, ( ) Transportation, ( ) Drainage, ( ) W & WW Pipeline, ( ) W & WW Facilities,  
( ) General Civil

## EVALUATION CRITERIA

- Needs Improvement (1 Point) = Does not meet contractual, technical or professional requirements.

- Successful Performance (2.5 Points) = Meets contractual requirements.

- Exceptional Performance (3 Points) = Exceeds contract requirements to the City's benefit.

Detailed Performance Evaluation Guidelines can be found at:

<http://www.austintexas.gov/department/consultant-performance-evaluation>

	Needs Improvement (1 point)	Successful Performance (2.5 Points)	Exceptional Performance (3 Points)
1. Schedule / Timeliness of Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Budget / Cost Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Quality of Work Performed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Invoicing and Payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Compliance with MBE/WBE/DBE Procurement Program(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Regulatory Compliance and Permitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Adequacy and Availability of Workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Project and Contract Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Communications, Cooperation, and Business Relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total Score (30 Points Maximum):			

Comments / Facts concerning specific events or actions to justify the evaluation:

Signature / Print / Date

Project Manager (PM) :

Sponsor Dept.:

Inspector (Construction Phase only):

Please email completed evaluation(s) to the Capital Contracting Office at:

[PerformanceEvaluations@austintexas.gov](mailto:PerformanceEvaluations@austintexas.gov)

# Consultant Performance Evaluation Form



# CONTRACTOR PERFORMANCE EVALUATION

Capital Contracting Office

Solicitation #: \_\_\_\_\_

Project Name:

CIP ID Number:

Contract Number:

CT / MA #: \_\_\_\_\_ DO #: \_\_\_\_\_

Contractor: (Name of Firm)

Contractor's Primary Contact:  
(Name & email address)

## EVALUATION CRITERIA

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	Needs Improvement (1 point)	Successful Performance (2.5 Points)	Exceptional Performance (3 Points)
1. Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Wage Compliance and Required Job Postings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Compliance with MBE/WBE/DBE Procurement Program(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Invoicing and Payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Regulatory Compliance and Permitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Safety and Protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Adequacy and Availability of Workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Project and Contract Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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# Contractor Performance Evaluation Form

# When Are Evaluations Conducted?


## Consultants/Professional Services

**Stand-alone** – End of design, substantial completion of construction; project completion if no construction phase.

**Rotation Lists** – by project, end of design, substantial completion of construction, or project completion if no construction phase.



Frequent  
Feedback is  
Key!



+Progress  
Checks

## Testing Rotation Lists

- **Materials testing** – twice a year;
- **Geotechnical** -end of each project;
- **Forensic Engineering** -project assignment completion.

# When Are Evaluations Conducted?

## Contractors/Construction

**Invitation for Bid** –substantial completion

**ID/IQ**– at time of option/contract term renewal and/or end of the contract

**Job Order Contracts** –by project, substantial completion of construction

+Interim Evals Allowed



## Construction Manager at Risk –

substantial completion of construction

## OTHER:

**Design-Build** – end of design, substantial completion of construction

+Progress Checks







# Summary

- Program required by City resolution and administrative rules.
- Intent to improve the quality of work performed on the City's capital projects.
- Provides a tool for performance management.
- Collaborative team effort

