

Contract Management Dept.: Consultant/Contractor Performance Evaluation Processes

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NOVEMBER 5, 2013 [ADVISORY COMMITTEE]



Presentation Overview

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- **Process Objectives – What were we trying to accomplish?**
- **Stakeholders Involved – Who provided input and played a role?**
- **Results Achieved – What was the outcome?**
- **Appeal Process – How are disagreements resolved?**
- **Consultant/Contractor Performance Evaluation – What criteria items will be used to measure performance? How are scores determined?**
- **Implementation Schedule – When will the processes be implemented?**
- **Q & A**

Objectives

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CONSULTANT (Professional Services)

An enhanced consultant performance evaluation for construction-related, professional services projects that more accurately gauges the performance of the consultant, addresses the concerns voiced by internal staff, and is responsive to stakeholder feedback.

Objectives

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CONTRACTOR (Construction)

The initiation of a new evaluation process for construction-related projects that will effectively gauge, report, and track contractor performance and addresses the concerns voiced by internal staff, and is responsive to stakeholder feedback.

Who We've Worked With - Stakeholders

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- **INTERNAL** –

- City Manager's Office (CMO) / Asst. City Manager (ACM)
- Capital Planning Office (CPO)
- PW Director / Asst. Directors and Div. Managers / Project Managers – Project Mgmt., Construction Inspection, QSMD, ESD divisions
- Law Department
- Purchasing Office
- Small Minority Business Resources (SMBR)
- Budget Office (eCAPRIS)
- Sponsor Departments

Who We've Worked With – Stakeholders

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- **EXTERNAL** –

- Consultant Stakeholder Meetings: (2) May 2012, (1) June 2013
- Contractor Stakeholder Meetings: June 2013
 - ✦ Texas Board of Professional Engineers (TBPE)
 - ✦ Texas Board of Architectural Engineers (TBAE)
 - ✦ Engineering / Architectural Consultants (from CMD email lists)
 - ✦ Construction Advisory Committee (CAC)
 - ✦ Austin Contractors & Engineers Association (ACEA)
 - ✦ Associated General Contractors (AGC)
 - ✦ Austin Associated Builders & Contractors (ABC)
 - ✦ Minority Trade Associations (Asian Contractors Association, Hispanic Contractors Association, Black Contractors Association)

Results

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- Ensure process is relevant, applicable, and useful
- Criteria linked to the contract [*Professional Service Agreement or Sec. 700 – General Conditions*] and aligned with industry standards
- Evaluation to be completed at appropriate points (Phase end or Construction end)
- Gauge performance of Vendors for consideration in future awards and for assistance in management of contracts
- Create and maintain database for historical performance record
- Integration of Probation/Suspension/Debarment rules

Evaluation / Appeal Process

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1. *Project Manager completes evaluation*
 - ✦ *Consultant*: Mandatory completion of evaluation at the end of each phase by PM (gathers input from responsible parties, as appropriate)
 - ✦ *Contractor*: Mandatory completion of evaluation at the end of construction phase by PM (gathers input from responsible parties, as appropriate)
2. Forwards to CMD Process Owner *with supporting documentation* who reviews and ensures completion
3. Evaluation emailed to Consultant/Contractor primary contact, *given an opportunity to respond*
4. If requested, CMD Process Owner schedules informal meeting
5. If necessary, CMD Process Owner schedules Appeal Hearing
6. Final decision is generally made within 10 business days of the Appeal Hearing

(Consult.) Evaluation Criteria – Preliminary, Design thru Bid/Award Phases [Prelim/Design]

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Item	Evaluation Measure	Max. Score Available (pts.)
1	Timeliness of Performance	1
2	Budget / Cost Control	1
3	Quality of Work Performed	2
4	Invoicing and Payments	1
5	Compliance w/ MBE/WBE Procurement Program	2
6	Deliverables	2
7	Regulatory Compliance & Permitting	1
	Total	10
	<i>Note: All evaluation measures are subject to P/S/D action.</i>	

(Consult.) Evaluation Criteria – Construction Phase [Construction]

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Item	Evaluation Measure	Max. Score Available (pts.)
1	Timeliness of Performance	2
2	Budget / Cost Control	1
3	Quality of Work Performed	1
4	Invoicing and Payments	1
5	Compliance w/ MBE/WBE Procurement Program	2
6	Deliverables	2
7	Regulatory Compliance & Permitting	1
	Total	10
	<i>Note: All evaluation measures are subject to P/S/D action.</i>	

(Contractor) Evaluation Criteria – Construction Phase

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Item	Evaluation Measure	Max. Score Available (pts.)
1	Quality of Work Performed	1
2	Timeliness of Performance	1
3	Wage Compliance & Required Job Postings	1
4	Compliance w/ MBE/WBE Procurement Program	1
5	Compliance w/ Laws and Regulations	1
6	Safety and Protection	1
	Total	6
	<i>Note: All evaluation measures are subject to P/S/D action.</i>	

Evaluation Process

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- Evaluation scores to be used in contract award decision for a period of five (5) years, from contract award date, **then archived and retained in db**

Note: All consultants/contractors to be made aware of the evaluation process at Pre-Bid and Pre-Construction meetings.

Rules Promulgation Timeline

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Rules Promulgation Timeline

7/22 – 8/16

- Additional revisions being vetted thru Law Dept.:
1) New section on “Request for Contractor Performance References,” 2) Re-consideration of 5-yr. start date for use of eval. score (solicitation due date vs. finalized eval. date)

11/04

- Projected Purchasing Director, CMD Director, and City Attorney approval

11/05 – 12/06

- External Posting & Feedback

12/09/13 – 1/10/14

- Reconcile Comments / Process Training

Projected Evaluation Implementation: 01/17/14

How can I make comments on the Rules?

Provide comments:

- Contract Management Department, 105 W. Riverside Dr., Suite 210, Austin, Tx. 78704 or
- Purchasing Office, 124 W. 8th St., 3rd Floor, Austin, Tx. 78701

Copies (at ten cents/page) may be made at the above locations as well as:

Office of the City Clerk, City Hall, located at 301 W. 2nd St., Room 1120, Austin, Tx. 78701

Q & A

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Questions??



Answers

Follow-up Questions

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Please direct follow-up questions to:

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Rolando Fernandez – (512) 974-7749 or
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Rosie.Truelove@austintexas.gov