



Consultant and Contractor Performance Evaluation Program – 2017 Enhancements

Vendor Comments Resolution Log

Info as of: August 3, 2017

Comment Date	Comment	Solution / Action Item
6/7/17	Consultants expressed concern about legal implications associated with the use of the word “error” in the guidelines	Instead of “Major errors, extensive minor errors, and/or recurring problems” changing language to “Major non-compliance issues, extensive minor and/or recurring problems”
6/7/17	Consultants expressed concern over evaluations having the same weight regardless of project size, type, and/or whether a firm has only one or multiple projects. Please take a closer look at the size of the projects – perhaps incorporate the dollar value of the work.	Project type, size and whether a firm has one or multiple projects are taken into consideration in other criteria/consideration items in the Qualification Based Selection (QBS) evaluation matrix, including: Prime Firm’s Comparable Project Experience, Project Manager and Project Principal Experience, Major Scopes of Work Comparable Project Experience, Team’s Structure, Project Approach, and Team’s Experience With Austin Issues. Consultant can score up to 90 points on these consideration items.
6/7/17	Please include disciplines: a. Program Management b. Construction management	Both have been added as Engineering Types/Disciplines in CCO’s CPE Database.
6/7/17	How will firms who have no previous COA work experience be scored in the QBS matrix?	Process remains the same. If the consultant has no previous COA work/scores, the City will use Industry Average scores, such as, Architectural, Planning, Surveying, Landscape Architecture, or Engineering. For Engineering projects, the City will use the Engineering Type/Discipline Average scores. Engineering Types include: MEP, Geotechnical, SUE Services, Structural, Environmental, Tunneling, Transportation, Drainage, W& WW Pipelines, W&WW Facilities, General Civil, Program Management, or Construction Management.
6/7/17	Positive comments in support of COA hosting regular meetings with industry representatives, PWD, and CCO. Additional recommendations: a. Continued dialogue and communication as changes are implemented. b. Additional update to all regarding final decisions or revisions to program	The Public Works Department in coordination with the Capital Contracting Office and the Small Minority Resources Department will be planning future meetings with the consultant community. COA will also continue to inform vendors and host outreach meetings as changes are implemented.

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6/7/17 & 6/12/17	<p>Several concerns over the 8.33 score for old projects instead of 10 points + exceptional bonus.</p> <ul style="list-style-type: none"> a. Harder to get higher score/get to 10 if multiple older projects at 8.33 b. Please take a closer look at how the scores are incorporated into the proposal evaluation matrix having an opportunity 1.67 bonus points for exceptional performance could skew outcomes of contract selections c. Bonus points / Firms not having any experience w/ COA d. Better clarification about old scoring and new scoring e. Consider keeping the old 10 and adding bonus points f. Most of our task orders are several year-long contracts. Would like the City to consider a weighting method for our firm to have as much opportunity to reach 10 points from old 10 points, which will now be 8.33 points as compared to same rotation lists like field engineering that have dozens of assignments 	<p>While the scoring method previously used only took into consideration whether the consultant/contractor met or did not meet contractual requirements, the new scoring method allows an opportunity to recognize exceptional performance. The new scoring method also provides a wider range of scores to better reflect vendors' actual performance. The old 10 is now 8.33. The previous scores within the past 5 years will all be converted to the new scoring method. The opportunity to get above 8.33 for exceptional performance is available to all consultants. Consultants with no previous COA evaluations will receive a score equal to the 5 year average of all consultants' scores for that industry.</p>
6/7/17	How will past scores be considered if a firm splits, is bought, or reorganize?	<p>Scores are based on the Vendor Registration Number of the company submitting a bid or proposal. If there are no evaluations for that vendor, at the time, the 5 year average score for the industry is used.</p>
6/7/17	Vendor requested copy of PowerPoint (PPT) to make presentation to their internal PMs	<p>PPT was emailed to the vendor as requested.</p> <p>Additional information including PowerPoint, CPE forms, and CPE Guidelines are also available in the COA website at: http://www.austintexas.gov/department/consultant-performance-evaluation</p>
6/7/17	<p>Recommendation:</p> <ul style="list-style-type: none"> a. Opportunity to evaluate subs 	<p>The performance evaluation includes the Consultant/Contractor staff, subs, suppliers or anyone else for whom the Prime vendor is responsible for and is associated with the contract and project.</p>
6/7/17	Not much time to review guidelines during class/information session	<p>Guidelines have been posted in the City website. Link is: http://www.austintexas.gov/department/consultant-performance-evaluation</p>
6/7/17	Recommendation: More examples of different situations	Noted. Will take into consideration in future information sessions.
6/7/17	<p>Other topics vendors would like to see covered in the future?</p> <ul style="list-style-type: none"> a. RFQ scoring 	Noted. Will take into consideration in future information sessions.
6/7/17	Since the City team/more than one person are involved in the evaluation, what happens if they disagree regarding the vendor's performance?	<p>City team is required to provide comments/facts concerning specific events or actions to justify the evaluation. City supervisors, managers, and executives are called upon to assist as needed. Additionally, if needed, CCO hosts meeting(s) with managing and sponsor departments to review the proposed evaluation and resolve any outstanding issues prior to sending the evaluation to the vendor.</p>

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6/7/17	Who will complete the evaluation if the PM leaves or changes?	Ideally, the performance evaluation will be completed prior to a PM change. If the evaluation is conducted by another PM, they will take into consideration team input and any project notes left by the former PM.
6/7/17	Can a firm get more points in the “Communications, Cooperation, and Business Relations” if they are friends with the PM?	Performance evaluations are not conducted by the PM alone but rather by a City team who is required to provide comments/facts concerning specific events or actions to justify the evaluation.
5/17/17, 6/12/17	Consultants expressed concern about subconsultants’ performance. Especially, if there is poor performance by MBE/WBE sub(s) listed in the approved Compliance Plan. a. Consultant provided an example of one case in 25 years or so, where they had to pay for another sub to redo the work of an MBE/WBE sub	COA contracts include dispute resolution provisions, including a process for resolution of disputes between the Prime and Subs. The contract also indicates, the Compliance Plan may be subsequently modified in approved Request for Changes (RFCs) COA’s MBE/WBE Procurement Ordinance and Rules establish Pre and Post-Award procedures, including but not limited to procedures on how to handle Post-Submission changes to the Compliance Plan, and Requests For Changes In Compliance Plans (RFC). Subs’ failure of performance is one of the bases for substitutions allowed in the Ordinance. Please contact SMBR, for specific questions. MBE/WBE Procurement Program Ordinance and Rules can be found at: http://www.austintexas.gov/department/small-and-minority-business/documents
6/12/17	Which City Department is the Capital Contracting Office (CCO) under?	The Capital Contracting Office (CCO) is under the Financial Services Dept. CCO was previously known as the Contract Management Department (CMD), and Contract and Land Management Dept. (CLMD). The Office of Real Estate Services is now under the Community Services Department.