

Capital Contracting Office

CIP Partners Academy 2021/2022



The Consultant/Contractor Performance Evaluation Program (CPE)



Hello Welcome

Welcome to the 2021/2022 CIP Partners Academy



Sonya Powell, CPE
Administrator, Administrative
and Program Management
Division

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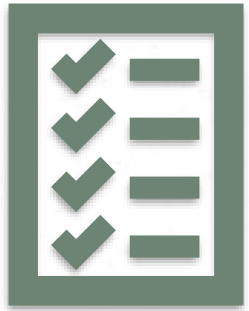
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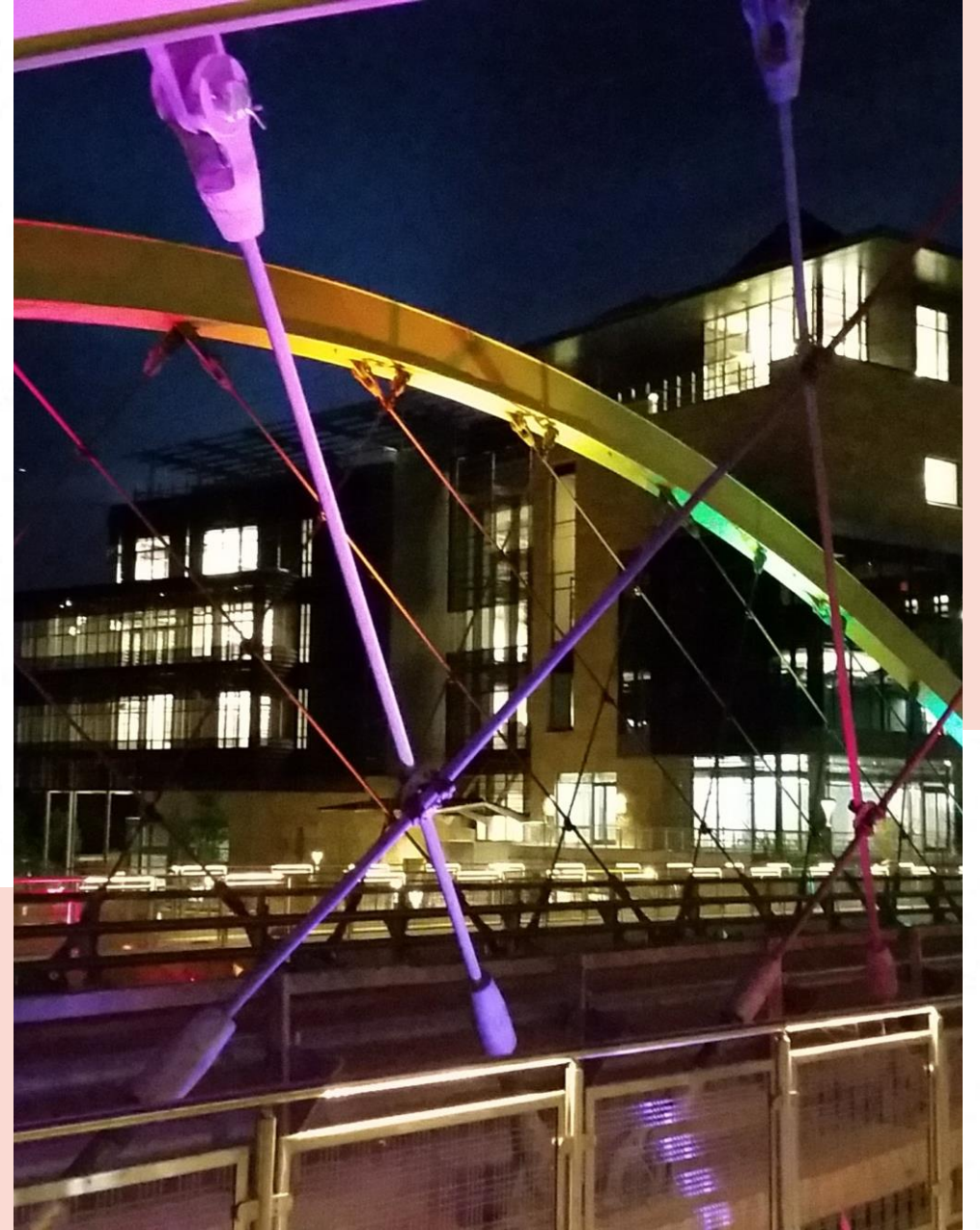
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Agenda



- Program Background
- Program Purpose
- Program Use and Administration
- Scoring Criteria
- Strategies for Improving Scores
- Rebuttals and Appeals
- Q&A



Why Do We Have a Consultant/Contractor Performance Evaluation (CPE) Program?

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



2003 Resolution/2014 Administrative Rule R161-13.37:

- Outlined requirements for a Citywide Vendor performance evaluation program.
- Determined that Vendor performance should be maintained for historical record.
- Past performance is to be used in future solicitation award decisions.



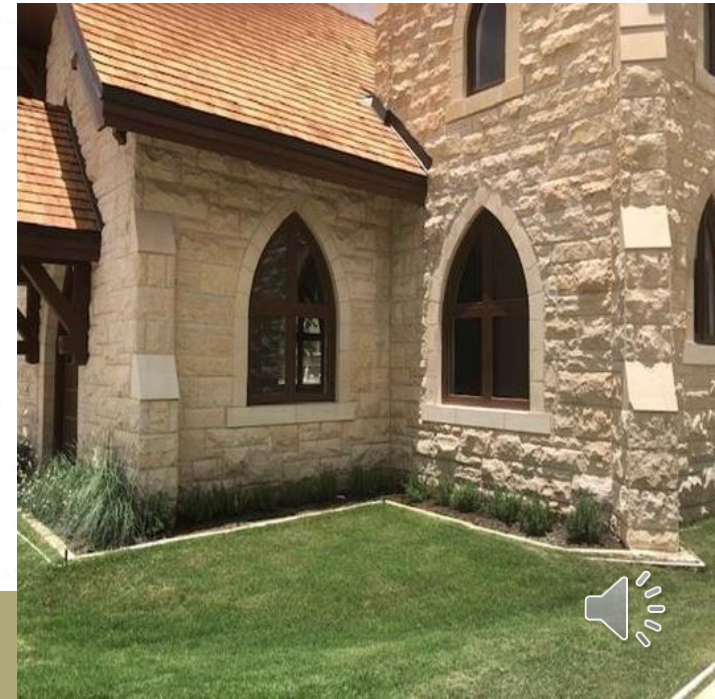
How are CPEs Used?

Consultants

- Performance history is used in the evaluation process for Qualifications-Based Selection (QBS) processes.
- Item 8 on the evaluation matrix.
- A vendor receives up to 10 points in what is typically a 100-point scale.

Contractors

- Competitive Sealed Proposals – used as an item on the evaluation matrix
- Invitation for Bid (Low Bid)-Contractors' evaluation score is not part of the bid tab.
- Past performance is reviewed during the assessment of the bidder's experience.
- Evaluations are kept for historical record.
- City may reject future bids based on sustained poor performance.



Using Performance Evaluation Scores (QBS Evaluation Matrix Example)

	Item 1	Item 2	Item 3a	Item 3b	Item 4	Item 5	Item 6	Item 7	Item 8		Item 9	
Points:	[Yes or No]	[Yes or No]	[10]	[20]	[20]	[15]	[15]	[10]	[10]	[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	COA Experience with Prime	SUB TOTAL	Optional Interview	TOTAL POINTS
					[15]	[5]						



CPE Process

Project Team

Performance evaluation includes Consultant/Contractor staff and indirectly the subs/suppliers who perform on the project.

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

CCO

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

City Team consists of the managing department, sponsor/user department, SMBR and other relevant parties such as QMD when applicable.

Evaluation Use

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

Vendor may request an in-person review/rebuttal meeting and a subsequent Appeal hearing.



Consultant Evaluation Items Scored

Schedule/Timeliness of Performance

Budget/Cost Control

Invoicing and Payments

MBE/WBE/DBE Procurement Program

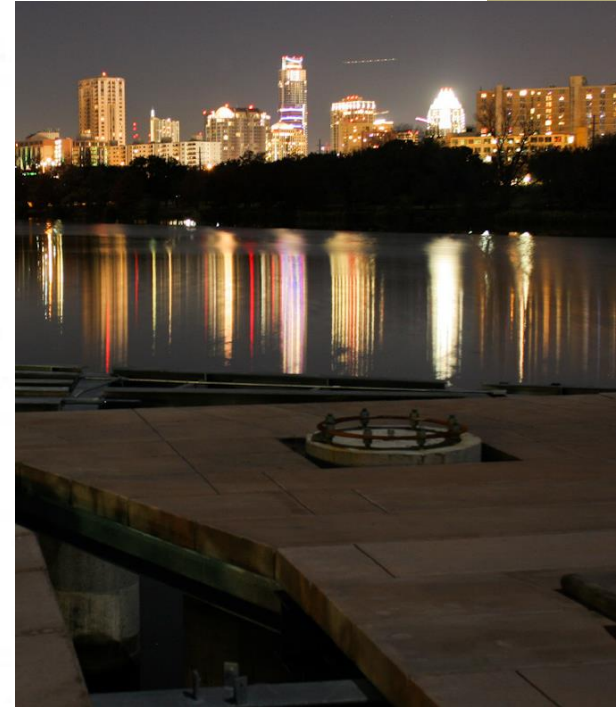
Regulatory Compliance and Permitting

Adequacy and Availability of Workforce

Project and Contract Management

Communications, Cooperation, and Business Relations

Quality (Weighed More Heavily)



Contractor Evaluation Items Scored

Quality

Schedule

Wage Compliance and Required Job Postings

MBE/WBE/DBE Procurement Program

Invoicing and Payments

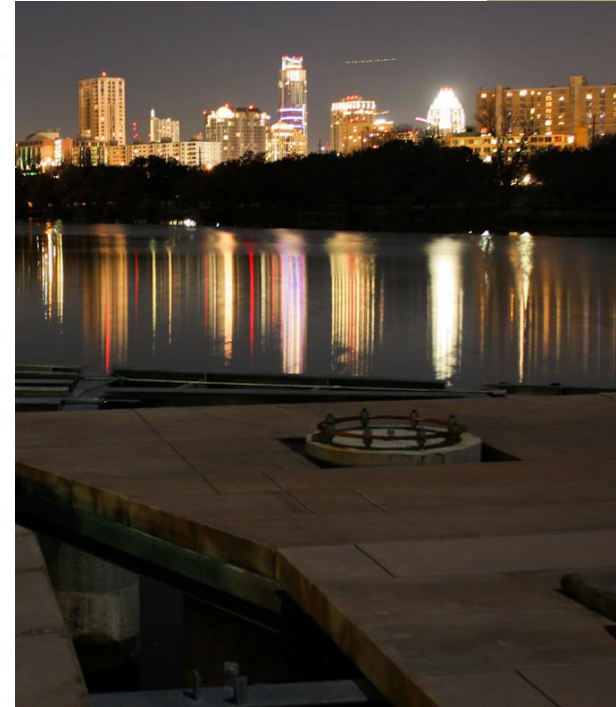
Regulatory Compliance and Permitting

Safety and Protection

Construction Training Program

Project and Contract Management

Communications, Cooperation, and Business Relations



Performance Evaluation Rating Definitions

Needs Improvement

(1 pt.)

Consultant Criterion 9 (2 pts.)

- Performance does not meet contractual requirements and recovery did not occur in a timely or cost-effective manner.
- Serious problems exist and corrective actions have been ineffective.
- Major errors, extensive minor errors, and/or recurring problems.
- Performance indicates little or no effort extended to satisfy the minimum contract requirements.

Successful

(2.5 pts.)

Consultant Criterion 9 (5 pts.)

- Performance meets contractual requirements.
- May have had minor problems; however, satisfactory corrective actions was taken.
- Problems were not repetitive.

Exceptional

(3 pts.)

Consultant Criterion 9 (6 pts.)

- Performance exceeds contract requirements to the City's benefit.
- May have identified cost savings; provided innovative options or efficiencies; added value.
- Consistently exceeded City expectations and always provided exceptional results.



Improving Your Score

Communication Is Critical

- Establish a line of communication with your PM.
- Communicate clearly and often.
- Think of your PM as your SPOC for the City.

Errors in Reports/Deliverables

- Misspellings/grammar issues with proposals, drawings, other documents.
- “Design by Redline”

Invoicing

- Do NOT invoice for work that has not been completed.
- Can be a waste of resources for Consultant/Contractor and City staff.

Improving Your Score

Exceptional Ratings

Providing service above what's required by way of:

- Innovation
- Working ahead of the schedule
- Providing deliverables without prompting
- Mitigating risk(s)
- Minimal change orders/amendments



No Previous Work with the City

The Industry Average Is Used

List of Industries

- Engineering
- Architecture
- Surveying
- Planning
- Landscape
- Architecture

For Engineering Projects, the discipline average is used.

Engineering Disciplines

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



When to Conduct Evaluations

Consultants/Professional Services

Stand-Alone Contracts (PSAs)

- End of Design Phase
- End of Construction (Substantial Completion)
- Project Completion if no Construction Phase (*i.e. Planning Studies*)

Rotation Lists (RL)

- By Project
- End of Design Phase
- End of Construction
- Project Completion if no Construction Phase (*i.e. Planning Studies*)

Testing Rotation Lists (QMD leads the evaluation)

- Materials Testing RLs – Each firm will be evaluated at least twice a year.
- Geotechnical RL – End of each Project
- Forensic Engineering RL – Project Assignment(s) Completion

Contractors/Construction

IFB (Traditional Low-bid)

- End of Construction

IDIQ

- At time of option/contract term renewal(s)
- End of Contract

Competitive Sealed Proposal (CSP)

- By Project
- End of Construction
- Job Order Contract (JOC)
- By Project
- End of Construction

Construction manager at Risk (CMR)

- End of Construction

Other:

Design-Build (DB) (teams with both contractor and design consultant)

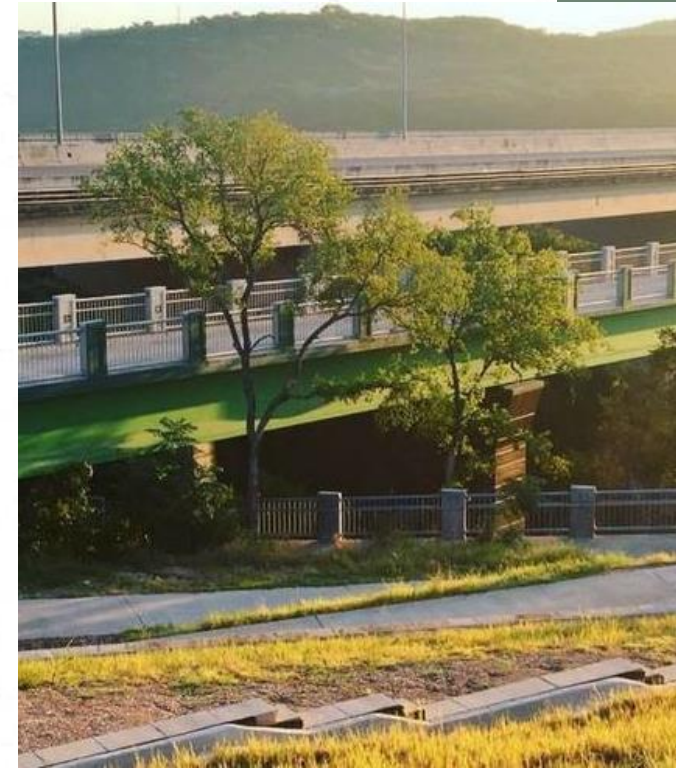
- End of Design
- End of Construction

Interim evaluations can be prepared at other times, as appropriate, at the department or the PM's discretion. i.e. warranty phase.



Rebuttals

- If not in concurrence with score, vendor has the ability to rebut the evaluated score.
- Requires written notification of intent to rebut within 10 days of receiving the score
- Informal process that allows firm to discuss issues and provide support for consideration of score modification
- Outcome of meeting whether score stands, or modification provided within 5 days after the Rebuttal Meeting
- If firm still does not concur, firm may appeal score



Appeals

- If not in concurrence with rebuttal outcome, vendor has the ability to appeal the evaluated score.
- Requires written notification of intent to appeal within 4 days of receiving the rebuttal decision
- Informal process that allows firm to discuss issues and provide support for consideration of score modification
- Outcome of meeting within 10 days after the Appeal Meeting
- Outcome of decision is final.



Summary



- The CPE Program is a very involved & dynamic process
- Be familiar with your contract and the criteria you are being evaluated against
- Be proactive in receiving/requesting evaluation scores
- Communication is key!





CPE Contacts

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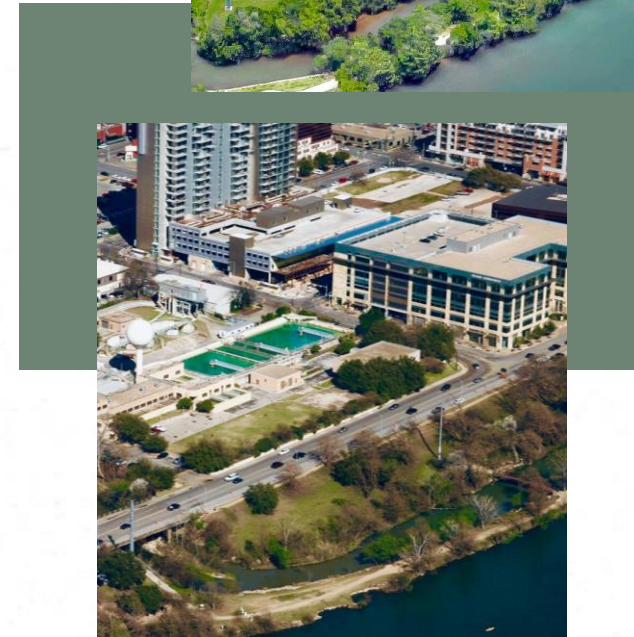
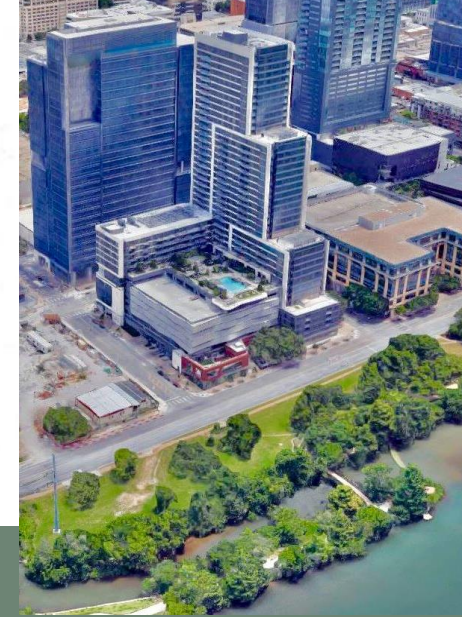
Melissa Pool, Admin & Finance Manager
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CPE Resources

Visit CCO's CPE Program Website where you can find a variety of information including the following:

- CPE Consultant Evaluation Program Flier
- Consultant and Contractor Evaluation Forms
- Performance Evaluation Scoring Guidelines - Contractors
- Performance Evaluation Scoring Guidelines – Consultants
- Consultant and Contractor Evaluation Program Rules





Questions?

Join Us!

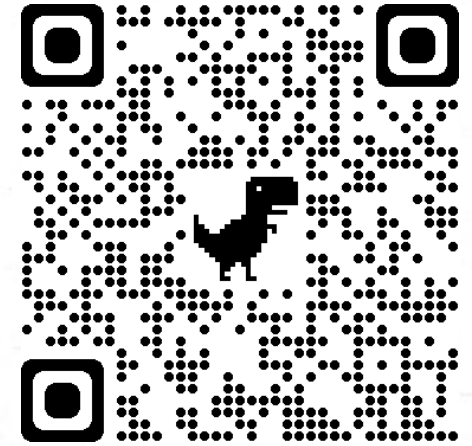
We have some exciting opportunities coming up!



CIP Partners Academy

Join us for our next CIP Partners Academy class on October 20, 2021 Where we'll be discussing the City's MBE/WBE Program and the Anti-Lobbying/No-Contact List.

Register at austintexas.gov/department/cip-partners-academy



Capital Conversations

Join us for our new program, Capital Conversations beginning October 27th. Capital Conversations is an opportunity for our vendor community to virtually stop by, ask general questions about doing business with the City, or talk with a guest host about a particular program/initiative at CCO.

Scan the QR code for more information or visit our website at austintexas.gov/cco.





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Thank You

