



# **CIP PARTNERS ACADEMY**

## **CPE PROGRAM OVERVIEW**

CITY OF AUSTIN  
CAPITAL CONTRACTING OFFICE  
JUNE 17, 2020

# COURSE OBJECTIVES

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- CPE Program Background

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- CPE Program Purpose

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- Program Use & Administration

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- Scoring Criteria & Evaluation Guidelines

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- Strategies for Improving Scores

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- Rebuttals & Appeals

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- Q & A

# A LITTLE BIT OF HISTORY

**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

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



## Consultants

- Performance history is used in the evaluation process for Qualifications-Based Selection (QBS) processes.
- Item 8 on the evaluation matrix
- 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 THE PERFORMANCE EVALUATION SCORES

	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		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
					PM	P Prin							
					[15]	[5]							

**QBS Evaluation Matrix Example**



# CPE PROCESS



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

**Item 1 – Timeliness of Performance**

**Item 2 – Budget/Cost Control**

**Item 3 – Quality of Work Performed**

**Item 4 – Invoicing & Payments**

**Item 5 – Deliverables**



**Item 6 – Compliance with MBE/WBE/DBE Procurement Program**

**Item 7 – Regulatory Compliance & Permitting**

**Item 8 – Adequacy & Availability of Workforce**

**Item 9 – Project & Contract Management**

**Item 10 – Communication, Cooperation, & Business Relations**

# CONTRACTOR EVALUATION ITEMS SCORED



**Item 6 – Regulatory Compliance & Permitting**

**Item 7 – Safety & Protection**

**Item 8 – Adequacy & Availability of Workforce**

**Item 9 – Project & Contract Management**

**Item 10 – Communication, Cooperation, & Business Relations**

**Item 1 – Quality**

**Item 2 – Schedule**

**Item 3 – Wage Compliance and Required Job Postings**

**Item 4 – Compliance with MBE/WBE/DBE Procurement Programs**

**Item 5 – Invoicing & Payments**



# PERFORMANCE EVALUATION GUIDELINES

## OVERALL EVALUATION / RATING DEFINITIONS

Needs Improvement (1 pt.)	Successful (2.5 pts.)	Exceptional (3 pts.)
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 exist 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 extended to satisfy the minimum contract requirements		

# IMPROVING YOUR SCORE

- Communication – It's critical
  - Establish an line of communication with your PM.
  - Communicate clearly and often
- 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 & City staff

# IMPROVING YOUR SCORE

## Exceptional Ratings

- Providing service above what's required...
  - Innovation
  - Working ahead of the schedule/staying on schedule
  - Providing deliverables without prompting
  - Mitigating risk(s) ahead of time
  - Minimal change orders/amendments



## 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

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

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Detailed Performance Evaluation Guidelines can be found at:

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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"/>
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: \_\_\_\_\_

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

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

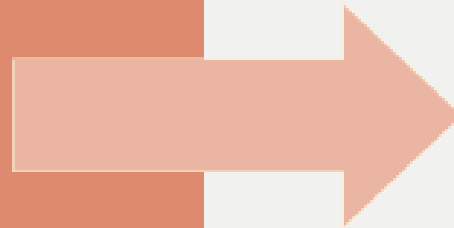
# Contractor Performance Evaluation Form

## 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 |               |

# When Are Evaluations Conducted?

## Consultants/Professional Services

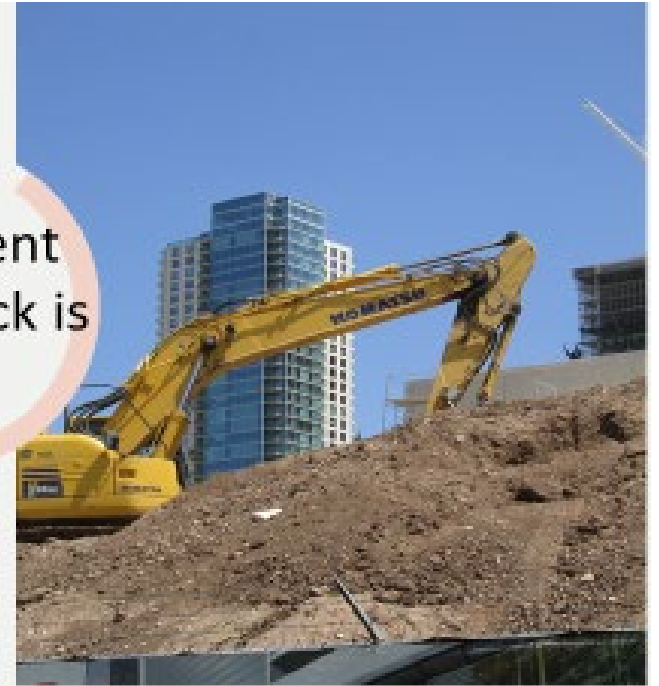
**Stand-alone** – End of design, end of construction; project completion if no construction phase.

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



+Progress  
Checks

Frequent  
Feedback is  
Key!



## Testing Rotation Lists

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

# When Are Evaluations Conducted?

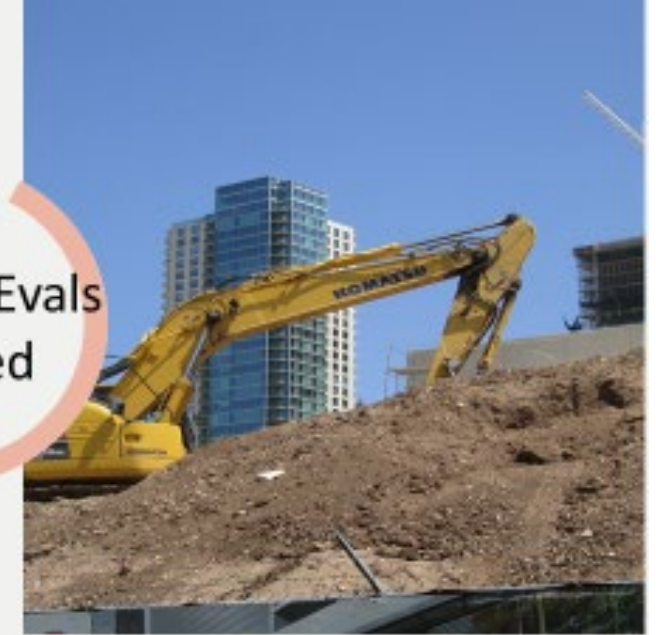
## Contractors/Construction

**Invitation for Bid** –end of construction, substantial completion

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

**Job Order Contracts** –by project, end of construction

+Interim Evals  
Allowed



**Construction Manager at Risk** – end of construction

**OTHER:**

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

+Progress  
Checks





# REBUTTALS

## Rebuttal

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

3 Rebuttals – 2 score enhancements

# APPEALS

## 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**.

1 appeal – no change to score

# SUMMARY

- The CPE Program is 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!



# QUESTIONS?







**TOGETHER WE BUILD AUSTIN!**

**THANK YOU!**

# CPE PROGRAM CONTACTS

Sonya Powell, CPE Administrator, Contract Management Specialist III

[Sonya.Powell@austintexas.gov](mailto:Sonya.Powell@austintexas.gov)

Felecia Shaw, Business Process Consultant Sr.

[Felecia.Shaw@austintexas.gov](mailto:Felecia.Shaw@austintexas.gov)

Melissa Pool, Admin & Finance Manager, Support Services Division

[Melissa.Pool@austintexas.gov](mailto:Melissa.Pool@austintexas.gov)

# CPE PROGRAM RESOURCES

[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](#)

# CLASS EVALUATION

[CIP Class Evaluation](https://www.surveymonkey.com/r/CPE6172020)

(<https://www.surveymonkey.com/r/CPE6172020>)

CIP Class Evaluation QR Code

