

# CONSTRUCTION PROCEDURES HANDBOOK

SECTION VI	SUBSECTION M-1	DATE
CONSTRUCTION OPERATIONS	CONSULTANT EVALUATION SYSTEM	02-19-2020

## Consultant Evaluation Purpose

The Consultant Evaluation System was established to measure Consultant performance, and provide the Consultant with feedback so that it can improve its performance. Additionally, ratings are used as a selection criterion during the consultant selection process for new contracts. It is important to understand that ratings have a profound effect on whether a Consultant firm makes the short list for selection. The evaluation of the Consultant's performance includes the evaluation of work performed by subconsultants. A separate evaluation for subconsultants is not performed.

## Rating Cycle

Consultant Evaluations are performed annually with the rating period being January 1<sup>st</sup> through December 31<sup>st</sup>. However, for Project Specific Agreements, if the consultant has performed less than \$300,000.00 of work, or has had less than 2 months of work, a rating is not required unless the rating is the final rating. For Term Agreements, an evaluation for each task is required.

Raters should periodically discuss a Consultant's performance with the Consultant Project Manager. It is suggested that this be done on a quarterly basis but at least once mid cycle. If a Consultant is performing poorly, a Rater should communicate any dissatisfaction so that the Consultant can rectify the situation. A Consultant should not be surprised by a rating.

The Regional Contract Manager (RCM) will submit a list of all Agreements requiring a rating by January 2<sup>nd</sup> to the Division Contract Manager (DCM).

## Evaluation and Submission to the RCM

The RCM will advise the RE's, or the FM when a consultant RE is assigned to the project, to complete the Consultant Evaluation [Form DC-180](#), by December 10<sup>th</sup>.

The RE will access the Consultant Evaluation Form on the intranet and complete the Form following the instructions and guidelines provided with the Form, and e-mail the Form to the FM. The FM will review the evaluation to ensure a consistent standard is being applied. If the FM concurs with the RE's evaluation, the FM will e-mail the completed [Form DC-180](#) to the RCM. If the FM doesn't agree, the rating must be discussed with the RE and an agreement on the rating must be decided. When a consultant RE is assigned to the project, the FM will complete the Consultant Evaluation Form and e-mail it to the RCM.

The RCM will complete the Project Management portion of the Form.

## Rating Summary

A Consultant receives a single overall rating for an Agreement. For Multi-Project Agreements, the RCM will enter a single weighted average (weighed by agreement cost performed over the rating cycle). For Term Agreements, the RCM will enter a single average (using a simple mean average of all rated task assignments). The RCM will enter all ratings in the Consultant Evaluation Summary Spreadsheet and submit it to the DCM by January 21<sup>st</sup>.

The RCM will print a copy of the completed Consultant Evaluation form and submit it to the Rater for the Rater's files. Professional Services will Email all ratings to the Consultant Firms.

**Disputed Ratings**

If a Consultant receives a rating of 3.80 or less for an Agreement and if the Consultant disputes the rating, the Consultant will be granted a meeting to discuss how the rating was determined. The granting of a meeting should not be interpreted as subjecting the evaluation to a negotiation. If the rating conforms to the guidelines, and the Rater is confident of his or her evaluation, the rating should not be changed. If any errors have been made or reconsideration is deemed necessary for a proper evaluation, a revised Consultant Evaluation Form will be generated, and the RCM will submit a revised rating to the DCM.

**Submission to Professional Services**

The DCM will compile the summary of ratings provided by all of the Regions into a single Summary Spreadsheet.

The DCM will transmit the combined Consultant Evaluation Summary Spreadsheet to Professional Services by January 31<sup>st</sup>.