

Consultant CEI (CCEI) Work Performance Evaluation

District IV

April 2012

A. Management of CCEI Contract

1 - Continuously provided CTQP qualified, experienced staff as proposed; was responsive to Department staffing requests; if personnel changes occurred, reasonable efforts were made so that credentials of replacement staff were equal to or exceeded the qualifications of the person(s) originally approved.

5 - All personnel proposed for the projects are on the job earlier than two weeks from notification or if the approval submittals are received almost immediately. Project team is exactly as originally proposed.

4 - All key personnel proposed for the project are assigned to the job. Any vacancies would have to be filled within a day or two and the person replacing the original would have to be equal or better than the original.

3 - The Consultant always fills the positions before the deadline, and that the personnel were at least equal. Key personnel proposed were actually assigned to the project.

2 - The Consultant struggles to fill the positions within the time frame. Positions are filled but staff is not what was proposed and consultant is unable to find good replacements.

1 - Positions are left unfilled for periods of time on the project. Replacements are of lesser quality than those proposed or replaced, and the Consultant is reluctant to replace personnel when the request is made by the department.

2 - Coordinated with department personnel to ensure effective contract management, with required submittals made timely, in the subscribed format, with no material errors. User ID's requested promptly and access maintained; timesheets signed weekly, if required; properly documented invoices submitted monthly; sub-consultants paid promptly; contract funds were tracked & reported as requested to avoid rush amendments, out-of-fund conditions, or settlement agreements.

5 - Invoices are received monthly, no more than one month after the billing period. All documents are included. No invoices have been rejected. Requests for supplements are received in correct format three months prior to need. Time vs. Money charts are submitted with correct information without reminders from the CPM. The Consultant is proactive in all aspects of project management.

4 - Invoices are received on a periodic basis with no errors and no more than one month behind in the billing cycle. All overtime logs are approved ahead of time and are included with invoice. Timesheets and travel authorizations are included when needed. Consultant tracks expenditures and adjusts staff to ensure adequate funding for original duration of contract. Requests for extensions and supplements are completely and clearly prepared and submitted three months prior to funds lapse. Time vs. Money charts are submitted with correct information with occasional reminders from the CPM.

3 - Invoices are received on a periodic basis, no more than two months after the end of the billing period. There are only minor errors or no errors in format or rates. Math is correct. Timesheets, overtime logs and travel authorizations are included. DBE certifications and billings are current and signed by firms.

Consultant tracks expenditures and requests adjustment three months prior to funds lapse. Time vs. Money charts are submitted with occasional errors and reminders from the CPM.

2 - Invoices are received on a periodic basis, no more than two months after the end of the billing period. Consultant consistently has errors that have to be corrected, fails to submit overtime logs or travel documents. Consultant does not track expenditures regularly and requests supplements at the last minute. (Less than three months before lapse). Time vs. Money charts may not be submitted, and when submitted have errors.

1 - Invoices are submitted more than two months after billing period. More than three invoices are rejected because the Consultant submits with incorrect rates. Consultant submits request for supplement less than one month before funds lapse. Time vs. Money charts are not submitted, regardless of requests from the CPM.

3 - Communicated regularly with the Department CPM project administrator and performed QC/QA inspection of staff on longer assignments to ensure the Department needs were being met.

5 - The Consultant keeps the CPM advised of the status of the project on a weekly basis and discusses major problems with the CPM. Discusses interpretations and policy changes in order to stay current. Keeps the CPM informed of their resolution of problems. The QC/QA plan and reviews are conducted on time. They are contract specific and detailed. Follow up meetings are scheduled and held involving the Department. The firm's quality assessment team meets with the Department to review satisfaction or areas for improvement.

4 - CPM knows what is occurring on the project due to the information received from the Consultant. Most issues are resolved at project level without having to forward it to the next level because of disagreements. The QC/QA plan and reviews are submitted or conducted on time. They are detailed and the Consultant follows up with the Department on any deficiencies.

3 - Consultant advises CPM of major problems on the project discusses complex decisions with him for solution or interpretation and forwards necessary documentation for the file. Maintains good working relationships. If an impasse is reached they forward it to the next level rather than getting into an antagonistic relationship. The Consultant submits the QC/QA plan and conducts the reviews as scheduled. Both the plan and reviews are generic and lack detail.

2 - CPM has to ask Consultant about pending problems. Consultant informs CPM about routine events. QC/QA Plans and reviews are held only after reminders from the Department and are generic or incomplete. No follow up conducted. No reports submitted to the Department.

1 - Contract changes are submitted before the CPM knows there is a problem on the project. Recommendations to extend contract time are received before prior discussion. Consultant makes no decisions and/or makes bad decisions. No QC/QA plan has been submitted nor any reviews conducted.

4 - Utilized CEI personal protective equipment at all times as required.

5 - All safety equipment is on site and operational. Equipment is generally of better quality or specification than listed in contract. Consultant adds or modifies equipment to achieve a better job performance. Safety meetings, equipment, and necessary documentation including OSHA requirements are aggressively adhered to.

4 - All safety equipment is on site and operational. Maintenance is scheduled and carried out. Additional equipment may be used on project other than equipment specified in contract.

3 - All safety equipment specified in contract is on site and operational. During the contract duration repairs or replacements are carried out to meet contract provisions.

2 - All of the safety equipment is on the project site. At times some equipment may not be operational, but does not affect contract operation. Sometimes project personnel need to be reminded to use safety equipment.

1 - Consultant does not provide the equipment specified in contract. Safety equipment is not kept up to date, maintained, and/or does not function. Ability to perform duties is affected.

5 - Compliance with agreed upon DBE/MBE utilization goals and procedures.

5 - Consultant is knowledgeable and proactive for data entry in the Equal Opportunity Reporting System. The data entry is accurate and done without being reminded by the CPM.

4 - Consultant is knowledgeable and proactive for data entry in the Equal Opportunity Reporting System. The data entry is accurate and done with occasional reminders by the CPM.

3 - Consultant is aware of the requirements and proactive with data entry in the Equal Opportunity Reporting System. The data entry is usually accurate and done with occasional reminders by the CPM.

2 - Consultant is somewhat aware of the requirement and occasionally enters data into the Equal Opportunity Reporting System. The data entry has frequent errors and done only when reminded by the CPM.

1 - Consultant is unaware of the requirements and no data entry in the Equal Opportunity Reporting System occurs. The CPM informs the Consultant of this requirement; no effort is made to enter the data.

*****For Task Driven Contracts (District wide, On-call, GEC type):**

6 - Responded by the Department deadline whether a task request was accepted. If accepted, promptly developed an understanding of the assignment, prepared and submitted an accurate request package, and dispatched approved, properly equipped personnel when needed, but not prior to receiving authorization.

5 - The Consultant provides a written estimate for the task based on contract rates in the contract. The estimate uses appropriate contract rates and contains no errors. This estimate is received on or before the requested due date.

4 - The consultant provides a written estimate for the task based on contract rates in the contract. The estimate contains no errors. This estimate is received on the requested due date.

3 - The consultant provides a written estimate for the task based on contract rates in the contract. The estimate typically contains no errors. When errors occur they are corrected immediately. This estimate is received on or before the requested due date. For any scope change, the Consultant submits an accurate and timely TWO Amendment.

2 - The consultant provides a written estimate for the task that contains errors. This estimate is received after the requested due date.

1 - The consultant provides a written estimate for the task that contains numerous errors. The estimate is received after the requested due date. The CPM sends multiple requests to get this information.

B. Issue Identification and Resolution

1 - Acted proactively when identifying issues by work with various stake holders including utilities, cities, counties, and the contractor so as to minimize time and cost over runs.

5 - CEI delivered the project under budget and under contract time with no outstanding issues.

4 - CEI delivered the project within budget and contract time with no outstanding issues.

3 - CEI delivered the project within FTC goals with no outstanding issues.

2 - CEI delivered the project with FTC goals but had no more than one outstanding issue.

1 - CEI did not meet the FTC goals and had more than one outstanding issue.

2 - Conducted thorough analysis of issues including a review of various alternative solutions with enough detail and back up to show logic behind alternatives. Provided documentation for time and cost impacts as required by CPAM.

5 - CEI was always proactive in identifying issues and often brought them to the forefront before the contractor. Issues were addressed in a timely manner and in accordance with the CPAM. The CEI always provided the required back up documentation with issue resolutions and time/cost impacts were mitigated in their analysis.

4 - CEI was often proactive in identifying issues and often brought them to the forefront before the contractor. Issues were addressed in a timely manner and in accordance with the CPAM. The CEI provided the required back up documentation with issue resolution and time/cost impacts were often mitigated in their analysis.

3 - CEI identified issues in a timely manner and in accordance with the CPAM. When issues were addressed, they were logical and well prepared with the required back up documentation.

2 - CEI either did not identify issues in a timely manner and in accordance with the CPAM or when issues were addressed and resolved, the outcome was unfavorable for the Department due to poor preparation and/or analysis.

1 - CEI did not identify the issues in a timely manner and in accordance with the CPAM and when issues were addressed and resolved, the outcome was unfavorable for the Department due to poor preparation and/or analysis.

3 - Made decisions appropriate with authority and based these decisions on solid logic and enough supporting detail to demonstrate a well researched effort. Decision/recommendations consistent with analysis.

- 5 - Consistently made good and timely decisions in line with their level of authority.
- 3 - Made decisions in line with their level of authority with no negative impacts to the project.
- 1 - Seldom made decisions in line with their level of authority or made poor consistently made poor decisions that had negative impacts to the project.

4 - Resolved issues in a timely manner so as to eliminate and/or minimize time and cost impacts to the project. Escalated issues to the Department only when efforts towards resolution had reached an impasse, the issues were beyond the consultant's authority, or when project delays could result.

5 - CEI delivered the project under budget and under contract time, with no outstanding claims. Issues were rarely escalated to the Department; when they were, the issues were clearly defined and presented with a logical action plan on how to address it.

4 - CEI delivered the project within budget and contract time, with no outstanding claims. Issues were occasionally escalated to the Department; when they were, the issues were clearly defined and presented with a logical action plan on how to address it.

3 - CEI delivered the project within FTC goals with no outstanding claims. Issues were escalated to the Department only when necessary; when they were, the issues were clearly defined and presented with a logical action plan on how to address it.

2 - CEI delivered the project with FTC goals with no more than one outstanding issue.

1 - CEI did not meet the FTC goals with more than one outstanding issue.

C - Communication and Coordination

1 - Provided necessary project information to all project stakeholders.

5 - Team is constantly updated on responsibilities and project status. The Consultant keeps the Project Manager advised of the status of the project on a weekly basis and discusses major problems with the Project Manager. Discusses interpretations and policy changes with the Project Manager in order to stay current. Keeps the Project Manager informed of their intent to resolve problems. Consultant and Contractor seldom write adversarial letters and meet directly to work out problems. Municipalities and Utilities receive pertinent information in a timely manner. The Consultant coordinates all activities with stakeholders.

4 - Consultant makes sure that staff understands their current responsibilities through staff meetings. Project Manager knows what is occurring on the project due to information received from the Consultant. Most issues are resolved with the Contractor without having to forward it to the next level because of disagreements. Municipalities and Utilities receive pertinent information in a timely manner. The Consultant coordinates all activities with stakeholders.

3 - Consultant advises Project Manager of major problems on the project, discusses complex decisions with the Project Manager, provides recommendations with possible alternatives and forwards necessary

documentation for the file. Maintains good relationship with the Contractor. If an impasse is reached they forward it to the next level rather than getting into an antagonistic relationship. Consultant may rely on written communication more than verbal resulting in slight delays to the resolution of issues. Municipalities and Utilities receive pertinent information in a timely manner. The Consultant coordinates all activities with stakeholders.

2 - Personnel sometimes do not know what is happening on the project or what their responsibilities are. Project Manager has to ask Consultant about pending problems. Contractor and Consultant have difficulty agreeing. While still talking, communication by letter is the prevalent method.

1 - The Project Manager is not informed of issues that have been ongoing that lead to a claim. Recommendations to default the Contractor or extend contract time are received before prior discussion. Contractor and Consultant do not talk but get into a letter writing campaign

2 - Used an established system to track communications.

5 - Consultant has structured file system that is complete, neat and labeled logically. There is an indexing system and someone not on the project team can locate a document easily. The information is readily available by the Project Manager electronically.

4 - Consultant has a filing system that is structured and complete. The project team can provide documents after being requested.

3 - All documents needed to substantiate work on project, answer claims or inquiries, prove acceptability of materials and pay Contractor are filed. Documents can be provided within twenty-four hours of a request.

2 -All documents needed to substantiate work, answer claims, and pay Contractor are available but cannot be provided within twenty-four hours of request.

1 -Documentation is missing from files.

3 - Scheduled, held, and documented the Pre-Construction Conference, the Monthly Scheduling Meetings, and the Progress Meetings (i.e. Submittals, RFI's, Progress/Schedule, MOT, Utilities, CPPR, Outstanding Issues and Claims).

5 - Meetings and documentation are done at required frequency. Meeting minutes accurately detail all items discussed. Action items are listed in the minutes stating task to be completed, which is responsible for task and by when it will be completed. Meeting minutes are distributed to all stakeholders within 2 days.

4 - Meetings are held at required frequency. Meeting minutes accurately detail major items discussed. Action items are listed in the minutes stating task to be completed and who is responsible for the task. Meeting minutes are distributed to all stakeholders within 4 days.

3 - Meetings are held at required frequency. Meeting minutes accurately detail major items discussed. Action items are listed in the minutes.

2 - Meetings are held, but not at required frequency. Meeting minutes are taken.

1 - Meetings are not held at required frequency. Meeting minutes are not provided or are provided with errors.

4 - Notified Department immediately of issues impacting schedule and costs.

5 -The Project Manager is notified of all issues that may impact schedule and cost. The Consultant always catches deviations from the contract documents or plan errors and mitigates any impacts to cost or time on the project. Consultant allows no changes to the plans, specifications, and special provisions that change the basic intent without getting approval from the Project Manager.

4 -Project Manager is notified of all issues that may impact schedule and cost. The Consultant always catches deviations from the contract documents or plan errors, but not in time to mitigate any impacts to cost or time on the project. Consultant allows no changes to the plans, specifications, and special provisions that change the basic intent without getting approval from the Project Manager.

3 - Project Manager is notified of all issues that may impact schedule and cost. The Consultant catches deviations from the contract documents or plan errors as they occur. Consultant allows no changes to the plans, specifications, and special provisions that change the basic intent without getting approval from the Project Manager.

2 - Project Manager is not notified of all issues that may impact schedule and cost. The Consultant does not catch deviations from the contract documents or plan errors but is able to mitigate impacts to cost or time on the project.

1 -Project Manager is not notified of all issues that may impact schedule and cost. The Consultant does not catch deviations from the contract documents or plan errors and impacts to cost or time on the project occur.

5 - Documented oral communications in Daily Reports, logs, or other means.

5 - Consultant has a system to track all verbal communication given to the Contractor and Public. System allows consultant to provide a history of date and time communication took place. Consultant follows up important conversations with written communication documenting what was understood and requesting a reply if they are in disagreement as to what was said. Inspectors document any communications in the field in the DWR. System tracks any actions that are needed and provides a due date for the activity.

4 - Consultant has a system to track important verbal communication given to the Contractor and Public. System allows consultant to provide a history of date and time communication took place. Consultant follows up important conversation with written communication documenting what was understood. Inspectors document any communications in the field in the DWR.

3 - Consultant has a system to track important verbal communication given to the Contractor and Public. Consultant sometimes follows up important conversation with written communication documenting what was understood. Inspectors document any communications in the field in the DWR.

2 - Consultant sometimes tracks verbal communication given to the contractor. Inspectors document some communications in the field in the DWR.

1 - Consultant has no system to track verbal communication given to the contractor.

6 - Prepared written communications in the form, format, and details required by CPAM, etc. and within the appropriate timeframe.

5 - All written communications are professional and in the correct format. They are submitted on the correct letterhead and sent in an appropriate timeframe. Letters require no modification once submitted. Monthly Progress Reports contain pertinent information that is correctly updated in the proper report format. Report is detailed and insightful and discusses major activities, status of project and pending issues. Completion is forecast, and the result is a report that any person can review and understand the status of the project. Photos are of excellent quality for reproduction and are of significant subject material.

4 - All written communications are professional and in the correct format. They are submitted on the correct letterhead and sent in a timely fashion. Some communications returned for minor corrections. Monthly Progress Reports contains correct format and information provided on time. Report discussed project status and pending issues. Good electronic photos with labels.

3 - All written communications are professional and in the correct format. They are submitted on the correct letterhead and sent in a timely fashion. Project Manager must review and make minor corrections prior to sending. Monthly Progress Reports contains correct format and cursory review of project issues. Photos not labeled.

2 - Written communications require the review of the Project Manager prior to sending because of major errors in format or content. Monthly Progress Reports contains errors or conflicts in data or information presented. Incorrect projection of project completion. Missing progress photos.

1 - Written communication are not professional or in correct format. Monthly Progress report is in incorrect format, has incorrect information, illegible print copy (usually from faxed copies), and bad or missing photographs.

D - Project Documentation

1 - Kept Monthly and Final estimates up to date as the project passed.

5 - CEI submitted all of the projects monthly estimates on time and final estimate within 20 days. CEI presented a QC PLAN for final estimates and performed structured periodic final estimate inspections as part of that plan. When necessary, the CEI adjusted their QC PLAN in order to far exceed the District and Resident level requirements.

4 - CEI submitted all of the projects monthly estimates on time and final estimate between 21 and 25 days. CEI presented a QC PLAN for final estimates and performed structured periodic final estimate inspections as part of that plan. When necessary, the CEI adjusted their QC PLAN in order to exceed the District and Resident level requirements.

3 - CEI submitted all of the projects monthly estimates on time and final estimate between 26 and 30 days. CEI presented a QC PLAN for final estimates and performed structured periodic final estimate inspections as part of that plan. When necessary, the CEI adjusted their QC PLAN in order to meet the District and Resident level requirements.

2 - CEI submitted most of the monthly estimates on time and/or final estimate between 31 and 35 days. CEI did not present a QC PLAN for final estimates.

1-CEI consistently failed to submit monthly estimates on time and/or submitted final estimate after 35 days. CEI did not present a QC Plan for final estimates.

NOTE: Each procedural error affects the score by 1 pt.

2 - Tracked and monitored RFI's, shop drawings, contract changes, and other action items to achieve timely resolution.

5 - CEI proactively tracked and monitored shop drawings, contract changes and other action items in a timely manner. CEI consistently exceeded District and Resident level requirements for all action items.

3 - CEI tracked and monitored shop drawings, contract changes and other action items in a timely manner. CEI consistently met District and Resident Level requirements for all action items.

1 - CEI did not track and/or monitor shop drawings, contract changes and other action items in a timely manner. CEI consistently failed to meet District and Resident Level requirements for all action items.

3 - Prepared and organized thorough and complete project documentation including a clear filing system, daily diaries, claim documentation, compliance monitoring and documentation, weather letters, and other projects records.

5 - Consultant project documentation is complete and well organized during the length of the project. The Final Estimate must be complete including all material certification documentation within 20 days of final acceptance.

3 - Consultant project documentation is complete and well organized during the length of the project. The Final Estimate, including material certification documentation, must be complete and submitted between 21-30 days of final acceptance.

1 - Consultant project documentation is incomplete at final acceptance. Also, the Final Estimate, including material certification, is submitted after 35 days of final acceptance.

4 - Input information and documentation into Site Manger, EDMS, and CQR/LIMS in a timely manner.

5 - All the information is being input in a timely manner with no negative affects to the project. Documents are scanned as received and uploaded into Hummingbird. LIMS entries are being input as defined by the Materials Lab. All Sitemanager entries should be submitted as needed without negatively affecting the project or payment to the contractor. No reminders were necessary.

3 - All the information is being input in a timely manner with no negative affects to the project. Documents are scanned as received and uploaded into Hummingbird. LIMS entries are being input as defined by the Materials Lab. All Sitemanager entries should be submitted as needed without negatively affecting the project or payment to the contractor. An occasional reminder by the lab or resident staff is acceptable. No more than 1 per month or 6 in a calendar year.

1 -Information is not being input in a timely manner and has negatively affected the project. Documents were consistently missing or scanned late. LIMS entries were either being input late or missing.

Sitemanager entries were submitted late or missing and has negatively affected the project or payment to the contractor.

E - Effective Administration of the Construction Contract

1 - Administered the contract according to the plans, specifications and Contract provisions. Provide clear and timely interpretation of contract documents to Contractor.

5 - Little or no input has been required by the Project Manager. Files are set up correctly and are complete. Consultant has held all meetings and covered all materials with Contractor as listed in the CPAM.

4 - Little input is needed from the Project Manager. Project files and documents are established correctly. Department policies and procedures have been followed. The Consultant has requested clarification from the Project Manager on some issues. No corrections to application of policies or procedures have been necessary.

3 - In general, all policies, procedures and guidelines are followed. The Consultant shows knowledge of where to find information to guide him through the project administration. Reports that are required are submitted in the proper format with the proper backup. Some prompting from the Project Manager is required to ensure compliance with latest requirements. Files generally are set up properly. The Consultant generally knows what decisions and actions are required from them but may occasionally have to be corrected.

2 - Most policies, procedures and guidelines have been followed, although with considerable input from the Project Manager. Reports are incomplete but have not resulted in errors that lead to additional cost. The Consultant has occasionally misinterpreted a policy and either does not ask for clarification or continually asks for clarification.

1 - Consultant continuously requests advice on policies, procedures or actions. Reports, forms, contract changes are not prepared according to policy. Department policy is applied improperly or inconsistently. Files are incomplete. Changes are allowed to contract that violate policy.

2 - Reviewed, approved, and monitored the contractor's QC plan. Took action when necessary. Verified that materials used by the Contractor substantially conformed to plans, specifications and contract provisions.

5 - Inspection staff is familiar with the contractors QC plan and brings deviations from plan to contractor's attention for correction prior to it becoming an issue. Recommends pulling the QC plan if necessary and reflects it on CPPR grade. Files are neat, complete and up to date. Within two days of materials being brought to the project or installed, there is a record in the file showing how it was accepted. Materials requiring testing are an exception, but the test results are filed as soon as they are available. No materials identified in the job guide schedule are unaccounted for. Recommendations on acceptance of failing, placed materials follow policy and specifications and are detailed and complete. At final acceptance, all materials items are accounted for.

4 - Inspection staff is familiar with the contractors QC plan and brings deviations from plan to contractor's attention for correction. Recommends pulling the QC plan if necessary and reflects it on CPPR grade.

Files are neat. The Consultant can readily produce information about the materials to show how they were approved for placement. Entries into LIMS are backed up with the appropriate information in the file and the Consultant makes timely recommendations on the acceptance of materials on the project. Files reflect all of the materials that have been delivered or placed on the project. Records are up to date prior to payment of material.

3 - Inspection staff is familiar with the contractors QC plan and brings deviations from plan to contractor's attention for correction. Copy of the Job Guide Schedule is available. Consultant has materials certifications, test reports and notes on visually approved materials. Files may not be in order, but the necessary reports showing tests have been run per the Job Guide Schedule. Information is entered into LIMS system. If materials test fails the Consultant recommends action to the Project Manager. Files are up to date with all certifications, reports or test results at time of delivery or placement.

2 - Inspection staff is not familiar with the contractors QC plan. Some items requiring visual inspection or certification or documentation of presence on the QPL may not be present in the file. All materials requiring testing have tests made. Some recommendations for acceptance of placed materials failing tests may need further documentation or correction. At final acceptance the Consultant does not have all the certifications available. Time to receive Material Certification meets District goal.

1 - Certifications are missing, files are incomplete, and tests of materials requiring test approval were not conducted requiring testing after the fact. Materials certification is delayed more than 6 months because the Consultant did not have all the appropriate paperwork.

3 - Provided daily inspection and testing services as required by the contract and shared results with the Contractor. Review Contractor's QC results, compared to VT results and took appropriate actions.

5 - Information is entered into LIMS as per the Materials Lab requirements. VT and QC samples are always in on time and correct.

4 - Information is entered into LIMS as per the Materials Lab requirements. VT samples are always in on time and correct. QC samples are 90% in on time and correct.

3 - Information is entered into LIMS as per the Materials Lab requirements. VT samples are always in on time and correct. A proactive effort is made to get the QC samples in on time and correct

2 - Entries are sometimes made into the LIMS system before the lab attempts to enter test results. The acceptance status report frequently shows.

1 - Entries are usually late or incorrect. Corrections are not made within three months of appearing on the acceptance report

4. The estimate (Monthly or Final) is true and correct as determined by the Consultant's reasonable and independent investigation and measurements.

5 - Monthly Estimates are always turned in on time with no issues. No changes made to quantities by Final Estimates after final acceptance, no pending Supplemental Agreements or time extensions approved after final acceptance, no delays for pending information from project personnel after final acceptance of the job. All revisions shown on plan sheets, revised sheets signed and sealed for revisions.

4 - Monthly Estimates are turned in on time. Changes made to quantities by Final Estimates after final acceptance result in a net difference of less than 1% of the original contract amount, no pending Supplemental Agreements or time extensions approved after final acceptance, no delays for pending information from project personnel after final acceptance of the job. All revisions shown on plan sheets, revised sheets signed and sealed for revisions done.

3 - Monthly Estimates are turned in on time, except for issues with Contractor's Monthly Certifications. Changes made to quantities by Final Estimates after final acceptance result in a net difference of less than 2% of the original contract amount, delays for pending information from project personnel after final acceptance of the job is less than 30 days. All major revisions (drainage structure changes, pavement design changes) shown on plan sheets, revised sheets signed and sealed for revisions done.

2 - Monthly Estimates are occasionally turned in late, but no more than two times per year. Overrun money is not encumbered prior to running estimate causing the estimate to be rejected. Changes made to quantities by Final Estimates after final acceptance result in a net difference of more than 2% of the original contract amount, delays for pending information from project personnel after final acceptance of the job is less than 30 days. Major revisions shown on plan sheets.

1 - Monthly Estimates are late more than 4 times in a year. Changes made to quantities by Final Estimates after final acceptance result in a net difference of greater than 5% of the original contract, delays for pending information from project personnel after final acceptance are excessive. Revisions not shown on plans.

5. Effectively and accurately administered the CPPR to hold the Contractor accountable for performance. Explained criteria at the pre-construction conference, discussed at the progress meetings and maintained accurate records. Utilized the CPPR process effectively to encourage Contractor to take full responsibility for quality at all levels and to properly document those items if they did not

5 - Consultant discussed the CPPR process at the preconstruction meeting and presented the contractor with the grading Criteria. All CPAM requirements for issuing DL and DWL are followed. Consultant is consistent from the start of construction in applying the CPPR. Proper documentation is kept for all verbal warnings, DWL and DL. CPPR spreadsheet is kept up to date and accurate and shared with the contractor on a monthly basis. Final CPPR grade is entered 20 days after Final Acceptance.

4 - Consultant discussed the CPPR process at the preconstruction meeting and presented the contractor with the grading Criteria. All CPAM requirements for issuing DL and DWL are followed. Consultant is consistent from the start of construction in applying the CPPR. Proper documentation is kept for all verbal warnings, DWL and DL. CPPR spreadsheet is kept up to date and accurate and shared with the contractor on a monthly basis. Final CPPR grade is entered within 30 days of Final Acceptance.

3 - Consultant discussed the CPPR process at the preconstruction meeting. All CPAM requirements for issuing DL and DWL are followed. Proper documentation is kept for all verbal warnings, DWL and DL. CPPR spreadsheet is updated monthly and shared with the contractor. Final CPPR grade is entered 45 days after Final Acceptance.

2 - Consultant discussed the CPPR process at the preconstruction meeting. CPAM requirements for issuing DL and DWL are not always followed. Consultant starts applying the CPPR only as a last resort to get the contractor to comply. Documentation is missing for verbal warnings, DWL and DL. CPPR spreadsheet not updated regularly. Final CPPR grade is entered over 45 days after Final Acceptance.

1 - Consultant did not discuss the CPPR process at the preconstruction. CPAM requirements were not followed for issuing DL and DWL. Consultant is inconsistent in applying the CPPR. CPPR spreadsheet is not kept up to date or shared with the contractor. Final CPPR grade is entered greater than 45 days after Final Acceptance.

F. Permit Monitoring

1 - Monitored, verified, and documented that all permit conditions were met.

5 - Performs all required activities proactively, The Consultant reviews all permit documents prior to the pre-construction meeting and contacts the Department's permit coordinator, Construction Permit Engineer and Environmental Agencies to confirm and clarify requirements and needs for the specific project. Has necessary documentation on site for reviews by permitting agencies or to provide responses to settle notices of non-compliance or violations. Actions including documents, reports, and certifications are always completed and/or submitted prior to due dates or requests from the Department.

4 - Prepares and submits all documents, reports and certifications by their due date with minimal support from Department staff. Qualified personnel perform the inspection. Has documentation to assist in settling notices of violation or non-compliance. Actions are usually prior to requests from the Department.

3 - Submits the reports, certifications and documents on their due date or slightly before. Has qualified inspectors on staff. Actions are usually prior to a request from the Department with some exceptions. Conducts and documents inspections per permit conditions.

2 - Submits the documents, reports and certifications after they are requested by the Department or notifies the staff at the last minute.

1 - Provides reports only after repeated requests or promptings from the Department.

2 - Monitored and verified the Contractor's submittals were prepared and submitted in accordance with the contract documents/permits.

5 - Submits all documents, reports and certifications prior to the individual due dates without prompting and in enough time to make modifications if required. Reviews all plans and requests from the Contractor for completeness prior to forwarding them to respective agencies. Contractor to begin work activities if required documentation has not been prepared and approved or required modifications to the permit documents made. All packages are complete, clear and correct. Reviews all proposed changes to the work plan outlined in the plans, advises the Contractor if such a change requires a permit modification and assists the Contractor in the proper preparation of such a request.

4 - Reviews Contractor's submittals for completeness prior to forwarding to Department. Monitors proposed work to advise Department staff or request modifications prior to the start of that item of work.

3 - Reviews Contractor's submittals for completeness prior to forwarding to Department. Monitors proposed work to advise Department staff or request modifications prior to the start of that item of work.

2 - Reviews Contractor's submittals for completeness prior to forwarding them to the Department. Allows the Contractor to change construction methods or phases without regard to permit requirements or environmental laws resulting in notices of violation or non-compliance. Does not do a thorough review of the Contractor's submittals and forwards packages whether right or wrong.

1-Does not review the Contractor's submittals and forwards packages whether right or wrong. Allows Contractor to change construction methods or phases without regard to permit requirements or environmental laws resulting in notices of violation or non-compliance.

3 - Documented and proactively worked with the Contractor, EOR, and Permit Agencies to resolve environmental issues in a timely manner

5 - Performs and documents all required environmental inspections with qualified personnel and maintains a current, complete and neat file. Has necessary documentation on site for reviews by permitting agencies or to provide responses to settle notices of non-compliance or violations. Actions are always prior to due dates or requests from the Department. Proactive in determining possible changes to permit conditions.

4 - Performs and documents required environmental inspections. Files are current and complete. Assures that the work is in compliance with the permits and requests advice if in doubt.

3 - Conducts and documents inspections per permit conditions. Coordinates with Department Environmental staff to determine if permit modifications are required. Resolves notices of non-compliance or violation. Has qualified inspectors on site.

2 - Advises environmental staff after the fact of permit deficiencies or needed modifications when problems occur. Actions generally taken after the fact, after requests or after problems occur.

1 - Seldom or never notifies Environmental staff of deficiencies. Receives repeated complaints of non-compliance or violation from environmental agencies. Does not have qualified inspector on staff.

Section G. Proactive in Regard to Public Concerns

1- Provided current updates and advance notification of traffic shifts, durations and impacts to residencies, businesses, emergency services and other entities along the project R/W.

5 - Followed prescribed level of best practices at 95% or better. Provided complete, accurate and detailed information to PIO at deadline and made updates as required.

4 - Followed prescribed level of Best Practices at 85% or better. Provided complete, accurate and detailed information to PIO at deadline and made updates as required. No failure to meet a deadline or make an update when lane closure changes were needed or other information.

3 - Followed prescribed level of Best Practices at 75% or better. Provided complete, accurate and detailed information to PIO at deadline and made updates as required. No more than one failure to meet a deadline or make an update when lane closure changes were needed or other information.

2 - Followed prescribed level of Best Practices at 60% or better. Provided incomplete or inaccurate information to PIO. Deadlines were missed and generally did not phone in changes as required. No more than two failures to meet a deadline or make an update when lane closure changes were needed or other information.

1 - Does not generally follow procedures of Best Practices or Customer Satisfaction. Regularly provided incomplete or inaccurate information to PIO. More than two failures to meet a deadline or make an update when lane closure changes needed or other needed information.

2- Prepared, maintained, and distributed an emergency Contact list of key Department, Consultant, and Contractor personnel, and used it properly.

Standards: CPAM 3-1A Preconstruction Conference Agenda (2)

5 - Emergency contact list was composed at the time of the pre-construction meeting and was distributed with the Pre-Construction Meeting Minutes to all affected parties (Utilities, local government, law enforcement, fire department, local maintaining agency and Asset Management Contractor). Updates were provided at least annually or when changes were made in personnel without being asked by the PM.

4 - Emergency contact list was composed at the time of the pre-construction meeting and was distributed with the Pre-Construction Meeting Minutes to 90% of all affected parties. Updates were provided at least annually or when changes were made in personnel without being asked by the PM.

3 - Emergency contact list was composed at the time of the pre-construction meeting and was distributed with the Pre-Construction Meeting Minutes to 80% of all affected parties. Updates were provided at least annually or when changes were made in personnel.

2 - Emergency contact list was composed at the time of the pre-construction meeting and was distributed with the Pre-Construction Meeting Minutes to 70% of all affected parties. The emergency list was not distributed prior to begin construction. Updates were not made annually or when key personnel info changed.

1 - Emergency Contact List is missing in action or very incomplete. For instance: Only the contractor's information was compiled. No updates made after initial list compiled after which changes were made.

3 - Logged, documented, tracked, and took appropriate action on all public initiated inquiries first contact through disposition or resolution.

Standards: Business Plan Guide lines, Best Practices for Construction Personnel Memo.

5 - Maintained all logs as required with appropriate actions taken to resolve issues. Moved issues to higher level within the Department when escalation was necessary. Made regular call backs after resolution of issue to try and ensure satisfaction of customer.

3 - Maintained all logs as required with appropriate actions taken to resolve issues. Moved issues to higher level within the Department when escalation was necessary. PM was notified of any issues that needed escalated but PM not aware of every issue. All calls properly resolved within reason.

1 - Call logs are not maintained by the consultant consistently. The Department receives calls from customer who previously phones the consultant without satisfaction (The complaint was well grounded). More than 2 complaints escalated to FDOT during the period.

4 -Coordinated with the District Public Information Office, providing relevant data as requested for newsletters, media releases, public meetings, brochures, etc.

Standards: Business Plan Guide Lines, Best Practices for Construction Personnel Memo.

5 - Met all deadlines for supplying accurate information to the District PIO and all entities involved with the construction project. Created and provided newsletters, held public meetings and supplied initial brochures and progress announcements on complex projects. Personnel were interactive with business and residents and made face to face personal contacts. Creating an interactive web site for information would be an added bonus.

4 - Met all deadlines for supplying accurate information to the District PIO and all entities involved with the construction project. Created and provided initial construction brochure for project. Held public meetings when warranted and provided relevant data as requested. Personnel were interactive with business and residents and made face to face personal contacts.

3 - Met all deadlines for supplying accurate information to the District PIO and all entities involved with the construction project. Needed minor help and direction in creating construction brochures or not all information provided contained enough detail. Not all entities were properly notified of upcoming changes or phases.

2 - Missed 1 deadline for supplying information to the District PIO and all entities involved with the construction project. Information supplied was either not accurate or lacked enough detail on more than 1 incident. Needed minor help and direction in creating construction brochures or not all information provided contained enough detail. Not all entities were properly notified of upcoming changes or phases. The consultant had to be directed to make contacts with affected business and residential concerns.

1 - Missed more than 1 deadline for supplying information to the District PIO and all entities involved with the construction project. Needed major help and direction in supplying construction brochures or not all information provided contained enough detail. Not all entities were properly notified of upcoming changes or phases. Poor or inaccurate information supplied to media. Not interactive with business and residential concerns.

5 - Monitored that business and pedestrian accesses were maintained and the signage was placed in accordance with all governing documents, and took appropriate action when necessary.

Standards: Standard Specifications; Driveway Maintenance 102-8, Business Signs 102-9.3, Temporary Traffic Control Devices 102-9.1, and Commercial Material for Driveway Maintenance 102-2.3. Business Plan Guide lines, Best Practices for Construction Personnel Memo, Sidewalk Closures Standard Index No. 660, and MOT Review Report form 700-010-08, CPPR for documentation of deficiencies.

5 - Met all standards at or above the 95% level. All issues/deficiencies that did arise were remedied within a 24 hour period. Customer satisfaction tracked and documented. Deficiencies noted on MOT check list. CPPR always utilized as warranted.

4 - Met all standards at or above the 90% level. All issues/deficiencies that did arise were remedied within a 2 day period. Safety issues resolved within 24 hours. Deficiencies noted on MOT check list. Customer satisfaction tracked and documented. CPPR always utilized as warranted.

3 - Met all standards at or above the 85% level. All issues/deficiencies that did arise were remedied within a 3 day period. Safety issues resolved within 24 hours. Deficiencies noted on MOT check list. Customer satisfaction tracked and documented. CPPR letters utilized properly with very few items undocumented without good reason.

2 - Met all standards at or above the 75% level. Some issues/deficiencies were left outstanding from 4 to 7 days. No customer satisfaction tracking utilized. Safety issues not recognized or left unresolved greater than 24 hours. CPPR letters were not being utilized to initiate correction of deficiencies. At least 1 deficient item not noted on MOT check list.

1 - Met all standards below the 75% level. Some issues/deficiencies were left outstanding from 4 to 7 days. No customer satisfaction tracking utilized. Deficiencies (more than 1) not noted on MOT check list. Safety issues not recognized or left unresolved greater than 24 hours. CPPR letters were not being utilized to initiate correction of deficiencies.

H. EFFECT ON CONSTRUCTION COST AND TIME

1-Schedule submittals were reviewed in accordance with specifications and the Contract. Reviewed the schedule monthly, met with the Contractor monthly to discuss the schedule, and took appropriate action when construction fell behind schedule in accordance with the critical path to minimize delay to the project.

5 - The Consultant demonstrates advanced methods of schedule reviews and challenges Contractor to eliminate any project delays.

4 - The Consultant made suggestions and actively worked with the Contractor to facilitate completing critical path items to help minimize delays.

3 -The Consultant thoroughly reviews the schedule EVERY month and discusses with the Contractor AT LEAST once a month. The Consultant requests and receives explanation and method by which the Contractor would get back on schedule immediately when any critical path item became late.

2 - The Consultant missed reviewing the schedule OR missed discussing it with the Contractor for one month. The Consultant requested the Contractor submit a plan to get back on schedule – The Consultant did not follow up and receive a response.

1- The Consultant EITHER missed a schedule review OR missed discussing the schedule with the Contractor for MORE THAN one month. The Consultant made no effort to follow up with the Contractor.

2- Verified the utility locations were properly shown in the schedule, attempted to get the utility companies to buy into the schedule and consistently tracked and communicated with utilities to ensure that the utility companies complied with their schedules. Took appropriate actions when the utility schedules were not met.

5 -The Consultants proactive utility coordination efforts eliminate any delays in scheduled utility work.

4 - The Consultant frequently verifies tracks, coordinates and communicates with utility companies to ensure schedule commitments are met. The consultant not only takes appropriate action but they follow up with difficult and non-responsive utility owner to minimize delays that could affect the project.

3 - The Consultant frequently verifies tracks, coordinates and communicates with utility companies to ensure schedule commitments are met. The Consultant takes action to mitigate possible delays to the schedule. 2 MARGINAL- The Consultant verifies, tracks, coordinates and communicates with utility companies to ensure schedule commitments are met but does not take action when utility company is not on schedule.

1 - The Consultant does not verify, track, coordinate or communicate with utility companies to ensure schedule commitments are met. The Consultant did not take appropriate action on more than one occasion.

3 - When warranted, withhold estimates and issue verbal warnings, deficiency warning letters, and deficiency letters, as appropriate.

5 - The Consultant demonstrates strong dedication to avoiding any deficiency on the project.

4 - The Consultant proactively made an effort to identify potential issues and discuss those issues with the Contractor in order to eliminate the need to withhold an estimate, or issue verbal warnings and deficiency letters.

3 - The Consultant took appropriate action every time there is need to withhold an estimate, or issue verbal warnings and deficiency letters and followed CPPR and CPAM process correctly.

2 - The Consultant failed to take appropriate action one time when there was a need to withhold an estimate, or issue verbal warnings and deficiency letters.

1 - The Consultant failed to take appropriate action more than one time when there was a need to withhold an estimate, or issue verbal warnings and deficiency letters.