

Consultant Performance Evaluations

Sid Kamath, P.E.
Production Support Office



Objectives

- **Understand Purpose**
- **Strive for CPR**

* CPR – Consistent, Predictable and Repeatable



FDOT uses professional services consultants for almost 90% of Work Program delivery related projects.

Examples: Studies, Design, Construction supervision, Right of Way acquisition



Consultant Performance Evaluation

- What is it?**
- Why do it?**
- Who does it?**
- When is it done?**



Professional Services Consultants

- Applies to consultants hired by FDOT through the Professional Services Acquisition System.
- Does not apply to Design-Build Professional Services Consultant Evaluation.



Services Work Groups

- Planning
- Design
- Right of Way
- Construction
- Other



What is Consultant Evaluation?

Employee Performance System (EPS)

Consultant Performance System



What Governs (1)

- **Florida Laws/Rules**
- **FDOT: Procedure 375-030-007**
- **Grades recorded in PSIS ***

* PSIS - Professional Services Information System



What Governs (2)

- Major Work Groups – Mandatory
- Minor Work Groups – Optional
- Prime Consultant
 - Management, Schedule and Quality
 - Constructability (when applicable)
- Subconsultant - Quality

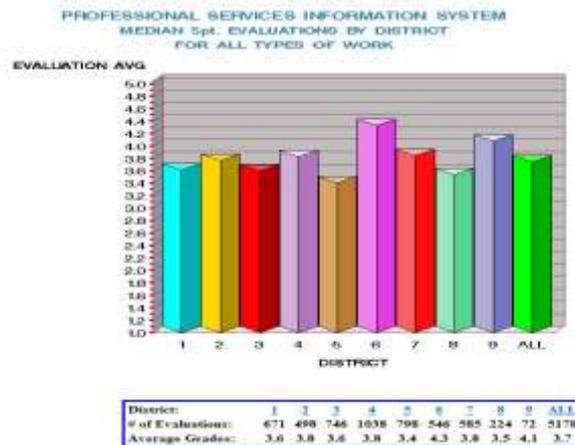


Why evaluate Consultants?

- Feedback on performance, for use by FDOT and consultant



5-Years PSIS Report



Who Evaluates?

- Project Manager
 - FDOT: Procedure 375-030-007
 - PSIS

References:

- Computer Based Training
- Evaluation Forms



CBT:

Florida Department Of Transportation

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CONSULTANT EVALUATION

The Department contracts with consultants to provide a variety of services. The Consultant Evaluation Process provides the Department with a means of evaluating the work performance of these consultants. For all professional services contracts, the consultant's work performance for each advertised major type of work must be evaluated by the Department's project manager. The consultant for each contract will be evaluated in the following areas:

- Schedule
- Management
- Quality
- Constructability (for those contracts that produce construction plans)

Project manager - DC.530305 (954) 418-4322

Related Links

[Florida DOT CBT Computer Based Training for Consultant Performance Evaluations](#)

[CBT](#)



Evaluation Forms List

Florida Department of Transportation

Home | Business Affairs | Employment | Programs | Projects | Related Links | Research/Statistics | Press Information

Forms - Production Support

Find a Form SEARCH

| Evaluation ID | Title | Revision Number | Available Formats |
|---------------|--|-----------------|-------------------|
| 375-00-088 | Consultant Schedule Evaluation | 02/2008 | Excel |
| 375-00-089 | Consultant Management Evaluation | 10/2010 | Excel |
| 375-00-090 | Consultant Quality Evaluation - Type of Work Group 2 Project Development and Environmental | 02/2008 | Excel |
| 375-00-092 | Consultant Quality Evaluation - Type of Work Group 2 Highway Design - Roadway | 02/2008 | Excel |
| 375-00-094 | Consultant Quality Evaluation - Type of Work Group 4 Highway Design - Bridge | 10/2010 | Excel |
| 375-00-095 | Consultant Quality Evaluation - Type of Work Group 4 Bridge Inspection | 02/2008 | Excel |
| 375-00-096 | Consultant Quality Evaluation - Type of Work Group 6 Ports Engineering and Operation II | 02/2008 | Excel |
| 375-00-097 | Consultant Quality Evaluation - Type of Work Group 7 Ports Operations Design | 02/2008 | Excel |
| 375-00-098 | Consultant Quality Evaluation - Type of Work Group 8 Surveying and Mapping | 02/2008 | Excel |
| 375-00-099 | Consultant Quality Evaluation - Type of Work Group 8 Soil Exploration, Testing, Rating & | 02/2008 | Excel |
| 375-00-100 | Consultant Quality Evaluation - Type of Work Group 11 Engineering Control Administration | 02/2008 | Excel |
| 375-00-101 | Consultant Quality Evaluation - Type of Work Group 15 Planning | 02/2008 | Excel |
| 375-00-102 | Consultant Quality Evaluation - Type of Work Group 14 Access | 02/2008 | Excel |
| 375-00-103 | Consultant Quality Evaluation - Type of Work Group 15 Landmarks Architect | 02/2008 | Excel |
| 375-00-104 | Consultant Quality Evaluation - Type of Work Group 21 Acquisition, Negotiation, Closing & | 02/2008 | Excel |
| 375-00-105 | Consultant Quality Evaluation - Type of Work Group 22 Assessment, Business Damage Estimation | 02/2008 | Excel |
| 375-00-106 | Consultant Quality Evaluation - Type of Work Group 24 Acquisition, Negotiation, Closing & | 02/2008 | Excel |
| 375-00-107 | Consultant Quality Evaluation - Type of Work Group 25 Right of Way, Easements and Easement | 02/2008 | Excel |
| 375-00-108 | Consultant Quality Evaluation - Type of Work Group 26 Non-Standard Work Type | 02/2008 | Excel |
| 375-00-109 | Consultant (SI) Work Performance Evaluation | 02/2011 | Excel |
| 375-00-110 | Constructability Evaluation | 10/2011 | Excel |



CONSTRUCTION QUALITY PRACTICE
THE QUALITY ASSOCIATION OF AMERICA (TQA) • 1998

() **Final Evaluation** () **Self-Evaluation**

Contract Information

Contract Number: _____
 Contract Name: _____
 Contract Start Date: _____
 Contract End Date: _____

PERFORMANCE RATING SCALE

1. Outstanding Performance
 2. Exceeds Expectations
 3. Meets Expectations
 4. Satisfactory Performance
 5. Needs Improvement
 6. Unsatisfactory Performance
 7. Inadequate Performance
 8. Unacceptable Performance

SECTION 1: CONTRACTOR PERFORMANCE

Rate the contractor's performance on the following items. Use the scale provided.

Contractor Name: _____ Rating: _____

Project Name: _____ Rating: _____

SECTION 2: PROJECT PERFORMANCE

Rate the project's performance on the following items. Use the scale provided.

| Item | Rating |
|----------------------------|--------|
| 1. Quality of Workmanship | |
| 2. Safety Record | |
| 3. Cost Control | |
| 4. Schedule Adherence | |
| 5. Client Satisfaction | |
| 6. Overall Project Success | |

Overall Project Rating: _____

Comments: _____

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When is Evaluation required?

After Notice To Proceed (NTP)

- CEI *: Quarterly & End of Basic Services
 - * CEI: Construction Engineering & Inspection
- Other: Annually & End of Basic Services
- Constructability (contracts that produce construction plans): at end of construction



Grade scale:

- 5* – Outstanding Performance
- 4 – Above Satisfactory Performance
- 3 – Satisfactory Performance
- 2 – Below Satisfactory Performance
- 1* – Unsatisfactory Performance

* Explanation required



CPR Objectives (1)

Scale interpretation:

Expectations were:

- 5 – consistently exceeded
- 4 – consistently met, sometimes exceeded
- 3 – consistently met
- 2 – sometimes unmet
- 1 – consistently unmet



CPR Objectives (2)

Suggestions:

- 1 – Consult with other project review participants when evaluating.
- 2 – Be fair - Acknowledge and reward consultant's efforts to meet/exceed expectations.
- 3 – Be fair - Acknowledge FDOT's actions that may have hindered consultant's efforts to meet expectations.



CPR Objectives (3)

Suggestion:

Staff-hours Estimation

- Consultant's estimate
- DOT PM's estimate

Evaluation

- Consultant's self-evaluation
- DOT PM's evaluation



Changes/Enhancements:

- “Grades due” auto-notification to Project Manager
- Only one Constructability grade, at end of construction
- Appeals process for consultants to request grade reconsideration

- In the works: Web-based evaluations



Summary

- Consultant evaluation is required.
- Well-done Consultant Evaluations provide valuable information to both FDOT and consultant.
- Proper use of consultant evaluations should improve quality of consultants hired to provide services to FDOT.



Questions?



Evaluation Forms:

[Forms and Procedures Office](#)

- Forms by Office
 - Production Support



Contact Information

Sid Kamath

Phone (850) 414-4343

Email siddhartha.kamath@dot.state.fl.us

