

This chapter outlines Project Manager responsibilities for the consultant evaluation process.

Detailed information on Consultant Evaluations is provided in [Procedure No. 375-030-007, Professional Services Consultant Work Performance Evaluation](#). Performance evaluations received by the Consultant on current and previous projects are one of the factors considered during consultant selection.

Additional information can be found on the *Procurement Office Intranet* site.

FDOT Consultant Evaluation System

Florida Administrative Code Rule 14-75 requires the FDOT to have a system to evaluate the performance of Consultants on professional services contracts. A system and process has been developed that provides an objective and consistent method for measuring Consultant performance. The evaluation process benefits both the FDOT and the Consultant.

The Project Manager must enter consultant evaluations into the [FDOT Consultant Evaluation](#) internal application. Consultant evaluations are based on a 5 (high) to 1 (low) rating scale, 5 representing “Outstanding” performance and 1 representing “Unacceptable” performance.

Computer Based Trainings are available through the *Learning Curve*.

Consultant Work Performance Evaluations

The Project Manger must evaluate the Consultant’s work performance for each advertised major work type (exception: exempt contracts less than *Florida*

Statutes 287.017, Category Two threshold – currently \$35K). Consultants may also be evaluated on minor types of work, if considered significant by the FDOT.

CONSTRUCTION ENGINEERING INSPECTION (CEI) CONSULTANT CONTRACTS

Evaluations are conducted by the construction Project Manager who is responsible for managing the consultant contract. Evaluations of the consultant’s performance are typically conducted every 6 months during construction for the following categories:

- **Schedule** - grade is based on the consultant’s compliance with the contract schedule.
- **Management** - grade is based on the consultant’s ability to manage all necessary project resources, including subs.
- **Quality** - grade is based on the consultant’s attention to the established quality control plan and delivery of a quality product. Subconsultants may only receive a Quality evaluation.

NON-CEI CONSULTANT CONTRACTS

Evaluations are conducted by the Project Manager who is responsible for managing the consultant contract. Evaluations of the consultant’s performance are conducted at least once every 6 months within 30 days after the end of each period of contract performance. Evaluations include the following categories:

- **Schedule** - grade is based on the consultant’s compliance with the contract schedule.

- **Management** - grade is based on the consultant’s ability to manage the contract, including (a) Administration of Contract, (b) Management of Issues and Resources, (c) Communication, Documentation and Coordination, and (d) Post Design Services (for Design Consultant performing Post Design Services).
- **Quality** - grade is based on the consultant’s attention to the established quality control plan and delivery of a quality product. A Quality rating should be assigned to any qualified consultant named in the agreement for any major type of work performed, regardless of whether the firm is a prime or sub. Subconsultants typically only receive a Quality evaluation.
- **Constructability** – grade is also assigned by the construction Project Manager at the end of project construction for all professional services contracts that result in the preparation of construction plans.

The grade is based on the design consultant’s ability to develop practical, accurate, complete, and cost-effective construction plans. Constructability grades typically only apply to Work Group 3 – Roadway Design, Work Group 4 – Bridge Design, Work Group 6 – Traffic Engineering & Operations Studies, Work Group 7 – Traffic Operations Design, Work Group 14 – Architect, and Work Group 15 – Landscape Architect.

COMPLIANCE WITH DBE COMMITMENTS AND DBE PAYMENTS

Compliance with these commitments is one of the test criteria included in the consultant CEI Work Performance Evaluation, as well as in the Consultant Management Evaluation for non-CEI contracts.

For CEI Evaluations, the DBE test is included in Section A, “Management of CCEI Contract”, and reads: “Meet Disadvantages/Small Business Enterprise (DBE/SBE) commitment for this project”.

For non-CEI contracts, the DBE test is included in the Consultant Management Evaluation in Section A, “Administration of Contract”, and reads: “Complied with established DBE/MBE commitment.”

Suggested performance grades are as follows:

- If the prime consultant appears to be timely in payments to a DBE subconsultant and entering payment information in into the Equal Opportunity Compliance (EOC) System, the performance rating should be a 3 (Satisfactory) or higher.
- If the prime consultant is significantly lagging in payments to a DBE subconsultant, the performance ratings should be 2 (Below Satisfactory).
- A performance rating of 1 (Unacceptable) would be given to a prime consultant who is not utilizing the DBE subconsultant, or not entering DBE payment information into EOC System.

See *PMG 235 – Disadvantaged Business Enterprise (DBE) Program* for additional information on the Consultant DBE Compliance Evaluation.

Project Manager Guidance

Evaluations must be fair, objective, and consistent to assure that the FDOT is providing constructive feedback on the Consultant's performance. Project Managers should consider the following guidelines:

- Performance evaluations received by the Consultant on current and previous projects are one of the factors considered during consultant selection.
- Discuss performance evaluation expectations with the consultant at the beginning of a project so the level of performance associated with the evaluation is clear to both parties. Both parties should agree on evaluation standards and expectations.
- Evaluation timeliness is important. Late submissions are often inaccurate due to time and memory lapses. It is important to keep good records.
- Interim evaluations provide the Consultant opportunity to correct a problem or improve their performance.
- Discuss performance with the consultant throughout the project so that there are no surprises when evaluations are submitted. Discuss evaluations with the consultant before submittal and fairly consider and document any information provided by the consultant.
- If a poor performance evaluation is submitted, document reasons for the poor rating. Per procedure, comments are required for rating less than 3 and greater than 4, but comments are encouraged for all evaluation items rated. If an evaluation identifies a performance problem, submit a new "on-demand" evaluation as soon as the problem is corrected.

- Consult the appropriate support services to get input for the evaluations of subconsultants. Obtain the input of the prime consultant as well when evaluating subconsultants.