

Contractor Evaluation Process Overview

Summary

As part of the Contractor Prequalification process, the University may use consistent unsatisfactory performance on previous projects as sufficient cause for disqualifying or suspending/rescind a Contractor. Therefore, a process needs to be in place to document a Contractor's performance on each project. The evaluation and any responses shall not be made available to any other person or firm except the firm being evaluated and is exempt from disclosure under the Freedom of Information Act.

Process

1. Evaluate each Contractor (General, Mechanical, Plumbing, Electrical, etc.) per project that the University has an agreement with, including those that have been assigned to a main Contractor. This evaluation will be completed in the Vendor Services Application (VSA) evaluation module.
2. Based on size and complexity of the project, determine who will complete evaluations:
 - A. Minimum required:
 - 1). Project Manager (PM). The Project Manager should determine if other project team members input are needed to evaluate the Contractor's performance. If others are requested to evaluate the Contractor, the Project Manager should review and incorporate other team member advisory evaluations into his or her evaluation. The Project Manager's evaluation will be made available to the Contractor after project substantial completion (SC) and final closeout and should reflect the entire team's view of the project.
 - B. Optional –
 - 1). For Prime Contractors - other "Team Members" who have had direct contact with the Contractor or involvement in the design / construction process as determined by the Project Manager. For those team members inside the University shown below, providing an evaluation through use of the VSA Contractor-Advisory evaluation to the PM would be used. For those team members outside the University, e.g. PSC's, those parties would provide input to the PM through use of the contractor excel spreadsheet.
 - a). Director.
 - b). In-house professional staff.
 - c). Client/future occupants of the facility.
 - d). Planners.
 - e). Other internal University personnel.
 - 2). For SubContractors –
 - a). Evaluate any SubContractor per project as deemed necessary to document their performance. This evaluation will also be completed as discussed 1) above.

3. Complete evaluation form in VSA evaluation module.
 - A. PRZM data will be automatically populated with quantitative measurement data for the prime contractor only.
 - B. The PRZM PM will receive an e-mail notification that the evaluation has been created and to complete the SC portion of the contractor performance.
 - C. If a “Team Member” completes an evaluation form, they will use the “Contractor - Advisory” evaluation type to complete their evaluation. PRZM quantitative measurement data will not be populated on the evaluation form however.
 - D. The electronic evaluation form for Contractors and Subcontractors will calculate scores automatically to the final score.
 - E. Complete the evaluation form through SC questions taking into consideration other team members input. During this SC phase, Final Closeout scoring will not be able to be edited. Later, after final closeout is completed, that portion of the evaluation will be reopened for final closeout section of the evaluation to be completed.
4. An e-mail will be sent to the contractor being evaluated after the substantial completion phase and final closeout phase has been performed informing them the completed evaluation form in the application is available for viewing.
5. The Contractor should be given an opportunity to provide a written response to the evaluation comments. If a response is received, a copy should be provided to:
 - A. Campus project file. The response from the Contractor if provided, should be scanned and filed electronically in the area designation by the campus unit.
6. The evaluation process shall be completed within 30 days of Substantial Completion and then again within 30 days of Final Closeout. System reminder e-mails will be sent to the PM every 30 days when the evaluation has not reached the SC Complete and Complete status.
7. VSA contractor evaluations should be reviewed when determining whether a contractor’s prequalification is to be renewed or rescinded / suspended. For convenience, the prequalification officers will have the ability to easily access contractor evaluations from the VSA prequalification module.

Contractor Evaluation Scoring Explanation

The evaluation criteria are each given a score from 1 to 5 with 5 being the highest. A score of 0 can also be given indicating that the vendor isn’t being scored on that specific scoring criteria. The application determines the average score for each section, ignoring any occurrences of a 0, and then determines the final score based on the average score for each section that has been completed.

Contractor Evaluation Life Cycle

- The description of the statuses over the lifecycle of the contractor evaluation are listed below:
 - **Created** – evaluation exists, but has not been acted on in VSA by the PM.
 - Can be viewed by all UI Staff

- Can't be viewed by Vendor Staff
 - Can only be edited by the assigned project PM
- **SC Edited** – evaluation has been edited in VSA, but is not complete.
 - Can be viewed by all UI Staff
 - Can't be viewed by Vendor Staff
 - Can only be edited by the assigned project PM
- **SC Complete** – evaluation is complete for Substantial Completion phase.
 - Can be viewed by all UI Staff
 - Can be viewed by Vendor Staff
 - Can't be edited
- **Reopened** – evaluation has been reopened by a PRZM closeout event, but not acted upon in VSA.
 - Can be viewed by all UI Staff
 - Can't be viewed by Vendor Staff
 - Can only be edited by the assigned project PM
- **Closeout** – evaluation has been edited for Closeout in VSA but is not complete.
 - Can be viewed by all UI Staff
 - Can't be viewed by Vendor Staff
 - Can only be edited by the assigned project PM
- **Complete** – evaluation is complete.
 - Can be viewed by all UI Staff
 - Can be viewed by Vendor Staff
 - Can't be edited.