



CONSULTANT PERFORMANCE EVALUATION GUIDELINES

Consultant Procurement Office

January 2016

TABLE OF CONTENTS

EVALUATION OF PRIME AND SUBCONSULTANT PERFORMANCE2

WHEN TO CONDUCT A PERFORMANCE EVALUATION.....2

PERFORMANCE EVALUATION RATING CRITERIA3

CONDUCTING AN ELECTRONIC PERFORMANCE EVALUATION.....3

STEP 1: RATING THE CONSULTANT6

STEP 2: DESIGNATED REVIEWER APPROVAL6

STEP 3: CONVERT EVALUATION TO PDF AND EMAIL TO THE CONSULTANT6

STEP 4: UPLOAD FINAL/SIGNED EVALUATION7

SCORING GUIDANCE & SUPPORTING DOCUMENTATION.....7

RATER, REVIEWER & CONSULTANT PROCUREMENT OFFICE ROLES8

CONSULTANT DISPUTE OF AN EVALUATION.....10

PERFORMANCE DATA USE & THE SELECTION PROCESS11

APPENDIX A12

APPENDIX B15

APPENDIX C16

APPENDIX D17

APPENDIX E18

EVALUATION OF PRIME AND SUBCONSULTANT PERFORMANCE

Evaluation of consultant performance is essential to the Departments procurement process and the effective management of quality professional engineering services. This document is intended to provide guidance and direction for VDOT staff and consultants in the formal assessment of consultant performance on VDOT projects.

Consultant evaluations are utilized in the Department's shortlist process to inform the selection committee members of the success or failure a prime or subconsultant has had on past VDOT projects. Through the use of effective consultant performance management the Department is able to efficiently and effectively determine the quality of services consultant firms provide, effectively document when there is need for improvement, and document specific instances that require immediate resolution.

It is the responsibility of the Project Manager, Contract Manager and/or Task Order Managers and/or each Division involved in the contract to evaluate the prime and subconsultant performance for all *significant activity* completed during the rating period. The effective management of consultant performance through documented feedback is essential to managing successful projects.

In accordance with 48 CFR 42.15, assessing consultant performance is a standard business practice required to ensure the Department receives quality deliverables at a fair and reasonable value. In addition, the evaluation of prime and subconsultant performance provides the consultants and the Department with:

- The opportunity for continuous improvement.
- The opportunity for enhanced understanding of the Department's needs and expectations.
- Added value to the procurement process from the review of performance data during the selection process.

This process applies to prime and subconsultants providing services on a professional engineering/architecture and related services contracts. Lead Divisions and Districts must actively manage the performance evaluation process within the parameters of this guidance to best achieve an effective and efficient standard for utilizing this Performance Management Tool. Each Division and/or District involved in a contract is responsible for entering performance evaluations for their portion of the work. All efforts should be coordinated with the lead Division/District.

WHEN TO CONDUCT A PERFORMANCE EVALUATION

Prime and subconsultants will be evaluated for performing “significant activity” under an agreement at a minimum of twice a year. For the purposes of this document “significant activity” is defined as advancements in the project’s schedule, budget, deliverables or completion. The Lead Division and/or District will be responsible for monitoring and ensuring timely completion of performance evaluations. There are three (3) types of evaluations that a Rater may complete for a Consultant:

1. Standard Evaluation – Shall be submitted twice a year for each agreement and for the periods of January through June (evaluation emailed to the Consultant no later than July 31st) and July thru December (evaluation emailed to the Consultant no later than January 31st).
2. Interim Evaluation – May be submitted when the Rater chooses to formally document a deficiency or significant extraordinary service on a project/contract prior to the end of the standard six (6) month evaluation period. This type of evaluation is used as needed and at the Raters discretion to communicate performance concerns to the consultant.
 - a. Interim evaluations may also be entered to document consultant performance at the completion of a project, prior to the end of a rating period.
3. No Significant Activity – An evaluation form indicated as “no significant activity” shall be submitted at the end of each standard evaluation period for a project or contract in which there have been no project activities, or insignificant activity/advancements in the project’s/contract’s schedule, budget, deliverables or completion.

Raters shall submit a minimum of one (1) of the three (3) evaluation types for each standard six (6) month evaluation period. Evaluations indicated as “Standard” or “No Significant Activity” shall be submitted to the Consultant within 30 days after the start of the new standard evaluation period and shall be complete in the performance management system within 60 days after the start of the new standard evaluation period.

PERFORMANCE EVALUATION CRITERIA

Consultants providing services on VDOT projects/contracts will be evaluated on the five (5) criteria of Management, Prosecution and Progress, Quality of Work, Cooperation/Coordination, and Adequacy/Availability of Workforce. Each evaluation criteria is designed to incorporate the task and competencies that Raters should consider when completing an evaluation for all professional services, including Construction Engineering Inspection (CEI) services.

1. **MANAGEMENT:** Understands and effectively manages the project contract, including, but not limited to the following: Accomplishes the intent and scope of the contracted services by managing the personnel, resources, budget, and schedule. Manages sub-consultants to ensure performance. Maintains appropriate documentation. Optimizes (used when appropriate) the involvement of VDOT staff in the management of the consultant and sub-consultant staff. Maintains appropriate cost records, logs, and other documentation. Meets DBE requirements and/or goals. Uses man-hours and resources efficiently. *(CEI Contracts should consider: Knowledge of VDOT construction practices and roles; Adequacy of the quantity and quality of resumes provided for consideration; competency, training and timeliness of providing the service providers; monthly invoice timeliness and accuracy; timeliness and quality of task orders.)*
2. **PROSECUTION & PROGRESS:** Attains schedule and meets established milestone and completion dates. Adjusts resources in response to demands of the project delivery schedule. Provides timely completion of tasks, including reviews, revisions, and intermediate and final deliverables. Applied knowledge of project management philosophy to control project schedule. Demonstrated skill in estimating project budgets and tracking and maintaining project costs. *(CEI Contracts should consider: Proper and timely adjustment of service provider quantity and quality; Monthly Progress Reports are of high quality and submitted in a timely manner; Properly utilizes and returns in good working order any VDOT provided equipment such as laptops, ID badges, and testing equipment; Task orders are adjusted as needed prior to overrunning the task budget.)*
3. **QUALITY OF WORK:** Consistently meets the Department's quality expectations and exercises quality control measures. Applies the Department's established guidelines, standards and procedures, as well as established industry practices, to produce accurate and technically correct design plans, reports, documents, studies, tests, devices, and/or other specified deliverables to the Department. Deliverables are complete and correct. Demonstrates effective implementation of QA/QC plan. *(CEI Contracts should consider: Safety is always put first; Service providers arrive on time and ready for work; Service providers independently and properly accepts or rejects contractor provided work/materials/documents; Writes complete, accurate, and timely Daily Work Reports; Completes and provides accurate timesheets and mileage logs in a timely manner.)*
4. **COOPERATION/COORDINATION:** Works cooperatively with VDOT staff, other consultants/contractors, local, state and federal agencies, utility companies, contractors and/or citizen stakeholders. Proactively coordinates all activities that may impact or interface with the project. Communicates issues and information effectively. Responds to the demands of the project; actively defines problems, suggests alternatives, and recommends solutions. *(CEI Contracts should consider: Responds well to VDOT direction; Works well with Virginia State*

Police and other state and local entities; Presents themselves professionally to the public; Demonstrates a positive attitude.)

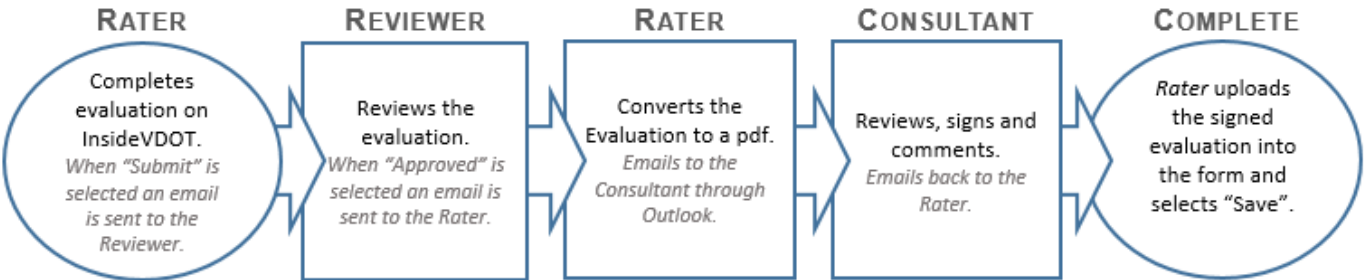
- 5. ADEQUACY/AVAILABILITY OF WORK FORCE: Possesses and maintains adequate resources and equipment throughout the project(s) to meet the demands of the contract, including sufficient numbers of qualified staff, properly equipped and available for the required tasks. Employees are qualified and possess appropriate technical knowledge skills and abilities for the assignment(s). *(CEI Contracts should consider: Understands and applies all contract provisions/requirements; Properly utilizes all computer systems as required, such as Site Manager; Adheres to all VDOT administrative requirements and timeframes; Properly performs/inspects and documents testing activity.)*

CONDUCTING AN ELECTRONIC PERFORMANCE EVALUATION

The performance evaluation process should incorporate good project management practices throughout the contract deliverables. Consultant performance feedback should be a regular, ongoing conversation between the Rater and the Consultant through the life of the project. The analysis must be fair and honest; personal perceptions and biased opinions of the firm and its officers should not be factored into the evaluation process. Ratings shall be based on documented facts without regard to personal prejudices. The evaluation will consider only the performance of the consultant during the production of the project/contract for the specified rating period.

The Rater may access the Consultant Performance Evaluation Tool located on the Consultant Procurement Office InsideVDOT site to begin a new Professional Service Consultant Performance Evaluation. (See page 9 for Rater, Reviewer & CPO Roles & Responsibilities). The process for development, review, and completion is as follows:

Figure 1: Performance Evaluation Process Overview



STEP 1: Rating the Consultant

- Part I of the evaluation contains the administrative data regarding the firm and the contract. All requested information should be entered. Mandatory fields are indicated with an asterisk. The evaluation type must be designated as “standard”, “interim” or “no significant activity”
- Part II - A rating and comment for all five (5) evaluation criteria must be provided by utilizing the dropdown boxes to score the consultant and expanding the comment boxes to support the consultant performance rating. Subconsultants who have completed “significant activity” during the evaluation period shall be rated within the same evaluation form. Within Part II of the form the Rater should select “Insert a Subconsultant Evaluation” for each subconsultant which requires rating. A maximum of ten (10) Subconsultants can be rated with in one evaluation period. Should more than ten (10) subconsultants require evaluation the Rater will complete an additional form, inserting PART I data and only completing evaluations for the additional subconsultants.
- Once complete select “Submit”. Upon submittal of the evaluation an automated e-mail will be sent to the Reviewer. A sample email may be found in Appendix B of this Document.

STEP 2: Designated Reviewer Approval

Once the Reviewer has received the email notification that a performance evaluation is awaiting their review, the following actions should be taken:

- Select "Click here" from the email message to open the performance evaluation and carefully review the evaluation. Upon concurrence with the ratings and comments, the Reviewer will select the “Approve” button in Part III of the form. An automated notification will be sent to the Rater. A sample email may be found in Appendix C of this Document.
- If the Reviewer does not approve the ratings and comments the Reviewer should close the form without approving and notify the Rater directly. Once all comments are resolved the form can either be revised by the Rater or approved by the Reviewer. Notification emails will be sent for each action.

STEP 3: Convert Evaluation to PDF and Email to the Consultant

Once the Rater has received the approval email, the Rater must take the following actions:

- Select "Click here" from the email message to open the approved performance evaluation. Review the evaluation prior to sending it to the Consultant to ensure the form is as agreed upon with the Reviewer.

- Select “Print Preview”. From the print preview screen select “File”, then “Print”. From the print screen users must select “CutePDF Writer”, then “Print”. Once saved, the document will be converted to an electronic pdf file. The evaluation in the form of a pdf file must be emailed to the consultant for review, comment and signature. Scanned/emailed evaluations are acceptable and recommended. Only an Officer of the firm shall sign performance evaluations.

STEP 4: Upload Final/Signed Evaluation

Once the VDOT Rater has obtained a signed copy of the performance evaluation from the consultant, they should take the following actions:

- Open the evaluation from the link received in the email identified in STEP 2. Scroll down the evaluation to select “Attach the Signed Performance Evaluation Here” and attach the signed evaluation. The Rater may attach additional documentation, as necessary in the adjacent prompt.
- After all documents are attached the Rater shall select “Consultant Signature on File” located in the bottom left of the form. Taking this action will lock the form for no further editing. Consultant evaluations will not be considered as record until the process is complete and the “Consultant Signature on File” box has been checked.

SCORING GUIDANCE & SUPPORTING DOCUMENTATION

Consultants will be evaluated utilizing the ratings and corresponding scores indicated below. The descriptions outlined below should be utilized by Raters and Reviewers as general guidelines for scoring. The scoring guidelines are not designed to be inclusive of all situations; they are intended to provide Raters and Reviewers with a general framework to assist in the completion of an evaluation. Consideration should be given to the utilization of DBE and SWaM firms in the execution of work when determining appropriate ratings.

Raters are strongly recommended to include comments which support each score, regardless of the assigned score, and should attach all documentation which supports the score given.

Figure 2: Performance Evaluation Scoring Guidance

PERFORMANCE EVALUATION SCORING GUIDANCE		
Rating	Score	Description of Rating
Exceptional	5	Performance for the rated evaluation criteria exceeds contract requirements to the Agency's benefit. Extraordinary performance may reflect some of the following achievements: <ul style="list-style-type: none"> • Cost-savings, added value, innovative options, efficiencies, quality deliverables, quality service and overall the consultant going above and beyond the expectations of the Department, the contract and the Rater.
Exceeds Expectations	4	Performance for the rated evaluation criteria exceeds contract requirements to the Agency's benefit. Extraordinary performance may reflect the some of the following achievements: <ul style="list-style-type: none"> • Cost-savings, added value, innovative options, efficiencies, quality deliverables, quality service and overall the consultant going above and beyond the expectations of the Department, the contract and the Rater.
Meets Expectations	3	Performance for the rated evaluation criteria meets contract requirements. May have had some problems; however, corrective actions were taken by the Consultant and are satisfactory. Problems have not been repetitive.
Needs Improvement	2	Performance for the rated evaluation criteria does not meet some contractual, technical or professional requirements. Multiple or significant problems; corrective actions have not been satisfactory or have not been fully implemented.
Poor	1	Performance for the rated evaluation criteria does not meet contractual requirements and recovery is not likely in a timely or cost effective manner. Serious problems continue to exist and the contractor's corrective actions have been ineffective.

[RATER, REVIEWER & CONSULTANT PROCUREMENT OFFICE ROLES](#)

VDOT Rater

The VDOT Rater may be the VDOT Project Manager, Task Order Manager, Contract Manager or an individual involved in the management of the project or the contract as determined by the Lead Division/District. The Rater must:

- Enter the evaluation in a timely manner, ensuring that the scores given to the each evaluation criteria are unbiased and provide supporting statements and documentation as necessary.

- Verify that the Reviewer has received the email request for their review and approval *(Automated email notification should occur instantly, however due to server limitations please allow 2 hours for email delivery)*.
- Provide Consultants with continuous performance feedback throughout the project.
- Ensure corrective action plans developed and implemented as necessary.
- Ensure an authorized representative of the Consultant firm receives and signs the evaluation.
- Provide Consultant firms the opportunity to discuss their evaluation.
- Ensure the evaluation process is completed and the consultant signature or alternative documentation is on file.

VDOT Reviewer

The VDOT Reviewer is any member of the Lead Division/District. Ideally the Reviewer may be a VDOT Project Manager, Contract Manager or an individual knowledgeable of the services being provided by the consultant, as determined by the Lead Division/District. For CEI services the Reviewer may be the District Construction Engineer (DCE). The Reviewer must:

- Ensure evaluations are completed in a timely manner.
- Ensure Reviewer approval is completed in a timely manner.
- Ensure the scores assigned by the Rater are unbiased and supporting statements and/or documentation is provided.
- Verify that the Rater has received the email notification regarding the Reviewers approval. *(Automated email notification should occur instantly, however due to server limitations please allow 2 hours for email delivery)*.

If the Reviewer has comments for the Rater regarding the evaluation or changes are necessary, the Reviewer will close the form without approving and notify the Rater by phone or email. Once the Rater makes the necessary revisions and “submits” the evaluation the Reviewer will once again receive an emailed requesting approval.

Consultant Procurement Office (CPO)

The Consultant Procurement Office is the process owner for Professional Service Performance Evaluations. The CPO will:

- Manage and maintain data in the Professional Services Performance Evaluation Library.
- Provide relevant and completed evaluation materials to selection committee members.
- Remove incomplete and/or incorrect performance evaluations from the Library as necessary.
- Provide and maintain the performance management tool, guidance and associated materials.
- Provide guidance and training to all users as necessary.

- Track and report the completion of the Performance Evaluations.

CONSULTANT DISPUTE OF AN EVALUATION

The intent of the dispute process is to foster documented dialogue which explains both VDOT and the Consultant's perspective and allows selection committee members to use their professional judgment when reviewing the evaluation and all supporting documents.

All ratings provided on the performance evaluation are final and are not subject to revision once the evaluation has been provided to the Consultant. VDOT Raters are strongly encouraged to actively manage consultant performance by providing regularly documented feedback to the Consultant with the intent that the ratings provided on the performance evaluation align with Consultant expectations.

If the Prime or Subconsultant disagrees with the evaluation rating and/or comments the Consultant *still must sign* the evaluation and provide a written response which shall be attached to the evaluation. The Consultants signature is certification that the Prime and all Subconsultants evaluated during the performance period have been provided the opportunity to review and provide comments regarding the Department's ratings and statements. Additionally, the Prime Consultant is certifying that all comments from the Subconsultants have been included in the response to the Department. Signing the evaluation does not necessarily indicate that the Consultant agrees with the scores or statements provided.

The signed performance evaluation must be received from the Consultant by the Department within 15 calendar days after receiving the evaluation. Should the signed evaluation not be received by the Department within 15 calendar days, the VDOT Representative will send written notice to the Consultant identifying the end of the comment period and notification that the evaluation is closed for further comment and considered final. The VDOT Rater shall upload a copy of the email string to the evaluation. (It is recommended that an email delivery/read receipt be utilized with the notifications above.)

Within 10 calendar days of receiving the evaluation the Consultant may request a meeting with the Rater in an attempt to resolve any differences. At the completion of the meeting the Rater will add supporting documentation to the electronic evaluation indicating the outcome of the meeting. Supporting documentation may include but not be limited to, corrective action plans, additional comments from the Consultant, or comments from the Rater acknowledging an alternative position regarding the evaluation. The scores in the Performance Evaluation Library will remain the same.

In the event the consultant's performance is unsatisfactory or it is deemed in the best interest of VDOT to cease work on a project/contract, a written notification to stop work shall be issued to the consultant and attached to the evaluation as supporting documentation. The consultant may not proceed with work on the project unless a subsequent written authorization to proceed is issued. In the event VDOT decides to terminate the contract, the Department must do so in compliance with the terms and conditions stated in the MOA.

PERFORMANCE DATA USE & THE SELECTION PROCESS


All scores from the performance evaluation will be maintained in the Performance Evaluation Library. Consultant Performance Reports shall be retained within the Professional Service Performance Evaluation Library for five (5) years.

Consultant Performance Evaluations shall be reviewed during the shortlist meeting for new procurements. The CPO Procurement Officer will make all relevant evaluations available for electronic review to the selection committee during the meeting. Selection Committee members will review evaluations which are identified within the same "Category of Work" and/or the same "Discipline(s)" as the agreement they are reviewing qualifications. Only evaluations that have been finalized will be taken into consideration.

After review of the evaluations, Selection Committee members are encouraged to use their professional judgment in determining whether the results of the performance evaluations warrant a revision to their scores for the shortlisted firms. Should a selection committee member deem it necessary to revise their shortlist scores, the panel member will draw a line through the score and document the reason for the change on their score sheet. The CPO Procurement Officer will also make this change to the combined scoresheet. Score changes may only be made to each individual procurement evaluation criteria. The determination of which criteria the selection committee member changes will be at the sole discretion of the committee member. The decision to change a shortlist score based on positive or negative performance evaluations will be made individually by each committee member and is not intended to be a group decision.

If requested by a consultant in writing, a copy of each firm's Performance Evaluation scores may be provided to the Consultant no more than twice a year.

PART I – ADMINISTRATIVE DATA

	COMMONWEALTH OF VIRGINIA DEPARTMENT OF TRANSPORTATION PROFESSIONAL SERVICE PERFORMANCE EVALUATION	CPO-3 Form 1/1/2016
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PART I - ADMINISTRATIVE DATA

Evaluation Type:
 Select... ▼

Performance Period:
 From To

Evaluations for Standard or No Significant Activity performance periods will be January 1st to June 30th or July 1 to December 31st, regardless of the date entered

Category of Consultant Work:
 Select... ▼

Prime Consultant Firm:

Prime Consultant Project Manager Email Address:

Division:
 ▼

VDOT Project Manager:

Project Description:

Contract Type: Select... ▼ **Contract ID No:**

Contract Value /Task Value: Numerical Values Only **Task No. / UPC:**

Contract Description:

District/Region:

- Bristol
- Central Office
- Central Region
- Culpeper
- Eastern Region
- Fredericksburg
- Hampton Roads
- Lynchburg
- Northern Region
- Northern Virginia
- Northwest Region
- Region 1
- Region 2
- Region 3
- Region 4
- Region 5
- Richmond
- Salem
- Southwest Region
- Staunton

PART II – PRIME & SUBCONSULTANT EVALUATIONS

PART II - PRIME & SUBCONSULTANT EVALUATIONS

EVALUATION OF PRIME CONSULTANT PERFORMANCE

MANAGEMENT RATING: Select...

MANAGEMENT: Understands and effectively manages the project contract, including, but not limited to the following: Accomplishes the intent and scope of the contracted services by managing the personnel, resources, budget, and schedule. Manages subconsultants to ensure performance. Maintains appropriate documentation. Optimizes (used when appropriate) the involvement of VDOT staff in the management of the consultant and subconsultant staff. Maintains appropriate cost records, logs, and other documentation. Meets DBE requirements and/or goals. Uses man-hours and resources efficiently. *(CEI Contracts should consider: Knowledge of VDOT construction practices and roles; Adequacy of the quantity and quality of resumes provided for consideration; competency, training and timeliness of providing the service providers; monthly invoice timeliness and accuracy; timeliness and quality of task orders.)*

[Insert a Subconsultant Evaluation](#)

PROSECUTION & PROGRESS: Select...

PROSECUTION & PROGRESS: Attains schedule and meets established milestone and completion dates. Adjusts resources in response to demands of the project delivery schedule. Provides timely completion of tasks, including reviews, revisions, and intermediate and final deliverables. Applied knowledge of project management philosophy to control project schedule. Demonstrated skill in estimating project budgets and tracking and maintaining project costs. *(CEI Contracts should consider: Proper and timely adjustment of service provider quantity and quality; Monthly Progress Reports are of high quality and submitted in a timely manner; Properly utilizes and returns in good working order any VDOT provided equipment such as laptops, ID badges, and testing equipment; Task orders are adjusted as needed prior to overrunning the task budget.)*

[Click here to Add Comment](#)

QUALITY OF WORK: Select...

QUALITY OF WORK: Consistently meets the Department's quality expectations and exercises quality control measures. Applies the Department's established guidelines, standards and procedures, as well as established industry practices, to produce accurate and technically correct design plans, reports, documents, studies, tests, devices, and/or other specified deliverables to the Department. Deliverables are complete and correct. Demonstrates effective implementation of QA/QC plan. *(CEI Contracts should consider: Safety is always put first; Service providers arrive on time and ready for work; Service providers independently and properly accepts or rejects contractor provided work/materials/documents; Writes complete, accurate, and timely Daily Work Reports; Completes and provides accurate timesheets and mileage logs in a timely manner.)*

[Click here to Add Comment](#)

COOPERATION / COORDINATION: Select...

COOPERATION/COORDINATION: Works cooperatively with VDOT staff, other consultants/ contractors, local, state and federal agencies, utility companies, contractors and/or citizen stakeholders. Proactively coordinates all activities that may impact or interface with the project. Communicates issues and information effectively. Responds to the demands of the project; actively defines problems, suggests alternatives, and recommends solutions. *(CEI Contracts should consider: Responds well to VDOT direction; Works well with Virginia State Police and other state and local entities; Presents themselves professionally to the public; Demonstrates a positive attitude.)*

[Click here to Add Comment](#)

ADEQUACY / AVAILABILITY OF WORK FORCE: Select...

ADEQUACY/AVAILABILITY OF WORK FORCE: Possesses and maintains adequate resources and equipment throughout the project(s) to meet the demands of the contract, including sufficient numbers of qualified staff, properly equipped and available for the required tasks. Employees are qualified and possess appropriate technical knowledge skills and abilities for the assignment(s). *(CEI Contracts should consider: Understands and applies all contract provisions/requirements; Properly utilizes all computer systems as required, such as Site Manager; Adheres to all VDOT administrative requirements and timeframes; Properly preforms/inspects and documents testing activity.)*

[Click here to Add Comment](#)

PRIME CONSULTANT AVERAGE RATING

Discipline (Select all that apply):

- | | | | |
|-------------------------------------|--|---|---------------------------------------|
| <input type="checkbox"/> Survey | <input type="checkbox"/> Bridge Safety Inspection | <input type="checkbox"/> Environmental | <input type="checkbox"/> Geotechnical |
| <input type="checkbox"/> Road | <input type="checkbox"/> Final Audits- Construction Contract Records | <input type="checkbox"/> Operations | <input type="checkbox"/> Utilities |
| <input type="checkbox"/> Hydraulics | <input type="checkbox"/> Construction Engineering & Inspection, CEI | <input type="checkbox"/> Project Management | <input type="checkbox"/> Traffic |
| <input type="checkbox"/> Bridge | <input type="checkbox"/> Subsurface Utility Engineering (SUE) | <input type="checkbox"/> Right of Way (R/W) | |

[Insert a Subconsultant Evaluation](#)

PART III - CERTIFICATION

PART III - CERTIFICATION	
VDOT Overall Comments	
Attach Supporting Documents	<div style="border: 1px solid #ccc; height: 60px;"></div>
VDOT Rater Certification	
Email Address for VDOT Rater:	<div style="border: 1px solid #ccc; height: 20px;"></div> <p style="font-size: small; margin-top: 5px;">Selecting "Submit" will generate an automated email to the VDOT Reviewer requesting review and approval.</p>
VDOT Designated Reviewer Certification	
Email Address for VDOT Reviewer:	<div style="border: 1px solid #ccc; width: 400px; height: 20px;"></div> <div style="float: right; margin-top: -20px;"> <input type="button" value="Approved"/> </div> <p style="font-size: small; margin-top: 5px;">Selecting "Approved" will generate an automated email to the VDOT Rater with notification of approval.</p>
Consultant Certification	
Consultant Signature: _____	Date: _____
<p style="font-size: x-small; margin: 0;"><i>I certify that I and all Subconsultants rated in this performance evaluation have been provided the opportunity to review and provide comment to the ratings and statements enclosed. All comments have been included in our response. Signature does not indicate that I necessarily agree with the scores shown hereon.</i></p>	
Consultant Comments:	<div style="border: 1px solid #ccc; height: 60px;"></div> <p style="font-size: x-small; margin-top: 5px;"><i>Additional comments may be attached by email and returned with the signed evaluation.</i></p>
VDOT USE ONLY	
<input type="radio"/> Consultant Signature on File	<input type="radio"/> Consultant Signature not on File

Email from the VDOT Rater to the VDOT Designated Reviewer

A Professional Service Performance Evaluation has been submitted by *[VDOT Rater]* for the above referenced Consultant and Cardinal Contract ID number. You have been identified as the Designated Reviewer on the subject agreement. To review and approve the evaluation for the above named Consultant, follow the steps indicated herein:

Step 1 – [Click here](#) to open the performance evaluation and carefully review the evaluation submitted by the VDOT Rater.

Step 2 – If the Reviewer concurs with the ratings and comments for each consultant select the **"Approve"** button. By taking this action an automated email will be generated notifying the Rater with a copy to the Reviewer that the evaluation has been approved.

Should the Reviewer desire the Rater to make changes to the evaluation, the Reviewer should close the form without approving and notify the Rater of the desired revisions. Once the Rater makes the requested revisions and submits the evaluation the Reviewer will once again be emailed and requested to provide approval.

Should an evaluation need to be deleted from the form library or the users have questions or comments regarding the form or library, please contact the Consultant Procurement Office by email at CPO@vdot.virginia.gov.

Email to the VDOT Rater from the VDOT Designated Reviewer

A Professional Service Performance Evaluation for the above-referenced firm and Contract ID Number has been approved by [VDOT Designated Reviewer]. To complete the evaluation process, follow the steps below:

Step 1: Convert to a Portable Document File (pdf*) and Email to the Consultant.

Click here to open the approved Performance Evaluation. Once opened **review** the evaluation to ensure the form is as agreed upon with the VDOT Designated Reviewer. Once reviewed, select **"Print Preview"**. Once the print preview screen opens select **"File"** then **"Print"**. In the Print que users should select **"CutePDF Writer"**, then **"Print"**. The application will allow the user to then save an electronic copy of the file in their desired location by converting the document into a pdf* file which must be emailed to the consultant (via the users Outlook Inbox) for the consultant's review and signature.

Step 2: Upload Final/Signed Evaluation

Once the VDOT Rater has obtained the signed copy of the Performance Evaluation from the Consultant, (by independent email) the final evaluation must be loaded into the database/form. It is suggested that the VDOT Rater open the document from the link in their previous email or the Rater can navigate to the form library from the Consultant Procurement Office home page on Inside VDOT.

The action to "Attach the Signed Performance Evaluation Here" can be found at the bottom of the evaluation form. Once the file is uploaded the Rater also has an option to attach additional documentation as necessary in the adjacent prompt.

After all documents are attached the Rater shall select "Consultant Signature on File", located in the bottom left of the form. Taking this action will lock the form for no further entry.

Please note: Consultant evaluations will not be considered as valid or permanent record during the Department's shortlist process until the consultant signature has been loaded to the file or documentation regarding the consultant's failure to sign has been attached to the form.

Should an evaluation need to be deleted from the form library or the users have questions or comments regarding the form or library, please contact the Consultant Procurement Office by email at CPO@vdot.virginia.gov.

Figure 1: Professional Service Performance Evaluation Process Flow Chart

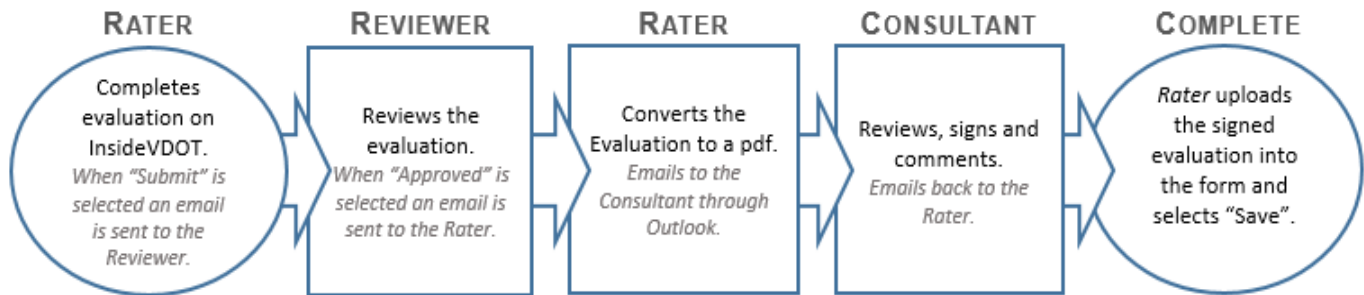


Figure 2: Performance Evaluation Scoring Guidance

PERFORMANCE EVALUATION SCORING GUIDANCE		
Rating	Score	Description of Rating
Exceptional	5	Performance for the rated evaluation criteria exceeds contract requirements to the Agency’s benefit. Extraordinary performance may reflect some of the following achievements: <ul style="list-style-type: none"> • Cost-savings, added value, innovative options, efficiencies, quality deliverables, quality service and overall the consultant going above and beyond the expectations of the Department, the contract and the Rater.
Exceeds Expectations	4	Performance for the rated evaluation criteria exceeds contract requirements to the Agency’s benefit. Extraordinary performance may reflect the some of the following achievements: <ul style="list-style-type: none"> • Cost-savings, added value, innovative options, efficiencies, quality deliverables, quality service and overall the consultant going above and beyond the expectations of the Department, the contract and the Rater.
Meets Expectations	3	Performance for the rated evaluation criteria meets contract requirements. May have had some problems; however, corrective actions were taken by the Consultant and are satisfactory. Problems have not been repetitive.
Needs Improvement	2	Performance for the rated evaluation criteria does not meet some contractual, technical or professional requirements. Multiple or significant problems; corrective actions have not been satisfactory or have not been fully implemented.
Poor	1	Performance for the rated evaluation criteria does not meet contractual requirements and recovery is not likely in a timely or cost effective manner. Serious problems continue to exist and the contractor’s corrective actions have been ineffective.