Contractor Evaluation

Contractor Evaluation
Presented by:
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Contractor Evaluation

• Agenda

- Why we need to monitor performance?
- Who should be monitoring performance?
- Elements of successful monitoring
- When should monitoring begin?
- How should a Contractor be monitored?
- Common methods of monitoring
- Expectations for our Contractors
- Procurement Responsibilities
- Dealing with Poor Performance
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• **Why do we need to monitor performance?**
  
  ➢ For adequate performance to ensure protection of the University’s interest.
  
  ➢ To avoid misunderstandings and prevent small difficulties from becoming major problems.
  
  ➢ To ensure legal obligations are fulfilled and acceptable levels of service are provided such as performance standards, efficiency and effectiveness.
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– As the Campus is growing, future contracts are becoming more complicated.
– Contracts have become very sophisticated and there is more legislation from Albany making it more complex.
– Less eyes are looking at more projects
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• **Who should be monitoring the Contractors Performance?**

  ➢ The field or line manager. This individual knows the service or project better than the contracting officials

  ➢ Think of Contractor evaluation the same as employee evaluation
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• What are the elements of successful monitoring?
  ➢ Know your Contract
  ➢ User Relationships
  ➢ Contractor Relations
  ➢ Contractor Reports
  ➢ Keep thorough documentation
  ➢ Checklist  Checklist Example.pdf
  ➢ Contractor example.pdf
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• **When should monitoring begin?**
  - Before the contract is awarded
  - The Bid Spec
  - Temp Bid Spec.pdf
  - Discuss how disputes should be settled before the project begins
  - During the course of delivery of services
  - Inspections and Observations
  - Complaints
  - Contractor Reports
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• How should a contractor be monitored?

- Inspect the Work
  - Do weekly or monthly inspections with the Contractor
  - Ensure required permits are obtained
  - Review Contractor invoices

- Ensure the work performed under the contract is measured against the specifications in the contract.

- Checklist
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➢ Communication with the Contractor
  ➢ Check for understanding
  ➢ Give timely feedback
  ➢ Keep a paper trail on your discussions with the contractor

➢ Signage system S:\Main Campus Contracts Performance\Sign In Sheet.pdf

➢ Require weekly or monthly reports from the contractor on status and progress
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• **Common Methods of Monitoring**
  - Consulting Services
    - Review draft and final reports
    - Interview with University team using services
    - Monitor throughout
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➢ Custodial Services
   ➢ Follow up just after work performed
   ➢ Unannounced site visits during cleaning hours
   ➢ Enforce liquidated damages
   ➢ Solicit comments-bldg residents
   ➢ Define levels of cleanliness
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➢ Security Services
  ➢ Screening of potential guards
  ➢ Direct observation
  ➢ Security logs
  ➢ Retain right to remove personnel
  ➢ Liquidated damages
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- **Contractor should:**
  - Perform in accordance with the contract
  - Understand our needs and the requirements of the contract
  - Be courteous and respectful to deal with
  - Follow the procedures
  - Provide product and services and comply with laws and regulations
  - Deliver on time or communicate if there are issues
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➢ Provide staff that are sufficient, reliable and knowledgeable
➢ Respond
➢ Communicate!!!!!!
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• Procurement

- Participating as necessary in writing the specifications
- Performance Standards –
  ✓ Performance Penalty Clauses.pdf
- Pre-Award Meetings
  ✓ Temp.Award Meeting.Agenda.doc
- Monitoring Contractors-
  ✓ Performance Standards Evaluation.pdf
- Exercising State remedies
- Resolving disputes between End user and Contractor
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Procurement
➢ Documenting Significant events
➢ Maintaining appropriate records
➢ Monitor Contracts Performance
➢ Final Performance Evaluation
✓ Final Evaluation for Contractors Performance.pdf

➢ Debriefings
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➢ Procurement

➢ Dealing with Poor Performance

➢ Identify problems and take action
➢ Address with on-site supervisor/contractor
➢ Send letter to contractor advising issues, cures and timeframes for corrective action.
➢ In-person meeting with all parties
➢ Follow ups
➢ Accept consideration for reduced service
➢ Withhold payments
➢ Apply liquidated damages
➢ Take action to terminate Contractor
➢ Do nothing
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➢ Department User Needs to:
  ➢ Report performance issues to Procurement as they happen

Dealing with Poor Performance

➢ S:\Main Campus Contracts Performance\Performance Standards\Dealing With Poor Performance.doc
  ➢ Provide Documentation
  ➢ Do not take matters into your own hands.
  ➢ Performance evaluations
  ➢ Vendor Evaluation.pdf
  ➢ Do not let personalities get in the way
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➢ Summary

➢ Know your Contract Agreement
➢ Be aware of the Contractors Responsibilities
➢ Monitor Performance
➢ Report
➢ Document
➢ Communicate with your Contractor and Procurement Office
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Thank You

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Procurement