

**PROPERTY PRESERVATION DIVISION
MASTER CONTRACT PART I
CONTRACTOR EVALUATION
(DOCUMENT #7)**

The purpose of the evaluation process is to:

- 1) Establish an equitable basis for evaluating a Contractor's overall performance in the Property Preservation Division, and
- 2) Identify over time those contractors who are performing more acceptably than others.

New Contractors will initially be limited to two (2) jobs until they are completed successfully.

The Property Preservation Division's goal is to get jobs completed, passed, paid, and closed with a minimum of paperwork on the part of all concerned, without compromising work quality or program deadlines.

To this end, Contractors will be evaluated in two (2) areas:

- 1) Quality of work submitted, and
- 2) Timeliness of jobs submitted.

In this evaluation system, there is a possible score of 100 points in each category and a potential score of 100 points overall. This is derived by averaging the scores attained in each of the two (2) categories.

An explanation of each category and the methods of calculation are shown as follows:

- 1) The first category evaluates **WORK QUALITY** as measured by job passes. This includes the workmanship in doing the job, materials used, work ethics, overall cooperation and attitude. Everyone benefits when a job is inspected only once and it speeds payment as well. The Contractor is penalized for all **FAILS** and **UNRESOLVED VALID COMPLAINTS** in this category.

To calculate this score:

The number of Passes (P) is divided by the total number of jobs submitted for inspection (TJ). A valid complaint is equal to one job fail.

$$\frac{P}{TJ} = \text{SCORE (100 points possible)}$$

- 2) The second category evaluates **TIMELINESS** -- the ability to meet completion dates.

When jobs are turned in on time contractors get paid more quickly and the Program meets deadlines.

To calculate this score:

The Total Number of Jobs submitted on time (JOT) is divided by the total jobs submitted for inspection (TJ). Timeliness of resolving valid complaints and reworks are also calculated.

$$\frac{\text{JOT}}{\text{TJ}} = \text{SCORE (100 POINTS POSSIBLE)}$$

The overall score is attained by averaging two categories:

$$\frac{1+2}{2} = \text{Overall Score}$$

Individual scores of less than 75% in either category indicate a problem in that area of evaluation.

An OVERALL score of less than 75% indicates an unacceptable Contractor performance for the evaluation period. There will be automatic suspension from program participation for any Contractor achieving an overall score of less than 75%.

Upon the first evaluation score of less than 75%; Contractors will be suspended for one (1) bid opening or Clean & Tune rotation, whichever falls first. The second consecutive occurrence will result in a suspension for two (2) bid openings or two Clean and Tune packages of 10 jobs. A third consecutive occurrence shall suspend a contractor for no less than four (4) months.

Any further occurrences of an unacceptable evaluation score shall require administrative review to determine if future Contractor participation will be allowed.

An appeal process is available when a contractor receives a low evaluation.

A 10 day protest period is in place for consideration of discrepancies. If a contractor feels their evaluation is inaccurate, a 10 calendar day period (originating from day of report) is allowed to dispute the evaluation. Contact this office for a possible reappraisal of your score.

Contractors will normally be evaluated on a monthly basis.