

ADMINISTRATIVE POLICY AND PROCEDURE # 8

Date Issued: December 1, 1981

Date Effective: _____

Date Revised: June 7, 1999

SUBJECT: **BIDS FOR CONSTRUCTION PROJECTS AND CONTRACT CHANGES DURING CONSTRUCTION**

I. ADMINISTRATIVE POLICY

- A. All construction projects must be included in approved budgets. Projects that are not included will not be undertaken unless they are necessary in order to deal with an emergency situation as determined by the Mayor or his representative.
- B. All construction projects involving the taking of bids from outside contractors for a portion of, or all of a construction project require the passage of an appropriation ordinance prepared by the department, division or agency having jurisdiction over the project.
 - 1. This ordinance will require that an appropriation be made, based upon an established estimate of costs.
 - 2. This estimate of costs should be based upon the engineering or architectural estimates prepared within the department, division or agency or by an outside consulting firm.
- C. An evaluation of all contractors and consultants both during and after the completion of a contract is appropriate on behalf of both parties. Therefore, a Standard Contractor's Evaluation Form has been developed. A copy of this Contractors/Consultants Evaluation Form and the procedures related to its implementation and continued use have been attached to this Revised Administrative Policy #8.
- D. All contract work changes encountered during the course of the project construction period require approval in accordance with AP #33.

II. PROCEDURE

- A. Upon receipt of bids for a construction project, the bid price is to be compared with the appropriation estimate for the project.

1. Any construction project bid which exceeds the appropriation established for the project will either be rejected or legislation will be prepared for an additional appropriation.
2. This procedure will apply in all cases, even where a group construction bid is lower than the estimate but individual projects comprising the group are bid higher than the estimates for those projects.

III. **RESPONSIBILITY**

- A. All department, division and agency heads are responsible for observing and following this Administrative Policy and Procedure.
- B. The Mayor's Office will be responsible for monitoring and enforcing compliance with this Administrative Policy and Procedure.

III. **EFFECTIVE DATE**

This Administrative Policy and Procedure shall take effect and be enforced from the date of issue.

/s/Carleton S. Finkbeiner
Mayor

CITY OF TOLEDO

CONTRACTOR/CONSULTANT EVALUATION
PROGRAM

PURPOSE:

To evaluate the performance of contractors and consultants that provide service to the City of Toledo in an effort to increase communication and foster positive relationships. The instrument utilized in this program will also provide an avenue to communicate our expectations as it relates to providing timely, cost effective and quality service to the citizens of the City of Toledo.

PROGRAM:

This program and evaluation instrument will be included in the bid packet or request for proposal on all bids. The program will also be discussed at each pre-bid meeting and pre-construction meeting. Within 30 days after completion of the project/program, the employee who was directly responsible for overseeing the contract will complete the evaluation form, then set up a post contract meeting with the consultant or contractor and will review the evaluation with them. Files on each contractor/consultant will be maintained by each Division as well as being placed on a database in the public files server on the City network for use by all Divisions. The information may also be utilized as part of the review process for awarding future bids with the City of Toledo.

Effective date: _____

CITY OF TOLEDO

CONTRACTOR/CONSULTANT EVALUATION FORM

Contractor/Consultant: _____

Contract Name: _____

Time Period of Contract: _____

Name of Evaluator: _____

Post Contract Meeting Date with Contractor/Consultant: _____

Type of Contract: _____ Contract Number: _____

Amount of Contract: _____

Instructions: Please rate all areas applicable to the contract just completed. For areas rated less than 10, please attach back-up documentation (i.e., inspector reports, etc.) to support the rating, or provide information in comment section. Be sure to adjust the final score based on the number of criteria being rated.

A. ORGANIZATION AND MANAGEMENT

1. To what degree are management personnel available with full authority to execute the directions of the engineer?

10 Management personnel are always available and execute the directions of the project manager.

08 Management personnel are routinely available and comply with the directions of the project manager.

05 Management personnel are available part of the time and sometimes offer resistance to the directions of the project manager prior to compliance.

01 Management personnel are routinely not available and disagree or disregard the directions of the project manager most of the time.

Comments: _____

2. To what degree are management personnel competent and effective in scheduling the work and organizing construction operations, including being punctual in starting and completing the work on the project and meeting critical intermediate phases in accordance with the approved progress schedule?

10 Contractor/consultant is always competent in scheduling work and is very punctual in starting project and meeting all contract dates.

08 Contractor/consultant effectively schedules work operations carefully and makes a good effort to meet all contract dates.

05 Contractor/consultant's work schedule is usually available and is generally followed to ensure contract dates attained.

01 Contractor/consultant's day-to-day operations do not follow work and contract dates are not met.

Comment: _____

3. To what degree did management personnel have the knowledge necessary regarding specifications, plans and special provisions?

10 The contractor/consultant always has management personnel available who are thoroughly experienced and knowledgeable in the type of work being performed and have a thorough understanding of the specifications, plans and contract provisions with no instruction from the project manager.

08 The contractor/consultant has management personnel available who are experienced in the type of work being performed and are familiar with the specifications, plans and contract special provisions with minimal instruction from the project manager.

05 The contractor/consultant has management personnel available who are familiar with some of the types of work being performed and has some knowledge of the specifications, plans and contract special provisions and requires instruction from the project manager.

01 The contractor/consultant has management personnel available who have limited knowledge of the type of work being performed and require constant instructions from the project manager in interpreting the specifications, plans and contract special provisions.

Comments: _____

4. How adequately was the project staffed with competent workers who were monitored?

10 Contractor/consultant always staffs the project with an adequate number of competent workers to perform the work and continuously monitors their performance.

08 Contractor/consultant routinely staffs the project with enough competent workers to perform the work and monitors their performance.

05 Contractor/consultant staffs the project with inadequate number of competent workers to perform the work and occasionally monitors their performance.

01 Contractor/consultant does not staff the project with enough competent workers to perform the work and does not monitor their performance.

Comment: _____

5. **To what degree did the contractor/consultant furnish the required documentation and reports in a timely manner, (i.e., Certification of materials, delivery tickets, progress schedule, shop drawings, material sampling, early notice of time extension, potential claims, etc.)?**

10 Contractor/consultant always furnishes timely submittals of all required paperwork, documentation, material reports, time extension notices, claim information, etc. as required with minimal request.

08 Contractor/consultant routinely furnishes timely submittals of all required paperwork, documentation, material reports, time extension notices, claim information, etc. as required with minimal requests.

05 Contractor/consultant has to be asked numerous times to furnish required paperwork, documentation, material reports, time extension notices, claim information, etc.

01 Contractor/consultant does not furnish required paperwork, documentation, material reports, time extension notices, claim information, etc. in a timely manner and must be asked in writing.

Comment: _____

6. **Did the contractor/consultant inform project personnel in advance of scheduled day-to-day items of work?**

10 The contractor/consultant always informed the project manager of his/her daily schedule of operations.

08 The contractor/consultant routinely informed the project manager of his/her daily schedule of operations.

05 The contractor/consultant informed the project manager of his/her daily schedule of operations after repeated notifications.

01 The contractor/consultant informed the project manager of his/her daily schedule of operations only after written notification.

Comment: _____

7. **To what degree was the chain of authority in the City of Toledo respected by the contractor/consultant (positive attitude toward project personnel, etc.)?**

10 The contractor/consultant always followed chain of authority by initiating all requests and communications through the project manager.

08 The contractor/consultant routinely followed chain of authority by initiating all requests and communications through the project manager.

05 The contractor/consultant occasionally followed chain of authority by initiating all requests and communications through the project manager.

01 The contractor/consultant did not follow the chain of authority by initiating requests and communications through the project manager.

Comment: _____

8. **Did the contractor/consultant comply with the direction of project personnel without delay?**

10 The contractor/consultant always complied with the direction from the project manager.

08 The contractor/consultant routinely complied with the direction of the project manager.

05 The contractor/consultant complied with the direction after repeated notification from the project manager.

01 The contractor/consultant complied only upon written direction from the project manager.

Comment: _____

9. To what degree did the contractor/consultant cooperate with other contractors/consultants/agencies performing work on adjacent or related projects?

10 The contractor/consultant always conducted their work so as not to interfere with or hinder the work of the other contractors/consultants/agencies.

08 The contractor/consultant routinely conducted their work so as not to interfere with or hinder the work of the other contractors/consultants/agencies on adjacent projects after notification from the project manager.

05 The contractor/consultant conducted their work so as not to interfere with or hinder the work of the other contractors/consultants/agencies after repeated notification from the project manager.

01 The contractor conducted their work so as not to interfere with or hinder the work of the other contractors/consultants/agencies only upon written notice from the project manager.

Comment: _____

10. Did the contractor/consultant comply with all wage rates and labor regulations, and submit accurate payrolls?

10 The contractor/consultant had no documented violations of the City of Toledo contract specifications relating to Labor Standards/Wage-Rate Compliance and submitted timely information relative to wage rates.

08 The contractor/consultant had documented violations of the City of Toledo contract specifications relating to Labor Standards/Wage-Rate Compliance. However, these violations were immediately corrected upon notification by the City of Toledo.

05 The contractor/consultant had documented violations of the City of Toledo contract specifications relating to Labor Standards/Wage-Rate Compliance. These violations were corrected only after repeated notification by the City of Toledo.

01 The contractor/consultant has numerous documented violations of the City of Toledo contract specifications relating to Labor Standards/Wage-Rate Compliance which were not corrected.

Comment: _____

11. To what degree did the contractor inform the adjacent residents/business owners of the different phases of construction?

- 10 The contractor always informed the affected parties.
- 08 The affected properties were routinely informed.
- 05 The contractor only informed the properties at the start of construction.
- 01 The contractor did not interact with affected properties.

Comment: _____

12. Did the contractor/consultant effectively handle situations involving problem employees brought to their attention by the City of Toledo?

- 10 Contractor/consultant always handled these situations appropriately when notified by the project manager.
- 08 Contractor/consultant usually handled these situations appropriately when notified by the project manager.
- 05 Contractor/consultant only dealt with the situation after repeated notification from the project manager.
- 01 Contractor/consultant did not deal with problem employees when notified by the project manager.

Comment: _____

B. EQUIPMENT

1. Did the contractor provide the appropriate number and type of equipment necessary for performance of the work?

10 Contractor always provided the appropriate numbers and types of equipment to do the work.

08 Contractor did not always provide the appropriate numbers and types of equipment to do the work. However, this did not substantially affect the progress of the project.

05 Contractor did not always provide the appropriate numbers and types of equipment to do the work, which affected the progress of the project.

01 Contractor did not provide the appropriate numbers and types of equipment to do the work.

Comment: _____

2. Did the contractor provide reliable equipment so as not to impede the progress of the project?

10 Equipment breakdowns that may have occurred did not impede the progress of the project.

08 Equipment breakdowns that occurred caused minimal delay to the project.

05 Equipment breakdowns that occurred impeded the progress of the project.

01 Equipment breakdowns severely impeded the progress of the project.

Comment: _____

C. WORK PERFORMANCE

1. To what degree was the work site maintained in a safe, clean and orderly condition?

10 Contractor always maintained the work site in a safe, clean and orderly condition.

08 Contractor often maintained the work site in a safe, clean and orderly condition and immediately corrected deficiencies upon notification from the project manager.

05 Contractor maintained the work site in a safe, clean and orderly condition after repeated notification from the project manager.

01 Contractor did not maintain the work site in a safe, clean and orderly condition.

Comment: _____

2. To what degree did the contractor maintain adequate signs, lights, barricades, and properly trained flag persons in accordance with Ohio Manual of Uniform Traffic Control Devices, traffic control plan and approved revisions?

10 Contractor always assigns an individual to continually monitor and maintain all traffic control requirements. Any job site conditions which affected the traveling public were corrected immediately (even after work hours) with no direction from the project manager.

08 Contractor assigned an individual to continually monitor and maintain all traffic control requirements. Most deficiencies were immediately corrected without notification by the project manager.

05 It was necessary to notify the contractor for traffic control deficiencies. The deficiencies were corrected upon notification from the project manager.

01 Contractor required continual notification of job site deficiencies in traffic control requirements. Deficiencies were corrected only after written notification by the project manager.

Comment: _____

3. To what degree did the contractor/consultant meet contract requirements including specifications, supplemental specifications, special provisions, plans and supplementary documents with minimal instruction from the City of Toledo?

- 10 Contractor/consultant always complied with the contract requirements.
- 08 Contractor/consultant routinely complied with the contract requirements. Any non-compliance was immediately corrected upon notification from the project manager.
- 05 Non-compliances were corrected only upon repeated notification from the project manager.
- 01 Contractor/consultant complied with contract requirements only upon written order of suspension of work from the project manager.

Comment: _____

3. To what degree did the contractor/consultant provide attention to the quality of work performed, eliminating the need to remedy or remove defective/inaccurate work?

- 10 The contractor/consultant did not have to remedy or remove any defective/inaccurate work.
- 08 It was necessary for the contractor/consultant to make minor repairs and corrections to the work.
- 05 It was necessary for the contractor/consultant to make numerous repairs or corrections to the work.
- 01 It was necessary for the contractor/consultant to remove or correct a substantial amount of work due to poor workmanship.

Comment: _____

5. To what degree did the contractor/consultant properly notify and coordinate work with utility companies in protection of existing utilities?

10 The contractor/consultant always provided advance notifications to all potentially affected utilities prior to commencing work and did whatever was necessary to cooperate with the utility and protect their existing facility.

08 The contractor/consultant routinely provided proper notification and cooperated with each affected utility company. Documented problems existed but were immediately corrected by the contractor/consultant.

05 The contractor/consultant provided proper notification to all affected utilities after direction from the project manager. Documented problems existed where the contractor did not cooperate fully with the utility company in protecting the existing facility.

01 The contractor/consultant did not provide the proper notification to the affected utilities and/or, after notification, did not make an effort to cooperate with the utility company nor protect the existing facility.

Comment: _____

6. To what degree did the contractor/consultant minimize urgencies of construction or consultations that required the City of Toledo to compromise the quality of work or abandon good construction/engineering practices in order to complete the project?

10 Contractor/consultant always scheduled and conducted operations to avoid urgencies.

08 Contractor/consultant attempted to schedule and conduct operations to avoid urgencies. Any problems created were immediately corrected.

05 Contractor/consultant's scheduling and conducting of operations created urgencies, which were corrected only upon direction of the project manager.

01 Contractor/consultant did not schedule and conduct operations to avoid urgencies.

Comment: _____

7. **Did the contractor/consultant finish the work by the contract end date? (The contractor/consultant should not be penalized for delays caused by the City.)**

10 Contractor/consultant finished work ahead of schedule.

08 Contractor/consultant finished work on time.

05 Contractor/consultant finished behind schedule, but delays were generally understandable.

01 Contractor/consultant finished behind schedule, had to ask for several extensions, and lateness was the result of substandard performance by the contractor/consultant.

Comment: _____

8. **Did the contractor/consultant finish the work on budget? (The contractor/consultant should not be penalized for cost overruns as a result of a change in project scope requested by the City.)**

10 Contractor/consultant finished work under budget.

08 Contractor/consultant finished project on budget.

05 Contractor/consultant exceeded expected budget, but increases in project cost were generally understandable.

01 Contractor/consultant exceeded expected budget. Requests for additional funds were not reasonable or justified, or were the result of unacceptable additions to project scope.

Comment: _____

9. To what degree was final clean up and punch list items complete?

- 10 The contractor performed the final clean-up on or before the completion date and received no punch list.
- 08 The contractor performed the final clean-up on his own and, once given the final punch list, completed the work on or before the specified date.
- 05 The contractor completed the final clean-up and punch list only after repeated notification from the project manager.
- 01 The contractor did not complete the final clean-up and the final punch list in a timely manner.

Comment: _____

D. SUBCONTRACTOR MANAGEMENT

1. To what degree did the contractor/consultant coordinate work with subcontractors' work?

- 10 The contractor/consultant always coordinated work operations with its subcontractors.
- 08 The contractor/consultant routinely coordinated all work operations with its subcontractors.
- 05 The contractor/consultant coordinated work operations with its subcontractors only upon notification from the project manager.
- 01 The contractor/consultant did not coordinate work operations with its subcontractors.

Comment: _____

2. To what degree did the contractor/consultant exercise authority over subcontractors and provide notice of subcontractor work schedule?

10 Contractor/consultant always exercised authority over subcontractors and provided notice of subcontractor work schedule at all times.

08 Contractor/consultant routinely exercised authority over subcontractors and provided notice of subcontractor work schedule most of the time.

05 Contractor/consultant exercised authority over subcontractors and provided notice of subcontractor work schedule only upon notification from the project manager.

01 Contractor/consultant did not exercise any authority over subcontractors and/or did not provide notice of the subcontractor's work schedule.

Comment: _____

3. To what degree did the contractor monitor subcontractor activities to ensure approved materials were supplied and incorporated into the project?

10 Contractor always monitored subcontractors' activities to ensure approved materials were supplied and incorporated into the project at all times.

08 Contractor routinely monitored subcontractors' activities to ensure approved materials were supplied and incorporated into the project at all times.

05 Contractor monitored subcontractors' activities to ensure approved materials were supplied and incorporated into the project upon notification from the project manager.

01 Contractor did not monitor subcontractors' activities to ensure approved materials were supplied and incorporated into the project at all times.

Comment: _____

4. To what degree did the contractor/consultant ensure that subcontractors submitted all paperwork required for approvals, materials, and payrolls?

10 Contractor/consultant always ensured subcontractors submitted all paperwork required for approvals, materials, and payrolls in a timely manner.

08 Contractor/consultant routinely ensured subcontractors submitted all paperwork required for approvals, materials, and payrolls in a timely manner with minimal notification from the project manager.

05 Contractor/consultant ensured subcontractors submitted all paperwork required for approvals, materials, and payrolls in a timely manner with repeated notification from the project manager.

01 Contractor/consultant did not ensure subcontractors submitted all paperwork required for approvals, materials, and payrolls in a timely manner. Information had to be required in writing.

Comment: _____

CONTRACTOR/CONSULTANT SATISFACTION PROGRAM

SCORESHEET

A. Organization and Management

Question Number	Issue	Score (10 max. ea.)	Weighting Factor
1	Are management personnel available		1
2	Are management personnel organized		1
3	Are management personnel knowledgeable		1
4	Was project adequately staffed		1
5	Documents furnished timely		1
6	Was schedule known in advance		2
7	Did the contractor/consultant respect the City's chain of authority		1
8	Did the contractor/consultant comply with City direction		2
9	Cooperation with other project contractors/consultants		1
10	Comply with wage rates, labor regulations, accurate payrolls		1
11	Communication with residents/businesses		1
12	Ability to handle problem employees		1
TOTAL (140 max.)			

B. Equipment

Question Number	Issue	Score (10 max. ea.)	Weighting Factor
1	Appropriate number and type of equipment used		1
2	Was equipment reliable		1
TOTAL (20 max.)			

C. Work Performance

Question Number	Issue	Score (10 max. ea.)	Weighting Factor
1	Work site maintained		1
2	Maintained traffic control		1
3	Meet contract requirements		1
4	Quality of work		2
5	Coordinate work with other utilities		1
6	Was the quality of work compromised		2
7	Complete by contract end date		3
8	Complete on budget		3
9	Clean-up and punch list items		2
TOTAL (160 max.)			

D. Subcontractor Management

Question Number	Issue	Score (10 max. ea.)	Weighting Factor
1	Coordination with subcontractors		1
2	Exercise authority and provide schedules		2
3	Subcontractor materials oversight		1
4	All paperwork properly submitted by contractor		1
	TOTAL (50 max.)		

TOTAL POINTS (ALL SECTIONS) _____

POSSIBLE POINTS _____

PERCENTAGE OF POSSIBLE _____