



CONTRACTOR PERFORMANCE EVALUATION

Thank you for your interest in doing business with the San Diego Housing Commission (SDHC). An essential component of public works contract administration is the regular evaluation and documentation of contractor performance. Performance evaluations document the Contractor's record of meeting the various terms of their contract. By proactively managing Contractor performance during the term of a contract, the SDHC promotes the high performance standards. Additionally, an objective record of performance is created that can be utilized when evaluating and/or considering Contractor responsibility for future solicitations, current contract extensions or renewals, and/or current contract termination due to unsatisfactory performance. Performance Evaluations are also utilized as part of the SDHC Construction Contractor Pre-Qualification Program.

Starting June 2019, SDHC's Contractor's with an awarded contract exceeding \$25,000.00 will be evaluated for their contract performance. Contractor performance evaluations are an opportunity to capture performance deficiencies as well as tracking how well a vendor is performing and critical to the life-long success of the contract. Performance evaluations will be rated as follows:

Ratings

RATING	DESCRIPTION OF RATING
Outstanding	Performance far exceeded expectations in all key areas of responsibility with exceptional or unique contributions made to objectives and deliverables. The overall quality of work was exceptionally high.
Satisfactory	Performance consistently met expectations in key areas of responsibility; at times may have exceeded expectations. The overall quality of work was good.
Unsatisfactory	Failed to meet essential tasks and deliverables. Contractor showed a lack of improvement as previously documented through progressive field observation notes, punch cards and other forms of professional communication. The overall quality of work was poor.
REMARKS ON OUTSTANDING/UNSATISFACTORY PERFORMANCE	
<p><u>“Outstanding Performance”</u> - If contractor is considered to be outstanding, set forth factual data supporting the observation.</p> <p><u>“Unsatisfactory Performance”</u> - If contractor is considered to be unsatisfactory, facts concerning specific events or actions to justify the evaluation will be required.</p>	



Evaluation Criteria

QUALITY OF WORK
<ol style="list-style-type: none">1. All of the technical requirements & specifications of the project were met.2. Objectives of the scope of work were met.3. Final Product met all deliverables outlined in the contract.
TIMELY PERFORMANCE
<ol style="list-style-type: none">1. Contractor met the original completion date.2. Contractor requested an extension due to (avoidable) reasons within their control.3. Contractor was assessed liquidated damages for delayed completion of work.
EFFECTIVENESS MANAGEMENT
<ol style="list-style-type: none">1. Contractor responded to SDHC's contract correspondence (agreements, requests for bonds, insurance) in a timely manner.2. Contract modifications were properly submitted and executed.3. Subcontractors (including Subcontractor substitutions) were properly managed.4. Progress reports were submitted timely.5. Invoices were submitted correctly.6. Contract performance discrepancies/problems were reported promptly.
COMPLIANCE WITH LABOR STANDARDS (IF APPLICABLE)
<ol style="list-style-type: none">1. Contractor maintained DIR registration and CSLB license(s) during the term of the contract.2. Contractor frequently provided certified payroll by the second request.3. Contractor provided daily reports on a weekly basis.4. Contractor did not commit any labor code violations during the term of the contract.
COMPLIANCE WITH SECTION 3 STANDARDS (IF APPLICABLE)
<ol style="list-style-type: none">1. Contractor frequently submitted monthly/quarterly New Hire Reports by the second request.2. Contractor frequently submitted accurate monthly/quarterly New Hire Reports.3. Contractor met HUD Section 3 numerical goals or demonstrated why, despite actions taken, it was not feasible.



OVERALL EVALUATION

The Overall Evaluation will be based on the following scoring method:

Scoring: Outstanding = 2 points, Satisfactory = 1 point, Unsatisfactory or N/A = 0 points

Outstanding Score = greater than or at least 75% of the available pts and all categories are rated Outstanding or Satisfactory

Satisfactory Score = is less than 75% , but greater than or equal to 50% of the available pts; and a rating of at least Satisfactory in Safety, Labor Compliance and Section 3 categories.

Unsatisfactory Score = less than 50% of the available pts or a rating of Unsatisfactory in the Safety, Labor Compliance or Section 3 category.