



City of Pflugerville

Legislation Text

File #: 2022-0552, **Version:** 1

Discussion regarding the implementation of a Vendor Performance Evaluation Program for City of Pflugerville Capital Projects.

The City of Pflugerville Engineering Capital Improvements Program Department is responsible for managing over half a billion dollars in consultant and construction contracts and will be increased to over a billion dollars within the next five years. It is important for the department to create a fiscally sustainable City by requiring contract providers to render high quality services in support of maintaining a robust, resilient infrastructure. The proposed resolution will allow City staff to administer a Vendor Performance Evaluation (VPE) Program. The vendor evaluation program has established rules and procedures to conduct evaluations of construction contractors, and consultants providing the City construction, and professional services. City Staff requests approval of the VPE in anticipation this program to provide a uniform method of evaluating, tracking and reporting vendor performance to support high quality City projects. VPE also allows the monitoring and analyzing of the reliability, quality and performance of City's vendors. It allows City to improve our efficiency and leads to more customer satisfaction.

The number and complexity of contracts has grown over the past three years and City Staff collaborated with the Project Management staff to develop a more performance-based contracting model to ensure consistency and to be incorporated into the solicitations Request for Qualifications or Request for Proposals. Project Management staff worked closely together and with legal counsel for ideas, including refinement of desired outcomes, and the review of service level descriptions how to manage consultant and construction performance. The VPE Program will provide for the City to deliver performance feedback to consultants and contractors performing work on City projects. Performance history may then be factored into future contract award decisions.

Consultants and Contractors will be evaluated utilizing the service and quality levels described in the respective contracts with the City, and with ratings and corresponding scores based on criteria. The overall evaluation and rating will be based on scoring guidelines intended to provide evaluators with a general framework to assist in the completion of an evaluation in three categories of "Needs Improvement," or "Successful Performance," or "Exceptional Performance." Ratings are simple on a scale from 1-3, with a rating of 2 indicating general success. Rating of 1 indicate a need for improvement and characterize performance levels that result in detriment to the project. Conversely rating of 3 indicate exceptional performance beyond expectations and characterize performance levels that result in substantial positive contributions to the project. An average score of 2, therefore characterizes the level of performance associated with a reasonably prudent, diligent and skilled consultant. Ratings for each factor should be based on how often, how quickly, and to what degree the following criteria were met by the Consultant or Contractor during the performance of the work under contract.

A resolution is forthcoming for council action. Upon approval of the resolution, the information will be posted on webpage and disseminated to vendors, including an information sharing session.

Prior City Council Action

None.

Funding Expected: Revenue Expenditure N/A

Budgeted Item: Yes No N/A

Amount: N/A

1295 Form Required? Yes No

Legal Review Required: N/A Required Date Completed: XX

Supporting documents attached:

Proposed Resolution

Consultant Evaluation Criteria

Contractor Evaluation Criteria

Draft Presentation

Recommended Action

Discuss only.