

Consultant Evaluation Form

Agreement No.: _____

Project No.: _____ Control No. _____

Location: _____

Consultant: _____

NDOT Consultant Coordinator: _____

Consultant Project Manager: _____

Associated Work Activity or Submittal: _____

Date: _____

Is this a final evaluation? Yes No

Work Category:

A. Professional Services

- 100 Corridor Studies
- 101 Environmental Studies
- 102 Transportation Planning
- 103 Traffic Operation Studies
- 104 Traffic Operation Design
- 105 Highway Design-Major
- 106 Highway Design-Minor
- 107 Bridge Design
- 108 Railroad Design
- 109 Construction Inspection
- 110 Building Design and Inspection
- 111 Electrical and Mechanical Design
- 112 Railroad Planning
- 113 Intelligent Transportation Systems (ITS)

B. Support Services

- 200 Aerial Photography
- 201 Aerial Photogrammetry
- 202 Engineering Surveying
- 203 Geodetic Surveying
- 204 Land Surveying
- 205 Materials Testing
- 206 Bituminous Design
- 207 Geological Studies
- 208 Bridge Structural Analysis
- 209 Hydraulic and Hydrologic Studies
- 210 ROW Design
- 211 Public Involvement
- 212 Value Engineering

C. Other Services

After completion, please keep one copy for your files, send one copy to the Agreements Section of the Project Development Division, and send one copy to the consultant.

General Information

Please complete the General Information for the project associated with this evaluation. If this evaluation is related to a time period denoted by the completion of a particular activity or submittal, please indicate the associated work activity or submittal.

Services

Check the box(es) for all services provided that were considered as a part of this evaluation.

Area of Performance

Grouped below are seven areas of performance on which the consultant is to be rated.

- Communication and Cooperation (20 points)
- Quality (20 points)
- Completeness of Contract Documents (10 points)
- Timeliness (10 points)
- Scope and Budget (20 points)
- Project Manager (20 points)
- Technical Performance (10 points)

Each group contains five performance descriptions. There are two to four numerical values associated with each description depending upon the group. The evaluator should first choose the description that most appropriately defines the performance demonstrated by the consultant throughout this project only. Then, the evaluator should select one of the values associated with that description and enter that number into the box. The sum of the group scores will be displayed in the Total Score box.

Communication and Cooperation (20 points)

- 17-20 The consultant answers correspondence promptly. Responses to requests are clear, concise and timely. Consultant maintains communication contact throughout the term of the contract. Consultant satisfied all requests. The team was always well prepared, flexible, and open to suggestions.
- 13-16 Same as the above except to a lesser extent.
- 8-12 The consultant responds to correspondence as requested. They satisfy all other requests. The consultant periodically contacts the agency, as necessary. The team is prepared and considers suggestions.
- 4-7 Same as the above except to a lesser extent.
- 0-3 The consultant did not return calls, resisted changes and argued. Team was inconsistent and ill-prepared for meetings.

Quality (20 points)

- 17-20 Review comments were minimal and were easily and promptly resolved.
- 13-16 Few corrections were required for deliverables and were resolved in above average manner.
- 8-12 Review comments were resolved in average effort.
- 4-7 Reviewed comments were greater than average and took longer than average to resolve.
- 0-3 Deliverables were substantially substandard and required excessive resubmittals.



Recordkeeping (10 points)

- 9-10 Records were available when requested. Records are well organized, complete, and correct.
- 7-8 Records were usually available upon request. Records were organized and complete.
- 4-6 Sometimes records were missing or incomplete but were provided in a reasonable time.
- 2-3 Records are generally missing or incomplete and were requested several times to satisfy the request.
- 0-1 Some records were lost or missing and rarely available when requested.



Timeliness of Deliverables and Responses to Owner Requests (10 points)

- 9-10 Sometimes early, always on time.
- 7-8 Always on time.
- 4-6 Usually on time.
- 2-3 Usually late.
- 0-1 Consistently late.



Scope and Budget (20 points)

- 17-20 Consultant identifies when level of effort is more than expected and out of scope services are requested and/or necessary. Extra work is communicated to the owner early and scope is supplemented before work is performed. Work progress was maintained due to timely contract supplementation.
- 13-16 Same as the above except to a lesser extent.
- 8-12 Consultant identifies when out of scope services is requested and notifies the owner in a timely manner. Increased level of effort is identified but not communicated to the owner until extra budget is required.
- 4-7 Same as the above except to a lesser extent.
- 0-3 Consultant does not identify out of scope work or when level of effort is more than expected until after the services are provided and when budget is expired. Work progress was delayed due to untimely contract supplementation.



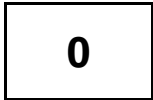
Project Manager (20 points)

- 17-20 Project Manager took initiative and was creative. They conducted presentations and meetings professionally. Consistently anticipated problems then communicated and solved them. They were efficient in their use of resources and made timely decisions.
- 13-16 Same as the above except to a lesser extent.
- 8-12 Project Manager satisfactorily conducted presentations and meetings. They communicated and resolved project issues as necessary. They had adequate resources to perform the work.
- 4-7 Same as the above except to a lesser extent.
- 0-3 Project has unresolved issues. Frequent team mistakes, disorganization, and staff turnover resulted in extra work or schedule delays.



Technical Performance (10 points)

- 9-10 Consultant coordinates and communicates standards and variances early and avoids delays in the project. Technical decisions are documented with research and supporting assumptions and coordinated and communicated to reach support.
- 7-8 Same as the above except to a lesser extent.
- 4-6 Consultant meets standards. Variances are identified before delays. Technical decisions and assumptions are adequately documented and supported.
- 2-3 Same as the above except to a lesser extent.
- 0-1 Consultant does not meet standards. Variances are identified late and cause delays. Consultant consistently could not defend or justify technical decisions.



TOTAL SCORE (out of 110 points)

The following should serve as a guide to the final rating provided for the Consultant Services:

Score Range	Performance
100-110 (<i>Outstanding</i>)	Consistent performance exceeding expectations. Consultant work is within the top ten percent of all firms performing this type of work.
85-99 (<i>Above Average</i>)	Consultant work is clearly better than that of the average consultant.
50-84 (<i>Average</i>)	Reliable work typical of most consultants.
40-49 (<i>Below Average</i>)	Consultant work is clearly of lesser quality than seen by most consultants.
Less than 40	Consistent problems with work quality and timeliness requiring corrective action by the consultant.

Recommended Action by Consultant Coordinator or LPA RC (a score below 40 requires corrective action):

For scores above 99, please document actions that made the project go particularly well.

(Attach additional pages as necessary.)

<i>NDOT Consultant Coordinator/LPA RC</i>	<i>Date</i>
---	-------------

<i>NDOT Division Head or Designee/State Representative or Designee</i>	<i>Date</i>
--	-------------

After completion, please keep one copy for your files, send one copy to the Agreements Section of the Project Development Division, and send one copy to the consultant.