

NDOT Consultant Evaluation Criteria and Scoring Guidelines

Scoring Range and Definition

Scoring	0 - Unacceptable	Performance was well below NDOT's standards/expectations. Consultant has had an opportunity for corrective action and has not shown progress.
	1 - Needs Improvement	Performance for the rated evaluation criteria did not meet some contractual, technical or professional requirements. Multiple or significant problems.
	2 - Meets Expectations	Performance for the rated evaluation criteria met contract requirements. Few, if any, corrective actions were needed. If corrective actions were necessary, the Consultant corrected these quickly and were no longer a concern.
	3 - Exceeds Expectations	Performance for the rated evaluation criteria exceeded contract requirements to NDOT's benefit. The Consultant may have saved costs, added value, provided high quality deliverables, provided innovative solutions/ efficiencies and gone above and beyond the expectations of the Department, contract and/or evaluator.

The following Areas of Performance will be evaluated on a Project by Project Basis by NDOT:

Areas of Performance	Communication, Cooperation and Project Management	Quality and Technical Performance	Schedule	Scope & Budget
Relevant Items	<ul style="list-style-type: none"> • Responsive to requests • Clear communication • Initiated contact • Well prepared • Flexible • Contact throughout life of project • Facilitated project success • Addressed comments in a timely manner 	<ul style="list-style-type: none"> • Accurate information • Demonstrated expertise • Minimal number of review comments • Addressed comments accurately • QA/QC has been completed for deliverables • Exhibited sound professional judgement • Information/documentation matched level of task requested 	<ul style="list-style-type: none"> • Met deadlines • Gave notice and justification if delays were anticipated • Set reasonable deadlines when one was not set by NDOT 	<ul style="list-style-type: none"> • Understood and followed scope • Completed project within original budget • Communicated need for additional hours/budget • Identified work outside scope and budget early • Accurate Invoicing

The following criteria will be utilized by NDOT staff to assist in determining a score for each Area of Performance:

Scoring	Communication, Cooperation and Project Management	Quality and Technical Performance	Schedule	Scope & Budget
1	<p>The Consultant:</p> <ul style="list-style-type: none"> • Did not respond to requests promptly • Exhibited Poor communication • Was not consistently prepared • Was inflexible and unopen to suggestions • Did not resolve issues in a timely manner 	<p>The Consultant:</p> <ul style="list-style-type: none"> • Could not provide support for technical decisions • Had substandard deliverables which required excessive resubmittals • Did not demonstrate adequate QA/QC of deliverables 	<p>The Consultant:</p> <ul style="list-style-type: none"> • Did not adhere to the contracted schedule • Had to be prompted for deliverables 	<p>The Consultant:</p> <ul style="list-style-type: none"> • Did not demonstrate understanding of scope • Level of effort was not as described in the contract • Did not identify out of scope work until after services were provided • Did not identify out of scope work until after budget was exceeded • Consistently submitted inaccurate and incomplete invoices • Exceeded approved budget
2	<p>The Consultant:</p> <ul style="list-style-type: none"> • Responded to requests promptly • Communicated well • Was consistently prepared • Was flexible and open to suggestions. 	<ul style="list-style-type: none"> • Provided adequate support for technical decisions • Required few resubmittals on deliverables • Demonstrated adequate QA/QC of deliverables 	<p>The Consultant:</p> <ul style="list-style-type: none"> • Adhered to the contracted schedule. • Contacted NDOT's Project Manager If delays were anticipated 	<p>The Consultant:</p> <ul style="list-style-type: none"> • Demonstrated understanding of the scope • Provided level of effort as described in the contract • Identified out of scope work before the services were provided • Identified out of scope work before budget was expired • Consistently submitted accurate and complete invoices • Did not exceed the approved budget
3	<p>Consultant Met Expectations plus:</p> <ul style="list-style-type: none"> • Was creative in resolving issues • Was efficient in their use of resources • Was innovative in facilitating project success 	<ul style="list-style-type: none"> • Submittals were of exceptional quality. 	<p>Consultant Met Expectations plus:</p> <ul style="list-style-type: none"> • Took a proactive approach to keep the project on schedule • Anticipated and communicated difficulties that affected the schedule • Took initiative to resolve the issues that affected the schedule 	<p>Consultant Met Expectations plus:</p> <ul style="list-style-type: none"> • Added value/efficiency to the project by applying innovative & creative solutions while meeting the approved budget