



# Evaluating Work of Contractors

City & Contractor Liaison meeting  
November 18, 2015

# Agenda

- I. Introduction
- II. City Services Auditor audit summary
- III. Ways this may go off track
- IV. Evaluations: when, how, what, who
- V. Using evaluations: possible deliverables
- VI. How you can help

# Controller City Services Auditor

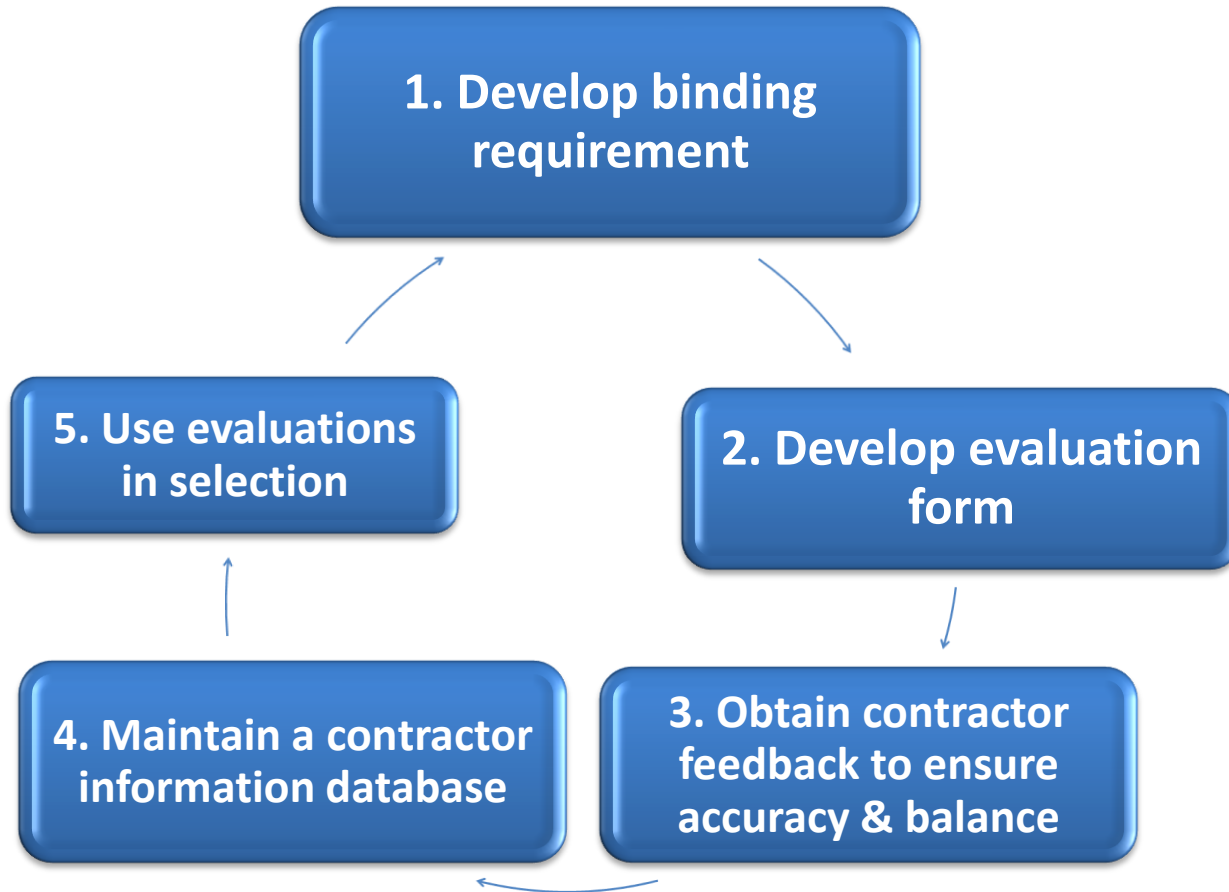
Tonia Lediju

Mark de la Rosa

# Potential Pitfalls

1. Assumptions
2. Associations
3. Uncertainty of design phase
4. Difficult  $\neq$  impossible
5. “What you should be working on is....”
6. Subjectivity  $\neq$  impossibility
7. Tracking and evaluation  $\neq$  “It’s your fault.”
8. Circularity of process

# Performance Evaluation Cycle



**\$32,000,000,000**

# Why consider past performance?

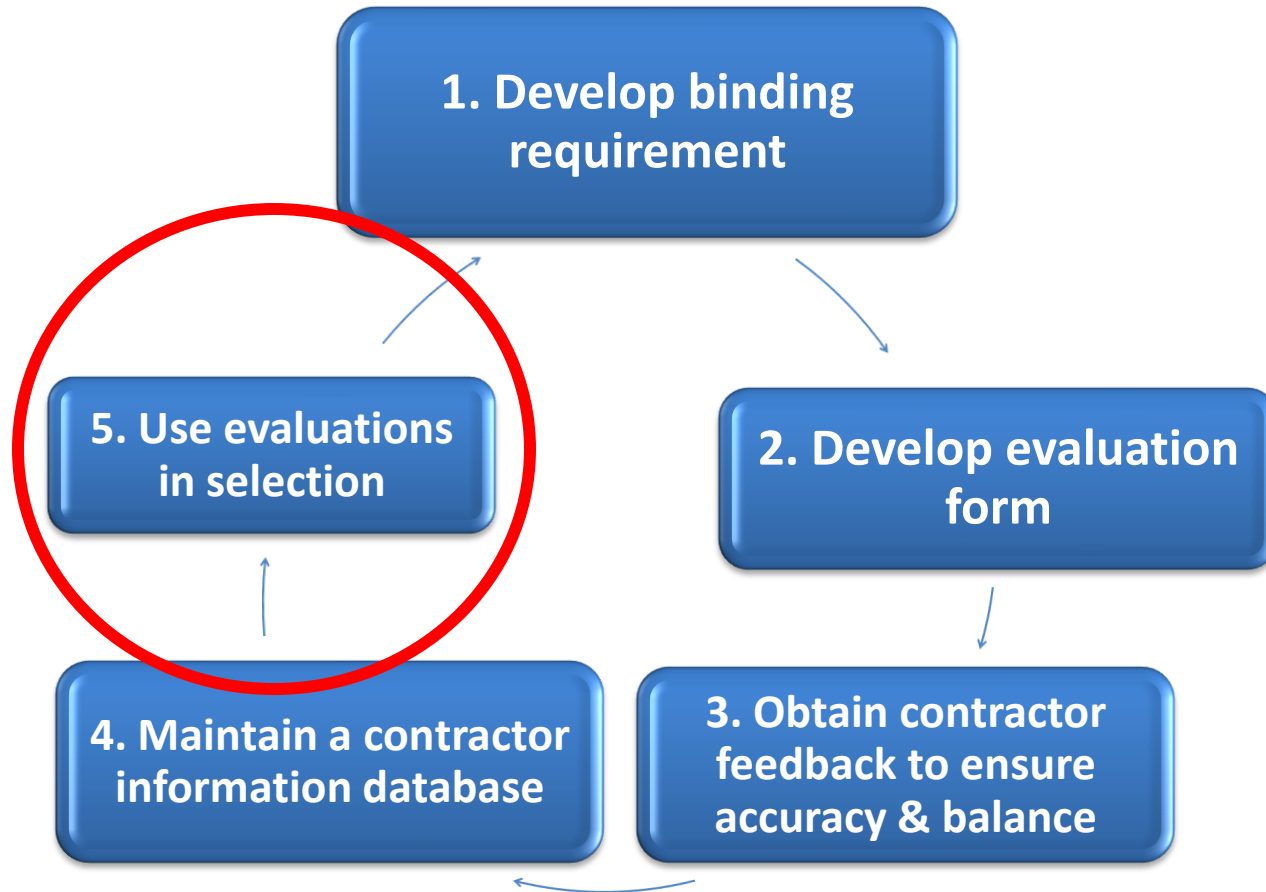


# What questions are in the evaluation?

# Deliverable - Better Evaluations

- Automated and shared
- Results-oriented
- Articulated criteria
- NOT opinion of one individual
- Trend > snapshot
- Use multiple sources
- Contractors comment/offer feedback
- Standard
- Track core metrics: cost, schedule, technical performance and customer satisfaction
- Subcontractors above a threshold evaluated
- Tailored
- Mandatory

# Performance Evaluation Cycle



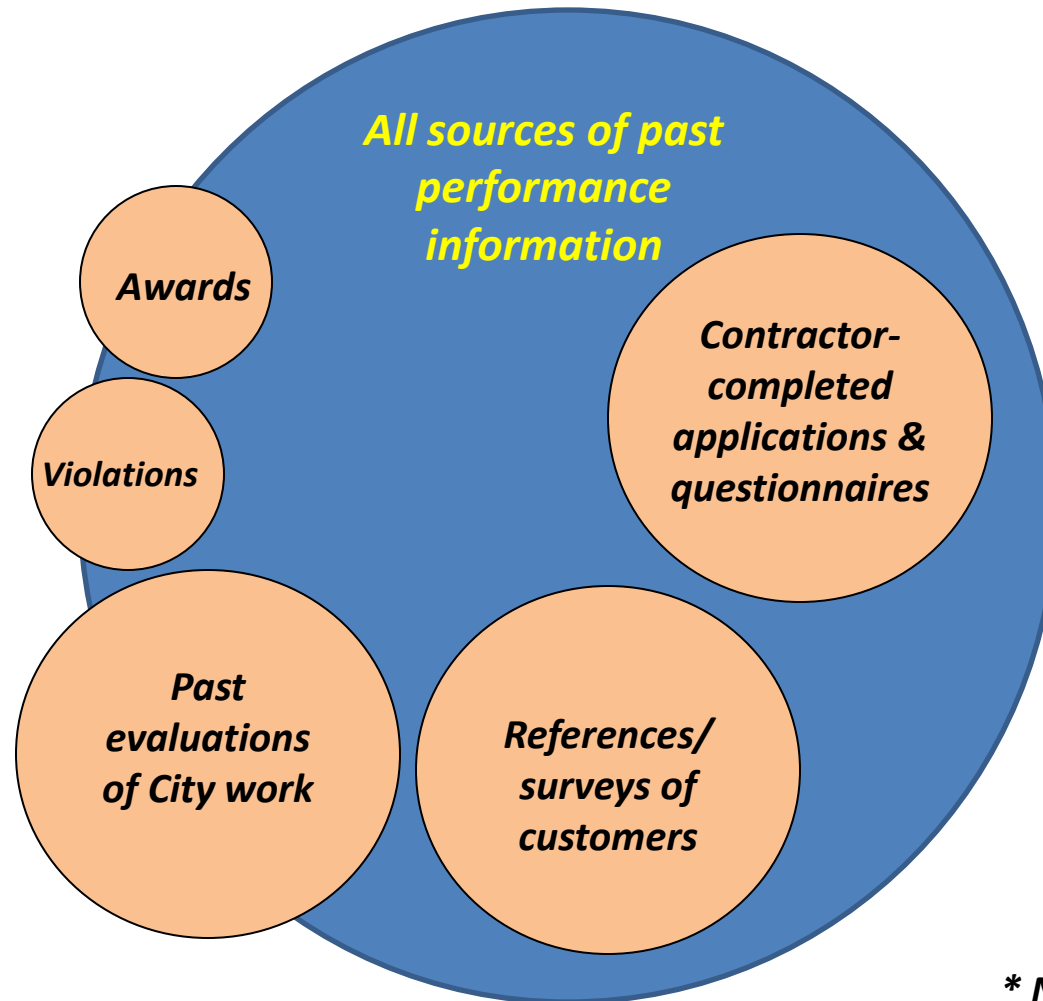
# Deliverable – Possible Places to Consider Past Performance

- *Prequalification*
- *Los Angeles*
- *Best value*

# Sources of Past Performance Information

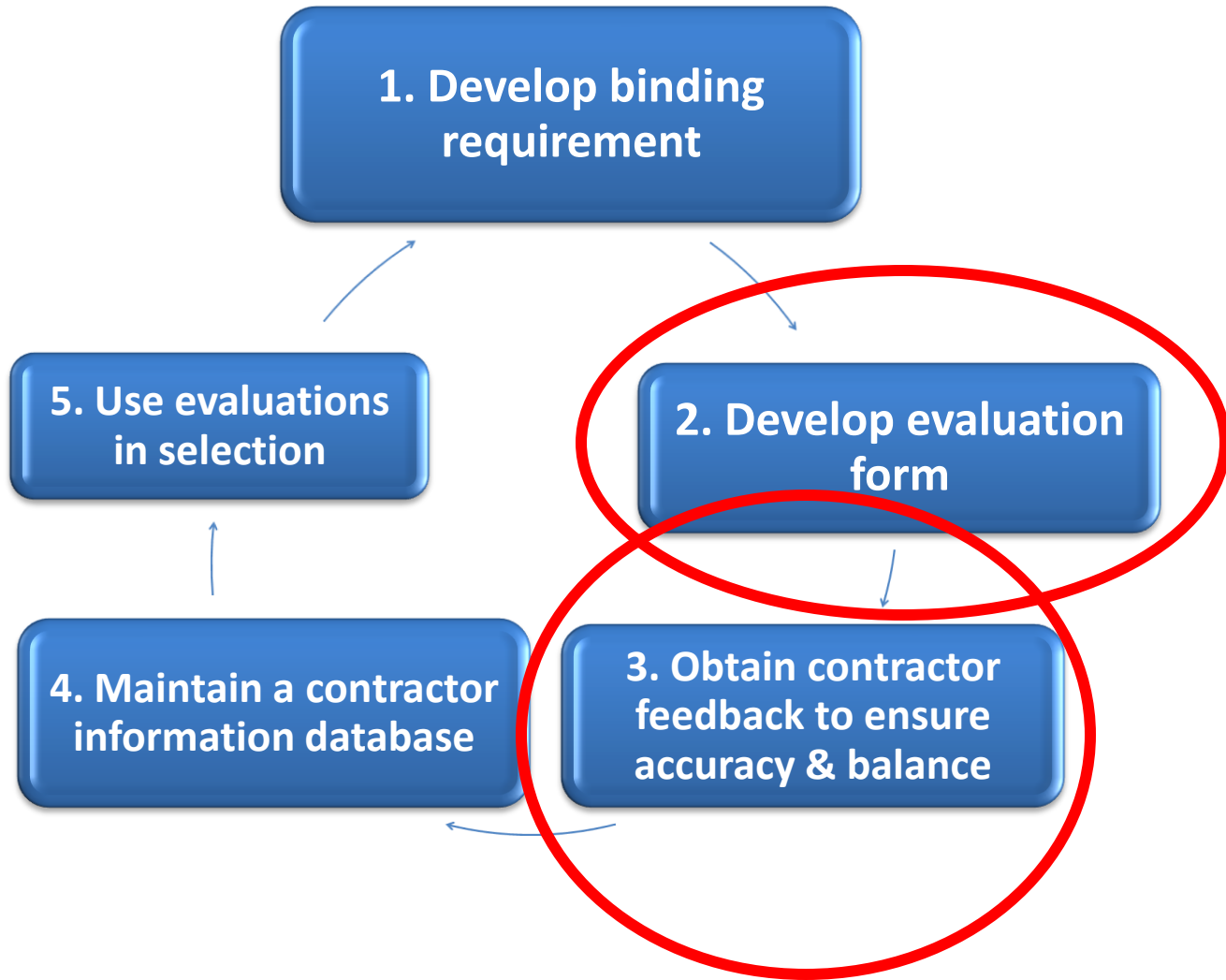
- Contractor-completed past performance questionnaires
- City evaluations
- Documented staff knowledge
- Public or private customer surveys
- Documented certifications
- Documented awards
- Documented violations
- Any other reasonable, documented, basis.

# Sources of Past Performance Information *Used in a Contract Award*



*\* Not to scale*

# Input Opportunities



# Contact Information

Nicolas King

415 557-4672

[Nicolas.King@sfdpw.org](mailto:Nicolas.King@sfdpw.org)

30 Van Ness, 3<sup>rd</sup> floor





[www.sfdpw.org](http://www.sfdpw.org)