



# City of Austin Financial Services Department Central Procurement

Your valuable  
partner in  
Capital Project  
Delivery

## CONSULTANT/CONTRACTOR PERFORMANCE EVALUATION PROGRAM

### ABOUT:

Under Administrative Rule No. R161-13.37, effective January 31, 2014, the City of Austin adopted procedures to:

- Administer a city-wide vendor performance evaluation program and
- Gather and maintain vendors' performance assessments to establish a historical record for use in future solicitations and subsequent contract award decisions.

The City's Consultant/Contractor Performance Evaluation (CPE) Program defines a uniform method to evaluate, report, and track the performance of Consultants and Contractors on City projects.

### THE PROGRAM:

Central Procurement manages the City's performance evaluation program for construction-related Professional Services Consultants and Contractors. The Consultant/Contractor staff, subcontractors, suppliers, and anyone associated with the contract and project for whom the Prime Consultant or Contractor is responsible will be part of the evaluation.

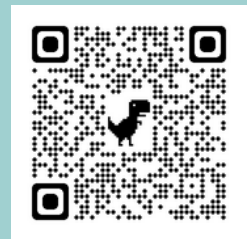
### Process summary:

1. The City Project Manager overseeing the Capital Improvement Project acquires relevant input from the project team, completes the performance evaluation, and submits the evaluation to Central Procurement.
2. Central Procurement reviews the evaluation, approves it, and sends a copy of the evaluation to the Consultant/Contractor. Within ten (10) business days of receipt, the Consultant/Contractor may request an in-person or virtual review/rebuttal. If issues remain unresolved, a subsequent Appeal Hearing may be requested within ten (10) days of the response from the rebuttal decision. Appeal process details can be found in Administrative Rule R161-13.37.
3. Evaluations for work performed during the past five (5) years are taken into consideration in the award of future City contracts.

Consultants/Contractors will be evaluated utilizing the specific service and quality levels outlined in their contract.

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