



CITY OF HOUSTON
Department of Public Works and Engineering

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To All Construction Materials Engineering Testing Laboratories/Consultants

Subject: Implementation of Performance Evaluation on Construction Materials Engineering Testing Laboratories/Consultants

Dear Sir/Madam:

This letter serves to notify you that commencing August 1, 2011, the Geo-Environmental Services Branch will implement an evaluation of all Construction Materials Engineering Testing Laboratories/Consultants under contract with the City of Houston. Testing Laboratories/Consultants performances will be rated for all projects using the enclosed evaluation criteria for current and future projects.

We would like to thank the Texas Council of Engineering Laboratories (TCEL) for their effort and leadership regarding this matter.

Should you have any questions, please contact Mr. Gaju Patel, P.E. at 832-395-2261 or Mr. Mike Pezeshki, P.E. at 832-395-2262.

Sincerely,


Daniel R. Menendez, P.E.
Deputy Director


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Enc.: Performance Evaluation and Feedback Process for Construction Materials Engineering and Testing Consultants

ec: Daniel W. Krueger, P.E.

Documentation

Evaluated by:

Engineer (Geotechnical Section)

Date

Supervising Engineer (Geotechnical Section)

Date

Construction Materials Testing Laboratory
(Testing Laboratory may submit comments. If submitted, they will be attached hereto)

Date

Approved:

Managing Engineer (Geo-Environmental Branch)

Date

Deputy Director (Engineering and Construction)

Date

Performance Evaluation and Feedback Process for Construction Materials Engineering and Testing Consultants

The City of Houston Department of Public Works and Engineering (PWE) evaluates Construction Materials Engineering and Testing Consultant (Consultant) performance through a formal process. Consultants will be provided with feedback. Feedback is provided for the Consultants to achieve and maintain an acceptable level of service. A Consultant that performs below an acceptable level will be placed on probation or suspended.

The evaluation system consists of evaluation criteria with an assigned Deficiency Points. During the course of each project, the Geo-Environmental Services Branch will track and maintain a record of each Consultant's Deficiency Points for each project.

Deficiency Point System and Actions of the PWE Director

Placed on Probation – If the Consultant's Deficiency Points exceed 30 on any project, the Consultant will be placed on probation by the Director and the Consultant's allocation will be reduced 50% for the fiscal year. At the sole discretion of the Director, the Consultant may be removed from current projects.

Placed on Suspension – If the Consultant's Deficiency Points exceed 40 on any project, the Consultant will be suspended by the Director. The Consultant will not receive any new work and will be removed from the PWE approved list for one year. At the sole discretion of the Director, the Consultant may be removed from current projects.

Evaluation Criteria

The following is a listing of each Evaluation Criteria, Deficiency Points, and a description of the criteria:

1. Failure to control fees to Consultant's Contract amount (10 points).

Discussion: It is the responsibility of the Consultant to monitor their fees as a percentage of construction during the life of the project. At any point, if the Consultant anticipates that remaining funds in the Consultant's Contract will not be sufficient to complete the required services, it is Consultant's responsibility to provide written explanation to PWE with the reasons for variance between the proposed services and fees and actual services performed and associated fees. PWE will evaluate the variance explanation and make an assessment as to whether the contract over run is due to Consultant's inattention or negligence or due to circumstances beyond Consultant's control.

2. Failure to provide certified technicians in related fields (5 points).

Discussion: Assuming the Consultant is provided adequate notice as described in Section 1454, the Consultant shall provide certified representatives that comply with the requirements of ASTM E329 and the relevant requirements of the Project Specifications.

Performance Evaluation and Feedback Process for Construction Materials Engineering and Testing Consultants

3. Deficiencies identified during Consultant's Laboratory Audit (2 point per deficiency per project).

Discussion: PWE performs periodic audits of the Consultant's laboratory to verify that the Consultant's test procedures, equipment, and personnel are in compliance with applicable project specifications and relevant ASTM/AASHTO/TxDOT standards. Each deficiency cited by PWE will receive one Deficiency Point. Multiple deficiencies may be cited on one or more projects, as applicable.

4. Failure to provide accurate CMT allocation submittal (2 points per project).

Discussion: Every six month, PWE will request technician information for CMT percent allocation. Deficiency points will be added for providing inaccurate information in the submittal.

5. Failure to provide information by the submittal deadline (2 points).

Discussion: The information include; submitting invoices with proper backup, daily test reports, insurance documents, drug policy, 80% budget letter, 100% project evaluation letter, daily test reports, etc. Furthermore, from time to time, PWE may request additional information from Consultant relating to Consultant's Contract with the City or relating to a specific project that should be provided in a timely manner.

6. Deficiencies identified during Field Audit (2 points).

Discussion: PWE performs periodic audits of the Consultant's field personnel to verify that field procedures are in compliance with applicable project specifications and relevant ASTM/AASHTO/TxDOT/ACI/AWS standards.

7. Failure to provide project schedule for active projects via email (1 point).

Discussion: It is a benefit to PWE and their scheduling of PWE inspection to receive notice from the Consultant of requested services of the Consultant no later than 5:00 pm every day. Notice is not required if the Consultant does not have any active projects with the City although PWE encourages all Consultants to provide daily notice to develop a routine. PWE understands that Consultant will occasionally receive "late" notice from the project contractor. PWE will not consider circumstances beyond the Consultant's control as a deficiency provided the Consultant use its best efforts to notify PWE of scheduled work.

8. Failure to maintain A2LA accreditation at any time (5 points per project).

Discussion: Consultant shall maintain a valid A2LA accreditation at all times.

Summary of Deficiency Points

Testing Lab:

Project Name:

WBS No.

No.	Evaluation Criteria	Deficiency Points	No. of Deficiencies	Date of Occurrence	Criteria Deficiency Points
1	Control fees to Contract Amount (if the deficiency points are less than 30, then 10% allocation will be deducted from the next allocation submittal)	10			
2	Provide certified technicians in related fields	5			
3	Meet requirement of Laboratory Audit (All projects)	2			
4	Provide accurate CMT allocation submittal (All projects)	2			
5	Provide timely and accurate submittal of the following items (Maximum 4 Points for each item: 2 for not submitting information before deadline and 2 for not submitting accurate information)				
	A. Insurance (All projects)	2			
	B. POP (All projects)	2			
	C. Drug Policy Compliance (All projects)	2			
	D. Invoices with backup reports	2			
	E. Project Evaluation at 100% completion within 10 business days after receiving notice from PWE requesting evaluation letter (if the deficiency points are less than 30, then 2 points will be deducted from the next allocation submittal)	2			
	F. Provide daily test reports (according to Contract Documents and Project Specifications) via email	2			
6	Meet requirement of Field Audit	2			
7	Provide timely and accurate submittal of Project schedules for active projects via daily emails or facsimile (Maximum 2 Points: 1 for not submitting information before deadline and 1 for not submitting accurate information)	1			
8	Current A2LA accreditation (All projects)	5			
9	Any item not covered above	2			
Total to Date Deficiency Points					