

An aerial, black and white photograph of the San Antonio skyline. In the foreground, a large, bright red sculpture stands on a street. The background features several tall skyscrapers, including the Tower of the Americas on the right, and a large stadium with a white roof. The sky is filled with scattered clouds.

# CITY OF SAN ANTONIO JOB ORDER CONTRACTING EVALUATION & SCORECARDS

Small Business Advocacy Committee Briefing  
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# AGENDA



- Evaluation Overview
- Process Enhancements
- Next Steps
- Scorecards
- 360 Evaluation Pilot



# Evaluation Overview



## Evaluation Criteria

- Respondent's Experience
- Understanding of JOC Program
- Respondent's Experience-San Antonio Region
- Coefficient Price Proposal
- SBEDA Prime Contractor Program



# Evaluation Criteria



## Respondent's Experience

- Respondent/Subcontractor experience and proposed roles
- Respondent's experience with Job Order Contracting
- Project Sheets/References
- Organizational Chart
- Resumes of key personnel



# Evaluation Criteria



## Understanding and Proposed Management Plan

- **Understanding of JOC Program**
  - JOC objectives/constraints and technical challenges
  - Management of JOC process and projects
  - Provide scope of work, proposal and Unit Price Book (UPB) of a sample project



# Evaluation Criteria



## Respondent's Experience-San Antonio Region

- **Narrative of Respondent's Experience**
  - Local area construction cost/practices
  - Local environmental conditions and constraints
  - Experience with local utilities
  - Local site development/building code requirement
- **City's Contractor Scorecard**
  - History of compliance-schedule/budgets, ordinances, contract terms
  - Timely completion of City projects
  - Cooperation working relationship with City
  - Compliance with City standards/requirements



# Evaluation Criteria



## Coefficient Price Proposal

- **Coefficient Price Proposal form**
  - Contains overhead, profit and other costs
  - Use of R.S. Means
  - Evaluated/scored using standard formula



# Evaluation Criteria



## SBEDA Prime Contractor Program

- ESBE Prime Contractor
- SBE Prime Contractor Program
- W/WBE Prime Contractor Program






# Process Enhancements



**Use of scorecard/external reference checks**



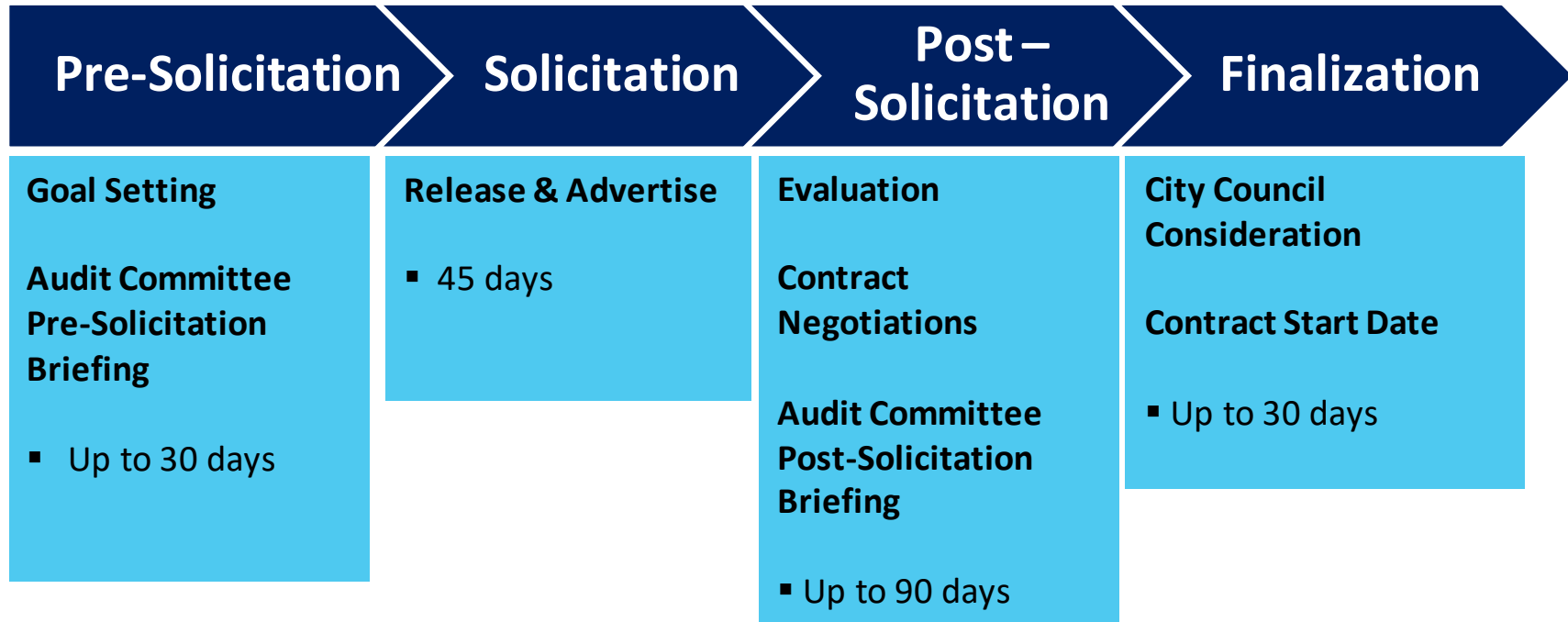
**Evaluation committee composition to include external members**



**Consideration of Respondent's experience related to JOC work performed and managed**



# Next Steps





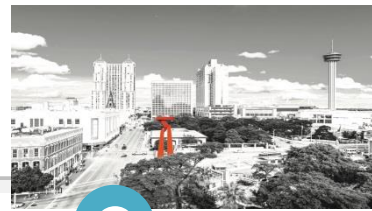
# Scorecards



- **Developed in 2010**
  - Tool to measure consultant/contractor performance
- **Separate scorecards**
  - Engineers/architects
  - Horizontal contractors (streets, drainage)
  - Vertical contractors (building, parks) & JOC projects
- **Primary goal**
  - Rate performance on design completion/construction completion
  - Feedback to project managers, client departments and firms
  - Evaluation Committees may review scorecards during evaluation process



# 360 Evaluation Pilot



- Improve communication
  - Increase transparency
  - Receive constructive feedback to improve performance among all stakeholders
- Launched January 2020
  - Two Street Maintenance vendors
  - Initiated by Public Works
    - Every other Friday submitted in PRIMELink
    - Each stakeholder had 2 days to complete
  - Required a rating and explanation if rated under 2
  - Results visible by all stakeholders upon evaluation completion
  - Internal assessments/mid-way assessment with Vendors resulted in refining the evaluation as part of Phase II

## 360 Evaluation

Rating overall engagement, process and performance quality as:

- N/A
- 1-Needs Improvement
- 2-Meets Expectations
- 3-Exceeds Expectations

1	Contractor	✓
2	Inspector	✓
3	Project Manager	✓



# 360 Evaluation Pilot



- **Phase II**
  - Adjusting the evaluation frequency, questions/ratings based on Phase I internal/external feedback
  - May refer to type/duration of project to determine adjustments
  - Identify other contracts to pilot the Phase I evaluation to retrieve additional feedback to assist with Phase II adjustments
- **Long-term Goal**
  - Launch 360 Evaluation for use on all consultant/contractor projects

# Questions?

