

	Petroleum Restoration Program Guidance Contractor Performance Evaluation	Author: Natasha Lampkin
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In accordance with Rule 62-772.300, Florida Administrative Code (F.A.C.), Contractor performance on State-funded petroleum cleanup projects shall be evaluated, monitored and documented after each Work Order (WO) or Purchase Order (PO) with input from the Site Owner/Responsible Party (O/RP). The two different types of evaluations are the Contractor Performance Evaluation (CPE) and the Interim Contractor Performance Evaluation (IPE). The rule incorporates two forms for the Contractor Performance Evaluation (Contractor Performance Evaluation form and the Owner/Responsible Party Contractor Performance Survey form) each can be found at

<https://floridadep.gov/waste/petroleum-restoration/content/templates-forms-tools-and-guidance>. The Interim Contractor Performance Evaluation does not require the Owner/Responsible Party Contractor Performance Survey form.

CCPE shall be completed by Site Managers after the final invoice has been submitted for each WO or PO. An Interim Performance Evaluation (IPE) may also be completed prior to end of a WO or PO at the site manager's discretion (these do not include the Owner/Responsible Party Contractor Performance Survey). Only one CPE can be completed per PO or CO, but there are no such limits to IPEs. The input for these forms occurs through the Module in the Storage Tanks Contamination Monitoring Database (STCM), through the Menu process of Cleanup, Work Order, Work Order, Performance Evaluations. For guidance on STCM entry of CPE's, see the STCM Performance Evaluation User Guide located at <https://floridadep.gov/waste/petroleum-restoration/content/templates-forms-tools-and-guidance>

1. During implementation of POs or WOs, Site Managers, with input and assistance from the technical experts on their team and Team/Local Program (LP) Leader, will continuously monitor and document Contractor performance in the seven major categories listed in the CPE Form. These categories are Project Timeliness, Invoicing, Reports, Communication, Cost Control, Quality & Technical Competence, and O/RP Input.
2. The form itself provides detailed guidance in how to score each individual item. For example, the first item for scoring on the form is Project Timeliness, (a. Excepting for circumstances beyond the contractor's control, tasks and deliverables were completed on time or ahead of the schedule in the PO. (Always = 2, < 3 weeks late = 1, > 3 weeks late = 0). This objective guide to the score, based on the actual received date, assists reviewers in submitting consistent scoring across the program.
3. Not Applicable (N/A) is given if the item is not pertinent to the scope. A score of 0 is not given unless the requirement listed on the form is applicable and specifically not achieved.
4. Site Manager must assure adequate documentation is detailed in the Supporting Documentation portion of the evaluation forms and is available for review in OCULUS. Adequate documentation generally includes a discussion of any deficiencies and date of the communication demonstrating that the deficiency was discussed with the Contractor as well as the OCULUS date of the emails, review letters or Communication Logs.
5. Once the PO or WO is complete, including receipt and approval of the final deliverable, the Site Manager shall solicit input from the O/RP using the Site Owner/Responsible Party Contractor Performance Survey Form. Such requests may be conducted by e-mail, telephone, in person or mail and must be documented in



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a Communication Log at the completion of each PO and WO. The O/RP should be given up to 10 calendar days for their response to be received, should they choose to provide input. In the event a response is not received by the deadline, the CPE may be completed without their input and the O/RP portion of the CPE rating is excluded from consideration.

- If no response has been received from the Owner/RP, then a Communication Log should be completed and routed per the Communication Plan to demonstrate that the Site Manager attempted the survey.
 - If the O/RP completes and mails the form, the site manager will input the information into STCM and insert the form from the O/RP into OCULUS.
 - If the O/RP completes the survey via telephone, the site manager will enter the information in STCM and complete and route a Communication Log per the Communication Plan to demonstrate that the form was completed via telephone.
6. The CPE or IPE should not be the Site Manager's first response to Contractor performance problems. When problems or issues related to Contractor performance are first noted, the Site Manager should communicate immediately with their Team/LP Leader and the Contractor and advise the Contractor of the issues and attempt to resolve them prior to a formal CPE or IPE.
 7. If an evaluation results in an Overall Performance Ranking of Poor (< 0.50 or a 0 un-weighted rating), the Contractor does not receive assignment of the next scope of work for this site. Once a site manager is aware of a poor ranking, they should bring it to the attention of their Team/LP Leader. The Team Leader and Site Manager should contact the Contract Manager for the ATC and convey that due to the Poor Ranking they did not achieve the satisfactory performance requirement to move forward with continued assignment. Information regarding the Contract Manager for the ATC is available on the website report Agency Term Contractors by Region located at <https://floridadep.gov/waste/petroleum-restoration/content/qualified-contractor-information>
 8. It is the responsibility of each Team/LP Leader to ensure that staff are conducting CPEs for their assigned projects in a timely manner in accordance with this guidance, and to ensure that there is sufficient justification and documentation to support all individual category ratings within each CPE. The Team/LP Leader will approve the CPE or IPE in STCM, insert the CPE form into OCULUS under Administrative Contractor Performance Evaluation and send an e-mail to the Contractor and site manager with a copy of the evaluation. A copy of the e-mail shall also be inserted into OCULUS. Contractors that have concerns regarding their CPE should be directed through the PRP chain of command beginning with the Site Manager's Team/LP Leader.
 9. The PRP Contracts Group shall use the CPE information, entered in the Contractor Performance Evaluation Module in STCM, for inclusion in the Contractor Selection Formula.
 10. If, after a CPE or IPE has been fully approved and issued, it is determined that the score needs to be adjusted, this is done by the Team/LP Leader cancelling the CPE or IPE in STCM and the Site Manager creating a replacement.