

NDOT Consultant Evaluation Criteria and Scoring Guidelines

Scoring Range and Definition

| | | |
|----------------|--------------------------|--|
| Scoring | 0 - Unacceptable | Performance was well below NDOT's standards/expectations. Consultant has had an opportunity for corrective action and has not shown progress. |
| | 1 - Needs Improvement | Performance for the rated evaluation criteria did not meet some contractual, technical, or professional requirements. Multiple or significant problems. |
| | 2 - Meets Expectations | Performance for the rated evaluation criteria met contract requirements. Few, if any, corrective actions were needed. If corrective actions were necessary, the Consultant corrected these quickly and were no longer a concern. |
| | 3 - Exceeds Expectations | Performance for the rated evaluation criteria exceeded contract requirements to NDOT's benefit. The Consultant may have saved costs, added value, provided high quality deliverables, provided innovative solutions/ efficiencies and gone above and beyond the expectations of the Department, contract and/or evaluator. |

The following Areas of Performance will be evaluated on a Project by Project Basis by NDOT:

| Areas of Performance | Communication, Cooperation and Project Management | Quality and Technical Performance | Schedule | Scope & Budget |
|-----------------------|---|--|--|--|
| Relevant Items | <ul style="list-style-type: none"> • Responsive to requests • Clear communication • Initiated contact • Well prepared • Flexible • Contact throughout life of project • Facilitated project success • Addressed comments in a timely manner | <ul style="list-style-type: none"> • Accurate information • Demonstrated expertise • Minimal number of review comments • Addressed comments accurately • QA/QC has been completed for deliverables • Exhibited sound professional judgement • Information/documentation matched level of task requested | <ul style="list-style-type: none"> • Met deadlines • Gave notice and justification if delays were anticipated • Set reasonable deadlines when one was not set by NDOT | <ul style="list-style-type: none"> • Understood and followed scope • Completed project within original budget • Communicated need for additional hours/budget • Identified work outside scope and budget early • Accurate Invoicing |

The following criteria will be utilized by NDOT staff to assist in determining a score for each Area of Performance:

| Scoring | Communication, Cooperation and Project Management | Quality and Technical Performance | Schedule | Scope & Budget |
|----------|--|---|---|--|
| 1 | <p>The Consultant:</p> <ul style="list-style-type: none"> • Did not respond to requests promptly • Exhibited Poor communication • Was not consistently prepared • Was inflexible and unopen to suggestions • Did not resolve issues in a timely manner | <p>The Consultant:</p> <ul style="list-style-type: none"> • Could not provide support for technical decisions • Had substandard deliverables which required excessive resubmittals • Did not demonstrate adequate QA/QC of deliverables | <p>The Consultant:</p> <ul style="list-style-type: none"> • Did not adhere to the contracted schedule • Had to be prompted for deliverables | <p>The Consultant:</p> <ul style="list-style-type: none"> • Did not demonstrate understanding of scope • Level of effort was not as described in the contract • Did not identify out of scope work until after services were provided • Did not identify out of scope work until after budget was exceeded • Consistently submitted inaccurate and incomplete invoices • Exceeded approved budget |
| 2 | <p>The Consultant:</p> <ul style="list-style-type: none"> • Responded to requests promptly • Communicated well • Was consistently prepared • Was flexible and open to suggestions. | <ul style="list-style-type: none"> • Provided adequate support for technical decisions • Required few resubmittals on deliverables • Demonstrated adequate QA/QC of deliverables | <p>The Consultant:</p> <ul style="list-style-type: none"> • Adhered to the contracted schedule. • Contacted NDOT's Project Manager If delays were anticipated | <p>The Consultant:</p> <ul style="list-style-type: none"> • Demonstrated understanding of the scope • Provided level of effort as described in the contract • Identified out of scope work before the services were provided • Identified out of scope work before budget was expired • Consistently submitted accurate and complete invoices • Did not exceed the approved budget |
| 3 | <p>Consultant Met Expectations plus:</p> <ul style="list-style-type: none"> • Was creative in resolving issues • Was efficient in their use of resources • Was innovative in facilitating project success | <ul style="list-style-type: none"> • Submittals were of exceptional quality. | <p>Consultant Met Expectations plus:</p> <ul style="list-style-type: none"> • Took a proactive approach to keep the project on schedule • Anticipated and communicated difficulties that affected the schedule • Took initiative to resolve the issues that affected the schedule | <p>Consultant Met Expectations plus:</p> <ul style="list-style-type: none"> • Added value/efficiency to the project by applying innovative & creative solutions while meeting the approved budget |