

Contractor Evaluation Process

In an effort to maintain the highest quality of work possible, Chippewa Luce Mackinac Community Action Agency will be implementing a contractor evaluation process. The contractor evaluation will target three key areas of concern: timeliness, quality of work and invoicing. Within these three key areas there will be five benchmarks that each contractor will be required to meet.

Timeliness

In order to fulfill the first benchmark set by Chippewa Luce Mackinac Community Action Agency contractors will be required to complete and invoice Weatherization projects within 20 business day of issuance. If at any time the contractor has an open job that exceeds 20 business days, no additional work will be issued to that contractor until said job is complete and invoiced.

Quality of Work

The quality of work completed by the contractor will be evaluated utilizing three benchmarks. The first of which will be the condition in which the Weatherization site is left. Chippewa Luce Mackinac Community Action Agency expects that each Weatherization site be left clean and free from excessive construction debris. The second benchmark will be evaluated on the completeness of each work order. All work is expected to be complete and within the standards of applicable building codes, Standard of Work specifications and the Technical Weatherization Policy Manual. The third and final benchmark for defining a good quality of work will involve file documentation. Contractors will be held accountable for all required file documentation including, but not limited to, LSW documentation, LRRP paperwork, Insulation Certificates and any other required file documentation.

Invoicing

The fifth and final benchmark that will be evaluated by Chippewa Luce Mackinac Community Action Agency will involve contractor invoicing. Invoices submitted by the contractors are expected to be accurate and accompanied by appropriate backup.

Benchmark Evaluation

Contractors will be evaluated by either meeting benchmarks or not meeting benchmarks. One point will be given for each of the five benchmarks achieved. Three methods of benchmark evaluation will be used across blocks of five jobs. Each of the individual jobs will be evaluated on the five benchmarks. Each of the benchmarks will be evaluated over the five jobs in the group. And, the average benchmark total over five jobs will be evaluated. The examples below illustrate the benchmark evaluation. Contractors are expected to meet all of the benchmarks but in cases where they are not met, written notification will be issued to the contractor by the Weatherization Department. Written notification will be issued for the following concerns;

- 1.) The contractor has failed to meet three benchmarks on any job.
- 2.) The contractor has failed to meet the same benchmark three times out of five jobs.
- 3.) The contractor has failed to maintain a 3.5 average on benchmarks.

Written notifications will be known as "findings." Three findings will result in a 30 day suspension. Six findings in a 12 month time frame will result in termination of the contract.

Scoring Examples:

		Benchmarks					
		1	2	3	4	5	Total
Job Number	1	1	1	0	1	1	4
	2	0	0	1	1	1	3
	3	1	1	1	0	0	3
	4	1	1	0	1	1	4
	5	0	1	1	1	1	4
		3	4	3	4	4	3.6

Total by job MUST be 3 or greater

These must be above 3

Average must be 3.5 or greater

		Benchmarks					
		1	2	3	4	5	Total
Job Number	6	0	1	0	1	1	3
	7	1	0	0	0	1	2
	8	1	1	1	0	0	3
	9	1	1	0	1	1	4
	10	0	0	1	1	1	3
		3	3	2	3	4	3

Finding for not maintaining min. 3 on Job #7

Finding for not maintaining min. of 3 on benchmark 3

Finding for not maintaining 3.5

* Note that while any one of these three deficiencies will result in a finding, there can/will only be one finding for each block of five jobs issued.

Benchmarks

1. All work is completed and invoiced within 20 business days of issuance/notification.
2. Work site is clean and free of excessive debris.
3. All work is complete and within the standards of applicable building codes, Standard Work Specifications and the Technical Weatherization Policy Manual.
4. All required file documentation, paperwork and pictures are complete and presented with the contractor's invoice.
5. Contractor's invoice is accurate and accompanied by appropriate backup.