

CITY OF LOS ANGELES  
CONSTRUCTION CONTRACTS

**PROCEDURE for  
CONTRACTOR PERFORMANCE EVALUATION REPORT**

**A. TITLE**

Contractor Performance Evaluation Report

**B. PURPOSE**

To establish procedures for completing Contractor Performance Evaluation Reports

**C. POLICY**

As mandated by City of Los Angeles City Ordinance No. 173018, Contractor Performance Evaluation Reports will be completed for contractors and major subcontractors on all construction projects upon completion of the work to properly document unsatisfactory performance. Performance evaluations combined with other contractor data will be utilized to determine suitability of the contractor(s) to perform work on future City contracts and to improve performance. Performance is evaluated and significant items are noted with appropriate actions taken. Formal evaluations will be prepared as described in this procedure.

**D. PROCEDURE**

- a. Required Reports: Performance evaluation reports are to be prepared on each construction contract performed in the City of Los Angeles. Reports are to be prepared utilizing the Contractor Performance Evaluation Report form and accompanying Completion Instructions. Reports are to be prepared for each prime contractor, any major subcontractor performing 20% or more of the original contract amount, and any subcontractor whose performance is deemed to be unsatisfactory. Subcontractor evaluation reports are to be prepared utilizing the Contractor Performance Evaluation Report form, using only relevant sections.
- b. Report Schedule: Performance evaluation reports are to be prepared upon completion of final corrections.  
Contracts with an original completion schedule longer than one (1) year may have a Contractor Performance Evaluation Report completed every six (6) months and upon completion of final corrections.

- c. Persons completing evaluation: The persons responsible for completion of the evaluation report are the City of Los Angeles Project Inspector and Supervisor and Construction Manager.
- d. Persons reviewing evaluation: The persons responsible for reviewing completed evaluation reports shall be the City of Los Angeles Division Chief and the Project Engineer.
- e. Evaluation Elements: The Contractor Performance Evaluation Report lists all elements of the project to be evaluated. The elements are explained in detail in the Procedure for completing the form. It is imperative that all evaluations be accurate and based on fact.
- f. Unsatisfactory Reports: Any unsatisfactory performance evaluation shall be based on factual data and written documentation of such shall be available in the project records. Each unsatisfactory element of any report shall be explained in detail using documentation as necessary.
- g. Routing and Filing Reports: All completed evaluation reports shall be forwarded to the Bureau of Contract Administration.
- h. Implementation: These procedures shall be implemented on all construction contracts currently in progress as well as all future construction contracts issued by all departments within the City of Los Angeles.

CITY OF LOS ANGELES  
CONSTRUCTION CONTRACTS

**COMPLETION INSTRUCTIONS for  
CONTRACTOR PERFORMANCE EVALUATION REPORT**

**Introduction:**

The majority of the evaluation elements of this report are self-explanatory. It is important that there be common understanding of each element to insure that the evaluations have a sound basis and are consistent. The procedures provided here are to assist in achieving these ends.

**Evaluation Elements:**

Contractor Status - Indicate if contractor being evaluated is the prime contractor or a subcontractor.

Project Title / Work Order No. - Complete as indicated

Name and Address of Contractor - Complete as indicated

**Section I - Contract Data**

Complexity of Work - Indicates overall type of project. This section is used to reflect if the work was a conventional, straight-forward project, if it contained unusual elements not normally encountered, or if it was a complex project with several elements, disciplines, or unforeseen conditions.

Minority Participation - Indicates the percentage, if any, of minority subcontractor participation on the project. Percentages of participation of the original contract amount should be entered for each classification.

Fiscal - Complete as indicated and where applicable. For elements where an answer is not applicable, indicate so by NA. For elements where information is not available, leave blank. For periodic reports, show amounts to date if information is available.

Time - Complete as indicated. For elements where information is not available, leave blank.

Subcontractors - Enter required Mandatory Subcontractor Minimum (MSM) percentage of participation per the contract documents. Indicate if MSM was met on the project. If information is not available, leave blank. Enter the type of work, name of subcontractor, dollar amount of work performed, and any pertinent remarks for each subcontractor who worked on the project. Indicate if a separate evaluation report is attached.

## **Section II - Performance Evaluation**

Quality Control of the Project - Evaluate the organization, procedures, competence of personnel, and effectiveness of the contractor's quality control on the project.

Effectiveness of Management - Evaluate whether the contract management has been diligent, responsive, and tended to administrative details necessary for a successful project

Project Superintendent - Evaluate the job site superintendent. Was the project run smoothly, were the field personnel cooperative and responsive, did the superintendent respond to field concerns?

Quality of Workmanship - Evaluate the quality of product, discipline, and skill of the workers employed on the project. Were the provisions of the plans and specifications adhered to? Indicate if there were Notices of Non-Compliance or Stop Notices issued for substandard work.

Management of Subcontractors - Evaluate the contractor's effectiveness in scheduling, coordinating, and monitoring the activities of the subcontractors on the project. Was the contractor proactive in the management of the subcontractors?

Planning / Scheduling - Evaluate the effectiveness of planning and scheduling of the work. Did the contractor follow contract requirements and good management practices?

Project Submittals - Evaluate the quality and timeliness of submittals. Did the contractor review submittals for content prior to forwarding them. Did the submittals adhere to contract requirements? Were submittals clear and well-coordinated?

Project RFIs - Evaluate the quality, timeliness, and legitimacy of RFIs. Were there excessive or unnecessary RFIs? Did the contractor screen and evaluate RFIs prior to submittal? Were there too many RFIs that could have been answered by the contractor by investigation of the plans and specs?

Project Correspondence - Evaluate the quality, timeliness, and legitimacy of project letters and other correspondence.

Response to Change Orders - Evaluate the timeliness and legitimacy of requests for change orders, the contractor's response to extra work, and the timeliness and legitimacy of change order price quotes. Were change order quotes legitimate and reasonable? Did the contractor request change orders for work contained in the original contract, or for changes resulting from contractor changes or mistakes?

Manuals - Evaluate whether the contractor presented clear, concise manuals in a timely manner. Did the manuals adhere to the contract requirements? How much review and correction as required by the City?

Training - Evaluate the effectiveness, quality and timing of training required by contract.

Response to Public Concerns - Evaluate the contractor's response to public concerns on the project. Did the contractor react in a timely manner? Was it necessary to make repeated requests or issue?

Notices of Non-Compliance to get an acceptable response? Did the contractor start or finish outside the allowed times of day? Was there excess noise, dust, poor traffic control, or access problems?

Compliance with Plans and Specs - Evaluate the contractor's performance in providing the work and materials required by the contract. Did the contractor request substitutions of lesser quality? Did the contractor fail to meet the standards set forth in the contract? Indicate if there were Notices of Non-Compliance issued for failure to provide what was called for in the plans and/or specifications. (Include Notices of Non-Compliance, meetings, rework required, cooperation or lack thereof by the contractor, quality of work, correspondence, etc.)

Compliance with Inspection Requirements - Evaluate the response to Inspection. Did the contractor correct unacceptable work in a timely manner? Did the contractor call for inspection when required? Were the contractor's personnel cooperative with inspection?

Compliance with Safety Standards - Evaluate the safety performance on the project. Was the KIPP job specific? Did the contractor respond to safety concerns and/or hazards? Did the workers on the project utilize required safety apparatus? Indicate any accidents and/or Notices of Non-Compliance issued for failure to adhere to applicable safety standards.

Housekeeping - Evaluate the cleanliness and orderliness of the project site, lay down area, and public right-of-way during the project.

Compliance with Labor Standards - Evaluate the contractor's performance in compliance with all applicable labor standards.

**Overall Evaluation:**

Evaluate how the contractor performed on the project. Was the project successful and on time? Were there problems that required City intervention to get the project completed? Was the contractor cooperative and professional? (Unsatisfactory rating requires a detailed explanation of the reasons for the rating)

**Explanation of Unsatisfactory Evaluation:**

For each unsatisfactory element, provide facts concerning specific events or actions to be considered for this evaluation. All information should be factual and documented in the project records.

**Authorized Signatories**

Only those parties who, by their Civil Service Employment with the City of Los Angeles and who have direct personal knowledge of the work performed, are permitted to complete, endorse and/or submit these reports.

Supervisors of these employees are required to examine the completed report for omissions and the inclusion of any documentation necessary to support the findings. Supervisors may not reject or refuse to endorse a report based on the employee's grading of the contractor alone.

Management shall undersign the report for the individual agency's internal tracking purposes if after it has been processed and posted it in the Bureau of Contract Administration's Centralized database.