

# Consultant Advisory

## Consultant Advisory

2011-6

June 30, 2011

MDOT, CSD, Consultant  
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Consultant Advisory  
should be directed to:

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## Consultant Performance Evaluations - Update

As stated in Advisory 2010-1, dated January, 2010, a Consultant Performance Evaluation form must be completed by the MDOT Project Manager, with assistance from MDOT technical staff, at the end of every project, or at the end of a year (December), for multiple year projects. These evaluations are reviewed monthly by the Contract Performance Evaluation Review Team and are a critical factor in the consultant selection process, as well. At that time we notified you that preparing evaluations using the Service Vendor Evaluation System (SVES) would be possible for only older contracts and that we had developed an interim method for completing and submitting consultant performance evaluations, using Form 5106. This temporary method was developed until such time that the Contract Tracking System (CTRAK) was fully operational.

At this time the consultant evaluation module in CTRAK is fully operational, and **must be used for completing Consultant Performance Evaluations. SVES or Form 5106 can no longer be used for completing Consultant Performance Evaluations.**

Over the past several months, Contract Services Division has trained Project Managers, statewide, in the process of completing an evaluation in CTRAK. Attached to this Advisory are detailed instructions and a Quick Guide to assist you in the development of consultant evaluations in CTRAK, as well as instructions for downloading CTRAK to your computer.

Any questions regarding completing Consultant Performance Evaluations in CTRAK should be directed to the Selections Analyst in Contract Services Division at (517) 335-0137.

# Evaluation Instructions

Dated: 03/18/2011

## Creating an Evaluation

- Open Evaluation Dashboard
- Click “CREATE” on top left hand of Evaluation dashboard screen
- Click Create a new Vendor Evaluation
- Click “Select Contract or Authorization” and put in contract number/authorization number, if applicable.  
Associated Prequal should automatically be pulled in at this point, if it is not “click to select” Prequal class and to select appropriate classification(s)
- Click the “Click to select” link to choose a vendor. You must input the vendor(s) name. It does not automatically fill this information in for you.
- Select Prime or Sub radial button. Both primes and subs must be evaluated.
- Select evaluation type, interim, final, or post final.
- Evaluation Status will default to Draft
- Click the “Vendor Project Manager” link to assign the Project Manager
- Once all details have been entered as necessary click on Gen. Evaluation tab

The screenshot shows a web application window titled "Evaluation Details". At the top, there are buttons for Save, Print, Close, and Show History. Below these is a header bar with "Evaluation" on the left, "DELL 11/6/08" in the center, and "Draft" on the right. The main form area is divided into several sections. The first section contains fields for Vendor Name (DELL 11/6/08), Vendor PM (JAMES H. CANHAM, ALFRED BENESCH & COMPANY), C-TRAK Contract (Yes/No), and Contract/Auth. Number (Select Contract or Authorization). Below this is a row of tabs: Details, Tech. Evaluation, Gen. Evaluation, and Workflow. The Details tab is active. It contains fields for Evaluation Type (Final), Prequal Class or Work Type (Prequal Class), Project Complexity (Simple), Control Section, Service Completion, Cost Range (<\$100,000), Evaluation Status (Draft), Prequal Class (Click to select), Project Route and Description, Job Number, Service Acceptance, and Approver (Click to edit). At the bottom, there is a "Related Documents" section with a table for Document Description, File Link, and Delete. The File Link column contains a "Click to upload file" link. Below the table is an "Add New Document" link. The MDOT logo is visible at the bottom center of the page.

**Evaluation Details**

Save Print Close Show History

**Evaluation** DELL 11/6/08 **Draft**

Vendor Name: DELL 11/6/08 X Prime Vendor PM: JAMES H. CANHAM, ALFRED BENESCH & COMPANY  
C-TRAK Contract: Yes No Contract/Auth. Number: Select Contract or Authorization  
Project Score: 0.00 General Score: 0.00 Technical Score: 0.00

**Details** Tech. Evaluation Gen. Evaluation Workflow

Evaluation Type: Final  
Prequal Class or Work Type: Prequal Class Work Type  
Project Complexity: Simple  
Control Section:   
Service Completion:   
Cost Range: <\$100,000  
Evaluation Status: Draft  
Prequal Class: Click to select  
Project Route and Description:   
Job Number:   
Service Acceptance:   
Approver: Click to edit

**Related Documents**  
(Please attach any relevant documents)

Document Description	File Link	Delete
	Click to upload file	X

Add New Document

**MDOT**

## General Evaluation Tab

- Six General Evaluation questions will be answered by the Project Manager one per evaluation for the prime consultant and each subconsultant.
- Any score resulting in a 7 or less will require comments
- Once all six questions have been answered click on the Tech. Evaluation tab

The screenshot shows a web-based application window titled "General Evaluation". At the top, there are buttons for "Save", "Print", "Close", and "Show History". Below these, the "Evaluation" tab is active, showing details for "DELL 11/6/08" in a "Draft" state. The form includes fields for "Vendor Name" (DELL 11/6/08), "Vendor PM" (JAMES H. CANHAM, ALFRED BENESCH & COMPANY), "C-TRAK Contract" (Yes/No), "Contract/Auth. Number" (Select Contract or Authorization), "Project Score" (0.00), "General Score" (0.00), and "Technical Score" (0.00). A navigation bar at the bottom of the header section includes "Details", "Tech. Evaluation", "Gen. Evaluation" (which is highlighted), and "Workflow". The main content area is titled "Indicate your appraisal of the vendor's performance" and "Add comments for each question". It displays three evaluation questions with their respective scoring criteria and rating scales (1-10). Each question has a "Comments" field for providing feedback. The questions are: 1. Was the Vendor in control of services provided to MDOT? 2. Did the Vendor communicate adequately with the department staff? 3. Was the Vendor Responsive to Requests from the Department, including requests for information and requests to make changes in work?

**General Evaluation**

Save Print Close Show History

**Evaluation** DELL 11/6/08 **Draft**

Vendor Name: DELL 11/6/08 ☒ Prime Vendor PM: JAMES H. CANHAM, ALFRED BENESCH & COMPANY  
☐ Sub

C-TRAK Contract: ☒ Yes ☐ No Contract/Auth. Number: Select Contract or Authorization

Project Score: 0.00 General Score: 0.00 Technical Score: 0.00

Details Tech. Evaluation **Gen. Evaluation** Workflow

Indicate your appraisal of the vendor's performance [PMEvaluationOn] Add comments for each question

Average Score: 0.00

Question: 1. Was the Vendor in control of services provided to MDOT?

Scoring Criteria: ☐

Rating: ☐ N/A ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Comments:

Question: 2. Did the Vendor communicate adequately with the department staff?

Scoring Criteria: ☐

Rating: ☐ N/A ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Comments:

Question: 3. Was the Vendor Responsive to Requests from the Department, including requests for information and requests to make changes in work?

Scoring Criteria: ☐

Rating: ☐ N/A ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Comments:

## Technical Evaluation Tab

- Assign the Evaluator, depending on the type of project the evaluator will either be the Project Manager or it will be a technical evaluator that had intimate knowledge with the project.
- Multiple technical evaluators may be assigned in one evaluation for separate prequalification classifications
- An email will be auto generated to the named technical evaluator once the evaluation has been saved. This will let them know that there is an action item for their attention in CTRAK; contract/authorization will be listed.
- Assign the Prequal class work type if it was not automatically brought in with the contract/authorization information.
- Six Technical Evaluation questions will be answered by the Project Manager a/o the Technical evaluator for each Prequalification classification associated with the contract.
- Each Prequalification classification will have its own six questions.
- Any score resulting in a 7 or less will require comments
- Once necessary questions have been answered click on the Workflow tab

**Technical Evaluation**

Save Print Close Show History

**Evaluation** DELL 11/6/08 **Draft**

Vendor Name: DELL 11/6/08 X Prime Vendor PM: JAMES H. CANHAM, ALFRED BENESCH & COMPANY  
 Sub Contract/Auth. Number: Select Contract or Authorization

C-TRAK Contract: Yes No Project Score: 0.00 General Score: 0.00 Technical Score: 0.00

Details Tech. Evaluation Gen. Evaluation Workflow

Indicate your appraisal of the vendor [PMEvaluationOff] and add comments for each question

Average Score: 0.00  
 Evaluator: Click to edit

Prequal Class/Work Type: [Dropdown] Delete Prequal Class/Work Type

Expand: [X]

Question: 1. Did the Vendor have competent and sufficient personnel with the technical expertise to successfully complete the project?  
 Scoring Criteria: [ ]

Rating: [N/A] [1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

Comments: [Text Area]

Question: 2. Did the Vendor have adequate and sufficient resources other than personnel (equipment, manuals, etc.) to fulfill the requirements of the scope of services?  
 Scoring Criteria: [ ]

Rating: [N/A] [1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

Comments: [Text Area]

Question: 3. Did the Vendor provide a quality work product?  
 Scoring Criteria: [ ]

Rating: [N/A] [1] [2] [3] [4] [5] [6] [7] [8] [9] [10]

## Evaluation Workflow Tab

- Fill in “Action Started” date and if applicable “Action Completed” date for Evaluation Approval
- Fill in “Action Started” date and if applicable “Action Completed” date for Evaluation Approval for “Sent to Vendor”
- Save a copy of evaluation

**Evaluation Workflow**

**Evaluation**
**DELL 11/6/08**
**Draft**

Vendor Name: DELL 11/6/08 X

C-TRAK Contract: ☒ Yes ☐ No

Project Score: 0.00

☒ Prime  
☐ Sub

Contract/Auth. Number: [Select Contract or Authorization](#)


General Score: 0.00    Technical Score: 0.00

Vendor PM: [JAMES H. CANHAM, ALFRED BENESCH & COMPANY](#)

Details
Tech. Evaluation
Gen. Evaluation
Workflow

**Workflow**  
**Vendor Evaluation**

Description	Status	Resp. Party	Action Started	Action Completed	Notes	Days
Evaluation Approval	<div style="border: 1px solid black; height: 15px; width: 100%;"></div>		<div style="border: 1px solid black; height: 15px; width: 100%;"></div>	<div style="border: 1px solid black; height: 15px; width: 100%;"></div>	<div style="border: 1px solid black; height: 15px; width: 100%;"></div>	
Sent to Vendor	<div style="border: 1px solid black; height: 15px; width: 100%;"></div>		<div style="border: 1px solid black; height: 15px; width: 100%;"></div>	<div style="border: 1px solid black; height: 15px; width: 100%;"></div>	<div style="border: 1px solid black; height: 15px; width: 100%;"></div>	



[ LogoSmall ]

### Technical Evaluation Tab \_ once email notification has been received

- PM may Assign a Technical Evaluator for each of the categories on the contract/authorization being evaluated by clicking on the evaluator link for each classification – this is a repeat of above
- Tech evaluator receives an e-mail notification informing them an evaluation is awaiting their input – this is a repeat of above
- Tech evaluator searches for the evaluation on the dashboard and clicks the Vendor hyperlink to open the record. –
- Tech Evaluator enters a score and comments for the applicable technical questions under the Tech. Evaluation Tab
- The system calculates the Prequal score, technical score and updates the project score based on the user's ratings.

Vendor Evaluation Amy Meldrum's Dashboard					
CREATE ▾	SEARCH ▾	REPORTS ▾	FORMS ▾	TOOLS ▾	SWITCH ▾ Refresh Dashboard
Draft Evaluations					
Vendor Name	Evaluation Type	Evaluation Status	Contract Number	Average Project Score	Project Complexity
		Draft		<a href="#">8.17</a>	
<a href="#">AERO-METRIC, INC.</a>	Final	Draft	<a href="#">2009-0571/Z1</a>	<a href="#">8.73</a>	Medium
<a href="#">AERO-METRIC, INC.</a>	Final	Draft	<a href="#">2009-0571/Z2</a>	<a href="#">4.10</a>	Medium
<a href="#">HDR MICHIGAN, INC.</a>	Final	Draft	<a href="#">2010-0289/Z3</a>	<a href="#">8.00</a>	Simple
<a href="#">MEAD &amp; HUNT, INC.</a>	Final	Draft	<a href="#">2008-0210/Z2</a>	<a href="#">8.50</a>	Medium
<a href="#">NORTHWEST CONSULTANTS, INC.</a>	Final	Draft	<a href="#">2008-0415/Z4</a>	<a href="#">8.40</a>	Medium
<a href="#">P.W. ARMSTRONG &amp; ASSOCIATES, INC.</a>	Final	Draft	<a href="#">2008-0333/Z1</a>	<a href="#">8.33</a>	Medium

## Printing Evaluation Form

- Select Generate Document [Service Performance Evaluation] under the Forms pick arrow on the Evaluation Dashboard
- Type in named Consultant in the “look for” box
- Select appropriate evaluation from generated list
- Click File-Print

**n's Dashboard**

Select Generate Document under: Forms

REPORTS	FORMS	TOOLS	SWITCH	Refresh Dashboard
Evaluation Status	Contract Number	Average Project Score	Project Complexity	
Draft		<a href="#">8.17</a>		
Draft	<a href="#">2009-0571/Z1</a>	<a href="#">8.73</a>	Medium	
Draft	<a href="#">2009-0571/Z2</a>	<a href="#">4.10</a>	Medium	
Draft	<a href="#">2010-0289/Z3</a>	<a href="#">8.00</a>	Simple	
Draft	<a href="#">2008-0210/Z2</a>	<a href="#">8.50</a>	Medium	
Draft	<a href="#">2008-0415/Z4</a>	<a href="#">8.40</a>	Medium	
Draft	<a href="#">2008-0202/Z1</a>	<a href="#">8.82</a>	Medium	
Draft	<a href="#">2009-0571/Z1</a>	<a href="#">8.57</a>	Medium	
Draft	<a href="#">2008-0202/Z1</a>	<a href="#">8.00</a>	Medium	
Draft	<a href="#">2009-0571/Z1</a>	<a href="#">8.90</a>	Medium	
Draft	<a href="#">2009-0571/Z2</a>	<a href="#">0.00</a>	Medium	

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**Service Vendor Performance Evaluation**  
(Form 5106)

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**See Attachment A.**

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**Business Rules**

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- A PM cannot change a Tech Evaluator's score and vice versa
- Once approved, all scores locked and only Selections Analyst can modify
- Draft Evaluations will appear on the dashboard until the status is updated to Approved. Approved evaluations should no longer appear 14 (calendar) days after the Action Started Date of Sent to Vendor.
- A user must answer at least one general evaluation question
- A user must answer at least one technical evaluation question
- A comment is required if a rating is 7 or less
- System should bring in Prequal Classes from selected contract or authorization and allow deletion of items



# Attachment A

Michigan Department  
of Transportation  
(06/23/2005)

## SERVICE VENDOR PERFORMANCE EVALUATION

CONTRACT NO.

XXXX-XXXX

AUTHORIZATION NO.  
(if applicable)

**Notes to Evaluator:** Rate service vendor from 1 to 10. Behavioral statements are provided for ratings of 10, 8, 5, and 1 as guidance. Comments shall be given for all questions rated. A rating of 7 or less must be documented in the project files. Choose N/A for items which do not apply.

The evaluator is to send a signed copy of the evaluation to the contract administrator for the respective support area and a copy to the vendor being evaluated. The evaluator should also retain a copy of the evaluation for the project files. After the evaluator has sent the evaluation to the vendor, in order to "Complete" the evaluation, the evaluator must use the "Add Actions" function in the system to update the status of the evaluation to show that it is now "Complete".

**Note to Vendor:** Any appeal of this evaluation must be filed within 14 calendar days of the signature date on this evaluation form. The appeal process details are available in Guidance Document Number 10157, Service Vendor Performance Evaluation Appeal Process.

ORGANIZATION		VENDOR NAME ABC.	<input checked="" type="checkbox"/> Prime <input type="checkbox"/> Sub
VENDOR PROJECT MANAGER NAME		SPECIAL PROJECT TYPE	
PREQUALIFICATION CLASSIFICATION Road Construction Engineering		WORK TYPE Prequal Class	
EVALUATION TYPE Final		PROJECT COMPLEXITY	
PROJECT ROUTE AND DESCRIPTION northbound and southbound I-75 reconstruction			
CONTROL SECTION		EVALUATION JOB NO.	CONTROLLING JOB NO.
SERVICE COMPLETION DATE 10/31/09		SERVICE ACCEPTANCE DATE 10/31/09	COST OF SERVICE \$0.00
TOTAL AVERAGE 8.92		CORE AVERAGE 9.00	EVALUATED BY
<b>RATING</b>	<b>Indicate your appraisal of the Vendor's performance and add comments for each question.</b>		
	<b>Project Management</b>		
9	1. Was the vendor in control of the services provided to MDOT?		
	<b>Rating</b>	<b>Description</b>	
	10	- Vendor displayed outstanding knowledge and control of the services and provided superior advice and counsel to the department that improved MDOT's project approach, including, but not limited to communication to the public, coordination with local governments, or the project management considerations.	
	8	- Vendor was always knowledgeable and in control of the services and clearly met the department's expectations.	
	5	- Vendor was usually knowledgeable and in control but required guidance from department personnel.	
	1	- Vendor demonstrated no control over the services and the project was harmed.	
	Comments		
9	2. Did the vendor communicate adequately with the department staff?		
	<b>Rating</b>	<b>Description</b>	
	10	- Vendor provided superior communications with the department, communicating in a thorough, concise and timely manner, and clearly exceeded the department's expectations by identifying problems and helping to define choices faced by the department.	
	8	- Vendor always communicated with the department in a thorough, concise and timely manner and clearly met the department's expectations.	
	5	- Vendor usually communicated with the department in a thorough, concise and timely manner. Department personnel occasionally had to initiate and clarify communications to move project forward.	
	1	- Communications was lacking and the project was harmed.	
	Comments		

RATING	Indicate your appraisal of the Vendor's performance and add comments for each question.										
9	<p>3. Was the vendor responsive to requests from the department, including requests for information and requests to make changes in the work?</p> <table border="0"> <tr> <td><b>Rating</b></td><td><b>Description</b></td></tr> <tr> <td>10</td><td>- Vendor anticipated the need for information or changes and proactively initiated action.</td></tr> <tr> <td>8</td><td>- Vendor was always responsive and promptly complied with all requests.</td></tr> <tr> <td>5</td><td>- Vendor was usually responsive or was occasionally resistant to requests for information or minor changes.</td></tr> <tr> <td>1</td><td>- Vendor was unresponsive and the project was harmed.</td></tr> </table> <p>Comments</p>	<b>Rating</b>	<b>Description</b>	10	- Vendor anticipated the need for information or changes and proactively initiated action.	8	- Vendor was always responsive and promptly complied with all requests.	5	- Vendor was usually responsive or was occasionally resistant to requests for information or minor changes.	1	- Vendor was unresponsive and the project was harmed.
<b>Rating</b>	<b>Description</b>										
10	- Vendor anticipated the need for information or changes and proactively initiated action.										
8	- Vendor was always responsive and promptly complied with all requests.										
5	- Vendor was usually responsive or was occasionally resistant to requests for information or minor changes.										
1	- Vendor was unresponsive and the project was harmed.										
	<b>Resources</b>										
9	<p>4. Did the vendor have competent and sufficient personnel with the technical expertise needed to successfully complete the project?</p> <table border="0"> <tr> <td><b>Rating</b></td><td><b>Description</b></td></tr> <tr> <td>10</td><td>- Vendor provided personnel with superior qualifications who were able to complete the scope of services with minimal guidance or expertise given by MDOT.</td></tr> <tr> <td>8</td><td>- Vendor always provided personnel who were able to complete the scope of services with little more than the normal guidance or expertise given by MDOT.</td></tr> <tr> <td>5</td><td>- Vendor usually provided personnel who were able to complete the scope of services with little more than the normal guidance or expertise given by MDOT. Occasionally, the vendor's personnel demonstrated lack of knowledge and skill.</td></tr> <tr> <td>1</td><td>- Vendor did not provide competent and sufficient personnel to adequately perform the scope of services and the project was harmed.</td></tr> </table> <p>Comments</p>	<b>Rating</b>	<b>Description</b>	10	- Vendor provided personnel with superior qualifications who were able to complete the scope of services with minimal guidance or expertise given by MDOT.	8	- Vendor always provided personnel who were able to complete the scope of services with little more than the normal guidance or expertise given by MDOT.	5	- Vendor usually provided personnel who were able to complete the scope of services with little more than the normal guidance or expertise given by MDOT. Occasionally, the vendor's personnel demonstrated lack of knowledge and skill.	1	- Vendor did not provide competent and sufficient personnel to adequately perform the scope of services and the project was harmed.
<b>Rating</b>	<b>Description</b>										
10	- Vendor provided personnel with superior qualifications who were able to complete the scope of services with minimal guidance or expertise given by MDOT.										
8	- Vendor always provided personnel who were able to complete the scope of services with little more than the normal guidance or expertise given by MDOT.										
5	- Vendor usually provided personnel who were able to complete the scope of services with little more than the normal guidance or expertise given by MDOT. Occasionally, the vendor's personnel demonstrated lack of knowledge and skill.										
1	- Vendor did not provide competent and sufficient personnel to adequately perform the scope of services and the project was harmed.										
9	<p>5. Did the vendor have adequate and sufficient resources other than personnel (equipment, manuals, etc.) to fulfill the requirements of the scope of services?</p> <table border="0"> <tr> <td><b>Rating</b></td><td><b>Description</b></td></tr> <tr> <td>10</td><td>- All resources exceeded requirements to perform the scope of services.</td></tr> <tr> <td>8</td><td>- All resources met requirements to adequately perform the scope of services.</td></tr> <tr> <td>5</td><td>- Resources usually were adequate and sufficient to perform the scope of services. On some occasions, the vendor had to be notified to provide resources to meet requirements.</td></tr> <tr> <td>1</td><td>- Vendor did not have adequate and sufficient resources to perform the scope of services and the project was harmed.</td></tr> </table> <p>Comments</p>	<b>Rating</b>	<b>Description</b>	10	- All resources exceeded requirements to perform the scope of services.	8	- All resources met requirements to adequately perform the scope of services.	5	- Resources usually were adequate and sufficient to perform the scope of services. On some occasions, the vendor had to be notified to provide resources to meet requirements.	1	- Vendor did not have adequate and sufficient resources to perform the scope of services and the project was harmed.
<b>Rating</b>	<b>Description</b>										
10	- All resources exceeded requirements to perform the scope of services.										
8	- All resources met requirements to adequately perform the scope of services.										
5	- Resources usually were adequate and sufficient to perform the scope of services. On some occasions, the vendor had to be notified to provide resources to meet requirements.										
1	- Vendor did not have adequate and sufficient resources to perform the scope of services and the project was harmed.										
	<b>Work Performance</b>										
9	<p>6. Did the vendor follow good safety practices?</p> <table border="0"> <tr> <td><b>Rating</b></td><td><b>Description</b></td></tr> <tr> <td>10</td><td>- Vendor took the initiative to ensure the safety and health of the employees. Safety equipment and devices were in excellent condition and were used by all vendor employees.</td></tr> <tr> <td>8</td><td>- Safety equipment and devices were in good condition and were used by vendor's employees. Vendor immediately carried out any requests by MDOT for changes in safety measures.</td></tr> <tr> <td>5</td><td>- Vendor usually ensured the safety and health of employees. Safety equipment and devices were in good condition and were used by vendor's employees. Vendor carried out requests by MDOT for changes in safety measures after written notification.</td></tr> <tr> <td>1</td><td>- Vendor's safety and health practices were unsatisfactory. MDOT imposed stoppages of work for safety issues. Vendor reluctantly made changes requested by MDOT or did not make the change.</td></tr> </table> <p>Comments</p>	<b>Rating</b>	<b>Description</b>	10	- Vendor took the initiative to ensure the safety and health of the employees. Safety equipment and devices were in excellent condition and were used by all vendor employees.	8	- Safety equipment and devices were in good condition and were used by vendor's employees. Vendor immediately carried out any requests by MDOT for changes in safety measures.	5	- Vendor usually ensured the safety and health of employees. Safety equipment and devices were in good condition and were used by vendor's employees. Vendor carried out requests by MDOT for changes in safety measures after written notification.	1	- Vendor's safety and health practices were unsatisfactory. MDOT imposed stoppages of work for safety issues. Vendor reluctantly made changes requested by MDOT or did not make the change.
<b>Rating</b>	<b>Description</b>										
10	- Vendor took the initiative to ensure the safety and health of the employees. Safety equipment and devices were in excellent condition and were used by all vendor employees.										
8	- Safety equipment and devices were in good condition and were used by vendor's employees. Vendor immediately carried out any requests by MDOT for changes in safety measures.										
5	- Vendor usually ensured the safety and health of employees. Safety equipment and devices were in good condition and were used by vendor's employees. Vendor carried out requests by MDOT for changes in safety measures after written notification.										
1	- Vendor's safety and health practices were unsatisfactory. MDOT imposed stoppages of work for safety issues. Vendor reluctantly made changes requested by MDOT or did not make the change.										

RATING	Indicate your appraisal of the Vendor's performance and add comments for each question.
9	<p>7. Did the vendor provide a quality work product?</p> <p><b>Rating      Description</b></p> <p>10      - Vendor's work product was excellent (complete, accurate, and professional in appearance) and MDOT requirements were exceeded.</p> <p>8      - Vendor's work product was acceptable and MDOT requirements were met without a need for MDOT to identify deficiencies.</p> <p>5      - Vendor's work product met minimum requirements after notification of deficiencies from MDOT.</p> <p>1      - Vendor's work product was unacceptable and clearly did not meet MDOT requirements, and the project was harmed.</p> <p>Comments</p>
9	<p>8. Did the vendor properly notify and coordinate work with other affected parties such as utility companies, property owners, local units of government, and other MDOT areas?</p> <p><b>Rating      Description</b></p> <p>10      - Vendor was proactive in initiating and executing notifications and project coordination activities.</p> <p>8      - Vendor always provided proper notification and coordinated with each affected party.</p> <p>5      - Vendor usually coordinated with, or gave proper notification to, all affected parties.</p> <p>1      - Vendor did not provide proper notification nor coordinate with affected parties, and the project was harmed.</p> <p>Comments</p>
9	<p>9. Did the vendor meet the applicable environmental requirements, such as documentation, enforcement, obtaining permits, studies, etc?</p> <p><b>Rating      Description</b></p> <p>10      - Vendor was proactive in initiating and executing activities to meet environmental requirements without prompting by MDOT.</p> <p>8      - Vendor always met environmental requirements.</p> <p>5      - Vendor usually met environmental requirements.</p> <p>1      - Vendor's failure to meet environmental requirements harmed the project.</p> <p>Comments</p>
9	<p>10. Did the vendor meet deliverable date requirements?</p> <p><b>Rating      Description</b></p> <p>10      - Acceptable deliverables were always received more than 15% ahead of schedule.</p> <p>8      - Acceptable deliverables were always within the schedule.</p> <p>5      - Acceptable deliverables were usually received no more than 10% behind schedule.</p> <p>1      - Acceptable deliverables were usually received more than 25% behind schedule.</p> <p>Comments</p>

RATING	Indicate your appraisal of the Vendor's performance and add comments for each question.
8	<p>11. To the best of my knowledge, did the vendor comply with applicable federal, state and local laws and regulations and/or MDOT guidelines and procedures? This includes, but is not limited to, compliance with prompt payment to subvendors (completing attachment G), submitting accurate and timely invoices, and responding to contractual issues.</p> <p><b>Rating      Description</b></p> <p>10      - Vendor displayed outstanding knowledge of applicable federal, state and/or local laws and regulations. In addition, the vendor was proactive in assuring they complied with MDOT guidelines and procedures and therefore needed no MDOT intervention.</p> <p>8      - Vendor always knew and complied with applicable federal, state and/or local laws and regulations. In addition, the vendor always followed MDOT guidelines and procedures with normal guidance or expertise given by MDOT.</p> <p>5      - Vendor was usually knowledgeable of applicable federal, state and/or local laws and regulations, but MDOT had to intervene occasionally to assure compliance. The vendor usually followed MDOT guidelines and procedures but needed more than the normal guidance or expertise by MDOT. Any problems were corrected immediately upon notification by MDOT.</p> <p>1      - Vendor failed to comply with applicable federal, state and/or laws regulations and/or the vendor failed to comply with MDOT guidelines and procedures.</p> <p>Comments</p>
	<b>Subvendor Management</b>
9	<p>12. Did the vendor coordinate work with subvendor's work, exercise authority over subvendors, provide notice of Subvendor work schedule, and ensure that subvendors were in compliance with contract requirements?</p> <p><b>Rating      Description</b></p> <p>10      - Vendor was proactive in exercising authority, coordinating and monitoring work operations of the subvendors to ensure acceptable completion of the scope of services.</p> <p>8      - Vendor always exercised authority, coordinated and monitored work operations with their subvendors to ensure acceptable completion of the scope of services.</p> <p>5      - Vendor usually exercised authority, coordinated and monitored work operations with their subvendors to ensure acceptable completion of the scope of services. Any problems were corrected immediately upon notification by MDOT.</p> <p>1      - Vendor's failure to exercise authority, coordinate and monitor work operations with their subvendors harmed the project.</p> <p>Comments</p>
OTHER COMMENTS	
PROJECT MANAGER HAS NOTIFIED ANY SPECIALTY AREAS TO COMPLETE AN EVALUATION :	
THIS A PRIMARY EVALUATION OR A SPECIALTY AREA EVALUATION?	
EVALUTED BY:	DATE:
EVALUATOR'S SIGNATURE:	

## Downloading C-TRAK

- Contract Services Division (CSD) provided a list of names and corresponding 'machine names' to DTMB. The names provided were those names of MDOT staff that will be attending CSD training. DTMB will 'push' C-TRAK directly to those machines.
- For this same group of people, the C-TRAK System Administrator has also set up C-TRAK system security.
- To determine if C-TRAK was pushed to your machine, you need to click on start (bottom left corner of your screen), and click on programs. If C-TRAK (Contraxx) is listed, you will have to do the following:
  - Select C-TRAK (Contraxx)
  - Click Run to run the Active X
  - Click Tools, Web editor
  - If your dashboard does not appear but you receive a gray screen, click on Prefs. (Filter not active), check Dashboard active and choose Project Manager
  - If the Default Edit Mode in the Prefs window says Outline Mode, change it to Document Mode
  - In the Prefs window is also where you change your password
  - Go back to Start, Programs, right click on C-TRAK to create the desktop Icon, drag and drop the shortcut onto your desktop
- If you do have C-TRAK, to log in for the first time, on the Contraxx Login screen your user name will be your Novell name and your initial password will be mdotmdot1. The system will prompt you to enter a new password. The new password must be 8 or more characters, and at least one character must be a number.
- If CTRAK **was not** 'pushed' to your machine, you will have to:
  - Call the DTMB client service center at (517) 241-9700 and ask that C-TRAK be pushed to your machine
  - Contact the C-TRAK System Administrator to request Project Manager security access by sending an e-mail to MDOT-CTRAX-Groupmailbox. Please include your phone number and Novell user ID in the e-mail.

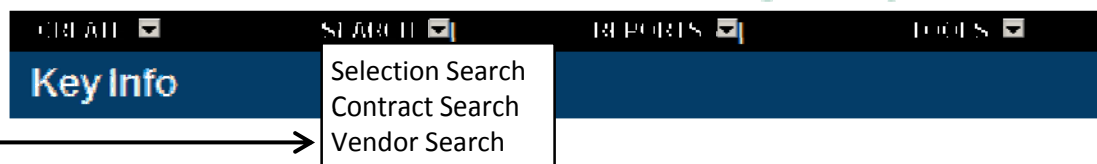
# Project Management

Role: Project Manager



## Search Vendors

1. Launch C-TRAK and click "Search" at the top of the dashboard and choose "Vendor Search"
2. Type either the full name or type a "%" after the beginning of the name (acts as a wild card)
3. Click the name of the Vendor on the list that appears or type another search criteria



Vendor Name	Amount Limit
<a href="#">BEST VENDOR</a>	No
<a href="#">GEICO</a>	Yes
<a href="#">Michigan University</a>	
<a href="#">Olympic Vendor</a>	No
<a href="#">PEPPER BUILDER</a>	Yes
<a href="#">Regular STDVendor Aero without signatory</a>	No
<a href="#">Regular STDVendor Aero with InActiveClassification</a>	No
<a href="#">Regular STDVendor Aero with signatory</a>	No
<a href="#">RUI TEST A28</a>	Yes
<a href="#">SALT</a>	Yes

## View Vendor Information

1. The top section of the form shows general information
2. Use the tabs at the bottom to view more information regarding vendor

## View Details

1. The default tab shows the details for the vendor
2. Insurance and certifications can be viewed here

## View Prequal Category

1. Click the Prequal Category tab
2. Categories a vendor is approved for appears here
3. Click the document link to view IRF document

Save Print Close Show History

### Vendor PEPPER BUILDER

\* Vendor Name: PEPPER BUILDER Vendor ID: 10211  
\* Vendor Type: Commercial Active: ☐  
\* FEIN: 123456777 SSN: ☐  
Address 1: Address 2:  
City: State: MI  
Zip: E-mail:  
Prequal Cat. Expiration: Prequal General Expiration:

Details Contacts Documents Prequal General Prequal Category General Workflow Prequal Workflow Vendor History

Audit

#### DBE

DBE Eligible: ☐  
Male or Female:  DBE Race:   
Owned:  DBE Start Date:  DBE End Date:

#### Details

Parent Company: [Click to select](#)  
Title VI: ☐ Yes ☐ No ☐ N/A Amount Limit: ☒  
Comments:

#### Insurance

Insurance	Coverage	Expiration Date	Certificate Received	Certificate Link
Professional Liability	\$1,000,000.00	<input type="text"/>	<input type="checkbox"/>	<a href="#">Click to upload file</a>

Details Contacts Documents Prequal General Prequal Category General Workflow Prequal Workflow Vendor History

Audit

Prequal							
	Category	Classification	Status	DBE Certified	Decision Date	IRF Doc	Delete
<a href="#">Edit</a>	Design Services Group	Landscape Architecture	Approved		9/29/08	<a href="#">Test Doc.docx</a> <input type="text"/>	<input checked="" type="checkbox"/>
<a href="#">Edit</a>	Real Estate	Subsurface Utility Engineering	Approved			<a href="#">Click to upload file</a>	<input checked="" type="checkbox"/>
<a href="#">Add New Prequal</a>							

CREATE	SEARCH	REPORTS	TOOLS
Key Info	Selection Search Contract Search Vendor Search		

No records returned

## Search Selections

1. Launch C-TRAK and click "Search" at the top of the dashboard and choose "Selection Search"
2. Select the type of selection to view
3. Click the Requisition # link to open the selection

Query Criteria

Selection Type  
(Use <Ctrl> key to select multiple values, or <Ctrl+A> to select all.)

Best Source  
Best Value  
Low Bid  
QBS  
QBS/Low Bid  
University Research

OK Cancel

Selection Type  
(Use <Ctrl> key to select multiple values, or <Ctrl+A> to select all.)

Best Source  
Best Value  
Low Bid  
QBS  
QBS/Low Bid

Refresh

Change the type and click Refresh

Selections					
Requisition #	Selection Type	Vendor Name	Service Type	Contract #	Status
<a href="#">114</a>	Best Source		Transportation Planning		Approved
<a href="#">132</a>	Best Source		Transportation Planning		Pending
<a href="#">133</a>	Best Source				Pending
<a href="#">134</a>	Best Source				Pending
<a href="#">135</a>	Best Source		Transportation Planning		Pending



## View Requisition Information

1. The general information about the requisition appears at the top
2. The details tab displays the job info and the submitting vendors
3. Vendors, their scores and bid amounts appear here

**Requisition # 114**

\* Type: Best Source  
 Tier:  
 \* Service Description: Service descr  
 \* PM: [Carla Wakefield, Compuware Corporation](#)  
 Anticipated Start Date: 8/1/08  
 Total Estimated Cost: \$100,000.00  
 Estimated Hours: 2080  
 Primary Prequal Classification: [Aggregate Construction Inspection and Testing Services and Asbestos Investigation](#)  
 DBE Goal: 10%  
 Potential Vendor Conflict: ☒  
 One Proposal Submitted: ☐  
 Federal Funding Involved: ☒  
 Prequalified Vendor: Yes  
 RFP Due: 7/31/08

Requisition #: 114  
 \* Overseeing Area: Bay Region  
 \* Service Type: Transportation Planning  
 Location: Superior region-Crystal Falls  
 Anticipated End Date: 8/3/09  
 Estimate for: ☒ Entire Term ☐ Per Year  
 Status: Approved  
 Secondary Prequal Classification: [Click to select](#)  
 DBE Race Conscious: ☒ RC ☐ RN  
 Vendor Conflict Explanation: ya da, ya da, ya da  
 Field Work: ☒  
 FHWA Approval:  
 Brooks Act: ☒  
 Multi-Vendor: ☒

**Details** | Team | Documents | Scoring | Workflow

**Job Number(s)**

Control Section	Job Number	Phase	Parcel Number	Cost Estimate	Delete
	12345	2	1445	\$100,000.00	<input checked="" type="checkbox"/>

[Add New Job Number](#)

**Submitting Vendors**

Vendor Name	Contact	Selected	Score	Bid Amount	PM Estimate	Delete
<a href="#">QAs Test Vendor1 DEV</a> <input checked="" type="checkbox"/>	Hope Williams, Compuware Corporation	<input checked="" type="checkbox"/>	650	\$85,000.00	\$95,000.00	<input checked="" type="checkbox"/>
<a href="#">QAs Test Vendor2 DEV</a> <input checked="" type="checkbox"/>	MICHAEL GOODKIND, ALFRED BENESCH & COMPANY	<input checked="" type="checkbox"/>	890	\$90,000.00	\$85,000.00	<input checked="" type="checkbox"/>
<a href="#">QAs Test Vendor3 DEV</a> <input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	700	\$78,000.00	\$75,000.00	<input checked="" type="checkbox"/>

[Add Submitting Vendor](#) [Add SubVendor](#)

**Related Contracts**

Contract	Contract	Auth. #	Status
----------	----------	---------	--------

## Create New Vendor Evaluation

1. Click the "CREATE" drop down on the top of the Vendor Evaluation dashboard
2. Click the "Click to select" link to choose a vendor
3. Click the "Vendor Project Manager" link to assign the Project Manager
4. Enter details as necessary

Note: Click the "Select Contract or Authorization" Prequal class will fill in

CREATE	SEARCH	REPORTS	TOOLS	SWITCH
Create a new Vendor Evaluation				
Vendor Name	Evaluation Type	Evaluation Status	Contract Number	Average Project S
<a href="#">GEICO</a>	Final	Draft		7.96
<a href="#">PEPPER BUILDER</a>		Draft		5.75

Evaluation

Draft

Vendor Name: [Click to select](#)
☒ Prime
 ☐ Sub
 Vendor PM: [Vendor Project Manager](#)

C-TRAK Contract: ☒ Yes ☐ No
 Contract/Auth. Number: [Select Contract or Authorization](#)

Project Score: 0.00
 General Score: 0.00
 Technical Score: 0.00

Details

Tech. Evaluation

Gen. Evaluation

Workflow

Evaluation Type: 
Evaluation Status:

Prequal Class or Work Type: ☒ Prequal Class ☐ Work Type
 Prequal Class: [Click to select](#)

Project Complexity: 
Project Route and Description:

Control Section: 
Job Number:

Service Completion: 
Service Acceptance:

Cost Range: 
Approver: [Click to edit](#)

Related Documents		
(Please attach any relevant documents)		
Document Description	File Link	Delete
<input type="text"/>	<a href="#">Click to upload file</a>	
<a href="#">Add New Document</a>		

## Assign a Technical Evaluator

1. Click the "Tech. Evaluation" tab
2. Click the "Click to edit" link next to Evaluator:
3. Choose the evaluator and click "OK - Accept"
4. Continue these steps for each category

Details

Tech. Evaluation

Gen. Evaluation

Workflow

Indicate your appraisal of the vendor's performance and add comments for each ques

Average Score: 0.00

Evaluator: [Click to edit](#)

Prequal Class/Work Type:

Expand: ☒

Question: 1. Did the Vendor have competent and sufficient personnel with the technical expertise

Scoring Criteria:

## Enter Evaluation Scores

1. Using the Vendor Evaluation Dashboard click the "Gen. Evaluation" tab
2. Rate the vendor based on the questions and add comments
3. Click the "Scoring Criteria" for description for scores

**Evaluation** **GEICO** **Draft**

Vendor Name: GEICO  ☒ Prime ☐ Sub Vendor PM: Vendor Project Manager

C-TRAK Contract: ☒ Yes ☐ No Contract/Auth. Number: Select Contract or Authorization

Project Score: 7.96 General Score: 8 Technical Score: 7.71

**Details** **Tech. Evaluation** **Gen. Evaluation** **Workflow**

**Indicate your appraisal of the vendor's performance and add comments for each question**

Average Score: 8.20

Question: 1. Was the Vendor in control of services provided to MDOT?

Scoring Criteria: ☐

Rating: ☒ N/A ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Comments:

Question: 2. Did the Vendor communicate adequately with the department staff?

Scoring Criteria: ☐

Rating: ☒ N/A ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Comments:

Question: 3. Was the Vendor Responsive to Requests from the Department, including requests for information and requests to make changes in work?

Scoring Criteria: ☐

Rating: ☒ N/A ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Comments:

**Details** **Tech. Evaluation** **Gen. Evaluation** **Workflow**

**Indicate your appraisal of the vendor's performance and add comments for each question**

Average Score: 7.00

Question: 1. Was the Vendor in control of services provided to MDOT?

Scoring Criteria: ☒

Rating	Description
10	Vendor displayed outstanding knowledge and control of the services and provided superior advice and counsel to the department that improved MDOT's project approach, including but not limited to communication with the public, coordination with local governments, or the project management considerations.
8	Vendor was always knowledgeable and in control of the services and clearly met the department's expectations.
5	Vendor was usually knowledgeable and in control but required guidance from department personnel.
1	Vendor demonstrated no control over the services and the project was harmed.

# Technical Evaluation

Role: Technical Evaluator

## Search for Evaluations

1. The Technical Evaluator receives an email message that an evaluation has been assigned
2. Launch C-TRAK and click the “Search” link at the top and choose what to search by
3. Type a value to search for (use % as a wild card to search only part of text, if no text is typed all evaluations will be returned)
4. Another search can be performed here by typing text in the window and clicking “Refresh”
5. Click the hyperlink to open the evaluation

CREATE	SEARCH	REPORTS	TOOLS	SWITCH	Refresh
Draft Evaluation					
Vendor Name	Search by Vendor	Search by Contract/Auth #	Search by Prequal	Search by PM	Search by Score
GEICO					
PEPPER BUILDER					


Query Criteria

Enter Vendor

%

OK Cancel

Enter Vendor



Refresh

Vendor Name	C-TRAK Contract Number	Non C-TRACK Contract Number	Creation Date	Average Score for Project	Approver
Olympic Vendor	<u>2008-0024-Z001</u>		8/11/08	8.25	
MICHIGAN DEPARTMENT OF TRANSPORTATION			8/11/08	4.50	

Evaluations will be completed for each Prequal Classification

## View Details and Average Scores

1. The evaluation defaults to the Details tab showing the details of the evaluation
2. View the average Projects Score, General Score and Technical Score (once entered)
3. Related documents can also be opened and viewed

**Evaluation GEICO Draft**

Vendor Name: GEICO  ☒ Prime ☐ Sub Vendor PM: [Vendor Project Manager](#)

C-TRAK Contract: ☒ Yes ☐ No Contract/Auth. Number: [Select Contract or Authorization](#)

Project Score: 7.96 General Score: 8 Technical Score: 7.71

**Details Tech. Evaluation Gen. Evaluation Workflow**

Evaluation Type: Final Evaluation Status: Draft

Prequal Class or Work Type: ☒ Prequal Class ☐ Work Type Prequal Class: [Click to select](#)

Project Complexity:  Project Route and Description:

Control Section:  Job Number:

Service Completion:  Service Acceptance:

Cost Range:  Approver: [Click to edit](#)

**Related Documents**  
(Please attach any relevant documents)

Document Description	File Link	Delete
<a href="#">Supporting Document</a>	<a href="#">Test Doc.docx</a> <input type="button" value="X"/>	<input checked="" type="button" value="X"/>

[Add New Document](#)

## Enter Scores for Prequal Classifications

1. Click the Tech. Evaluation tab
2. Enter the scores for each questions (there will be a set of questions for each classification)

**Details Tech. Evaluation Gen. Evaluation Workflow**

**Indicate your appraisal of the vendor's performance and add comments for each question**

Average Score: 6.50

Evaluator: Dean Beaver

Prequal Class/Work Type: Bituminous Pavement Inspection [Delete Prequal Class/Work Type](#)

Expand: ☒ [Delete Prequal Class/Work Type](#)

Question: 1. Did the Vendor have competent and sufficient personnel with the technical expertise to successfully complete the project?

Scoring Criteria: ☐

Rating: ☒ N/A ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Comments: test

Question: 2. Did the Vendor have adequate and sufficient resources other than personnel (equipment, manuals, etc.) to fulfill the requirements of the scope of services?

Scoring Criteria: ☐

Rating: ☐ N/A ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Comments: test

Question: 3. Did the Vendor provide a quality work product?

Classifications will appear based on the selected contract, there may be several

## View Scoring Criteria

1. By default the Scoring Criteria will be collapsed
2. Click the check box under "Scoring Criteria" to expand and view
3. Do this for each question as desired

Details Tech. Evaluation Gen. Evaluation Workflow

Indicate your appraisal of the vendor's performance and add comments for each question

Average Score: 6.50

Evaluator: [Dean Beaver](#)

Prequal Class/Work Type:

Expand: ☒ [Delete Prequal Class/Work Type](#)

Question: 1. Did the Vendor have competent and sufficient personnel with the technical expertise to successfully complete the project?

Scoring Criteria: ☒ Rating Description

10 - Vendor provided personnel with superior qualifications who were able to complete the scope of services with minimal guidance or expertise given by MDOT.

8 - Vendor always provided personnel who were able to complete the scope of services with little more than the normal guidance or expertise given by MDOT.

5 - Vendor usually provided personnel who were able to complete the scope of services with little more than the normal guidance or expertise given by MDOT. Occasionally, the vendor's personnel demonstrated lack of knowledge and skill.

1 - Vendor did not provide competent and sufficient personnel to adequately perform the scope of services and the project was harmed.

Rating: ☐ N/A ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Comments:

## View Multiple Classifications

1. Uncheck the "Expand" check box below the classification to collapse (the questions and ratings are expanded by default)
2. Check the "Expand" to expand the section for that classification

Details Tech. Evaluation Gen. Evaluation Workflow

Indicate your appraisal of the vendor's performance and add comments for each question

Average Score: 9.00

Evaluator: [Click to edit](#)

Prequal Class/Work Type:

Expand: ☐ [Delete Prequal Class/Work Type](#)

Average Score: 5.83

Evaluator: [Click to edit](#)

Prequal Class/Work Type:

Expand: ☒ [Delete Prequal Class/Work Type](#)

[Add Prequal Class/Work Type](#)

## View General Evaluation Scores

1. Click the Gen. Evaluation tab
2. Scores and comments can be viewed but are read only

Details Tech. Evaluation Gen. Evaluation Workflow

Indicate your appraisal of the vendor's performance and add comments for each question

Average Score: 8.20

Question: 1. Was the Vendor in control of services provided to MDOT?

Scoring Criteria: ☐

Rating: ☐ N/A ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☒ 8 ☐ 9 ☐ 10

Comments: