



## Frequently Asked Questions (FAQs) Provider Evaluations in PS-CAMS

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### **Why does TxDOT do provider evaluations?**

TxDOT is required to complete prime provider evaluations in compliance with Title 43 of the Texas Administrative Code §9.41 (d).

### **Who completes the prime provider evaluation?**

The TxDOT project manager (TxDOT PM) that is overseeing the contract or work authorization is responsible for completing the prime provider evaluation.

### **When must a prime provider evaluation be completed?**

A prime provider evaluation must be completed for every contract or work authorization at least once a year and at the completion of every contract or work authorization. However, it is recommended that evaluations be performed more frequently, such as: at the completion of major milestones or significant deliverables; any time there is a change in either the provider project manager (PPM) or TxDOT PM; and any time the provider is not performing to the expected standards.

### **Are the prime provider evaluations entered into a database?**

Since April of 2018, TxDOT has been using the Professional Services Contract Administration Management System (PS-CAMS) for completing evaluations. All evaluations are to be completed in the PS-CAMS database.

### **What happens to all of my old evaluations that were done in the Consultant Certification Information System (CCIS)?**

Beginning August 1, 2019, TxDOT discontinued the use of the prime provider evaluation data in the CCIS database. The existing evaluation data stored in CCIS was archived. Going forward, TxDOT will use only the data in PS-CAMS to determine the past performance score to be used during the selection process.

### **How does TxDOT use the prime provider evaluations?**

TxDOT uses the prime provider evaluations as a management tool throughout the life of the contract or work authorization to provide performance feedback to the prime provider. The evaluations serve as a method for communicating TxDOT's level of satisfaction with the performance of the provider. In addition, the provider evaluation data from the database is used during the selection process. This past performance information is included in the scoring as stated in the solicitation.

### **What is the basis of the evaluation?**

The prime provider evaluation includes criteria for evaluating both the PPM and the firm. The project manager evaluation criteria are used to assess the performance of the PPM in the management and delivery of the project, not the technical or professional expertise of the PPM as an engineer, architect, or surveyor. The firm evaluation criteria are used to assess how effectively the firm is managing the contract and delivering the project.

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### **Which Project Manager (PM) is being evaluated in the prime provider evaluation?**

In accordance with Title 43 of the Texas Administrative Code §9.41 (d), the TxDOT project manager will evaluate the project manager and the firm. Since there can only be one designated project manager for a contract, the individual that will be evaluated is the contract project manager. As stated in the solicitation, “TxDOT expects the prime provider firm to commit its project manager, as proposed in the SOQ (or proposal), to the duration of the contract. TxDOT further expects the project manager’s commitment to the contract to include commitment as project manager to each work authorization without further delegation or substitution over the course of the contract. In selecting a provider, TxDOT evaluates the project manager’s qualifications and skills against the specific requirements and unique demands of the contract. The project manager’s commitment to the duration of the contract, therefore, is of key importance to TxDOT. Project manager replacement on an active contract, while not strictly prohibited, will require TxDOT’s prior consent. Any such replacements will be subject to the terms of the agreement.” Therefore, the only person that will be evaluated is the prime provider’s project manager for the contract. If the contract project manager delegates management of a work authorization to some other individual, this individual is fulfilling the role of a senior engineer or a support manager but will not be considered the contract project manager and will not be evaluated. The designated contract project manager will be evaluated and will be held accountable for the management of the work authorization.

### **Can I get a copy of the new provider evaluation criteria?**

There are nine criteria that are targeted toward the prime provider project manager and three criteria that are targeted toward the firm. The evaluation criteria and the corresponding measurement standards can be found on the TxDOT website at the following link: <http://ftp.dot.state.tx.us/pub/txdot/ppd/ps-cams/prime-provider-eval-criteria.pdf>.

### **How can I be evaluated for criteria 7 and 8 (pertaining to subprovider management and HUB/DBE usage) if my contract or work authorization doesn’t include any subproviders?**

Since the majority of contracts and work authorizations include subproviders, this situation will not be very common. However, if there are no subproviders included in the contract or work authorization that is being evaluated, the TxDOT project manager can leave the scores blank for criteria 7 and 8 and this will not impact the overall PM Score.

### **What score can I get for each criterion?**

For each criterion (and related sub criterion), the TxDOT PM will select a whole number score ranging from one to five. The score will be selected based on the established measurement standards for each criterion. In general:

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- A score of 1 represents “unsatisfactory” performance. In other words, the provider failed to meet TxDOT requirements or expectations for performance relative to the criterion.
- A score of 3 represents “satisfactory” performance. In other words, the provider meets TxDOT requirements and expectations for performance relative to the criterion.
- A score of 5 represents “excellent” performance. In other words, the provider exceeded TxDOT requirements and expectations for performance relative to a criterion.
- Scores of 2 and 4 are also available and may be awarded for performance that falls somewhere between the performance expectations defined for the scores of 1 and 3 or between 3 and 5.

### **How does TxDOT compute the total number of points earned?**

Each criterion has been assigned a relative weighting factor by TxDOT. For each criterion, the score selected by the TxDOT PM will be multiplied by the weighting factor to compute the number of points earned for that criterion. (For example, if the PPM had satisfactory performance on criterion #2, a score of 3 would be selected. The assigned weighting factor for criterion #2 is 7.5. The points earned for that criterion would be:  $3 \times 7.5 = 22.5$  points.)

For the PPM, the points earned for all the PM criteria will be summed to compute the total number of points earned by the PPM. For the Firm, the points earned for all the firm criteria will be summed to compute the total number of points earned by the firm.

### **What is the maximum number of points that are available?**

If all of the PM evaluation criteria are used, the maximum number of points available for the PPM is 200 points. If no subproviders were included in the contract, criteria 7 and 8 will be left blank and the maximum number of points available for the PPM is 182.5 points, which represents 100% of the available score in this situation.

The maximum number of points available for the firm is 100 points.

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### **How are the PM Score and Firm Score, which are shown at the top of the evaluation report, calculated?**

The PM Score is calculated using the following equation:

$$\frac{PM \text{ points earned}}{Max. PM \text{ points available (typically 200)}} \times 100 = PM \text{ Score (\%)}$$

(Note: If there are no subproviders included on the contract or work authorization, criteria 7 and 8 could be left blank, and the maximum number of PM points available is automatically adjusted based on the relative weightings of these two criteria.)

The Firm Score is calculated using the following equation:

$$\frac{Firm \text{ points earned}}{Max Firm \text{ points available (always 100)}} \times 100 = Firm \text{ Score (\%)}$$

### **Can you provide an example showing how the PM Score and Firm Score are calculated?**

If a PPM had satisfactory performance on all of the PM evaluation criteria, a score of 3 would be given for each criterion. Each criterion score of 3 is multiplied by the corresponding weighting factor to calculate the points earned for that criterion. Next, the points earned for all of the individual criterion are summed to calculate a total number of points earned by the PM of 120 points. The PM score would be calculated as follows: (120 points / 200 points) \* 100 = 60%.

Similarly, if a firm had satisfactory performance on all of the firm evaluation criteria, a score of 3 would be given for each criterion. Each criterion score of 3 is multiplied by the corresponding weighting factor to calculate the points earned for that criterion. Next, the points earned for all of the individual criterion are summed to calculate a total number of points earned by the firm of 60 points. The firm score would be calculated as follows: (60 points / 100 points) \* 100 = 60%.

### **Can you provide an example showing how the PM Score is calculated if there are no subproviders on the contract and PM criteria 7 and 8 are left blank?**

If a PPM had satisfactory performance on all of the PM evaluation criteria, a score of 3 would be given for each criterion, excluding criteria 7 and 8, which would not be scored in this case. Each criterion score of 3 is multiplied by the corresponding weighting factor to calculate the points earned for that criterion. Next, the points earned for all of the individual criterion that were scored are summed to calculate a total number of points earned by the PPM of 109.5 points. Since criteria 7 and 8 were not scored, the maximum number of points available to the PPM would be 182.5 points. The PM score would be calculated as follows: (109.5 points / 182.5 points) \* 100 = 60%.

### **Does the TxDOT project manager have to give me a copy of the completed evaluation?**

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Yes. The TxDOT project manager is required to give a copy of the completed prime provider evaluation to the prime provider and provide an opportunity to discuss the evaluation with the prime provider project manager. This discussion can be done in person, on the telephone, or via teleconference (such as WebEx).

### **Can I use the PS-CAMS provider portal to view my evaluations?**

Beginning in July of 2019, the PS-CAMS provider portal can be used to view prime provider evaluations. The portal also allows the consultant users to enter comments in response to a completed evaluation.

### **When I view an evaluation in PS-CAMS, what does the “Evaluation Status” mean?**

There are four different levels of evaluation status:

1. Preliminary – this is used from the creation of a new evaluation until the TxDOT PM completes the evaluation.
2. TxDOT PM Approved – this is used to signify that the evaluation has been completed and saved in the system.
3. Management Approved – all evaluations must be reviewed and approved by the TxDOT manager designated by the District Engineer/Division Director that is using the contract or WA. This is used to record the name of the manager that approved the evaluation and the approval date for TxDOT’s internal recordkeeping purposes. (Typically, this will be the status that you see in PS-CAMS when the TxDOT PM notifies you that an evaluation has been performed and offers the opportunity to discuss the evaluation.)
4. Reviewed by External PM – this is used to record the name of the firm PM that discussed the evaluation with TxDOT and the date of that discussion. Note: this status does not signify that the firm PM agreed with the results of the evaluation, it simply means that the firm PM received a copy of the evaluation and had the opportunity to discuss it with the TxDOT PM on the recorded date.

### **Will I have an opportunity to provide comments in response to the provider evaluation?**

Yes. As mentioned above, the project manager may input comments directly into the evaluation through the PS-CAMS portal. These comments will be entered into the provider evaluation in the “Firm Comment” data field by the PPM. It is important to note that this data field has a maximum limit of 3000 characters, so the comments submitted by the PPM cannot exceed this limitation.

### **Will the PS-CAMS provider portal show me a summary or average of the scores for my firm and my project managers?**

At this time, the PS-CAMS provider portal does not have a report option for summarizing or averaging all of the firm’s evaluations or all of the evaluations for a particular PM. However, this functionality may be added in the future.

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**The TxDOT project manager has asked me to sign the evaluation and return it.**

**Do I have to sign the evaluation?**

The PPM is requested to sign the evaluation. By signing the evaluation, the PPM is acknowledging that a copy of the evaluation report has been received and that the TxDOT project manager provided an opportunity to discuss the evaluation. This signature does not mean that the PPM or the firm agree with the results of the evaluation.

If the PPM elects not to sign the evaluation, the evaluation can be returned to the TxDOT PM unsigned or the PPM can choose not to return the evaluation at all. In either of these cases, a note will be added to the evaluation in PS-CAMS stating that the evaluation was returned unsigned or that the evaluation was not returned.

Refusal to sign or return an evaluation does not mean that the evaluation will not be entered or stored in the TxDOT database.

**What if I disagree with the results of the provider evaluation?**

The PPM should discuss the reason for the disagreement with the TxDOT PM. To every extent possible, the two project managers should try to resolve the dispute. If the project managers cannot resolve the dispute, the issue can be escalated to the District Engineer (DE) or Division Director (DD). If a resolution is not reached with the DE/DD, the prime provider may request a review by the PEPS Division Director, by following the process defined in Title 43 of the Texas Administrative Code [§9.41](#) (f). The PEPS Division Director will gather information, study the relevant issues, and meet with the TxDOT and provider staff before making a decision about how to resolve the issue. The decision of the PEPS Division Director is final and will be given to the prime provider in writing.

**How will my prime provider evaluation scores be used during the selection process?**

During the selection process, TxDOT will use the prime provider evaluation scores in the PS-CAMS database to compute the Evaluation Score Average (ESA). The ESA is computed using the following formula:  $ESA = (PM\ Score * 80\%) + (Firm\ Score * 20\%)$

**What if my firm or my proposed project manager has no scores in PS-CAMS?**

If the firm or the proposed project manager has no scores in PS-CAMS, then TxDOT will use the appropriate median score from the solicitation in place of the “missing” score as shown in the table below.

Scenario	What scores will be used to compute the ESA?	
Both firm and PM have scores	Firm Actual	PM Actual
Firm has scores, but PM does not	Firm Actual	Median PM
PM has scores, but firm does not	Median Firm	PM Actual
Neither firm nor PM have scores	Median Firm	Median PM

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### **What are the Median Scores?**

The Median Scores of the PPM and the Firm are based on provider evaluation scores in the PS-CAMS database. The median scores to be used in a procurement wave are included in each solicitation. These median scores will typically be updated on an annual basis.

### **Based on the computed ESA, what score will I receive during the selection process?**

The prime provider's past performance, represented using the ESA, will be evaluated during either the Statement of Qualifications evaluation stage or the Proposal evaluation stage, depending on which procurement process is used. The selection score will be based on the ESA ranges shown in the table below.

ESA Range	Selection Score
$80 \leq \text{ESA}$	5
$60 \leq \text{ESA} < 80$	4
$40 \leq \text{ESA} < 60$	3
$20 \leq \text{ESA} < 40$	2

Note: There are no ESA scores lower than 20.