



Prime Contractor Performance Report Manual

2025

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Foreword

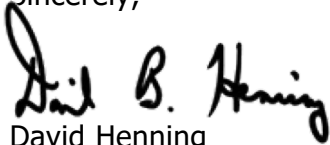
Act 298, passed by the 92nd General Assembly during the 2019 Regular Session required the Arkansas Legislative Council to conduct a study of “the processes and functioning of the Arkansas Department of Transportation (ARDOT)”. The Arkansas Legislative Council assigned the study and its duties under the above-referenced Act to the Highway Commission Review and Advisory Subcommittee (HCRAS). The Subcommittee selected Guidehouse, LLP. to conduct the efficiency review of ARDOT. As a result of this review, 13 recommendations were submitted in a Final Report to the Arkansas Legislative Council by the Highway Commission Review and Advisory Subcommittee’s (HCRAS) Study of the Arkansas Department of Transportation on November 20, 2020. One of the recommendations from that study was for ARDOT to implement a construction Contractor performance measurement to screen for Contractor quality. The evaluation ratings will be used to provide constructive feedback and as a tool to identify areas of improvement.

A Contractor Performance Evaluation Committee (CPEC) was formed in December 2021 comprising of personnel from Construction Division, Program Management, District Management and Resident Engineer offices. One representative each from the Arkansas General Contractors Association (AGC) and the Arkansas Asphalt Paving Association (AAPA) were later added to the committee in July 2022 to represent the contracting industry. The committee’s responsibilities were to:

- Identify metrics that define quality and desired performance of the prime Contractor for construction projects;
- Define how each metric will be used by the ARDOT Resident Engineer and appropriate stakeholders to document their evaluation of the prime Contractor;
- Develop a form which will be used by the Resident Engineer and appropriate stakeholders to document their evaluation of the prime Contractor;
- Establish a method to compile the completed evaluations into the project's final evaluation of the prime Contractor;
- Establish a review and appeal process of the project's final evaluation of the prime Contractor that is accomplished and completed prior to the results of the evaluation being published;
- Develop guidance for the type or size of projects where this evaluation will be used;
- Solicit stakeholder comments regarding the identified process for this recommendation; and
- Finalize the process for this recommendation.

This manual was developed to provide instruction and guidance to the Resident Engineer and appropriate stakeholders as they conduct their evaluation and complete the evaluation form for jobs with a contract bid amount of \$10 million or greater. The Department reserves the right to include lesser dollar value jobs as needed to encompass complicated or specialty projects. While every effort was made to consider various scenarios and interpretations, additional considerations will need to be factored into the program as this process is developed.

Sincerely,



David Henning
State Construction Engineer

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Introduction

This manual has been prepared to guide Resident Engineers, District Administration, and other personnel, in successive steps, through the preparation of the Prime Contractor Performance Report. Included is a sample copy of a report with related comments.

The Evaluator (Resident Engineer) is cautioned that this report is not a comparison of Contractors but an evaluation of the performance of the Prime Contractor on a specific project. Subcontractors will not be directly evaluated through this process, but their work will directly affect the overall score of the Prime Contractor. This process will record whether a Contractor meets or fails to meet the requirements for standard performance. It also provides the Evaluator an avenue to recognize Contractors for exceptional work performed.

[Appendix A](#) has been provided to assist the Evaluator in assigning an accurate assessment by describing and providing examples of possible rating levels in detail. However, due to numerous factors, not every performance level has been defined. The Evaluator is advised to use discretion when such factors sway a rating in a more positive or more negative direction and must provide documentation to substantiate such ratings. If a project scope does not encompass a particular criteria shown in Appendix B, the Contractor will receive a standard score for that particular criteria.

Diligence and objectivity in the preparation of a factual report are imperative to ensure that the report is an effective tool for measuring and recording a Contractor's performance. For the program to be effective, the report must be submitted in a timely fashion. Delayed reports may adversely affect a Contractor's ability to improve and obtain a higher score on subsequent projects.

All sections of the Prime Contractor Performance Report must be neatly and legibly prepared. Prime Contractor Performance Reports are to be submitted to the Contractor within 45 days of the project's acceptance date.

Definitions

- 1. Superior** — A range of preeminent performance, which is consistent at an extremely high level throughout the duration of the project. It is that performance readily recognized as exceeding well beyond that which is required or specified. A superior rating is given only when performance is exceptional and ample justification can be provided. Multiple instances throughout the life of the project must be used to justify this rating.
- 2. Above Standard** — An above standard range of performance extends from standard to the lower range of superior. It extends beyond merely adequate or acceptable to a point verging on superior. It exceeds the quality of performance usually anticipated for the type of work performed. This level of effort must have occurred through a large portion of the project. To justify this rating, the Evaluator must reference two or more documented examples.
- 3. Standard** — The expected, acceptable quality of performance considered to meet the requirements of the project documents, plans, specifications, special provisions, supplemental specs, industry standards, and as otherwise prescribed herein.

- 4. Below Standard** — A below standard range of performance borders on standard and has a range that extends downward to the upper limit of inadequate. It is performance that entails frequent below standard practices or activities that should slant the rating towards inadequate. To justify this rating, the Evaluator must reference two or more documented examples.
- 5. Inadequate** — A range of performance that fails demonstrably and completely to meet the prescribed standards or requirements. Unacceptable performance and practices that occur on a repetitive basis should slant the rating towards the lower portion of the scale. This level of performance should be consistent throughout the course of the project. Multiple documented instances must be used to justify this rating.

Instructions

There are three types of Prime Contractor Performance Reports. Each type of report is described below.

1. Final Report

A final report will be prepared and completed within 45 days of the project's acceptance date, when all work specified in the contract is completed and the project has been accepted by the Department, when all obligations of the Contractor under the Contract are fulfilled by the Contractor, or when the contract is terminated. A final report must evaluate a Contractor's performance for the duration of the project, even though interim reports have been prepared.

Interim reports, prepared during the life of the project, will be considered in preparing the final report. An overall summary of the Contractor's total performance, considering interim reports and current data, shall be included in the narrative.

2. Interim Report

Should be prepared as follows:

- a. Annually on the anniversary of the work starting date for all projects exceeding one year's duration.
- b. When the current Resident Engineer will no longer be involved with the project, providing the project has been in progress for 25 percent of the assigned working days.

3. Special Report

Prepared when a nonscheduled report is needed, when a report is needed to facilitate a counseling session, or at the request of the Contractor. Such a report will be referenced in the final report.

Prime Contractor Performance Report

The Prime Contractor Performance Report consists of two pages:

1. Page 1 consists of Sections I, II, and III.
2. Page 2 consists of Sections IV and V.

Each section is described in detail below.

Section I — Contractor Data

1. **Type of Report** — Enter "Final," "Interim," or "Special."
2. **Company Name** — Enter the complete name, address, and phone number of the Prime Contractor shown on the contract.
3. **Project Manager** — Enter name.
4. **Superintendent** — Enter name.
5. **Date** — Enter date.

Section II — Project Data

1. **District No.** — Enter district number. If Inter-District, enter all districts in which work was completed.
2. **Contract No.** — Enter applicable numbers.
3. **County and SR** — Enter county and state route(s) where project is undertaken.
4. **Project Name** — Enter complete name of the project as shown on the contract.
5. **Contract Time** — Enter currently assigned number of working days including any days added to the contract by change order.
6. **Time Charged** — Enter number of working days charged to the contract.
7. **Work Order Date** — Enter the work order date.
8. **Accepted Date** — Enter the accepted date.
9. **Contract Award Amount** — Enter the contract amount as awarded.
10. **Contract Completion Amount** — Enter contract completion amount.
11. **Project Scope** — Enter a brief description of the project's purpose.

Section III — Numerical Rating

This section contains five weighted rating areas. Each section contains rating elements that are further weighted as to their importance within that area. The Evaluator assesses a Contractor's performance in relation to each statement by:

- Placing an "x" within the adjectival rating space that best indicates the Contractor's performance in relation to each statement. For further guidance, refer to the definitions on pages 5 and 6 and [Appendix A](#).

It should be extremely rare when the numerical section of the report would show "x" marks for all or mostly all statements in a straight vertical line. This might be appropriate however, on limited occasions when a project is very small, of short duration, and no problems have been encountered during its term.

The Prime Contractor Performance Report must provide an accurate, detailed account of a Contractor's performance over the life of the project. Inadequate, below standard, above standard, and superior ratings will be based upon and compared with the requirements for a standard rating described below and in [Appendix A](#). All ratings will be measured from the standard position on the rating scale on the form. They are defined as follows:

- 1. Superior** — A range of preeminent performance, which extends beyond the upper range of above standard performance to the maximum performance rating for that element and is consistent at an extremely high level over the life of the project. Performance that is readily recognized as exceedingly well beyond what is required or specified. A superior rating is given only when performance is exceptional and ample justification can be provided. A total score above 125 points up to a maximum of 150 points is considered Superior.
- 2. Above Standard** — An above standard range of performance extends from a standard performance to the lower range of superior. It extends beyond merely adequate or acceptable to a point verging on superior. It exceeds the quality of performance usually anticipated in this type of project work. A total score between 101 and 125 points is considered above standard.
- 3. Standard** — The expected, acceptable quality of performance considered to meet the requirements of the project documents, plans, specifications, industry standards, and as otherwise prescribed herein. Unlike the other rating categories, standard performance has no range. If that performance level has been achieved by the Contractor, the Evaluator places an "x" on the scale directly in the standard category shown on the performance report form. A total score of 100 is considered standard.
- 4. Below Standard** — Below standard performance borders on standard and has a range that extends downward to the upper limit of inadequate. It is performance that entails frequent below standard practices or activities that should slant the rating toward inadequate. A total score between 75 and 99 is considered below standard.
- 5. Inadequate** — A range of performance that fails demonstrably and completely to meet the prescribed standards or requirements. Repetitive and frequent unacceptable performance and practices should slant the rating towards the lower portion of the scale. A total score less than 75 points is considered inadequate.

The Evaluator is to be guided by the Rating Element descriptions cited in [Appendix A](#) to determine the numerical rating that best fits the Contractor's performance for each rating element statement. The rating element description statements are not intended to be all inclusive but only intended to give general guidance for various performance levels. A brief description of what each element entails is specified under the heading of each rating element. Guidance for determining a superior, above standard, below standard, and inadequate ratings are also stated. (See [Appendix A](#), Rating Elements.)

Section IV — Narrative Rating

The Narrative Section is divided into three parts. These relate to general elements, above standard and superior elements, and below standard and inadequate elements to be noted by the Evaluator which describe the Contractor's typical performance on the project. The Evaluator must be objective and unbiased in determining the recommended rating. The narrative should be prepared from project records which must be referenced in the comments. If more space is needed, use additional sheets. The Evaluator should enter data as follows in this section:

1. General Elements

Make any general statements pertinent to the Contractor's work activity, e.g., innovativeness in performing the work, manner in which the project was undertaken, explanations of differences between initial contract and final contract amounts, and any other noteworthy activities to give a picture of the Contractor's effort. Describe the basis for time extensions granted or changes made in the required work.

If an interim or special report is prepared, state the reason for its preparation (e.g., Departure of Resident Engineer, Periodic Report for Multi Season Project, etc.) in this section.

2. Above Standard/Superior Elements

Contractors must be given credit for outstanding work or performance. It is easy to observe and to document poor work and performance. Similarly, it is appropriate that special attention be given to the Contractor's outstanding achievements on a job and to document them. Practicing objectivity and fairness should be the Evaluator's primary focus.

Of necessity, above standard or superior ratings also require justification. This is necessary to avoid accusations by Contractors that the Evaluator has engaged in favoritism. Superior ratings that are not adequately justified and documented will be returned to the Resident Engineer for further review before the report is sent to the Contractor.

If a Contractor's performance has been above standard or superior, it should not be difficult to find something to say that would substantiate the specified rating. The higher the rating, the greater the number of examples and the better the quality of the remarks that should be made. Be sure to state facts rather than opinions. If opinions are cited, back them up with facts from project documentation.

3. Below Standard/Inadequate Elements

Explain those elements that were rated below standard or inadequate in the numerical section in this space. Adequate documentation must be cited to backup any below standard remark so that justification may be located readily for an appeal, investigation, or for any other need.

Since the narrative explains standard Contractor performance, below standard, inadequate, above standard, or superior performance must be justified by stating several instances, rather than a single example, and examples of such performance that apply over the duration of the project. Comments must be based upon fact rather than on unsubstantiated opinion.

Section V — Authentication and Review

This section records the review and verification of the accuracy and authenticity of the report by the Evaluator, the District Engineer, and the State Construction Engineer. Its purpose is also to document the Contractor's receipt of a copy of the report and that the Contractor has been made aware of the right to appeal. It gives assurance that the report has been reviewed for objectivity in its preparation and for the elimination of the influences of opinions. The Form should be filled out and signed electronically in DocExpress. The report will be prepared, reviewed, and signed as follows:

1. Resident Engineer

- a. Prepare the Prime Contractor Performance Report based on the project records after the appropriate completion date as defined above and in the Contract Specifications.
- b. The report will then be sent to the District Construction Engineer for review. Once approved by the District Construction Engineer, the Resident Engineer will send the report to the Contractor through DocExpress.

2. District Engineer

- a. If the Contractor agrees with the report, the District Engineer will sign the report and upload to DocExpress.
- b. If the Contractor disagrees with the report and chooses to file an appeal, the District Engineer will review the report and follow the steps of the Appeal Process located in [Appendix C](#). Documentation will be of utmost importance in the event of an appeal or filing a claim.

3. State Construction Engineer

- a. Review all Prime Contractor Performance Reports after they are signed by the District Engineer.
- b. The State Construction Engineer will review all appeals that have not been agreed upon at the District level. The State Construction Engineer's review will be final, and no further action will be considered.

Department Review of Reports

The Contractor Performance Evaluation Committee will review all Prime Contractor Performance Reports during the development process of this program. The Committee will review the reports for completeness, objectivity, and substantiation of numerical ratings. An analysis of reports will be made to determine trends in ratings and other pertinent factors relating to performance reports. The State Construction Engineer and District Engineer will be advised of the findings, discrepancies, and suggestions for improving the reporting process when appropriate.

Appeal of Performance Report

1. A Contractor may appeal in writing the rating received on a Prime Contractor Performance Report to the District Engineer through DocExpress within ten (10) calendar days of its receipt. An appeal must state the specific basis for the appeal. The District Engineer may extend the appeal period upon the request of the Contractor for an additional ten (10) calendar days. If the Contractor does not file an appeal within ten (10) calendar days of receiving the Prime Contractor Performance Report, an appeal will not be considered.
2. The District Engineer shall investigate the appeal to determine whether the facts substantiate a Contractor's basis for the appeal. If the basis for appeal is justified, the report will be modified by striking those portions of the originally prepared report, modifying the relevant section for the particular section or sections, and changing the narrative as appropriate on separate sheets. The District Engineer's response to the Contractor shall be sent through DocExpress to the Contractor's representative that submitted the appeal within ten (10) calendar days of the receipt of the appeal.
3. The Contractor may further appeal the Prime Contractor Performance Report to the State Construction Engineer in writing, setting forth the specific basis for the appeal. The Contractor's appeal shall be made within ten (10) calendar days of the date of receipt of the District's Engineer's response. The State Construction Engineer will consider the appeal and respond through DocExpress to the Contractor's representative that submitted the appeal within twenty (20) calendar days of receipt of the appeal. This determination shall be the final administrative act of the Department.
4. A Prime Contractor Performance Report shall be considered a preliminary document until all reviews and appeals have been satisfied, and all signatures have been obtained.
5. A flow chart has been placed in [Appendix C](#) to provide additional guidance.

The following criterion provide more detail for rating the Contractor under each element. The rating criteria cited under each element does not preclude other considerations by the Evaluator. If other considerations were made, the Evaluator must explain those in detail under the Narrative Section of the Contractor Performance Report.

These rating elements have been prepared to provide uniform guidance in the rating process by all Evaluators. They are not to be considered as all encompassing, but to simply describe inadequate, below standard, standard, above standard and superior performance. From these descriptions, the Evaluator will be able to determine which performance level should be selected. In preparing these statements, a comparison of Contractors is not intended. The Evaluator must determine whether the Contractor has met the standard, or the degree to which the Contractor has failed to meet or exceeded the standard required by the rating element.

Standard performance is defined as the expected, acceptable quality of performance considered to meet the requirements of the project documents, plans, specifications, special provisions, industry standards, and as otherwise prescribed herein.

An inadequate or below standard rating in any area of section S, Q, P, C, or M will limit the total rating for that section to a maximum of the standard rating for that section regardless of the number of above standard or superior ratings.

It is suggested that a copy of these rating elements and the Prime Contractor Performance Report be given to and discussed with the Contractor at Preconstruction meeting or when deemed otherwise appropriate.

Safety

1. Contractor Personnel Wearing Appropriate PPE (S1)

This element covers the wearing of proper Personal Protective Equipment (PPE) by personnel on the project.

A superior rating requires that all Contractor personnel proactively wear the appropriate Personal Protective Equipment (PPE) without any infractions. This is easily recognized in companies with a strong safety culture.

An above standard rating will be given when Contractor supervisors address infractions without Department involvement.

A standard rating for this element requires that personnel wear the appropriate PPE, mainly vests, with few, immediately corrected infractions noted by the Department.

A below standard rating shall be given if repeated infractions occur.

An inadequate rating shall be given when frequent infractions occur that require the Department to notify the Contractor in writing.

2. Installation/Placement/Maintenance of Temporary Traffic Control Devices are in Accordance with the MUTCD (S2)

This element covers the installation, placement, and maintenance of temporary traffic control devices and their compliance with the MUTCD.

A superior rating requires that Traffic Control Devices be installed in accordance with the MUTCD. All devices must be maintained in like new condition throughout their use, with prompt correction of deficiencies without direction from the Department. The Contractor must proactively take action to monitor for and minimize traffic queues and congestion throughout the duration of the project.

An above standard rating requires that Traffic Control Devices be installed in accordance with the MUTCD. All devices must be maintained in good condition throughout their use, with timely correction of deficiencies without direction from the Department. The Contractor must also take action to limit traffic queues and congestion when noted.

A standard rating for this element requires that Traffic Control Devices be installed in accordance with the MUTCD on a consistent basis with few, immediately corrected errors. A standard rating also requires that devices be maintained throughout their use with little to no direction from the Department.

A below standard rating shall be given when traffic control devices are frequently installed out of compliance with the MUTCD. A below standard rating shall also be given if the Contractor is not maintaining the devices and must be frequently directed by the Department to correct deficiencies.

An inadequate rating shall be given when the traffic control devices are continually installed out of compliance with the MUTCD. This rating shall also be given if the Contractor is not maintaining the devices and must be continually directed by the Department to correct deficiencies.

3. Proper Use of Flaggers and Flagging Devices (S3)

This element includes the use of flaggers and flagging devices. Factors, such as being in accordance with the MUTCD, flagger placement, visibility, and attentiveness, shall be considered when rating this element.

A superior rating requires flaggers or flagging devices used are in accordance with the MUTCD and are properly operated during their use throughout the entirety of the job without any direction from the Department.

A standard rating can be raised to above standard if the Contractor conducts a team safety meeting to specifically educate their personnel following any minor infractions.

A standard rating for this element requires that flaggers or flagging devices used are in accordance with the MUTCD, positioned correctly, and properly operated throughout their use with little to no direction from the Department.

A below standard rating shall be given if flaggers or flagging devices are frequently found in violation of the MUTCD, and frequent directions must be given by the Department to correct deficiencies.

An inadequate rating shall be given if flaggers or flagging devices are continually out of compliance with the MUTCD and the Department is required to provide excessive oversight to assure the flagging operation is properly conducted.

4. Traffic Control Inspection Reports are Accurate and Submitted as Required (S4)

Ratings for this element shall take into consideration the performance of traffic control inspections along with the submittal and accuracy of Traffic Control Inspection Reports. Accuracy of the reports shall be measured on how well the reports represent what is happening in the field, and the submittal of the reports along with their conformance with the Standard Specifications shall be considered.

A superior rating requires the Contractor to consistently perform daily inspections of traffic control devices, accurately record any deficiencies on the Traffic Control Inspection Report and submit them to the Department promptly and without being requested by the Department.

An above standard rating requires the Contractor to consistently perform daily inspections of traffic control devices, accurately record any deficiencies on the Traffic Control Inspection Report and submit them to the Department without delay.

A standard rating requires the Contractor to perform inspections daily, with rare exceptions, and any deficiencies in the traffic control devices are noted on the Traffic Control Inspection Report. It also requires that reports be completed and submitted to the Department in a timely manner with little to no delay.

A below standard rating shall be given when the Contractor occasionally fails to perform the inspections and subsequently fails to submit the Traffic Control Inspection Report for that day. This rating shall also be given if reports are often not received in a timely manner.

An inadequate rating shall be given when the Contractor consistently fails to perform the Traffic Control Inspections and/or rarely submits the reports in a timely manner.

5. Timeliness of Response to Safety Issues (S5)

Ratings for this element shall take into consideration the responsiveness to safety issues on the project, such as the timely repair of potholes, removal of any roadway obstructions, the timely repair of damaged guardrail, etc.

A superior rating shall be given when the Contractor proactively informs and coordinates with the Department to promptly address and correct safety issues.

An above standard rating is warranted when there is a blend of the requirements for the superior rating and standard rating.

A standard rating requires the Contractor to respond and take action to correct safety issues immediately and routinely upon being made aware by the Department.

A below standard rating shall be given when the Contractor responds occasionally to safety concerns. Concerns are brought to the Contractor's attention on a more frequent basis by the Department.

An inadequate rating shall be given if it commonly takes several attempts to reach the Contractor, the response is slow, or if it is common that the Contractor must be asked multiple times by the Department to correct the issue.

Quality

1. Adherence to Plans and Specifications (Q1)

Ratings for this element shall consider whether the Contractor was thoroughly knowledgeable of the contract requirements (plans, standard specifications, special provisions, etc.) and took initiative to adhere to them. Items such as materials compliance, price reductions, and the ability to construct the project to the proper line and grade shall be considered in this rating.

An above standard rating can be raised to superior when the Contractor identifies any plan errors prior to that phase of work being performed. While plan errors aren't the fault of the Contractor, the Contractor's ability to identify and correct an error beforehand should be acknowledged.

An above standard rating requires the project be in complete compliance with the plans and specifications. The Department's input would be minimal due to the confidence in the Contractor's demonstrated knowledge and ability to meet requirements.

A standard rating requires the Contractor to construct the project to the plans and specifications with few deviations. The Contractor was fully knowledgeable of all the project requirements and how to comply with them. The Contractor needed limited amount of input from the Department.

A below standard rating indicates the Contractor's knowledge of contract requirements were limited. When advised of the requirements the Contractor attempted to comply.

An inadequate rating indicates the Contractor's knowledge of the contract requirements were very minimal. When advised of the requirements, the Contractor took little action to comply. As a result, the Department's oversight to assure adherence of project requirements were greatly increased.

2. Standards of Workmanship, Including Aesthetics (Q2)

Ratings for this element shall consider the quality of workmanship and overall aesthetics of the project. Items to be considered in this rating are the number of grinds on the project, price reductions due to poor workmanship, and/or attention to the quality of work performed by the Contractor as well as eliminating the need for remediation or removal of defective work.

A superior rating requires the quality of work to be exceptional. The work exceeded required tolerances and was produced efficiently. No remedial work was required to correct materials or workmanship not meeting the contract requirements.

An above standard rating is warranted when there is a blend of the requirements for the superior rating and standard rating.

A standard rating requires satisfactory work to be performed throughout the life of the project. The work was constructed in accordance with the plans and specifications and met all tolerances (grades, slope percentages, overall ride, and overall look of the project) with little work performed requiring remediation and the Department was satisfied with the quality of the finished product.

A below standard rating will be given when the quality of work performed was marginal. The work performed required additional remediation or replacement. The Department was required to provide additional personnel to ensure the work performed met minimum standards.

An inadequate rating will be given when the quality of work performed did not meet the tolerance set forth by the plans and specifications. The work performed required constant remediation or replacement. The Department was required to provide additional personnel to ensure the work performed met minimum standards.

3. Environmental Compliance (Q3)

Ratings for this element shall consider how well the Contractor met the requirements for erosion control, overall site stabilization practices, various environmental permit requirements, spill prevention and cleanup, etc.

A superior rating shall require the Contractor to fully understand and comply with environmental regulations and requirements for the project. No preventable problems occurred. The Contractor was continually proactive in identifying environmental constraints and coordinating corrective work or maintenance with the Department. Any deficiencies noted on the Stormwater Inspection Report were completed promptly (less than the 3 day limit).

An above standard rating shall require the Contractor to fully understand and comply with environmental regulations and requirements for the project. No preventable problems occurred. Any deficiencies noted on the Stormwater Inspection Report were completed promptly (less than the 3 day limit).

A standard rating shall require the Contractor to comply with regulations and follow the erosion control plans with normal input from the Department. The Contractor has sufficient knowledge of environmental requirements. The Contractor corrected issues noted on the Stormwater Inspection within the three-day limit.

A below standard rating shall be given when the Department must provide an above normal amount of input to keep the project in compliance with the regulations and erosion control plans. The Contractor must be frequently reminded to complete items on the Stormwater Inspection Report within three days, and the project was occasionally shutdown due to the items not being completed within the three-day limit.

An inadequate rating shall be given when the Contractor is not in compliance with the environmental requirements and/or the plans. The Contractor is nonresponsive to field directives. Frequent shutdowns occur from the Contractor not correcting issues on the Stormwater Inspection within the three-day limit.

4. Bridge and Roadway Construction Control (Q4)

Rating for this element shall consider accuracy of Roadway Construction Control and Bridge Construction Control for the project.

A superior rating requires that the Contractor's construction control surveying was completely accurate throughout the life of the project. The Contractor provided the Department with additional surveying information (above that which is typically required) which assisted Department personnel in inspection. The Department's oversight was less than on similar projects because of the confidence in the Contractor's demonstrated knowledge and ability to meet the requirements.

An above standard rating is warranted when there is a blend of the requirements for the superior rating and standard rating.

A standard rating shall require that the Contractor provided accurate construction control for the project and that the Department's verification of those surveys closely matched the records of the Contractor. Adequate survey markers and grades were provided and maintained throughout the life of project.

A below standard rating is warranted if the construction control layout had minor errors that were corrected upon being identified by the Department.

An inadequate rating shall be given when the construction control layout was poor due to grade errors and the lack of survey control in the field. The Department had to perform excessive quality checks to properly control the quality of the layout. The Department's oversight was greater than that required for similar projects.

Prosecution of Work

1. Completion of Project within Allotted Time (P1)

Ratings will be based on the percent of time charged upon substantial completion of a project. The percentage of time charged will be calculated by dividing the total number of days charged by the contract time. Contract time will be the original contract time plus any extensions of contract time as defined by 108.06(d) of the Governing Specifications.

A superior rating will be given when the project is substantially complete with less than 90% of contract time charged.

An above standard rating will be given when the project is substantially complete within 90% - 99% of contract time.

A standard rating will be given when the project is substantially complete at 100% of contract time.

A below standard rating will be given when the project is substantially complete in excess of contract time, but less than 110% of contract time.

An inadequate rating will be given when the project is substantially complete in excess of 110% of contract time.

2. Continuous Progression of Work (P2)

Ratings are based on the Contractor's ability to consistently provide sufficient labor and equipment throughout the life of the project. Consideration will be given for the time of year and/or weather conditions.

A superior rating will be given when the Contractor meets the above requirements and consistently provides the necessary personnel and equipment to complete the project ahead of schedule, while also working to mitigate delays caused by change order work (excluding time for the change order approval process).

An above standard rating will be given when the Contractor consistently provides the necessary labor and equipment to not only complete the project within the specified timeframe, but also provides additional forces to take advantage of opportunities to complete the project ahead of schedule.

A standard rating will be given when the Contractor consistently provides the required labor and equipment necessary to complete the project within the specified timeframe with minimal interruptions.

A below standard rating will be given when the Contractor periodically does not have labor or equipment on the project to progress the work forward in a timely manner or occasionally does not pursue work on the project.

An inadequate rating will be given when the Contractor consistently does not have labor or equipment on the project to progress the work or does not pursue work on the project during multiple periods.

3. Baseline Schedule and Schedule Updates in Accordance with Project Requirements (P3)

Rating will be based off the timeliness and accuracy of the Contractors submitted baseline schedule and schedule updates. The Resident Engineer shall consider project length and complexity when giving weight to the baseline versus the updates. In all the ratings consideration shall be given to the complexity of the project, the number of resubmissions of corrected schedules, and overall quality of the information. On projects that do not require a schedule the Contractor will receive a standard rating.

A superior rating will be given when the schedule baseline and updates meet the above standard rating and any errors be of minor nature that does not require resubmission.

An above standard rating will be given when the updated schedule meets the standard rating requirements and provides additional detail above what is required by the specifications.

A standard rating will be awarded when the schedule baseline and updates are submitted regularly on time and contains the required information according to specifications. The update must be generally complete and contain limited errors that rarely require resubmission.

A below standard rating will be given when baseline schedule and updates are intermittently inaccurate or incomplete which requires more than minimal corrections, the schedules are not submitted in a reasonable time frame, or the performed work does not match schedule update.

An inadequate rating will be given when the schedule baseline and schedule updates are regularly not submitted on time or are incomplete with significant errors.

4. Commitment to Project Closeout (P4)

Ratings will be based on the Contractor's performance of work necessary for final project acceptance after the project is declared substantially complete.

A superior rating will be given when the Contractor's forces do not leave the project after the project was considered substantially complete and completes the punch list within 1 month.

An above standard rating will be given when the Contractor completes the punch list within 2 months of the substantially complete date.

A standard rating will be given when the Contractor completes the punch list within 6 months of the substantially complete date.

A below standard rating will be given when the Contractor delays in completing the punch list requiring multiple documented notifications or exceeds 6 months of the project declared substantially complete.

An inadequate rating will be given when the Department resumes time charges due to the Contractor failure to complete the punch list within 12 months of substantially completing the project.

Cooperation

1. Change Order Process is Reasonable and Timely (C1)

Ratings will be based on the Contractor's responsiveness to Department initiated change orders as well as the accuracy of submittals. The Evaluator shall consider the content of the Contractor's submittals in comparison to Department Specifications for overall price, labor rates, material costs, and equipment rental rates. Minor disputes over rates should not negatively affect the rating. The Evaluator shall also consider time requested by the Contractor to complete the work, as well as any delays in receiving necessary submittals to complete the change orders.

A superior rating shall be given when the Contractor's submittals are received quickly after the initial request from the Department. The information contained within the submittals is accurate and no adjustments/corrections were required.

An above standard rating is warranted when there are multiple change orders and the Contractor's submittals for the different change orders are a blend of the requirements for the superior rating and standard rating.

A standard rating for this element shall be given when the Contractor's submittals are received in a reasonable amount of time. The documentation within the submittals are accurate with only minor adjustments.

A below standard rating will be given when Contractor's submittals were delayed beyond the normal amount of time. The Department discovered errors in the submittals that required several reviews to obtain accuracy.

An inadequate rating will be given when the Department had to request submittals on multiple occasions. The submittals received contained multiple errors that required numerous reviews.

2. Collaboration with ARDOT Personnel in Response to Project Concerns (C2)

Ratings shall be based on the Contractor's ability to recognize, navigate, and alleviate various project concerns such as safety issues, environmental compliance issues, public concerns/claims, Department concerns, compliance concerns, as well as constructability concerns. The Evaluator shall also consider the Contractor's willingness to collaborate or partner with the Department to resolve concerns quickly, professionally, and at the lowest appropriate level.

A superior rating will be given when the Contractor plans and coordinates project meetings and planning sessions with various staff members and Department personnel. When the Contractor promptly notifies Department staff of necessary changes or omissions. When the Contractor demonstrated a commitment to address safety, environmental, and public concerns/claims with little to no input from Department staff.

An above standard rating is warranted when the Contractor's efforts in this area consistently meet the standard rating requirements, but occasionally rise to the superior rating requirements.

A standard rating for this element shall be given when the Contractor participates in planning sessions and progress meetings. The Contractor coordinates/collaborates with various project stakeholders, the Department, and with other projects in the area. The Contractor also works diligently to resolve safety, environmental, and public concerns/claims in a timely manner and at the lowest appropriate level with minimal input from the Department.

A below standard rating will be given when the Contractor participated/attended in a limited number of planning sessions and progress meetings. Coordination between project stakeholders, the Department, and other projects was limited. The Department had to frequently notify the Contractor about various compliance issues. The project experienced delays due to the Contractor's lack of concern.

An inadequate rating will be given when the Contractor did not participate/attend planning sessions and progress meetings. The Contractor did not coordinate between project stakeholders, the Department, and other projects. The Department had to constantly notify the Contractor about various compliance issues. The project experienced numerous and extended delays due to the Contractor's lack of concern.

3. Commitment to Construction Activities and Deficiencies (C3)

Ratings for this element shall be based on the Contractor's ability to cooperate and adequately resolve constructability issues, contract compliance issues, plan errors or omissions to deliver an acceptable and quality project.

A superior rating will be given when the Contractor is able to navigate extremely difficult constructability issues with ease. The Contractor has the knowledge and skill set to quickly overcome errors in the field that occurred during construction. Handles material discrepancies and project related deficiencies in a professional manner.

An above standard rating is warranted when the Contractor's efforts in this area consistently meet the standard rating requirements, but occasionally rise to the superior rating requirements.

A standard rating will be given when the Contractor is able to navigate constructability issues, resolve various contract compliance issues, and address project related concerns in a timely manner with little input from the Department.

A below standard rating will be given when the Contractor has some difficulty handling complicated tasks. The Contractor has some difficulty managing issues that occur in the field while maintaining overall production on the project.

An inadequate rating will be given when the Contractor has a large amount of difficulty maintaining progress on the jobsite. The Contractor has numerous testing issues and has struggles to repair and correct various concerns and job related deficiencies.

4. Open and Effective Communication (C4)

Ratings shall be based on the Contractor's willingness and ability to effectively communicate the project plans as well as any issues throughout the entire life of the project. Consideration should be given to the Contractor's ability to coordinate all aspects/phases of work through effective communication to ensure a seamless and well-integrated construction that generally follows the project schedule. This should include all activities from utility Contractors, railroad owners, property owners, local municipalities, and subcontractors.

A superior rating for the element will be given when the Contractor preemptively hosts project meetings to inform subcontractors, other stakeholders, and the Department of scheduled work. The Contractor notifies the public several days in advance of construction activities that could affect private property access. The Contractor also notifies the Department several days in advance of construction activities that could affect overall travel throughout the project.

An above standard rating is warranted when the Contractor's efforts in this area consistently meet the standard rating requirements, but occasionally rise to the superior rating requirements.

A standard rating will be given when the Contractor maintains an open line of communication with Department staff, other subcontractors, and the public throughout the project. The Contractor was able to articulate the plan effectively and clearly so only minimal delay was experienced.

A below standard rating will be given when occasional delays occur on the project due to the lack of coordination or the Contractor's inability to effectively articulate the plan with subcontractors, stakeholders, or the public.

An inadequate rating will be given when frequent or long delays occur due to the lack of coordination. The Department requests on a frequent basis for progress/status meetings to be conducted to keep the project moving in a forward direction. The public, subcontractors, stakeholders, or the Department are rarely notified of changes or project plans.

Project Management / Supervision

1. Directing the Work as Appropriate (M1)

Ratings shall be based on the Contractor's ability to provide a qualified and experienced supervisor. The supervisor must be knowledgeable of project plans, specifications, and contract documents. The supervisor must be able to make decisions that result in a progressive/smooth running project with minimal conflicts.

A superior rating will be given when the Contractor has provided a supervisor whose performance exceeded the requirements of the Standard Specifications, Section 105.06. The supervisor demonstrated knowledge of the project plans and contract documents and did not require direction from the Department to see that work was completed according to the plans and specifications. The supervisor was experienced in the type of work being performed, including subcontractor work. Additionally, the supervisor was onsite and accessible or could be contacted with no delay to address any issues or concerns from Department personnel. The supervisor constantly provided accurate plans/schedules and maintained exceptional professionalism throughout the project.

An above standard rating is warranted when the Contractor's efforts in this area consistently meet the standard rating requirements, but occasionally rise to the superior rating requirements.

A standard rating will be given when the Contractor has provided a supervisor whose performance has met the requirements provided in section 105.06 of the standard specifications. The supervisor has demonstrated that they are knowledgeable of the project plans and contract documents and rarely required direction from the Department to see that work was completed according to the plans and specifications. The supervisor was experienced in the type of work being performed. Additionally, the supervisor was onsite and accessible or could be contacted with minimal delay to address any issues or concerns from Department personnel. Plans and schedules provided by the supervisor were accurate and detailed with occasional changes/adjustments needed.

A below standard rating will be given when the Contractor has provided a supervisor who had limited knowledge of the project plans and contract documents and usually required direction from the Department to see that work was completed according to the plans and specifications. The supervisor was onsite at times, however, was difficult to contact and lacked experience with portions of the work that was being completed.

An inadequate rating will be given when the Contractor did not provide a supervisor for a project, or the supervisor had no knowledge of the project plans and contract documents, and required direction from the Department to see that work was completed according to the plans and specifications. If a supervisor was provided, they were rarely onsite and difficult to contact. The supervisor lacked the necessary experience for the work that was being completed. Additionally, an inadequate rating would include a supervisor that is intemperate, disorderly, and did not maintain professionalism throughout the duration of the project.

2. Compliance with EEO, OJT, DBE Requirements (M2)

Ratings shall be based on the Contractor's ability to successfully fulfill the EEO, OJT, and DBE requirements for the project including the submission of reports in a timely manner.

A superior rating will be given if the Contractor promptly submitted (without being requested by the Department) all EEO, OJT, and DBE reports, including payroll submittals, in accordance with the contract specifications with no errors. The Contractor met all DBE goals and OJT requirements for the project. The Bulletin board (if required) was provided, maintained, and updated throughout the duration of the project with no corrections required.

An above standard rating is warranted when the Contractor's efforts in this area consistently meet the standard rating requirements, but occasionally rise to the superior rating requirements.

A standard rating will be given if the Contractor has submitted all EEO, OJT, and DBE reports including, payroll submittals, on time and in accordance with the contract and specifications. The submittals had accurate information with little to no errors. The Contractor met or demonstrated a good faith effort to meet the DBE goals for the project. The Contractor met or demonstrated a good faith effort to meet the OJT requirements for the project. The Bulletin Board for the project (if required) was provided, maintained, and updated throughout the duration of the project with minimal corrections required.

A below standard rating will be given if the Contractor was frequently reminded to submit all EEO, OJT, and DBE reports, including payroll submittals. These reminders included documented phone calls, emails, and Department letters. Additionally, when submitted, the information provided frequently had errors. OJT requirements and/or DBE goals were not met; however, the Contractor did provide documentation of a good faith effort.

An inadequate rating will be given if the Contractor was continually reminded to submit EEO, OJT, and DBE reports, including payroll submittals. These reminders included documented phone calls, emails, and Department letters. Additionally, when submitted, the information provided continually had errors. DBE goals were not met, and the Contractor did not provide adequate documentation of a good faith effort to meet these goals. OJT requirements were not met, and the Contractor did not provide adequate documentation of a good faith effort to meet the requirements. The bulletin board was poorly maintained, inaccessible at times, and often required updates due to illegible or missing documents on the board. The Contractor had to constantly be instructed to fix bulletin board issues.

3. Timeliness of Submittals, Test Reports, Certifications (M3)

Ratings shall be based on the Contractor's ability to submit necessary contract documents such as shop drawings, mix designs, material certifications, test reports, etc. in a timely manner.

A superior rating will be given if the Contractor submitted test reports in a timely manner, in accordance with Section 106.04, or sooner. The information contained within the reports were accurate and no adjustments/corrections were required. Additionally, all shop drawings, mix designs, material submittals, certifications, etc. were submitted in a timely manner and did not require adjustments, revisions, or corrections.

An above standard rating is warranted when there are multiple submittals and the level of necessary corrections for the different submittals is a blend of the requirements for the superior rating and standard rating.

A standard rating will be given if the Contractor submitted test reports accurately and in a timely manner, in accordance with Section 106.04 of the standard specifications. Any errors that were discovered were quickly corrected and resubmitted by the Contractor. All shop drawings, mix designs, material submittals, certifications, etc. were submitted in a timely manner with little to no errors. The number of revisions required for resubmittal was minimal.

A below standard rating will be given if the Contractor frequently submitted test reports late. Test reports that were submitted had errors and/or missing information that frequently needed correction. Shop drawings, mix designs, material submittals, certifications, etc. were frequently submitted late. The submittals frequently lacked information or included errors that needed corrections and revisions.

An inadequate rating will be given if the Contractor failed to submit test reports on time and was constantly reminded. Once test reports were submitted, missing information and/or errors were discovered, and the test reports continually needed correcting. Shop drawings, mix designs, material submittals, certifications, etc. were not submitted in a timely fashion and the Contractor constantly requested expedited reviews. The submittals continually lacked information or included errors that needed corrections and revisions.

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ARKANSAS DEPARTMENT OF
TRANSPORTATION

Prime Contractor Performance Report

Section I Contractor Data				Section II Project Data					
Report Type <input type="checkbox"/> Interim <input type="checkbox"/> Final <input type="checkbox"/> Special	Date			District No.	Contract No.	County	Route		
Company Name				Project Name					
Address		Phone No.		Contract Time	Time Charged	Work Order	Accepted Date		
Project Manager		Superintendent		Contract Award Amount		Contract Completion Amount			
Project Scope									
Section III Numerical Rating									
S Safety				*Inadequate	* Below Std	Standard	*Above Std	* Superior	Rating
S1.	Contractor Personnel Wearing Appropriate PPE.								0.00
S2.	Installation/Placement/Maintenance of Temporary Traffic Control Devices are in accordance with MUTCD.								0.00
S3.	Proper Use of Flaggers and Flagging Devices.								0.00
S4.	Traffic Control Inspection Reports are Accurate and Submitted as Required.								0.00
S5.	Timeliness of Response to Safety Issues.								0.00
Section S Total									0.00
Q Quality									
Q1.	Adherence to Plans and Specifications.								0.00
Q2.	Standards of Workmanship, Including Aesthetics.								0.00
Q3.	Environmental Compliance.								0.00
Q4.	Bridge and Roadway Construction Control > Performed by Experienced Personnel								0.00
	Bridge and Roadway Construction Control > Regular Verification								0.00
Section Q Total									0.00
P Prosecution of Work									
P1.	Completion of Project within Allotted Time.								0.000
P2.	Continuous Progression of Work.								0.000
P3.	Baseline Schedule and Schedule Updates in Accordance with Project Requirements.								0.000
P4.	Commitment to Project Closeout.								0.000
Section P Total									0.000
C Cooperation									
C1.	Change Order Process is Reasonable and Timely.								0.00
C2.	Collaboration with ARDOT Personnel in Response to Project Concerns.								0.00
C3.	Commitment to Construction Activities and Deficiencies.								0.00
C4.	Open and Effective Communication.								0.00
Section C Total									0.00
M Project Management/Supervision									
M1.	Directing the work as appropriate.								0.000
M2.	Compliance with EEO, OJT, DBE Requirements.								0.000
M3.	Timeliness of Submittals, Test Reports, Certifications								0.000
Section M Total									0.000

* Explain any Inadequate, Below Standard, Above Standard, or Superior ratings in Narrative Section (IV)
NOTE: An inadequate or below standard rating in any section shall limit the section total to a standard rating.

Performance Score

0

Section IV Narrative Rating

A General Elements Enter comments that describe the contractor's overall performance and provide background data on the project.

B Below Standard / Inadequate Elements Enter comments here to substantiate below standard / inadequate ratings. (See Instructions)

C Superior / Above Standard Elements Enter comments here to substantiate superior / above standard ratings. (See Instructions)

Section V Authentication and Review

I certify that I have objectively prepared this report basing it upon data contained in available project records and discussed the report with the contractor.

Resident Engineer's Name (Print)

Resident Engineer's Signature

Date

I have reviewed this Contractor Performance Report and make the following comments and changes as cited herein or on attached sheets.

District Engineer's Name (Print)

District Engineer's Signature

Date

I have reviewed this Contractor Performance Report and make the following comments and changes as cited herein or on attached sheets.

State Construction Engineer's Name (Print)

State Construction Engineer's Signature

Date

Prime Contractor Performance Report Instructions

The Prime Contractor Performance Report consists of two parts — page 1 and page 2. Page 1 consists of Sections I, II, and III. Page 2 consists of Sections IV and V.

The Resident Engineer completes Sections I – IV in strict conformance with the [Prime Contractor Performance Report Manual](#).

1. RE sends to DCE for review.
2. After the DCE's review is complete, the RE will send the document to the Contractor via DocExpress .
3. If the Contractor agrees, the DE will sign the report and upload to DocExpress.
4. If the Contractor disagrees with the report, the Contractor will file an appeal. See [Appeal Process](#) for additional information.



To evaluate the performance and efficiency of contractors working on Arkansas State Highways, a tool has been developed for reviewing a number of factors critical to the mission of public servitude by ARDOT. This tool groups each of those factors into one of five strategic categories, with each factor and each category being assigned a specific numerical value based on the highest possible rate of 100% for each category and 100% for the total performance score. All rating values are shown below.

Section III Numerical Rating

S Safety		*Inadequate	* Below Std	Standard	*Above Std	* Superior	Metric Percentage
S1.	Contractor Personnel Wearing Appropriate PPE.	2.5	3.75	5	6.25	7.5	20%
S2.	Installation/Placement/Maintenance of Temporary Traffic Control Devices are in accordance with MUTCD.	2.5	3.75	5	6.25	7.5	20%
S3.	Proper Use of Flaggers and Flagging Devices.	2.5	3.75	5	6.25	7.5	20%
S4.	Traffic Control Inspection Reports are Accurate and Submitted as Required.	2.5	3.75	5	6.25	7.5	20%
S5.	Timeliness of Response to Safety Issues.	2.5	3.75	5	6.25	7.5	20%

Section S Percentage of the Total Performance Score: 25% **100%**

Q Quality

Q1.	Adherence to Plans and Specifications.	2.5	3.75	5	6.25	7.5	20%
Q2.	Standards of Workmanship, Including Aesthetics.	2.5	3.75	5	6.25	7.5	20%
Q3.	Environmental Compliance.	2.5	3.75	5	6.25	7.5	20%
Q4.	Bridge and Roadway Construction Control > Performed by Experienced Personnel.	2.5	3.75	5	6.25	7.5	20%
	Bridge and Roadway Construction Control > Regular Verification.	2.5	3.75	5	6.25	7.5	20%

Section Q Percentage of the Total Performance Score: 25% **100%**

P Prosecution of Work

P1.	Completion of Project within Allotted Time.	3.125	4.6875	6.25	7.8125	9.375	25%
P2.	Continuous Progression of Work.	3.125	4.6875	6.25	7.8125	9.375	25%
P3.	Baseline Schedule and Schedule Updates in Accordance with Project Requirements.	3.125	4.6875	6.25	7.8125	9.375	25%
P4.	Commitment to Project Closeout.	3.125	4.6875	6.25	7.8125	9.375	25%

Section P Percentage of the Total Performance Score: 25% **100%**

C Cooperation

C1.	Change Order Process is Reasonable and Timely.	1.875	2.8125	3.75	4.6875	5.625	25%
C2.	Collaboration with ARDOT Personnel in Response to Project Concerns.	1.875	2.8125	3.75	4.6875	5.625	25%
C3.	Commitment to Construction Activities and Deficiencies.	1.875	2.8125	3.75	4.6875	5.625	25%
C4.	Open and Effective Communication.	1.875	2.8125	3.75	4.6875	5.625	25%

Section C Percentage of the Total Performance Score: 15% **100%**

M Project Management/Supervision

M1.	Directing the work as appropriate.	1.665	2.4975	3.33	4.1625	4.995	33.3%
M2.	Compliance with EEO, OJT, DBE Requirements.	1.665	2.4975	3.33	4.1625	4.995	33.3%
M3.	Timeliness of Submittals, Test Reports, Certifications	1.665	2.4975	3.33	4.1625	4.995	33.3%

Section M Percentage of the Total Performance Score: 10% **100%**

NOTE: An inadequate or below standard rating in any section shall limit the section total to a standard rating.

Performance Score: 100%
(Standard Rounding Rules Apply)

