Delaware Division of Facilities Management (DFM)
CONSTRUCTION QUALITY EVALUATIONS

The purpose of these procedures is to outline how evaluations will be conducted for professional services firms, general contractors, and for project closeout.
The Division of Facilities Management (DFM) has a need to conduct evaluations of professional service firms (such as architects, engineers, construction managers, etc.) as input into the professional services procurement process outlined in Delaware Code, Title 29, Chapter 69, Section 6982. Also, the Division has a need to collect performance information as part of the pre-qualification process for contractors contained in Delaware Code, Title 29, Chapter 69, Section 6962. The Division has a need for feedback from client agencies on construction projects so that it can improve its services to them.

GUIDELINES

A. **Professional Services Evaluations**
   1. A performance evaluation of the project architect/engineer (A/E) firm will be conducted as a part of the project closeout process. The Construction Project Coordinator (CPC) will complete the A/E Evaluation Form and forward it to the Chief of Engineering and Operations (CEO) for review. The evaluation form is then entered into a database by the Administrative Support Staff for later use in the professional services' selection process. A copy of the completed evaluation form will be sent to the firm.
   2. A performance evaluation for multi-year services contracts (such as Minor Capital Improvement (MCI) programs) will be conducted on an annual basis at outlined above. The results of the evaluation will be used to determine whether the contract will be extended an additional year.
   3. Construction Management (CM) firms and Program Managers will be evaluated at the completion of the project. The same procedures will be followed as identified above.

B. **Contractor Evaluations**
   1. A performance evaluation of the project general contractor will be conducted as a part of the project closeout process. The Construction Project Coordinator (CPC) will complete the Contractor Evaluation Form and forward it to the Chief of Engineering and Operations (CEO) for review. The evaluation form is then entered into a database by the Administrative Support Staff for later use in the contractor pre-qualification process. A copy of the completed evaluation form will be sent to the contractor.
   2. For Construction Management (CM) projects, an evaluation form will be completed for each major trade contractor.

C. **DFM Evaluations**
   A performance evaluation of the project will be conducted as a part of the project closeout process. The Chief of Engineering and Operations (CEO) will forward the DFM Project Evaluation Form to the client agency during the project closeout. The form is then filled out by the main agency contact for the project and returned to the Division. The evaluation form is then entered into a database by the Administrative Support Staff for later use by the Division to improve its services.