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Office of Management and Compliance Audits

**SUBJECT: INTERNAL AUDIT REPORT – CONTRACTOR PERFORMANCE  
EVALUATION PROCESS, MARCH 2005**

The Office of Management and Compliance Audits performed an audit of the Contractor Performance Evaluation Process. The objectives of the audit were to determine whether the process evaluates facilities service providers consistently and timely; allows for appropriate actions to be taken against poor performers; uses adequate tools and systems to achieve its purposes; and allows for a proper level of involvement by users of the facilities. The scope of our audit covered an examination of the current operations and involved contractor performance evaluation going back over three years.

The audit indicated that the contractor performance evaluation process is only marginally effective. Contractors are evaluated, but not consistently, and while evaluations are completed timely, end users are not part of the evaluation process and evaluation results are not consistently communicated to contractors to allow for their review and comment prior to finalizing results. While the criteria used in the process are reasonably adequate, they could be enhanced by including criteria relating to the quality of the work in place. The entire process needs to be guided by substantive written procedures, instructions and definition of criteria. Finally, the management, monitoring, storing, and disseminating of evaluation information should be centralized.

The audit was reviewed by the School Board Audit Committee at its May 3, 2005 meeting and they recommended forwarding it to the School Board.

Copies of this report will be placed on file in the Office of the Recording Secretary to the School Board and in the Citizen Information Center. Additional copies will be provided upon request.

**RECOMMENDED:** That The School Board of Miami-Dade County, Florida, receive and file the *Internal Audit Report – Contractor Performance Evaluation Process, March 2005*.