Memo

To:	Agency Heads
From:	Benjamin Barnes, Secretary
Date:	April 14, 2016
Re:	PSA Evaluation's

Connecticut General Statues 4-217, charges OPM with creating standards and procedures for state agencies to follow in entering into personal service agreements. Section 6 states that the standards shall include provisions requiring state agencies to systemically monitor and evaluate personal service contractor performance.

Under the Procurement Standards, not later than 60 days after a contractor has completed work on a contract, an agency must prepare a written evaluation of the contractor's performance. Currently an agency must submit a paper form to OPM's Executive Finance Officer to an email box.

Legislative Program Review conducted a study in 2014 regarding the Overview of State Agency Personal Service Contracting: Selection and Monitoring. As part of their review, it was recommended that the contractor evaluations be made more useful and OPM should determine ways in which the current process can be improved.

In response, Valerie Clark, of my staff has created an online shared database to enter the evaluations for all contracts. The Sharepoint tool has been designed to give access to the employee(s) in your agency who currently have the role of a PSA submitter to OPM.

The intent of this shared tool is to ensure the evaluations are being entered and sharing the information between the state agencies.

The database will be updated when contracts expire and will correlate to the PSA Annual Report which is provided to the Legislature on a yearly basis.

OPM has provided you with the instructions for this new policy change and the link to share with your appropriate staff person. If you have any questions, please feel free to contact Valerie at 860-418-6313.

PSA EVAULATIONS

User Guide

PSA Evaluations using SharePoint Database Site

The Basics

What is SharePoint?

Microsoft SharePoint is a collaboration software product that enables individuals working on a project team or in a functional group to share information and communicate with one another from a central location. It allows users to work in a web-based collaborative environment. SharePoint provides specialized sites that contain elements including databases, calendars, task lists, libraries of documents, discussion boards, etc. The site is accessible via a web browser from their PC or PDA. SharePoint also integrates seamlessly with Microsoft Office applications (such as Word, Excel, or Outlook) in a single environment.

Why Am I Using This?

Your agency has the ability to use one or more client licenses for Microsoft SharePoint. The software can be used to provide various web-based tools to you and your agency, such as:

- Data Collection and Reporting
- Document Management and Sharing
- Calendars
- Project Tracking
- Task Lists
- Discussion Boards

Under Connecticut General Statute 4-217, OPM is charged with creating standards and procedures for state agencies to follow in entering into personal service agreements. Section 6 is to monitor and evaluate personal service contractor performance. Through this PSA Evaluation site, you will be using SharePoint for data collection and reporting. Your agency's PSA Request submitter will be entering information in this database. The information entered here will be used to perform the function of submitting evaluations when PSA's expire according the OPM's Procurement Standards. In addition, this tool will be shared by State agencies as a means of tracking the performance of the contractors within State government.

Accessing the Site

How Do I Log In?

To access the PSA Evaluation SharePoint Database Site, click the following link:

http://spopm.ct.gov/Finance/PSAEvaluations/Lists/PSA%20Evaluations/AllItems.aspx

You will be prompted to login with a screen similar to this, please use your login for your computer:

Enter the username and password that you use for Outlook.

If you have trouble accessing the site, please contact one of the following individuals:

john.vittner@ct.gov

chris.smith@ct.gov

Valerie.clark@ct.gov

PSA Contracts:

When you've successfully logged into site, you will see a screen that looks like this:

The agency list will appear. The parenthesis is the number of contracts that have expired in FY 15

Filter the agency list by selecting the + sign next to your agency name to view the PSA Contracts. You will have "read only" access to all agencies and editing ability for your agency, only.

|	Business Unit	Contractor Name	CORE/CT Contract ID #	Description of Services	Contract Begin Date	Contract End Date	Contract Cost	Outline of Work	Quality of Work	R
			nts for Higher Education (13)							
		COURT	15COSC050	Provide Consultant Services for Self-Study Completed by Academic Advising. Final Report Will Include Provide consultant services for self-study completed by Academic Advising.	5/13/2015	6/30/2015	$3,500			
		M	12BAA2306	Recruit Students to, and Provide Mentors for, the COSC Pharmacy Refresher Course-Mod 1.	3/1/2012	6/30/2015	$69,680			
☐	BOR	CONN PHARM ASSN	12BAA2307	Recruit Students to, and Provide Mentors for, the COSC Pharmacy Refresher Course-Mod 2.	3/1/2012	6/30/2015	$69,680			
	BOR	CONNECTICUT LEAGUE FOR NURSING	12BAA2325	LPN-To-RN Bridge - NUR190; Per Student.	9/4/2012	6/30/2015	$180,709			
	BOR	CONNECTICUT LEAGUE FOR NURSING	12BAA2326	RN Refresher I - NUR041; Per Student.	9/4/2012	6/30/2015	$180,709			
	BOR	CONNECTICUT LEAGUE FOR NURSING	12BAA2327	RN Refresher II - NUR042; Per Student.	9/4/2012	6/30/2015	$180,709			
	BOR	CONNECTICUT LEAGUE FOR NURSING	12BAA2328	RN Refresher III - NUR043; Per Student.	9/4/2012	6/30/2015	$180,709			
	BOR	CONNECTICUT LEAGUE FOR NURSING	12BAA2329	RN Refresher IV - NUR044; Per Student.	9/4/2012	6/30/2015	$180,709			
	BOR	JULIANNE MERRELL	15COSC052	Guest Presenter Services for 2014-2015 ARC Program Students	5/2/2015	6/30/2015	$300			
	BOR	LORI GRODSKI	15COSC051	Guest Speaker Services for 2014-2015 ARC Program Students	5/2/2015	6/30/2015	$400			
	BOR	APPLE PI CONSULTING LTD	14COSC036	Financial Aid Technical Training	11/1/2014	1/31/2015	$9,900			
	BOR	ATTAIN LLC ☐NEW	15COSC047	Temporary Financial Aid	4/23/2015	4/5/2016	$51,000			

The list is now expanded so you can select your contract

Select the contract by slecting the contractor name that you want to enter the evaluation for and a new window will open then select edit item. This form is an online version of the same form filled out on paper.

Business Unit:	BOR
Contractor Name	CONN PHARM ASSN
CORE/CT Contract ID #	12BAA2306 This is the contract number entered in CORE/CT
Description of Services	Recruit Students to, and Provide Mentors for, the COSC Pharmacy Refresher Cou...
Contract Begin Date	3/1/2012
Contract End Date	6/30/2015
Contract Cost	$69,680 Total Cost of the Contract
Competitive Bid	☐ Was this Competitive Bid?
Evaluator's Name	
Evaluator's Phone Number	
Date of Submission	
Outline of Work	

Purpose, Scope, Activities, and Outcomes

Rate the Contractor's performance using the following scale:
5=Excellent 4= Superior 3 = Satisfactory 2 = Fair 1 = Unsatisfactory 0 = Not Applicable

Quality of Work
Contractor performed tasks, duties, functions, or assignments according to contract specifications

Reliability
Contractor adhered to the work schedule, achieved milestones (if any), and met deadlines

Key Personnel
Contractor assigned adequate and properly qualified, equipped, and trained staff to perform the work

Callout box in window: **Select Edit Item**

Window title bar: **...s – CONN PHARM ASSN**

Toolbar: Edit Item | Alert Me | Delete Item | Close | Manage | Close

The fields will now become open to edit.   Please verify the information that pre-filled about the contract is correct. Begin with the contractor name, and continue to the contract #, then the description of services, dates and amount. Was the contract competitively bid? If so, please check the box. The evaluator name and phone number can be anoymous if you choose. Finally enter the date the form is being completed.

Agency Name:	Department of Administrative Services
Business Unit:	DAS
Contractor Name	RITA J GAVELIS
CORE/CT Contract ID #	15CSL0007AJ
	This is the contract number entered in CORE/CT
Description of Services	Provide up to 24 Webinars, 12 half-day workshops or 6 full day workshops or any c
Contract Begin Date	2/1/2015
Contract End Date	7/31/2015
Contract Cost	$4,800
	Total Cost of the Contract
Competitive Bid	☐ Was this Competitive Bid?
Evaluator's Name	
Evaluator's Phone Number	
Date of Submission	
Outline of Work	

Purpose, Scope, Activities, and Outcomes

Rate the Contractor's performance using the following scale:
5=Excellent 4= Superior 3 = Satisfactory 2 = Fair 1 = Unsatisfactory 0 = Not Applicable

Quality of Work
Contractor performed tasks, duties, functions, or assignments according to contract specifications

This is the section where you will be conducting the evaluation. Please begin with the outline of work and list the purpose, scope activities and outcomes of the contract. You can copy and paste from another document if you have it saved somewhere else. For the next 8 categories you will rating from a 0 to a 5. The system will allow you to add any other numbers, however when you go to save the document you will receive an error, it will tell you to fix the number because it is programmed to only accept 0-5. The total rating is automatic and when you save the total will appear. The last steps will be to explain any areas wherer the contractor's performace was less than satisfactory and add any additional comments you may want to share. Once the form is complete, select save.

Edit				
Save	Close	Paste	Copy / Cut	Delete Item
Commit		Clipboard		Actions

Begin the evaluation here

Number

Date of Submission

Outline of Work

Purpose, Scope, Activities, and Outcomes

Rate the Contractor's performance using the following scale:
5=Excellent 4= Superior 3 = Satisfactory 2 = Fair 1 = Unsatisfactory 0 = Not Applicable

Quality of Work
Contractor performed tasks, duties, functions, or assignments according to contract specifications

Reliability
Contractor adhered to the work schedule, achieved milestones (if any), and met deadlines

Key Personnel
Contractor assigned adequate and properly qualified, equipped, and trained staff to perform the work

Supervision
Contractor adequately supervised key personnel and other staff assigned to do the work

Financials
Contractor adhered to cost and other financial provisions, including prompt payment of subcontractors or suppliers.

Compliance
Contractor abided by governmental policies, procedures, laws, and regulations, including AA and EEO

Independence
Contractor was able to complete work independently, with little agency oversight or direction

Cooperation
Contractor was able to work with others, including agency staff, other contractors, and the general public

Total Rating 0

Field Definitions

Agency Name (Drop Down):	Pre-filled from CORE/CT, verify it is correct otherwise change and select **ONE** agency from the list (REQUIRED FIELD).
Business Unit:	Pre-filled from CORE/CT, verify it is correct otherwise, change the acronym for your Agency.
Contractor Name:	Pre-filled from CORE/CT, verify it is correct otherwise, change the full legal name of the contractor.
CORE/CT Contract ID#:	Pre-filled from CORE/CT, verify it is correct otherwise, change contract number listed in CORE/CT.
Description of Services:	Pre-filled from CORE/CT, verify it is correct otherwise, change the description.
Contract Begin Date:	Pre-filled from CORE/CT, verify it is correct otherwise change the date from the calendar icon listed to the right of the box.
Contract End Date:	Pre-filled from CORE/CT, verify it is correct otherwise change the date from the calendar icon listed to the right of the box.
Contract Cost:	Pre-filled from CORE/CT, verify it is correct otherwise change the dollar amount.
Evaluator's Name:	Enter the name of the person who completed the evaluation (may not be the same person who is entering the data). In addition, you can enter "anonymous" or just list the program name the contract was for.
Evaluator's Phone Number:	Enter the phone number of the person who would be best to contact regarding this project (if there are questions). If you entered anonymous, please leave this blank.
Date of Submission:	Enter the date the evaluation is being completed from the calendar icon on the right of the box.
Outline of Work:	Enter the outline of work. This can include the purpose, scope, activities and outcomes of the contract.
Rating the Contractor's Performance 0-5 (0=Not applicable; 1=Unsatisfactory; 2=Fair; 3=Satisfactory; 4=Superior; 5=Excellent) Quality of Work:	Enter the rating based on how the Contractor performed tasks, duties, functions, or assignments according to contract specifications.
Reliability:	Enter the rating based on how the Contractor adhered to the work schedule, achieved milestones (if any), and met deadlines.
Key Personnel:	Enter the rating based on how the Contractor assigned adequate and properly qualified, equipped, and trained staff to perform the work.
Supervision:	Enter the rating based on how the Contractor adequately supervised key personnel and other staff assigned to do the work.
Financials:	Enter the rating based on how the Contractor adhered to cost and other financial provisions, including prompt payment of subcontractors or suppliers.
Compliance:	Enter the rating based on how the Contractor abided by governmental policies, procedures, laws, and regulations, including AA and EEO .
Independence:	Enter the rating based on how the Contractor was able to complete work independently, with little agency oversight or direction.
Cooperation:	Enter the rating based on how the Contractor was able to work with others, including agency staff, other contractors, and the general public.
Explain area's with performance was less than satisfactory:	Include any narrative you feel was the reason the Contractor may have scored a less than satisfactory in any of the above fields.
Other Comments:	Include any additional comments you may have.

Delete an Item: There should not be a reason to delete an entry unless the contract was cancelled.

To delete an item in your agency's list, you have two options.

Option #1:

1) Run your mouse over the project you'd like to delete and check the box to the left it.
2) Select the delete item from the toolbar (this is very helpful when you want to delete several).

Option #2:

1) When you are entering the evaluation there are 2 places where you can delete. The first one is when the form first opens there is the delete item. Also, when you are editing the form you have the option to delete.
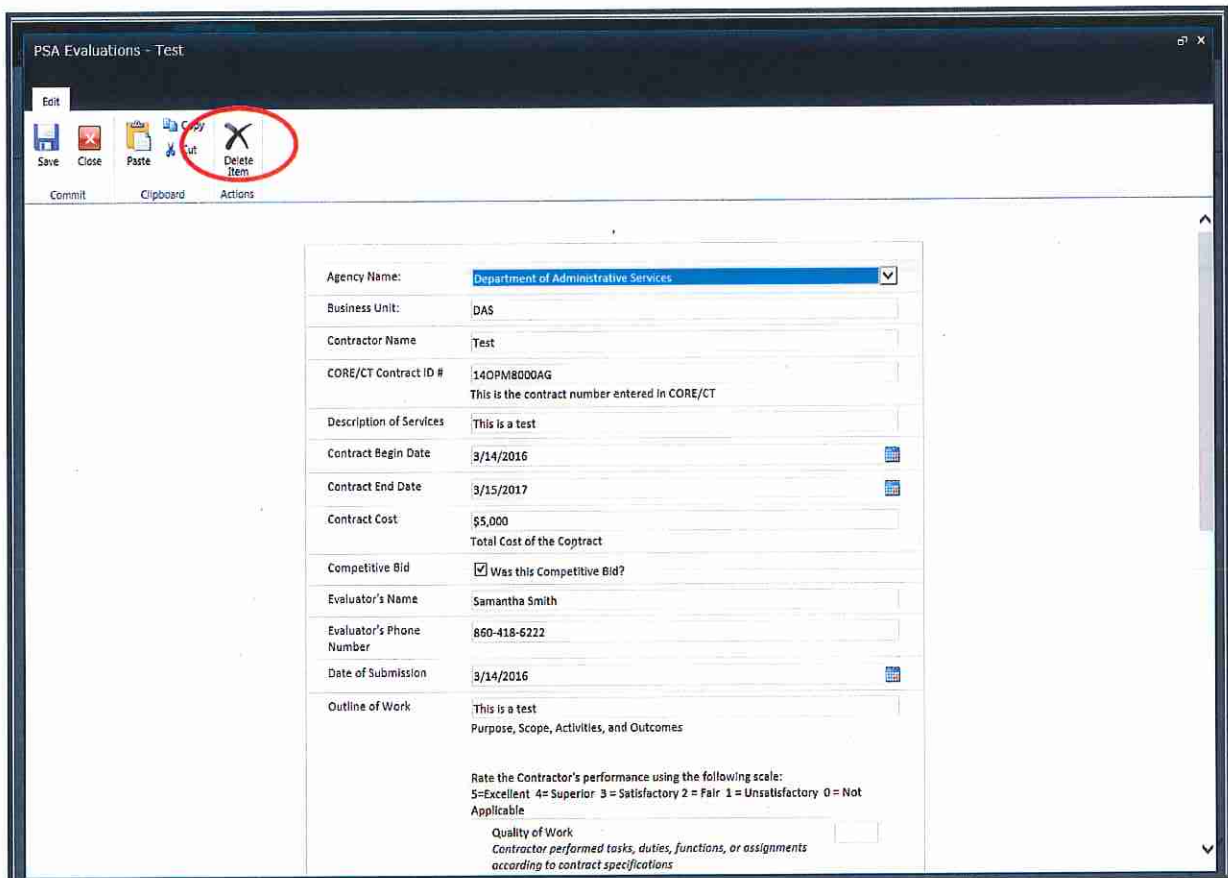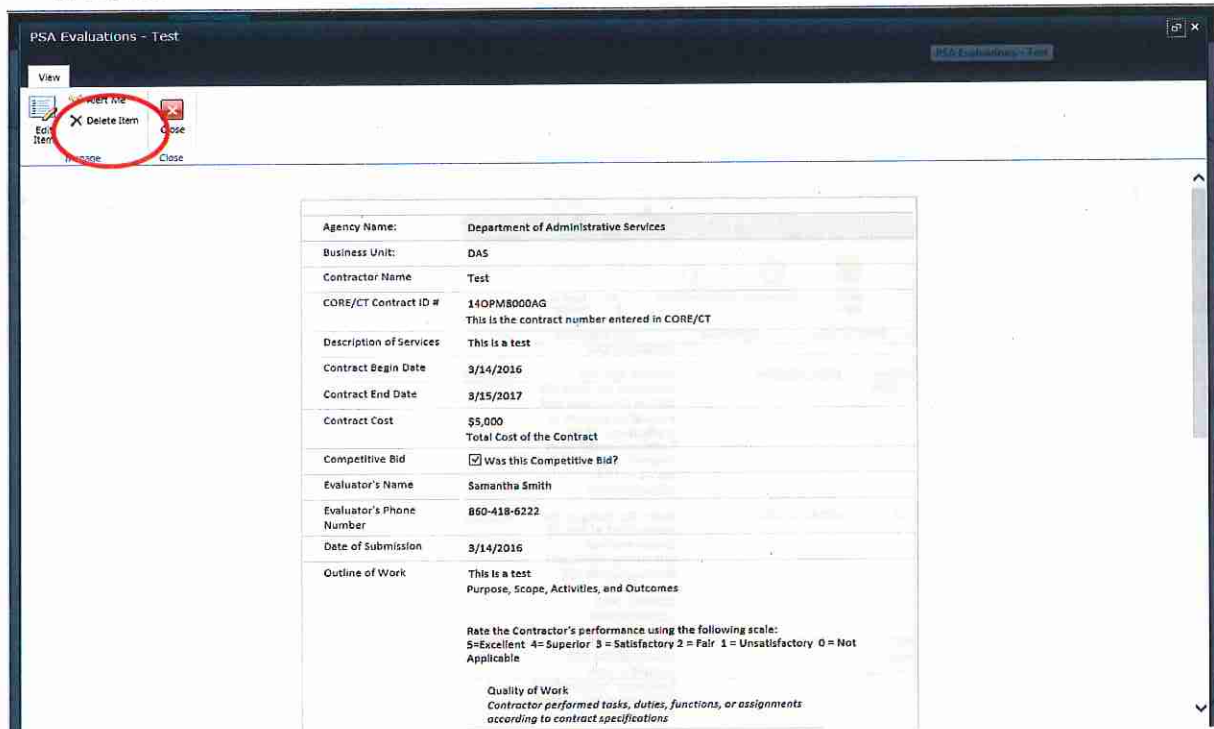
After you've entered all of your agency's data, please review the information for accuracy, grammar, spelling and formatting. Ensure that all completed forms have the "Is this entry ready to be viewed by others?" box checked and are ready to be shared with others. Once complete, close out of the SharePoint site.

Searching:

If you want to search by a contractor, simply list the contractor name in the search field.
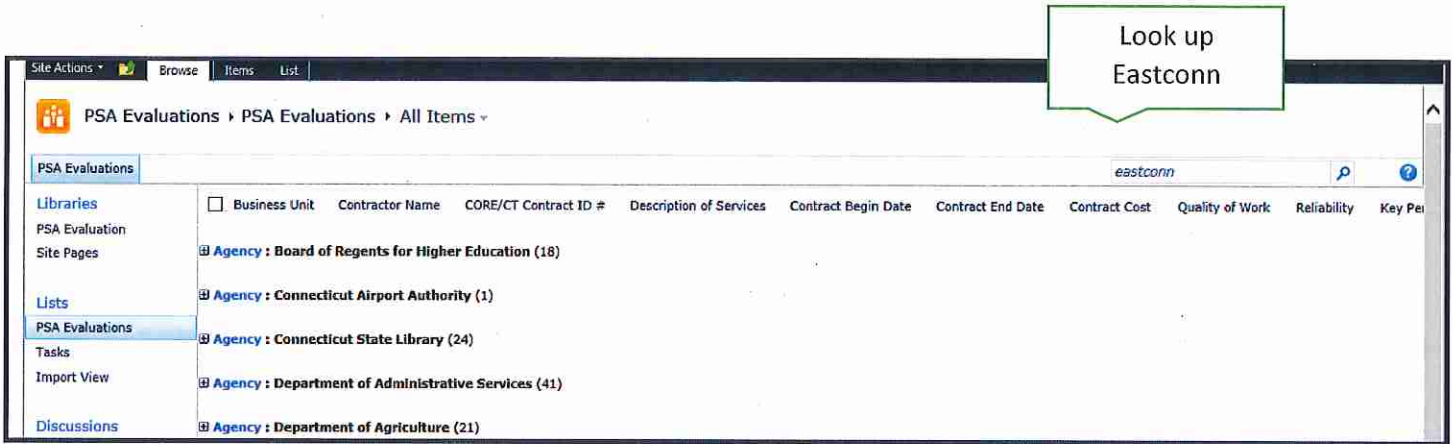
A screen listing the contractors who are entered in this database:
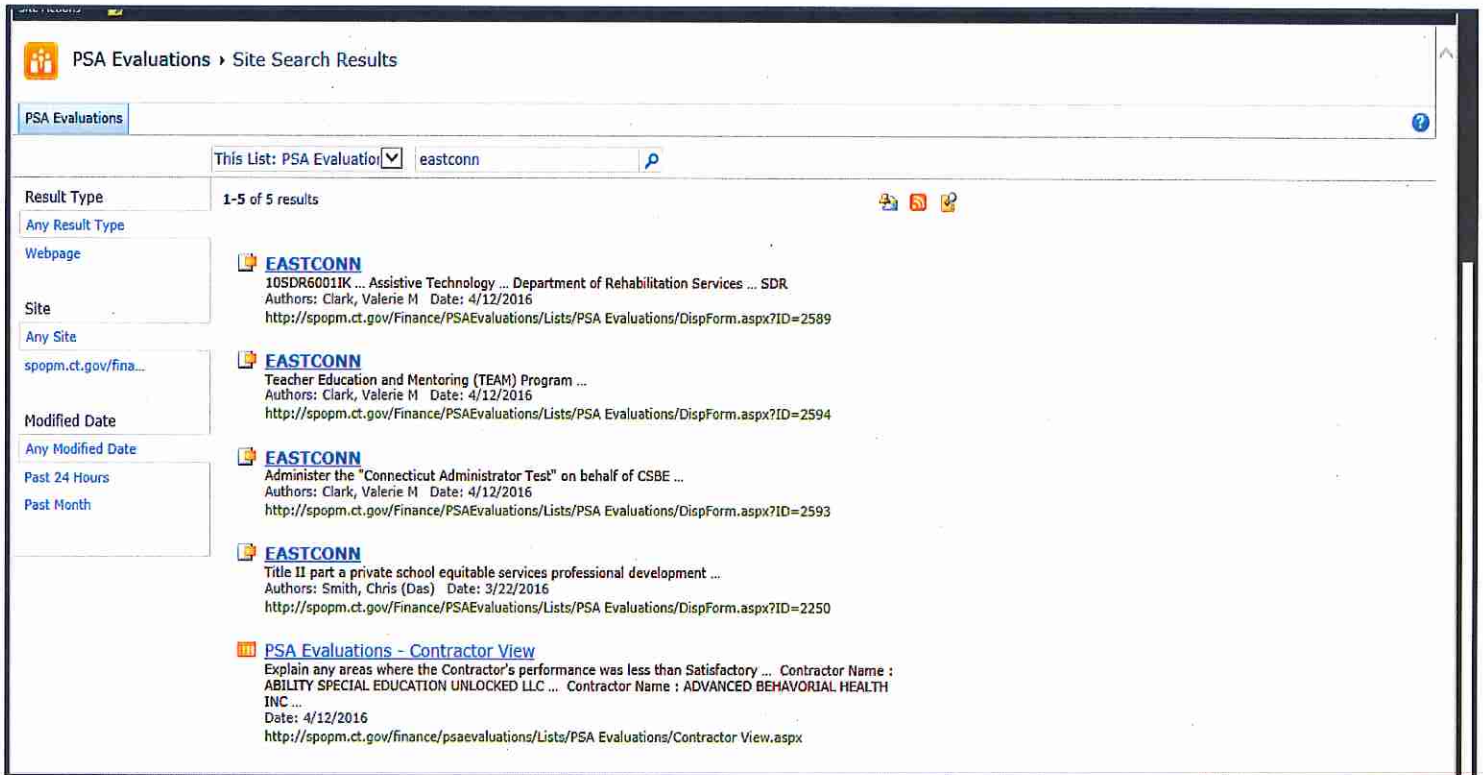
If you have any questions about field definitions, additions or content, please contact Valerie Clark at (860) 418-6313 or Valerie.clark@ct.gov.

Thank you for your assistance with making our government more transparent.