<table>
<thead>
<tr>
<th>Performance Element</th>
<th>Excellent*</th>
<th>Good</th>
<th>Acceptable</th>
<th>Poor</th>
<th>Unacceptable**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Services/Work</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Timeliness of Performance</td>
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<tr>
<td>Cost Control</td>
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<tr>
<td>Business Relations</td>
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<tr>
<td>Customer Satisfaction</td>
<td></td>
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</tr>
</tbody>
</table>

1. Name of Evaluating Organization: ____________________________________________

2. Name & Title of Evaluator: ________________________________________________

3. Telephone Number of Evaluator: ________________________________

4. E-mail address of Evaluator: ________________________________

5. Signature of Evaluator: ________________________________ Date: __ __ __ __

6. Describe type of service received: __________________________________________

7. Contract Number ________________ Contract Amount __ __ __ __

8. Contract Period of Performance ____________________________________________

Remarks on Excellent Performance: Provide data supporting this observation. (Continue on separate sheet if needed)

** Remarks on Unacceptable Performance: Provide data supporting this observation. (Continue on separate sheet if needed)
**RATING GUIDELINES**

Summarize Contractor performance in each of the rating areas. Assign each area a rating of O (Unacceptable), 1 (Poor), 2 (Acceptable), 3 (Good), 4(Excellent), or++ (Plus). Use the following instructions as guidance in making these evaluations.

<table>
<thead>
<tr>
<th>Quality Product/Service</th>
<th>Cost Control</th>
<th>Timeless of Performance</th>
<th>Business Relations</th>
</tr>
</thead>
<tbody>
<tr>
<td>-Compliance with contract requirements</td>
<td>-Within budget (over/under target costs)</td>
<td>-Meet Interim milestones</td>
<td>-Effective management</td>
</tr>
<tr>
<td>-Accuracy of reports</td>
<td>-Current, accurate, and complete billings</td>
<td>-Reliable</td>
<td>-Businesslike correspondence</td>
</tr>
<tr>
<td>-Appropriateness of personnel</td>
<td>-Relationship of negated costs to actual</td>
<td>-Responsive to technical directions</td>
<td>-Responsive to contract requirements</td>
</tr>
<tr>
<td>-Technical excellence</td>
<td>-Cost efficiencies</td>
<td>-Completed on time, including wrap-up and contract administration</td>
<td>-Prompt notification of contract problems</td>
</tr>
</tbody>
</table>

0. Zero
Nonconformances are comprises the achievement of contract requirements, despite use of Agency resources.
Cost issues are comprising performance of contract requirements.
Delays are comprising the achievement of contract requirements. Despite use of Agency resources.

1. Unacceptable
Nonconformances require major Agency resources to ensure achievement of contract requirements.
Cost issues require major Agency resources to ensure achievement of contract requirements.
Delays require major Agency resources to ensure achievement of contract requirements.

2. Poor
Nonconformance require minor Agency resources to ensure achievement of contract requirements.
Costs issues require minor Agency resources to ensure achievement of contract requirements.
Delays require minor Agency resources to ensure achievement of contract requirements.

3. Acceptable
Nonconformances do not impact achievement of contract requirements.
Cost issues do not impact achievement of contract requirements.
Delays do not impact achievement of contract requirements.

4. Good
There are no quality problems.
There are no cost issues.
There are not delays.

5. Excellent
The contractor has demonstrated an exceptional performance level in some or all of the above categories.