# Offeror Name:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Performance Element**  (See Description p. 2) | **Excellent\*** | **Good** | **Acceptable** | **Poor** | **Unacceptable\*\*** |
| Quality of Services/ Work |  |  |  |  |  |
| Timeliness of Performance |  |  |  |  |  |
| Cost Control |  |  |  |  |  |
| Business Relations |  |  |  |  |  |
| Customer Satisfaction |  |  |  |  |  |

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:

1. Describe type of service received:
2. Contract Number

Contract Amount

1. 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 0 (Unacceptable), 1 (Poor), 2 (Acceptable), 3 (Good), 4(Excellent), or ++ (Plus). Use the following instructions as guidance in making these evaluations.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Quality** |  | | **Timeless** | | | **Business** |
| **Product/Service** | **Cost Control** | | **of Performance** | | | **Relations** |
| -Compliance with | | | -Within budget (over/ | | -Meet Interim milestones | -Effective management | | |
| contract requirements | | | under target costs) | | -Reliable | -Businesslike correspondence | | |
| -Accuracy of reports | | | -Current, accurate, and | | -Responsive to technical | -Responsive to contract | | |
| -Appropriateness of | | | complete billings | | directions | requirements | | |
| personnel | | | -Relationship of negated | | -Completed on time, | -Prompt notification of contract | | |
| -Technical excellence | | | costs to actual | | including wrap-up and | problems | | |
|  | | | -Cost efficiencies | | -contract administration | -Reasonable/cooperative | | |
|  | | | -Change order issue | | -No liquidated damages | -Flexible | | |
|  | | |  | | assessed | -Pro-active | | |
|  | | |  | |  | -effective contractor | | |

recommended solutions

-Effective snail/small disadvantaged business Subcontracting program

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **0. Zero** | Nonconformances are comprises the achievement of contract | Cost issues are comprising performance of contract | Delays are comprising  the achievement of contract | Response to inquiries, technical/ service/administrative issues is |
|  | requirements, despite use of Agency resources | requirements. | requirements, Despite use of Agency resources. | not effective and responsive. |
| **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. | response to inquiries, technical/ service/administrative issues is marginally effective and responsive. |
| **2. Poor** | Nonconformance require minor | Costs issues require minor | Delays require minor | Responses to inquiries, technical/ |
|  | Agency resources to ensure achievement of contract requirements. | Agency resources to ensure achievement of contract requirements. | Agency resources to ensure achievement of contract requirements. | service/administrative issues is somewhat effective and responsive. |
| **3. Acceptable** | Nonconformances do not impact | Cost issues do not impact | Delays do not impact | Responses to inquires, technical/ |
|  | achievement of contract requirements. | achievement of contract requirements. | achievement of contract requirements. | service/administrative issues is usually effective and responsive. |
| **4. Good** | There are no quality problems. | There are no cost issues. | There are not delays. | Responses to inquiries, technical/ |
|  |  |  |  | service/administrative issues is effective and responsive, |

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