

**Attachment E**

**PAST PERF9RMANCE EVALUATION FORM**

# DC Public Service Commission

Offeror Name: -----------

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Performance Element**(See Description p. 2) | **Excellent**\* | **Good** | **Acceptable** | **Poor** | **Unacceptable'""** |
| Quality of Services/Work |  |  |  |  |  |
| Timeliness ofPerformance |  |  |  |  |  |
| CostControl |  |  |  |  |  |
| BusinessRelations |  |  |  |  |  |
| CustomerSatisfaction |  |  |  |  |  |

# Name of Evaluating Organization:

1. Name & Title of Evaluator:
2. Telephone Number of Evaluator:
3. E-mail address of Evaluator:
4. Signature of Evaluator: Date:-----
5. Describe type of service received:
6. Contract Number

Contract Amount -----

# 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.

**Quality**

#### Product/Service

-Compliance with contract requirements

-Accuracy of reports

-Appropriateness of personnel

-Technical excellence

**0. Zero** Nonconformances are comprises the achievement of contract requirements, despite use of Agency resources

1, Unacceptable Nonconformances require major

Agency resources to ensure achievement of contract requriements.

1. **Poor** Nonconformance require minor Agency resources to ensure achievement of contract requirements.
2. **Acceptable** Nonconformances do not impact

achievement of contract requirements.

1. **Good** There are no quality problems.

**llmeless Business**

#### Coat Control of Perfonnance Relations

-Within budget (over/ -Meet Interim milestones -Effective management

under target costs) -Reliable -Businesslike correspondence

-Current, accurate, and -Responsive to technical -Responsive to contract

complete bftllngs directions requirements

-Relationship of negated -Completed on time, -Prompt notification of contract

costs to actual Including \lll'ap-up and problems

-Cost efficiencies -contract administration -Reasonable/cooperative

-Change order issue -No liquidated damages -Flexible

assessed -Pro-active

-effective contractor

recommended solutions

-Effective snaiVsmall disadvantaged business Subcontracting program

Cost Issues **are** comprising Delays ara comprising Response to inquiries, technical/ performance of contract the achievement of contract service/administrative issues is requirements. requirements, Despite use not effective and responsive.

of **Agency** resources.

Cost issues require major Delays require major response to inquiries, technical/ Agency resources to ensure Agency resources to ensure service/administrative issues is achievement of contract achievement of contract marginally effective and **requirements. requirements. responsive.**

Costs issues require minor Delays require minor Responses to Inquiries, technicaV Agency resources to ensure Agency resources to ensure service/administrative issues Is achievement of contract achievement of contract **somewhat** effective and requirements. requirements. responsive.

Cost issues do not Impact Delays do not impact Responses to Inquires, technical/ achievement of contract achievement of contract service/administrative issues is requirements. requirements. usually effective and responsive.

There are no cost issues. There are not delays. Responses to inquiries, technieaV

service/administrative Issues is effective and responsive,

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