

**ATTACHMENT C**  
**PAST PERFORMANCE EVALUATION FORM**  
RFP NO. PSC-21-27

Offeror Name: \_\_\_\_\_

| Performance Element          | Excellent* | Good | Acceptable | Poor | Unacceptable** |
|------------------------------|------------|------|------------|------|----------------|
| Quality of Services/<br>Work |            |      |            |      |                |
| Timeliness of<br>Performance |            |      |            |      |                |
| Cost<br>Control              |            |      |            |      |                |
| Business<br>Relations        |            |      |            |      |                |
| Customer<br>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: \_\_\_\_\_

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

|                        | <b>Quality<br/>Product/Service</b>   | <b>Cost Control</b>  | <b>Timeless<br/>of Performance</b>   | <b>Business<br/>Relations</b>  |
|------------------------|--|--|--|--|
|                        | <ul style="list-style-type: none"> <li>-Compliance with contract requirements</li> <li>-Accuracy of reports</li> <li>-Appropriateness of personnel</li> <li>-Technical excellence</li> </ul> | <ul style="list-style-type: none"> <li>-Within budget (over/under target costs)</li> <li>-Current, accurate, and complete billings</li> <li>-Relationship of negated costs to actual</li> <li>-Cost efficiencies</li> <li>-Change order issue</li> </ul> | <ul style="list-style-type: none"> <li>-Meet Interim milestones</li> <li>-Reliable</li> <li>-Responsive to technical directions</li> <li>-Completed on time, including wrap-up and contract administration</li> <li>-No liquidated damages assessed</li> </ul> | <ul style="list-style-type: none"> <li>-Effective management</li> <li>-Businesslike correspondence</li> <li>-Responsive to contract requirements</li> <li>-Prompt notification of contract problems</li> <li>-Reasonable/cooperative</li> <li>-Flexible</li> <li>-Pro-active</li> <li>-effective contractor recommended solutions</li> <li>-Effective snail/small disadvantaged business Subcontracting program</li> </ul> |
| <b>0. Zero</b>         | 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.   | Response to inquiries, technical/ service/administrative issues is not effective and responsive.   |
| <b>1, Unacceptable</b> | 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.  |
| <b>2. Poor</b>         | 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.  | Responses to inquiries, technical/ service/administrative issues is somewhat effective and responsive.   |
| <b>3. Acceptable</b>   | 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.   | Responses to inquires, technical/ service/administrative issues is usually effective and responsive.   |
| <b>4. Good</b>         | 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,  |
| <b>5. Excellent</b>    | The contractor has demonstrated an exceptional performance level in some or all of the above categories.   |  |  |  |