**REQUEST FOR QUALIFICATIONS ("RFQ")**  
DCAM-20-CS-RFQ-0002  
HIDIQ for HVAC SYSTEMS MAINTENANCE, REPLACEMENT & INSTALLATION (MRI) SERVICES

**PAST PERFORMANCE EVALUATION FORM**

**Offeror Name:** ____________________

<table>
<thead>
<tr>
<th>Performance Elements</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>
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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>
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</tbody>
</table>

1. Name and Title of Evaluator: ________________________________

2. Signature of Evaluator: ________________________________

3. Name of Organization: ________________________________

4. Telephone Number of Evaluator: ________________________________

   E-mail address of Evaluator: ________________________________

5. State type of service received: ________________________________

6. State Contract Number, Amount and Period of Performance ________________________________

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

8. Remarks on unacceptable performance: Provide data supporting this observation. (Continue on separate sheet if needed)

Please submit completed evaluation to ahmad.stanekzai@dc.gov
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 for 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>
<tr>
<td></td>
<td>-Change order issue</td>
<td>-No liquidated damages assessed</td>
<td>-Reasonable/cooperative</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.
Response to inquiries, technical/service/administrative issues is 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
Nonconformances 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.

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.
Responses to inquiries, technical/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.