

Vendor's CLIENT PAST PERFORMANCE EVALUATION

DCAM-21-NC-RFQuals-0002

**DGS SERVICES SCHEDULE FOR GENERAL CONTRACTORS, SKILLED/UNSKILLED TRADE
SUBCONTRACTORS & RELATED FACILITY MAINTENANCE, REPAIR & OTHER SPECIALIZED SERVICE
CONTRACTORS**

Name of Offeror/Bidder: _____

| PERFORMANCE ELEMENT | EXCELLENT* | GOOD | ACCEPTABLE | POOR | UNACCEPTABLE** |
|---------------------------|------------|------|------------|------|----------------|
| Quality of Service/Work | | | | | |
| Timeliness of Performance | | | | | |
| Cost Control Measures | | | | | |
| Business Relations | | | | | |
| Customer Satisfaction | | | | | |

1. Name of Evaluating Organization: _____
2. Name and Title of Evaluator: _____
3. Evaluator Phone Number: _____
4. Evaluator e-mail address: _____
5. Evaluator Signature: _____
6. Evaluator Supervisor Name: _____
7. Supervisor Phone Number: _____
8. Supervisor e-mail address: _____
9. Description of Services Provided by Offeror: _____

10. Contract No.: _____ **Contract Value\$** _____
11. Contract Period of Performance: _____

**Evaluator must provide remarks for all "Excellent Performance" ratings – Continue on a sperate sheet.*
***Evaluators must provide remarks for all "Unacceptable Performance" ratings – Continue on a sperate sheet.*

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

| | | | | |
|------------------------|---|---|---|--|
| 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 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. | 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 | This Contractor has demonstrated an exception performance level in some or all of the above categories. | | | |

RATING REMARKS:

SIGNATURE