

Contracts & Procurement

OFFERORS' PAST PERFORMANCE CUSTOMER EVALUATION FORM  
**DCAM-23-NC-RFQ-0002**  
 Routine & Supplemental Janitorial Services for Fire & Emergency  
 Medical Services Department

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					

**NOTE: Evaluator must complete Page 1 and Page 2 of this document.**

- Name of Evaluating Organization: \_\_\_\_\_
- Name and Title of Evaluator: \_\_\_\_\_
- Evaluator Phone Number: \_\_\_\_\_
- Evaluator e-mail address: \_\_\_\_\_
- Evaluator Signature: \_\_\_\_\_
- Evaluator Supervisor Name: \_\_\_\_\_
- Supervisor Phone Number: \_\_\_\_\_
- Supervisor e-mail address: \_\_\_\_\_
- Description of Services Provided by Offeror: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- Contract No.: \_\_\_\_\_ **Contract Value\$** \_\_\_\_\_
- 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

<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>	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.
<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 inquiries, 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>	This Contractor has demonstrated an exception performance level in some or all of the above categories.			

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**RATING REMARKS:**

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**SIGNATURE**