

Offeror Name: _____

| Performance Element <i>(See Description p. 2-3)</i> | Excellent* | Good | Acceptable | Poor | Unacceptable** |
|---|-------------------|-------------|-------------------|-------------|-----------------------|
| Quality of Services/ Work | | | | | |
| Timeliness of Performance | | | | | |
| Cost Control | | | | | |
| Business Relations | | | | | |
| Customer Satisfaction | | | | | |

***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)**

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 _____

RATING GUIDELINES

Summarize Contractor performance in each of the rating areas. Assign each area a rating of 0 (Zero), 1 (Unacceptable), 2 (Poor), 3 (Acceptable), 4 (Good), 5 (Excellent), or ++ (Plus). Use the following instructions as guidance in making these evaluations.

| | Quality Product/Service | Cost Control | Timeliness of Performance | Business Relations |
|--|---------------------------------------|---|--------------------------------------|--|
| | Compliance with contract requirements | Within budget (over/under target costs) | Meet interim milestones | Effective management |
| | Accuracy of reports | Current, accurate, and complete billings. | Reliable | Business-like correspondence |
| | Appropriateness of personnel | Relationship of negated costs to actual | Responsive to technical directions | Responsive to contract requirements |
| | Technical Excellence | Cost efficiencies | Completed on time, including wrap-up | Prompt notification of contract problems |
| | | Change order issues | Contract Administration | Reasonable/cooperative |
| | | | No liquidated damages assessed | Flexible |
| | | | | Pro-active |
| | | | | Effective communicator; recommended solutions |
| | | | | Effective small disadvantage business subcontracting program |

| | Quality Product/Service | Cost Control | Timeliness of Performance | Business Relations |
|-------------------------|--|---|---|---|
| 0-Zero | Nonconformance is compromising the achievement of contract requirements, despite use of agency resources | Cost issues are compromising performance of contract requirements | Delays are compromising the achievement of contract requirements, despite use of agency resources | Response to inquiries, technical/services/administrative issues is not effective and responsive. |
| 1 - Unacceptable | Nonconformance 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/services/administrative issues is marginally effective and responsive. |
| 2 – Poor | Nonconformance require minor agency resources to ensure achievement of contract requirements. | Cost issues require minor agency resources to ensure achievement of contract requirements | Delays require minor agency resources to ensure achievement of contract requirements | Response to inquiries, technical/services/administrative issues is somewhat effective and responsive. |

| | Quality Product/Service | Cost Control | Timeliness of Performance | Business Relations |
|-----------------------|--|--|---|--|
| 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 | Response to inquiries, technical/services/administrative issues is usually effective and responsive. |
| 4 - Good | There are no quality problems | There are no cost issues | There are no delays | Response to inquiries, technical/services/administrative issues is effective and responsive. |
| 5 - Excellent | The contractor has demonstrated an exceptional performance level in some or all of the above categories. | | | |