**Contracts & Procurement**

**Vendor’s CLIENT PAST PERFORMANCE EVALUATION**

**DCAM-21-NC-RFP-0008**

**Parking Lot Management Services DC USA Retail Mall**

**Name of Offeror/Bidder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| --- | --- | --- | --- | --- | --- |
| **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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Contract No.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Contract Value$**\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. 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.*

**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 | -Current, accurate, and  complete billings | -Responsive to technical  directions | -Responsive to contract  requirements |
| -Technical excellence | -Relationship of negated  costs to actual  -Cost efficiencies  -Change order issue | -Completed on time, including wrap-up and  -contract administration | -Prompt notification of contract problems  -Reasonable/cooperative |
|  |  | -No liquidated damages  assessed | -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. | | | |