

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF GENERAL SERVICES



**DCAM-20-NC-RFP-0013 ON-CALL
FACILITY MAINTENANCE AND
REPAIR SERVICES**

Offeror Name: _____

| Performance Element | Excellent* | Good | Acceptable | Poor | Unacceptable** |
|------------------------------|------------|------|------------|------|----------------|
| Quality of Services/ Work | | | | | |
| Timeliness of Performance | | | | | |
| Cost Control | | | | | |
| Business Relations | | | | | |
| Customer Satisfaction | | | | | |

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 _____

*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)

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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/Service <ul style="list-style-type: none"> -Compliance with contract requirements -Accuracy of reports -Appropriateness of personnel -Technical excellence | Cost Control <ul style="list-style-type: none"> -Within budget (over/under target costs) -Current, accurate, and complete billings -Relationship of negated costs to actual -Cost efficiencies -Change order issue | Timeless of Performance <ul style="list-style-type: none"> -Meet Interim milestones -Reliable -Responsive to technical directions -Completed on time, including wrap-up and contract administration -No liquidated damages assessed | Business Relations <ul style="list-style-type: none"> -Effective management -Businesslike correspondence -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 | Nonconformance 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 inquires, 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. | | | |