# PAST PERFORMANCE EVALUATION FORM

(Check appropriate box)

## OFFEROR ____________________________

<table>
<thead>
<tr>
<th>Performance Elements</th>
<th>Excellent</th>
<th>Good</th>
<th>Acceptable</th>
<th>Poor</th>
<th>Unacceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Services/Work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Timeliness of Performance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost Control</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Relations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Name and Title of Evaluator: ____________________________________________

2. Signature of Evaluator: _________________________________________________

3. Name of Organization: _________________________________________________

4. Telephone Number of Evaluator: __________________________________________

    E-mail address of Evaluator: __________________________

5. State type of service received: __________________________________________

6. State Contract Number, Amount and Period of Performance __________________

   __________________________

7. Remarks on Excellent Performance: Provide data supporting this observation. (Continue on separate sheet if needed)

8. Remarks on unacceptable performance: Provide data supporting this observation. (Continue on separate sheet if needed)
**Attachment L**

**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 a guidance in making these evaluations.

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

**Notes:**

- **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 not 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 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 inquiries, technical/service/administrative issues is usually effective and responsive.

- **4. Good**
  - There are no quality problems.
  - There are no cost issues.
  - There are no 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.