

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.			