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PAST PERFORMANCE EVALUATION FORM

(Check appropriate box)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Performance Elements | Excellent | Good | Acceptable | Poor | Unacceptable |
| Quality of Services/ Work |  |  |  |  |  |
| Timeliness of Report Delivery |  |  |  |  |  |
| Responsiveness of Client Relations Contact |  |  |  |  |  |
| Customer Satisfaction |  |  |  |  |  |

1. Name & Title of Evaluator:
2. Signature of Evaluator:
3. Name of Organization:
4. Telephone Number 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)

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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 a guidance in making these evaluations.

|  |  |  |  |
| --- | --- | --- | --- |
| **Quality****Product/Service** | **Cost Control** | **Timeless****of Performance** | **Business****Relations** |
| -Compliance with | -Within budget (over/ | -Meet Interim milestones | -Effective management |
| contract requirements | under target costs) | -Reliable | -Businesslike correspondence |
| -Accuracy of reports | -Current, accurate, and | -Responsive to technical | -Responsive to contract |
| -Appropriateness of | complete billings | directions | requirements |
| personnel | -Relationship of negated | -Completed on time, | -Prompt notification of contract |
| -Technical excellence | costs to actual-Cost efficiencies-Change order issue | including wrap-up and-contract administration-No liquidated damages assessed | 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 comprisingthe 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 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.