

PAST PERFORMANCE EVALUATION FORM

(Check appropriate box)

Performance Elements	Excellent	Good	Acceptable	Poor	Unacceptable
Quality of Service					
Timeliness of Performance					
Cost Control					
Business Relations					
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)

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 in making these evaluations.

Quality Product/Service	Cost Control	Timeliness of Performance	Business Relations
-Compliance with contract requirements -Accuracy of reports -Appropriateness of personnel -Technical excellence	-Within budget (over/under target costs) -Current, accurate, and complete billings -Relationship of negotiated costs to actual -Cost efficiencies -Change order issue	-Meet interim milestones -Reliable -Responsive to technical directions -Completed on time, including wrap-up and contract administration -No liquidated damages assessed	-Effective management -Business correspondence -Responsive to contract requirements -Prompt notification of contract problems -Reasonable/cooperative -Flexible -Pro-active -To-Active -Effective contractor -Recommended solutions -Effective maintenance -Disadvantaged business subcontracting program
0. Zero Nonconformance are comprises the achievement of contract requirements, despite use of Agency resources	Cost issues are comprising performance of contract requirements. Delays require major Agency resources to ensure achievement of contract requirements.	Delays are comprising 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 requires 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 requires 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.	Response to inquiries, technical services/administrative issues is usually effective and responsive.
3. Acceptable Nonconformance 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 not 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.			