

ATTACHMENT J.1.4 – PAST PERFORMANCE EVALUATION FORM

(Check appropriate box)

Performance Elements	RATING (See Rating Guidelines below)					
	5 – Excellent	4 – Good	3 – Acceptable	2 – Poor	1 – Unacceptable	0 – Zero
Quality of Services/Work						
Timeliness of Performance						
Cost Control						
Business Relations						
Customer Satisfaction						

1. Name of Contractor being Evaluated: _____

2. Name & Title of Evaluator: _____

3. Signature of Evaluator: _____

4. Name of Evaluator's Organization: _____

5. Telephone Number of Evaluator: _____

6. Type of service received: _____

7. Contract Number, Amount and Period of Performance: _____

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

9. 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 as guidance in making these evaluations.

	RATING AREAS			
	Quality Product/Service	Cost Control	Timeliness of Performance	Business Relations
	<ul style="list-style-type: none"> - Compliance with contract requirements - Accuracy of reports - Appropriateness of personnel - Technical Excellence 	<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 	<ul style="list-style-type: none"> - Meet Interim milestones - Reliable - Responsive to technical directions - Completed on time - No liquidated damages assessed 	<ul style="list-style-type: none"> - Effective management - Businesslike correspondence - Responsive to contract requirements - Prompt notification of contract problems - Reasonable/cooperative - Flexible - Proactive - Effective contractor recommended solutions - Effective small disadvantaged business subcontracting program
RANKINGS				
0 Zero	Non-conformances are 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/service/administrative issues is not effective and responsive.
1 Unacceptable	Non-conformances 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	Non-conformances 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/service/administrative issues is somewhat effective and responsive.
3 Acceptable	Non-conformances 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/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 of all of the above categories.			