

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 (adherence to set schedules) | | | | | | |
| 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)

10. Remarks on contractor's ability to effectively communicate with tenants regardless of educational background, age, gender or English speaking ability. Provide data supporting this observation.

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. | | | |