### PAST PERFORMANCE EVALUATION FORM

(Check appropriate box)

<table>
<thead>
<tr>
<th>Performance Elements</th>
<th>Excellent</th>
<th>Good</th>
<th>Acceptable</th>
<th>Poor</th>
<th>Unacceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Services/Work</td>
<td></td>
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<tr>
<td>Timeliness of Performance</td>
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<tr>
<td>Cost Control</td>
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<tr>
<td>Business Relations</td>
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<tr>
<td>Customer Satisfaction</td>
<td></td>
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</tbody>
</table>

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 as guidance in making these evaluations.

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

#### 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 comprising the 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 inquiries, 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.