Past Performance Evaluation Questionnaire

1. Contractor Name:

   _____

2. Contract Address:

   _____

3. Procuring Customer/Agency:

   _____

4. Agency POC: _____
   a. Phone: (_____)-_____-_____
   b. Email: _____

5. Contract Type:

   ☐Firm Fixed Price

   ☐T&M/LH

   ☐Cost Reimbursement

   ☐Other (Please specify):

6. Dates of Contract: Start date _____/____/_____ End date ____/____/___

7. Contract Value: $_____

8. Title of Contract:

   _____

9. Description of Contract Service/Scope of Contract:

   _____
   _____
   _____
   _____
   _____
   _____

Performance Evaluation

10. Evaluation Factor	Comments	Rating
a. Quality of Work		☐Exceptional ☐Very Good ☐Satisfactory ☐Marginal ☐Unsatisfactory
b. Cost/Budget Control		☐Exceptional ☐Very Good ☐Satisfactory ☐Marginal ☐Unsatisfactory
c. Customer Satisfaction		☐1-Very Unsatisfied ☐2-Somewhat Dissatisfied ☐3-Neither Satisfied Nor Dissatisfied ☐4-Somewhat Satisfied ☐5-Very Satisfied
d. Schedule/Timelines		☐Exceptional ☐Very Good ☐Satisfactory

		☐Marginal ☐Unsatisfactory
e. Business Relations/communications/Responsivness		☐Exceptional ☐Very Good ☐Satisfactory ☐Marginal ☐Unsatisfactory
f. Staffing/Personnel		☐Exceptional ☐Very Good ☐Satisfactory ☐Marginal ☐Unsatisfactory
11. Evaluator Name:	12. Evaluator Title:	
13. Date:	14. Signature:	

Strengths

_____

_____

_____

Areas for Improvement

_____

_____

_____

Would you award another contract? ☐Yes ☐ No ☐With Reservations

Performance Evaluation Guidelines For Ratings

Rating	Quality of Work	Budget control	Customer satisfaction	Schedule/Timelines s	Business relations/ communication/ responsiveness	Personnel/ Staffing
	Consider the contractor's ability to: • Meet contract requirements and performance standards • Deliver accurate, complete, and technically sound work • Maintain quality control throughout contract performance	Evaluate the contractor's ability to: • Manage costs w/in approved budget • Submit accurate and timely invoices • Controls expenditures effectively • Minimize unnecessary change orders • Identify opportunitie s for cost savings	Assess the extent to which the contractor: • Met or exceeded customer expectations • Responded effectively to customer needs • Demonstrated professionalis m and reliability • Maintained positive working relationships	Evaluate whether the contractor: • Met contract milestones and deliverable dates • Completed work within the required schedule • Responded promptly to requests and technical direction • Effectively managed project timelines	Assess the contractor's effectiveness in: • Communicatio n and responsiveness • Contract administration • Problem identification and resolution • Collaboration with Government personnel • Professionalism and customer service • Proactive issue management	Evaluate the agencies: • Provide qualified, competent personnel • Personnel and staff were knowledgeable of relevant topics and aware of job related task. • Were staff able to communicate well relating to task at hand
Unsatisfactor y	Non conformances are compromising the achievement	Cost issues are compromising performance	1—Very Unsatisfied	Delays are compromising achievement of contract requirements	Response is not effective. Contractor does not communicate and lack of communications	Contractor personnel were not knowledgeable or trained. Unable to carry out contract task. Compromising

	of contract requirements				compromise achievement of contract requirements	achievement of contract requirements
Marginal	Non-conformances require major agency resources to ensure achievement of contract requirements	Cost issues require major agency resources to ensure achievement of contracts requirements	2—Somewhat Dissatisfied	Delays require major agency resources to ensure achievement of contract requirements	Response is marginally effective. Response or lack there of requires major agency resources to ensure achievements of contact requirements	Staffing communication/training issues require major agency resources to ensure achievement of contract requirements
Satisfactory	Non-conformances do not impact the achievement of contract requirements	Cost issues do not impact achievement of contract requirements	3—Neither Satisfied nor Dissatisfied	Delays do not impact achievement of contract requirements	Response is usually effective and does not negatively impact achievement of contract requirements	All staff and personnel were knowledgeable and trained properly on contract subject matter.
Very Good	There are no quality problems/issues, and the contractor has substantially exceed the contract performance requirements w/out	There are no cost management issues an the contractor has exceeded the contract requirements achieving cost savings to the Govt.	4—Somewhat Satisfied	There are no delays	Response to inquiries and/or technical, service, administrative issues are effective an contributes towards advancement of contract	All staff and personnel were knowledgeable and trained properly on contract subject matter. Exceeded contract requirements

	commensurate additional costs to the Govt.					
Exceptional	Contractor demonstrated an exceptional performance level that was significantly in excess of anticipated achievements and is commendable as an example for others. It is expected that this rating will be used in those rare circumstances where contractor clearly exceeds the performance levels described as "Exceptional".	Contractor demonstrated an exceptional performance. It is expected that this rating will be used in those rare circumstances here the con tractor achieved cost savings and performance levels describes as "Exceptional"	5—Very Satisfied	Contractor has demonstrated an exceptional performance level. It is expected that this rating will be used in those rare circumstances where contractor clearly exceeds the performance levels described as "Exceptional".	Contractor has demonstrated an exceptional performance level. It is expected that this rating will be used in those rare circumstances where contractor clearly exceeds the performance levels described as "Exceptional".	Contractor has demonstrated an exceptional performance level. It is expected that this rating will be used in those rare circumstances where contractor clearly exceeds the performance levels described as "Exceptional".