

# Standard Contractor Performance Report

*Clicking above will open source document in Word*

Highlighted blocks are required to be completed.

|   |                                  |   |   |
|---|----------------------------------|---|---|
| <b>Evaluation Type: Interim _ Final _ (choose one)</b>  |                                  |   |   |
| <b>Evaluating Organization</b> <i>(Fire Name):</i>      |                                  | <b>Reporting Period: From</b> _____ <b>to</b> _____ |   |
| <b>Contracting Office:</b>                              |                                  | <b>Contract Number:</b>                             | <b>Order Number</b> <i>(Resource Order/Incident #):</i> |
| <b>Contractor Name:</b>                                 |                                  | <b>Contractor Address:</b>                          |   |
| <b>DUNS:</b>  |                                  | <b>City:</b>  | <b>State:</b>   |
| <b>Additional or Alternate Contractor Name:</b>         |                                  | <b>Zip/Postal Code:</b>                             | <b>Country:</b>   |
| <b>TIN:</b>   | <b>Industrial Code (NAICS):</b>  | <b>Commodity Code:</b>                              | <b>Contract Type:</b>                                   |
| <b>Contract Award Date:</b>                             | <b>Contract Expiration Date:</b> | <b>Contract Value:</b>                              |   |
| <b>Requirement Description</b> <i>(Equipment Type):</i> |                                  |   |   |

## Ratings

Summarize contractor performance and check the number which corresponds to the rating for each rating category (See attached Rating Guidelines).

**Quality of Product or Service** *(How did the Contractor perform, document any noncompliance or performance issues)*

|                    |          |          |          |               |                 |
|--------------------|----------|----------|----------|---------------|-----------------|
| _ 0=Unsatisfactory | _ 1=Poor | _ 2=Fair | _ 3=Good | _ 4=Excellent | _ 5=Outstanding |
|--------------------|----------|----------|----------|---------------|-----------------|

**Government Comments for Quality of Product or Service (2000 characters maximum):**

**Timeliness of Performance** *(Did the Contractor arrive when expected, demob timely; and perform the work in a timely manner)*

|                    |          |          |          |               |                 |
|--------------------|----------|----------|----------|---------------|-----------------|
| _ 0=Unsatisfactory | _ 1=Poor | _ 2=Fair | _ 3=Good | _ 4=Excellent | _ 5=Outstanding |
|--------------------|----------|----------|----------|---------------|-----------------|

**Government Comments for Timeliness of Performance (2000 characters maximum):**

**Business Relations** *(Did the Contractor perform in a business-like manner; complete administrative requirements timely)*

|                    |          |          |          |               |                 |
|--------------------|----------|----------|----------|---------------|-----------------|
| _ 0=Unsatisfactory | _ 1=Poor | _ 2=Fair | _ 3=Good | _ 4=Excellent | _ 5=Outstanding |
|--------------------|----------|----------|----------|---------------|-----------------|

**Government Comments for Business Relations (2000 characters maximum):**

## Additional Info

### Contractor Key Personnel

Contractor Manager/Principal Investigator (*Owner's Name*):

Government Comment on Contractor Manager/Principal Investigator (2000 characters maximum): *(If applicable, describe working relationship with government representatives for this assignment)*

Contractor Key Person (*Equipment Operator's Name*):

Government Comment on Contractor Key Person (2000 characters maximum): *(Describe working relationship with government representatives for this assignment)*

### Customer Satisfaction

Is/was the contractor committed to customer satisfaction?  Yes  No (*Check one*)

Would you recommend the selection of this firm again?  Yes  No (*Check one*)

Government Comments on Customer Satisfaction (2000 characters maximum): *If no to either of above, explain below*

## Admin Info

Project Officer/COTR *(Individual completing the evaluation)*

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Contractor Representative

Name:

Phone:

Fax:

E-mail Address:

Alternate Contractor Representative

Name:

Phone:

Fax:

E-mail Address:

Contracting Officer:

Name:

Phone:

Fax:

E-Mail Address:

## Rating Guidelines

### Quality of Product or Service

**0 = Unsatisfactory 1 = Poor 2 = Fair 3 = Good 4 = Excellent 5 = Outstanding**

|                |   |
|----------------|---|
| Unsatisfactory | Non-conformances are jeopardizing the achievement of contract requirements, despite use of Agency resources. Recovery is not likely. If performance cannot be substantially corrected, it constitutes a significant impediment in consideration for future awards containing similar requirements.  |
| Poor           | Overall compliance requires significant Agency resources to ensure achievement of contract requirements.  |
| Fair           | Overall compliance requires minor Agency resources to ensure achievement of contract requirements.  |
| Good           | There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.  |
| Excellent      | There are no quality issues, and the Contractor has substantially exceeded the contract performance requirements without commensurate additional costs to the Government.   |
| Outstanding    | The contractor has demonstrated an outstanding performance level that was significantly in excess of anticipated achievements and is commendable as an example for others, so that it justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent". |

### Timeliness of Performance

**0 = Unsatisfactory 1 = Poor 2 = Fair 3 = Good 4 = Excellent 5 = Outstanding**

|                |   |
|----------------|---|
| Unsatisfactory | Delays are jeopardizing the achievement of contract requirements, despite use of Agency resources. Recovery is not likely. If performance cannot be substantially corrected, it constitutes a significant impediment in consideration for future awards.                            |
| Poor           | Delays require significant Agency resources to ensure achievement of contract requirements.   |
| Fair           | Delays require minor Agency resources to ensure achievement of contract requirements.   |
| Good           | There are no, or minimal, delays that impact achievement of contract requirements.  |
| Excellent      | There are no delays and the contractor has exceeded the agreed upon time schedule.  |
| Outstanding    | The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent". |

### Business Relations

**0 = Unsatisfactory 1 = Poor 2 = Fair 3 = Good 4 = Excellent 5 = Outstanding**

|                |   |
|----------------|---|
| Unsatisfactory | Response to inquiries and/or technical, service, administrative issues is not effective. If not substantially mitigated or corrected it should constitute a significant impediment in considerations for future awards.   |
| Poor           | Response to inquiries and/or technical, service, administrative issues is marginally effective.   |
| Fair           | Response to inquiries and/or technical, service, administrative issues is somewhat effective.   |
| Good           | Response to inquiries and/or technical, service, administrative issues is consistently effective.   |
| Excellent      | Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.  |
| Outstanding    | The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent". |