

Instructions: Complete the identifying information for your task order. Evaluate each performance factor on the subsequent pages and provide a brief narrative to support the evaluation ratings assigned to each factor. Items to consider when evaluating each factor are provided in each of the respective sections. The ratings definitions and additional evaluation considerations for each rating are provided in the table below.

Contractor Name:

Contract Number:

Task Order Number:

Project Title:

Period of Performance:

Rating	Definition	Note
Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor was highly effective.	To justify an Exceptional rating, identify multiple significant events and state how they were of benefit to the Government. A singular benefit, however, could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified.
Very Good	Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor was effective.	To justify a Very Good rating, identify a significant event and state how it was a benefit to the Government. There should have been no significant weaknesses identified.
Satisfactory	Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.	To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract. There should have been NO significant weaknesses identified. Per DOD policy, a fundamental principle of assigning ratings is that contractors will not be assessed a rating lower than Satisfactory solely for not performing beyond the requirements of the contract.
Marginal	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified correction actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.	To justify Marginal performance, identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the Government. A Marginal rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g., management, quality, safety, or environmental deficiency report or letter).
Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.	To justify an Unsatisfactory rating, identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the Government. A singular problem, however, could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g., management, quality, safety, or environmental deficiency reports, or letters).
N/A	N/A (not applicable) should be used if the rating category does not apply.	Please explain all rating of N/A.

1. Quality of Service. Assess the Contractor's conformance to contract requirements, specifications, and standards of good workmanship (e.g. commonly accepted technical, professional, environmental, or safety and health standards).

- Does the Contractor demonstrate an adequate understanding of the technical subject matter required to execute the requirements of the SOW?
- Assess the degree of Government technical direction required to solve problems that arise during performance.
- Are Contractor deliverables, work products, reports and data accurate and complete or do they require consistent re-work or revision?
- Does the Contractor's performance and work products meet or exceed the specifications of the SOW?
- Does the Contractor's work measure up to commonly accepted technical or professional standards?

RATING		Provide comments on Quality of Service (2000 characters maximum):
	Exceptional	
	Very Good	
	Satisfactory	
	Marginal	
	Unsatisfactory	

• **Schedule.** Assess the timeliness of the Contractor against the completion of the SOW milestones, delivery schedules, and administrative requirements (e.g. efforts that contribute to or effect the schedule variance). This assessment of the Contractor's adherence to the required delivery schedule should include the Contractor's efforts during the assessment period that contributes to or affect the schedule variance. This element applies to contract closeout activities as well as contract performance. Instances of adverse actions such as the assessment of liquidated damages, or issuance of Cure Notices, Show Cause Notices, and Delinquency Notices are indicators of problems which may have resulted in variance to the contract schedule and should therefore be noted in the evaluation.

- Has the Contractor provided timely notification of any issues that may impact schedule compliance?
- Has the Contractor complied with all milestones, delivery schedules, and administrative requirements? If not please discuss the impact to the overall schedule and whether or not the Contractor was able to recover from the performance delay(s) and resume schedule compliance. Special consideration should be given to any schedule delays that were due to external factors outside of the Contractor's control.

RATING		Provide comments on Schedule (2000 characters maximum):
	Exceptional	
	Very Good	
	Satisfactory	
	Marginal	
	Unsatisfactory	

3. Cost Control. Assess the contractor's effectiveness in forecasting, managing, and controlling contract/order cost. If the contractor is experiencing cost growth (e.g. over-budget) or underrun (e.g. failure to timely expend funds due to mismanagement of resources, schedule delays, or other factors), discuss the causes and contractor-proposed solutions for the cost overruns or underruns. In addition, assess the extent to which the contractor demonstrates a sense of cost responsibility, through the efficient use of resources, in each work effort should be assessed.

- Does the contractor keep within the total estimated cost (what is the relationship of the negotiated costs and budgeted costs to actuals)?
- Did the contractor do anything innovative that resulted in cost savings?
- Address the adequacy of the contractor's accounting, billing, and estimating systems, as well as the timeliness and accuracy of their monthly reporting.
- Were billings current, accurate and complete?
- Are the contractor's budgetary internal controls adequate?
- Has the contractor provided a design that can be constructed with the available funds?
- Has the contractor notified the Government and taken necessary corrective actions when the cost estimate exceeds available funds?

RATING		Provide comments on Cost Control (2000 characters maximum):
	Exceptional	
	Very Good	
	Satisfactory	
	Marginal	
	Unsatisfactory	

4. Management. Assess the integration and coordination of all activity needed to manage contract performance; specifically, the timeliness, completeness and quality of problem identification; corrective action plans; the contractor's history of reasonable and cooperative behavior (to include timely identification of issues in controversy), and timely award and management of subcontracts. Consider the contractor's risk management practices, especially the ability to identify risks and formulate and implement risk mitigation plans. Also assess the Contractor's ability to accurately identify and apply the appropriate resources required to meet schedule and performance requirements.

- Is interaction between the contractor and the government satisfactory or does it need improvement? Does the Contractor communicate appropriate information to affected program elements in a timely manner? Does the Contractor provide timely identification of issues and promptly take action to mitigate issues that may adversely affect performance?
- Address the degree of Government technical direction required to resolve performance issues.
- Address the timeliness of awards to subcontractors and management of subcontractors, including subcontract costs. Consider efforts taken to ensure early identification of subcontract problems and the timely application of corporate resources to preclude subcontract problems from impacting overall prime contractor performance.
- Assess the prime contractor's effort devoted to managing subcontracts and whether subcontractors were an integral part of the contractor's team. Are the contractor's management, on-site, and home office personnel exhibiting the capacity to adequately plan, schedule, resource, organize and otherwise manage the work? If not, describe and relate to other rated elements.
- Evaluate the Contractor's ability to consistently select the appropriate personnel with the requisite qualifications to satisfy the requirements of the SOW and their ability to retain and/or replace staff as appropriate to ensure satisfactory performance and meet fluctuating performance needs (e.g. surge requirements, short-suspense requirements, etc.).

RATING		Provide comments on Management (2000 characters maximum):
	Exceptional	
	Very Good	
	Satisfactory	
	Marginal	
	Unsatisfactory	

5. Regulatory Compliance. (e.g. failure to report in accordance with contract terms and conditions, late or nonpayment to subcontractors, trafficking violations, tax delinquency, defective cost or pricing data, terminations, suspension and debarments) Assess compliance with all terms and conditions in the contract/order relating to applicable regulations and codes using the Evaluation Ratings in the table below. Consider aspects of performance such as compliance with financial, environmental (example: Clean Air Act, Clean Water Act), safety, and labor regulations as well as any other reporting requirements in the contract terms and conditions.

- Has the contractor complied with all contract clause requirements?
- Has the contractor complied with the quality management plan and submitted the appropriate quality documentation as required for each order (e.g. Quality Assurance Project Plan – QAPP)?
- Has the contractor complied with specifications or other contractual requirements in the contract such as environmental regulations (e.g. Clean Air Act, Clean Water Act), FAPIIS reporting, CAS reporting, safety requirements, environmental reporting, and standard and unique contract requirements specific to that contract?
- Has the contractor complied with the reporting requirements of the contract?

RATING		Provide comments on Regulatory Compliance (2000 characters maximum):
	Exceptional	
	Very Good	
	Satisfactory	
	Marginal	
	Unsatisfactory	

6. Overall Customer Satisfaction				
Was the contractor committed to customer satisfaction?		Yes		No
Would you recommend the selection of this firm again?		Yes		No
Provide comments on Overall Customer Satisfaction:				

TOCOR NAME:

Date:

TOCOR Signature: