

## PERFORMANCE BASED SERVICE ASSESSMENT

|   |  |           |              |                       |          |
|---|--|-----------|--------------|-----------------------|----------|
| CONTRACTOR:   | GOVERNMENT REQUIRING ACTIVITY          |           |              |                       |          |
| CONTRACT/ORDER NUMBER/ TITLE:   |  |           |              |                       |          |
| PERIOD COVERED:   |  |           |              |                       |          |
| <b>Performance Standards for Assessment</b><br><br><b>VALUE</b>   | Place an X in the appropriate response |           |              |                       |          |
|   | EXCELLENT                              | VERY GOOD | SATISFACTORY | ***BELOW SATISFACTORY | *** POOR |
|   | 5                                      | 4         | 3            | 2                     | 1        |
| <b>A. MEETING TECHNICAL NEEDS:</b>  |  |           |              |                       |          |
| 1. What level of understanding does the contractor have of my technical needs and my mission requirements?  |  |           |              |                       |          |
| 2. What level of efficiency and effectiveness does the contractor demonstrate in meeting my requirements?   |  |           |              |                       |          |
| 3. Overall, how well does the contractor meet my technical needs and mission requirements?  |  |           |              |                       |          |
| 4. Overall, the quality of the products/services provided are   |  |           |              |                       |          |
| <b>B. PROJECT MILESTONES AND SCHEDULE:</b>  |  |           |              |                       |          |
| 1. How well does the contractor meet my established milestones and project dates?   |  |           |              |                       |          |
| 2. How timely are products, reports, and invoices completed, reviewed, and delivered?   |  |           |              |                       |          |
| 3. How would you assess the reasonableness of cost of the services being provided and the accuracy of submitted invoice?                            |  |           |              |                       |          |
| 4. How well does the contractor notify me in advance about potential milestones and scheduling problems so that I have enough time to correct them? |  |           |              |                       |          |
| <b>C. PROJECT STAFFING:</b>   |  |           |              |                       |          |
| 1. How current is the expertise of those contractors performing requested tasks?  |  |           |              |                       |          |
| 2. Do contractor personnel possess the necessary knowledge, skills and ability to accomplish assigned tasks?  |  |           |              |                       |          |
| 3. Are the staffing levels assigned by contractor appropriate for accomplishing the mission?  |  |           |              |                       |          |
| <b>D. VALUE OF THE CONTRACTOR:</b>  |  |           |              |                       |          |
| 1. How would you assess the value of the services provided by the contractor?   |  |           |              |                       |          |
| 2. How do you rate the quality of the products delivered by the contractor?   |  |           |              |                       |          |
| 3. What overall rating would you give to the contractor's performance?  |  |           |              |                       |          |

\*\* Ratings for a Performance Standard are calculated by adding the individual scores under a Performance Standard and dividing it by the number of sub-standards under that Performance Standard.

\*\*\*Poor and Below Satisfactory ratings must be explained in Section II (Narrative Clarification) below. Must be supportive and objective

### II NARRATIVE CLARIFICATION (USE ADDITIONAL SPACE AS REQUIRED)

Typed Name And Title of Government Project Lead/  
Date

The following rating definitions can be used as a guide when completing the Performance Based Service Assessment:

| Performance Rating | Criteria   |
|--------------------|--|
| Exceptional        | Performance meets all contractual requirements and exceeds most to the government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with almost no minor problems for which corrective actions were taken by the contractor, and the corrective actions were highly effective.  |
| Very Good          | Performance meets all contractual requirements and exceeds some to the government's benefit. The contractual performance element or sub-element being assessed was accomplished with very few minor problems for which corrective actions taken by the contractor were highly effective.   |
| 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.   |
| Below Satisfactory | 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 corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented. |
| Poor               | 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 serious problem(s) for which the contractor's corrective actions appear or were ineffective.   |