

PERFORMANCE BASED SERVICE ASSESSMENT

CONTRACTOR:	GOVERNMENT REQUIRING ACTIVITY				
CONTRACT/ORDER NUMBER/ TITLE:					
PERIOD COVERED:					
Performance Standards for Assessment VALUE	Place an X in the appropriate response				
	EXCELLENT	VERY GOOD	SATISFACTORY	***BELOW SATISFACTORY	*** POOR
	5	4	3	2	1
A. MEETING TECHNICAL NEEDS:					
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. PROJECT MILESTONES AND SCHEDULE:					
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?					
C. PROJECT STAFFING:					
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?					
D. VALUE OF THE CONTRACTOR:					
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.