

INTERAGENCY MOBILE FOOD SERVICES PERFORMANCE EVALUATION

Contractor Name:	Contract No:	Incident Name:	Inclusive Dates:
Unit No.		Location:	

Project Difficulty: () Routine () Difficult

Ratings: Points shall be assigned according to the following: (5) Exceptional, (4) Very Good, (3) Satisfactory, (2) Marginal, (1) Unsatisfactory. See back page for explanations of each rating. Each unit receiving Marginal or Unsatisfactory ratings shall be rated separately. *Scores of Exceptional, Marginal, or Unsatisfactory must have accompanying comments or the evaluation will be thrown out.*

[Circle Rating Given]

Quality and Quantity of Food Comments:	1 2 3 4 5
Equipment Comments	1 2 3 4 5
Timliness Comments:	1 2 3 4 5
Business Relations Comments:	1 2 3 4 5
Working with Subcontractors Comments:	1 2 3 4 5
Customer Satisfaction Comments:	1 2 3 4 5

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Key Personnel Performance

Name: _____ Comments/Rating: _____

Name: _____ Comments/Rating: _____

Name: _____ Comments/Rating: _____

Would you select this contractor again, given the choice? Explain.

_____ [] COR [] FDUL [] COTR
Rating Official Name:

Work Address

_____ Date: _____
Phone Number

Contractor's Review (attach comments, if any)

Contractor's Name: _____ Signature: _____

Phone/FAX/E-Mail Address _____ Date: _____

Final Rating. Re-assess initial rating based on contractor comments.

Quality _____ Business Relations (other) _____ Customer Satisfaction _____
Timeliness _____ Business Relations _____ Key Personnel _____

Contracting Officer Name: _____ Signature: _____
Date: _____

CONTRACTOR PERFORMANCE REPORT GUIDELINES

Summarize contractor performance in each of the following rating categories. Assign each category a rating of 1 (Unsatisfactory), 2 (Marginal), 3 (Satisfactory), 4 (Very Good), or 5 (Exceptional). If the Contractor has more than one unit on the project the rater shall summarize performance of each unit individually.

Contractors have the right to provide comments for any poor or unsatisfactory rating. Ratings of poor or unsatisfactory that are not supported by comments are invalid. Contractor's have 30 days to challenge any negative comments or ratings. If comments are received from the Contractor challenging an evaluation, the CO reserves the right to modify the evaluation, throw it out, or keep it unchanged.

	Quality/ Quantity of Food	Equipment	Timeliness	Business Relations	Working with Subcontractors	Customer Satisfaction
1. Unsatisfactory	See Table F.3	Nonconformances result in failure to achieve contract requirements despite use of Agency resources.	Delays result in failure to meet the schedule.	Response to inquiries, technical service/administrative issues is not effective nor responsive	Unable to coordinate with sub contractors to accomplish mission resulting in failure, or delays that contribute materially to failure.	See Table F.3
2. Marginal	See Table F.3	Nonconformances required the use of major Agency resources to ensure achievement of contract requirements.	Delays required major Agency resources to ensure achievement of contract requirements.	Response to inquiries, technical/ service administrative issues is marginally effective and responsive.	Unable to coordinate with sub contractors deliveries, that contribute significantly, or often to delays in meal production.	See Table F.3
3. Satisfactory	See Table F.3	Equipment issues require minor Agency resources to ensure achievement of contract requirements.	Delays require minor Agency resources to ensure achievement of contract requirements.	Response to inquiries, technical/ service/administrative issues is somewhat effective and responsive.	Working with subcontractors is somewhat effective.	See Table F.3
4. Very Good	See Table F.3	Equipment issues do not impact achievement of contract requirements.	Delays do not impact achievement of contract requirements. Contractor keeps Gov informed.	Management is able to cope with the opportunities that present themselves. Is reasonable and cooperative.	Subcontractors pose no serious problems. Problems that do occur are mitigated by effective management.	See Table F.3
5. Exceptional	See Table F.3	There are no equipment issues. Performance significantly exceeds contract requirements.	There are no delays. Performance significantly exceeds contract requirements.	Responsive to inquiries, technical /service/administrative issues are effective and responsive. Communication is effective attitudes are helpful not problematic. Exceeds contract requirements.	There are no subcontractor problems, or any problems are transparent to performance. Exceeds contract requirements.	See Table F.3