

CONTRACTOR PERFORMANCE RATING

Contractor: _____ Date: _____

Description or Work/Services Provided: _____

	EXCELLENT	GOOD	FAIR	POOR	N/A
1. Contractor Cooperation:					
a. Response to Inquiries	()	()	()	()	()
b. Resolution to Problems	()	()	()	()	()
2. Contractor Performance:					
a. Conformity to General Specifications/Scope	()	()	()	()	()
b. Compliance w/Terms & Conditions	()	()	()	()	()
c. Scheduling	()	()	()	()	()
d. Clean up Premises	()	()	()	()	()
3. Quality:					
a. Material/Equipment Complies with Specifications	()	()	()	()	()
b. Quality of Services/Workmanship	()	()	()	()	()
4. Documentation:					
a. Reports	()	()	()	()	()
b. Timeliness of Submission	()	()	()	()	()
c. Invoices	()	()	()	()	()
5. Overall Performance Rating:	()	()	()	()	()

Provide detail for overall performance ratings of excellent, poor or not applicable: _____

Comments:

Rated by: _____ Date: _____
(Housing Manager)

Reviewed by Contractor: _____ Date: _____

This form must be completed by the 5th of each month by the Contract Administrator

1. Contractor Cooperation

a. Response to Inquiries

- | | |
|------------------|---|
| Excellent | Contractor responded within same day normal HHA operating hours |
| Good | Contractor responded within 16 HHA operating hours |
| Fair | Contractor responded within 24 HHA operating hours |
| Poor | Contractor responded longer than 24 HHA operating hours |

b. Resolution to Problems

- | | |
|------------------|---|
| Excellent | Contractor resolved problems within normal same day HHA operating hours |
| Good | Contractor resolved problems within 16 HHA operating hours |
| Fair | Contractor resolved problems within 24 HHA operating hours |
| Poor | Contractor took longer than 24 HHA operating hours to resolve problems |

2. Contractor Performance

a. Conformity to General Specifications/Scope

- | | |
|------------------|---|
| Excellent | Contractor completed <u>all</u> Scope of Work Daily cleaning schedules |
| Good | Contractor completed at least three-fourths of Scope of Work Daily cleaning schedules |
| Fair | Contractor completed at least two-thirds Scope of Work Daily cleaning schedules |
| Poor | Less than two-thirds Scope of Work Daily cleaning schedules were completed |

b. Compliance with Terms & Conditions

- | | |
|------------------|---|
| Excellent | Contractor completed work according to our terms and conditions |
| Good | Contractor completed three-fourths the work according to terms and conditions |
| Fair | Contractor completed two thirds of the work according to terms and conditions |
| Poor | Contractor completed less than two thirds of the work according to terms and conditions |

c. Scheduling

- | | |
|------------------|---|
| Excellent | Contractor was always on time at job site working according to specified time in contract |
| Good | Contractor was always on time at job site but not always starting to work on time |
| Fair | Contractor was occasionally on time at site but not working as specified in contract |
| Poor | Contractor was always late at site and in commencing work |

d. Clean up Premises

- | | |
|------------------|---|
| Excellent | Contractor daily cleaned up debris around construction site |
| Good | Contractor daily performed perfunctory clean up of debris |
| Fair | Contractor occasionally cleaned up construction debris |
| Poor | Contractor rarely cleaned up construction debris |

3. Quality

a. Material/Equipment Complies with Specifications

- | | |
|------------------|--|
| Excellent | Contractor supplied all necessary supplies and equipment as specified in request |
| Good | Contractor supplied at least three-fourths of all necessary supplies and equipment as specified in SOW |
| Fair | Contractor supplied at least two-thirds of all necessary supplies and equipment as specified in SOW |
| Poor | Contractor supplied less than two-thirds of all necessary supplies and equipment as specified in SOW |

b. Quality of Services/Workmanship

- | | |
|------------------|--|
| Excellent | Contractor provided a quality of service that met HHA standards |
| Good | Contractor provided a quality of service that met at least three-fourth of HHA standards |
| Fair | Contractor provided a quality of service that met at least two-thirds of HHA standards |
| Poor | Contractor providing a quality of service that met less than two-thirds of HHA standards |

4. Documentation

a. Reports

- | | |
|------------------|---|
| Excellent | Contractor provides highly detailed records of duties performed in compliance to our contract, e.g., duties performed and dates performed |
| Good | Contractor provides a detailed report of what duties were performed monthly |
| Fair | Contractor provides a general report of duties performed |
| Poor | Contractor provides a vague, unspecific report |

b. Timeliness of Submission

- | | |
|------------------|--|
| Excellent | Contractor turns in report before the report deadline |
| Good | Contractor turns in report on time |
| Fair | Contractor is inconsistent in turning in report on a timely manner |
| Poor | Contractor is always late with his report |

c. Invoices

- | | |
|------------------|--|
| Excellent | Contractor's invoice is always very detailed and is submitted in a timely manner |
| Good | Contractor's invoice is generalized and submitted on time |
| Fair | Contractor's invoice is inconsistent with timely invoices |
| Poor | Contractor submits very poor invoices and is inconsistent with timely mailing |