

Presidio's Performance Rating Guide:

Evaluation Score: **Excellent**

OVERALL RATING GUIDE - GOODS AND COMMODITY SERVICES

Evaluation Score Range

Outstanding = 90-100%

Excellent = 80-89%

Satisfactory = 70-79%

Needs Improvement = 50-69%

Unsatisfactory = -50%

QUALITY OF PRODUCT OR SERVICEWEIGHT: 0/20

Rating - **Excellent**

Outstanding: The contractor has demonstrated an outstanding performance level, no quality problems, all performance/specification requirements met, minor problems, highly effective corrective actions.

Excellent: There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

Satisfactory: Overall compliance requires minor User Department resources to ensure achievement of contract requirements.

Needs Improvement: Overall compliance requires significant User Department resources to ensure achievement of contract requirements.

Unsatisfactory: Non-conformances are jeopardizing the achievement of contract requirements, despite use of User Department resources. Recovery is not likely. If performance cannot be substantially corrected, it constitutes a significant impediment in consideration for future awards containing similar requirements.

Comments*

TIMELINESS OF PERFORMANCEWEIGHT: 0/20

Rating - **Excellent**

Outstanding: The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

Excellent: There are no delays and the contractor has exceeded the agreed upon time schedule.

Satisfactory: There are no, or minimal, delays that impact achievement of contract requirements.

Needs Improvement: Delays require minor User Department resources to ensure achievement of contract requirements.

Unsatisfactory: Delays require significant User Department resources to ensure achievement of contract requirements.

Comments*

BUSINESS RELATIONSWEIGHT: 0/20

Rating – **Satisfactory**

Outstanding: The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

Excellent: Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

Satisfactory: Response to inquiries and/or technical, service, administrative issues is consistently effective.

Needs Improvement: Response to inquiries and/or technical, service, administrative issues is somewhat effective.

Unsatisfactory: Response to inquiries and/or technical, service, administrative issues is marginally effective.

Comments*

CUSTOMER SATISFACTIONWEIGHT: 0/20

Rating - **Excellent**

Outstanding: Contractor representative proactively communicates performance/specification issues to the User Department, highly professional and responsive.

Excellent: Contractor representative communicates routinely with the User Department, professional and responsive to User Department's request for information.

Satisfactory: Contractor representative is reasonably responsive to User Department request for information and professional.

Needs Improvement: Contractor representative is less responsive and less professional, requires User Department resources to identify/resolve performance/specification issues.

Unsatisfactory: Contractor representative is delinquent in responding to performance/specification issues, requires significant User Department resources to ensure issues are addressed.

Comments*

COST CONTROLWEIGHT: 0/20

Rating - **Excellent**

Outstanding: Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

Excellent: Compliance with contract pricing, minor cost discrepancies identified by User Department that require explanation, quickly resolved cost/price issues; compliance with invoice submission, corrections resolved quickly.

Satisfactory: Minimal contract pricing issues, cost discrepancies identified by User Department that require explanation, cost/price issues resolved in timely manner.

Needs Improvement: Contract pricing issues are only identified by User Department and require User Department resources to resolve; corrections not resolved in timely manner.

Unsatisfactory: Significant pricing issues which require significant User Department resources to resolve; corrective response time inadequate.