

INTERAGENCY MOBILE FOOD SERVICES PERFORMANCE EVALUATION

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

Project Difficulty: () Routine () Difficult () Simple

Ratings: Points shall be assigned according to the following: (5) PLUS (4) Excellent (3) Good (2) Fair (1) Poor (0) Unsatisfactory. See back page for explanations of each rating. Each unit receiving Poor or Unsatisfactory ratings shall be rated separately. *Scores of Plus, Poor and Unsatisfactory must have accompanying comments or the evaluation will be thrown out.*

[Circle Rating Given]

Quality and Quantity of Food Comments:	0 1 2 3 4 5
Equipment Comments:	0 1 2 3 4 5
Timliness Comments:	0 1 2 3 4 5
Business Relations Comments:	0 1 2 3 4 5
Working with Subcontractors Comments:	0 1 2 3 4 5
Customer Satisfaction Comments:	0 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 cchoice? Explain.

_____ [] COR [] FUDL [] 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 rating areas. Assign each area a rating of 0 (Unsatisfactory), 1 (Poor), 2 (Fair) 3 (Good), 4 (Excellent) 5 (Plus). If the Contractor has more than unit on the project the rater shall summarize performance of each unit individually. Ratings of poor, unsatisfactory, or plus must have comments supporting the rating. Evaluations without comments that support ratings of poor or unsatisfactory will be thrown out by the Contracting Officer. Contractors have the right to provide comments to any poor, or unsatisfactory, rating. Ratings of plus, 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
	Compliance with contract requirements. Meets contract requirements for food grades, marking and packaging. Menus approved and followed, technical excellence.	Compliance with contract specification. Is sanitary and well maintained. Repairs made in a timely manner.	Met agreed to times for first meal. Reported delays to dispatch. Responsive to Technical direction. Responsive.	Effective Management Businesslike correspondence and record keeping. Prompt notification of problems Reasonable/Cooperative Flexible/Proactive	Ability to use outside resources effectively with a minimum of problems	Ability to satisfy customer is the inherent result of meeting all other performance criteria to include whether the firefighters enjoyed the food.
0. Unsatisfactory	Nonconformances are compromising the achievement of contract requirements despite use of Agency resources.	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.	The customer was unhappy due to the material failure of the Contractor to meet required contract specifications,
1. Poor	Nonconformances required major Agency resources to ensure achievement of contract requirements.	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.	Met contract specifications but the overall result was less than satisfactory
2. Fair	Nonconformances require minor Agency Responses to ensure achievement of contract requirements.	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.	Most of the performance was satisfactory but one or more were less than good
3. Good	Nonconformances do not impact achievement of contract requirements.	Equipment issues do not impact achievement of contract requirements.	Delays do not impact achievement of contract requirements.	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.	The firefighters and Incident Management Team are happy with quality of food, the meals are timely, and the contractor is responsive to issues and direction given
4 Excellent	There are no quality problems.	There are no equipment issues.	There are no delays.	Responsive to inquiries, technical /service/administrative issues are effective and responsive.	There are no subcontractor problems, or any problems are transparent to performance.	The Contactor is fully compliant and has met all contract requirements. The overall opinion of the customer is that we would want to have the contractor back, and the food was good.
5. Plus	The Contractor has demonstrated an exceptional performance leveling any of the above categories. It is expected that this rating will be used in those rare circumstances when Contractor performance clearly exceeds the performance levels described as "excellent".					