



TOWN OF COLLIERVILLE
GENERAL SERVICES DEPARTMENT
CONTRACT ADMINISTRATION DIVISION
MEMORANDUM



TO:
FROM:
SUBJECT:
DATE:

Please complete the attached Performance Evaluation Report for Contract #_____. Once completed, please sign the report in the appropriate place and return to my attention. The evaluation will be forwarded to the Contractor along with any comments provided.

If you have any questions, please feel free to contact me at _____ or e-mail _____
Thank you in advance for your cooperation.

CONSTRUCTION CONTRACT PERFORMANCE EVALUATION

- 1) A Performance Evaluation is to be completed at the end of every construction contract.
- 2) Evaluations are to be completed when all contract deliverables have been received and the contract is ready for final payment.
- 3) Contractor should be rated by the Project Manager of the specific contract.
- 4) Comments are required for any **Unsatisfactory** rating (positive comments are encouraged to be recorded when appropriate).
- 5) Project Manager will complete the report, sign and return it to the Contract Specialist. Any overall rating less than **Satisfactory** will require the additional review and signature of the Department Head.
- 6) The Contract Specialist will forward the report to the appropriate Contractor for review and signature.
- 7) Contractor will return signed copy to the Contract Specialist.
- 8) Should the Contractor dispute the results of the report, the Contract Specialist will coordinate and conduct a meeting between the Project Manager and the Contractor in order to address the concerns of both parties.

EVALUATION RATING CRITERIA

Satisfactory Performance – Contractor consistently met or exceeded contract requirements; usually responsive, effective and/or efficient.

Marginal Performance – Contractor met minimum contract requirements, generally responsive to the Town's needs.

Unsatisfactory Performance – Contractor consistently failed to meet expectations.

Not Applicable – Rating not relevant to this Contract.



Construction Contract Performance Evaluation

General Services Department
Contract Administration Division



CONTRACT TITLE:		CONTRACT NUMBER:			
CONTRACTOR:		BID NUMBER:			
PROJECT MANAGER:		DATE:			
CODES: (S) Satisfactory (M) Marginal (U) Unsatisfactory (N/A) Not Applicable					
I. COMMUNICATION		S	M	U	N/A
a.	Expressed ideas and thoughts verbally and in written form both in a clear, concise manner.				
b.	Exhibited good listening and comprehension skills and asked for clarification when needed.				
c.	Kept Town staff adequately informed.				
d.	Conducted and documented meetings as required by the contract.				
e.	Submitted accurate and timely progress reports.				
f.	Submitted schedule updates in accordance with contract specifications.				
g.	Requested time extensions for weather delays as required by contract specifications.				
h.	Responded promptly to Town requested changes.				
II. COOPERATION		S	M	U	N/A
a.	Established and maintained good working relations with Town staff and adjacent tenants and property owners .				
b.	Contract issues were resolved in a reasonable and cooperative manner.				
c.	Displayed positive outlook toward the project throughout the contract period.				
d.	Worked with other agencies (i.e., MLGW, AT&T, TDOT, TDEC, etc.) to verify that all work was coordinated properly.				
e.	Contractor was business-like and concerned with the interests of the Town.				
III. QUALITY		S	M	U	N/A
a.	Contractor demonstrated accuracy and thoroughness.				
b.	Completed work met the contract's scope and technical specifications.				
c.	Utilized approved standards, regulations, tools and methods.				
d.	Implemented appropriate safety practices throughout the duration of the contract.				
e.	Contractor was able to provide and retain qualified personnel.				
f.	Project Superintendent on-site as required by the contract.				
IV. JOB KNOWLEDGE		S	M	U	N/A
a.	Employees and sub-contractors demonstrated competence in required job skills and knowledge.				
b.	Superintendent effectively managed sub-contractors and subordinates and assumed responsibility for their actions.				
c.	Contractor identified risk factors and suggested alternatives for alleviating risk.				
V. COST/BUDGET		S	M	U	N/A
a.	Project was completed within the approved contract budget.				
b.	Contractor identified cost savings/efficiencies.				
c.	Contractor was able to accurately estimate and control costs to complete tasks.				
d.	Construction of the project completed with minimal change orders.				
e.	Contractor provided fair market pricing for change orders.				
f.	Pay applications were accurate, inclusive of all required backup data and submitted on a timely basis.				
VI. PRODUCTIVITY		S	M	U	N/A
a.	Provided submittals, shop drawings, etc. and responded to Project Manager's questions in a timely manner.				
b.	Project milestones and deliverables where completed on schedule				
c.	Substantial Completion was achieved within the number of days required or adjusted by the contract.				
d.	Punch list items were completed in accordance with contract timeframe.				
e.	Close-out documents (O&Ms, Warranties, As-Builts, etc.) submitted in a timely manner.				
f.	Resolved problems and emergency situations expediently.				



Construction Contract Performance Evaluation

General Services Department
Contract Administration Division



CONTRACT NUMBER :

Positive comments are encouraged, however, **ratings of Unsatisfactory must be supported by facts concerning specific events or actions to justify the rating.**

EVALUATOR'S COMMENTS:

RATINGS COMPLETED BY:

Signature:	Title:
Print Name:	Date:

DEPARTMENT HEAD (if required)

Signature:	Title:
Print Name:	Date:

CONTRACTOR'S COMMENTS:

CONTRACTOR'S REPRESENTATIVE:

Signature:	Title:
Print Name:	Date:

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