



**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 Professional Services Consultant 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.

**PROFESSIONAL SERVICES PERFORMANCE EVALUATION**

- 1) A Professional Services Performance Evaluation is to be completed at the end of every Professional Services Agreement.
- 2) Evaluations are to be completed when all contract deliverables have been received and the contract is ready for final payment. Construction project designs will be evaluated at the end of the actual construction phase in order to determine the accuracy of the design documents.
- 3) Consultant 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 Consultant for review and signature.
- 7) Consultant will return signed copy to the Contract Specialist.
- 8) Should the Consultant dispute the results of the report, the Contract Specialist will coordinate and conduct a meeting between the Project Manager and the Consultant in order to address the concerns of both parties.

**EVALUATION RATING CRITERIA**

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

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

**Unsatisfactory Performance** – Consultant consistently failed to meet expectations.

**Not Applicable** – Rating not relevant to this Contract/Consultant.



# Professional Services Performance Evaluation

## General Services Department - Contract Administration Division



<b>PROJECT NAME:</b>		<b>CONTRACT NUMBER:</b>	
<b>CONSULTANT:</b>		<b>RFSOQ NUMBER:</b>	
<b>PROJECT MANAGER:</b>		<b>DATE:</b>	
<b>CODES: (S) Satisfactory (M) Marginal (U) Unsatisfactory (N/A) Not Applicable</b>			
<b>I. COMMUNICATION</b>			<b>S M U N/A</b>
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.	Responded promptly to all Town comments/requests.		
e.	Submitted accurate and timely progress reports and updates.		
f.	Conducted and documented meetings as required by the agreement.		
g.	Submitted accurate and timely progress reports and updates.		
<b>II. COOPERATION</b>			<b>S M U N/A</b>
a.	Established and maintained good working relations with Town staff.		
b.	Exhibited tact and consideration when working with Town staff.		
c.	Exhibited tact and consideration when working with contractor.		
d.	Displayed positive outlook toward the project throughout the contract period.		
e.	Worked with other agencies (i.e., MLGW, AT&T, TDOT, TDEC, etc.) to verify that all work was coordinated properly and shown on plans.		
f.	Consultant acted as an advocate for the Town.		
<b>III. QUALITY</b>			<b>S M U N/A</b>
a.	Demonstrated accuracy and thoroughness.		
b.	Researched and suggested ways to improve quality.		
c.	Design documents submitted at all stages required minimal requests for revisions.		
d.	Design documents submitted were complete and met the scope and objectives of the agreement.		
<b>IV. JOB KNOWLEDGE</b>			<b>S M U N/A</b>
a.	Demonstrated competence in required job skills and knowledge.		
b.	Utilized qualified sub-consultants when appropriate.		
c.	Provided direction to sub-consultants and subordinates and assumed responsibility for their actions.		
d.	Identified problems in a timely manner.		
e.	Researched and recommended alternative solutions.		
<b>V. COST/BUDGET</b>			<b>S M U N/A</b>
a.	Project design was completed within the approved contract budget.		
b.	Identified and implemented cost savings/efficiencies.		
c.	Construction bids received were within the estimates/opinions of probable cost provided by Consultant or within the budget established by the Town.		
d.	Construction of the project designed was completed with minimal change orders due to missing, unclear or inaccurate design documents.		
e.	Pay applications were accurate, inclusive of all required backup data and submitted on a timely basis.		
<b>VI. PRODUCTIVITY</b>			<b>S M U N/A</b>
a.	Provided timely approval of submittals, shop drawings, etc.		
b.	Work was completed within the agreed upon schedule/job incremental milestones achieved		
c.	Resolved problems expediently.		



# Professional Services Performance Evaluation

## General Services Department - Contract Administration Division



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:**

<b>Signature:</b>		<b>Title:</b>	
<b>Print Name:</b>		<b>Date:</b>	

**DEPARTMENT HEAD (if required)**

<b>Signature:</b>		<b>Title:</b>	
<b>Print Name:</b>		<b>Date:</b>	

**CONSULTANT'S COMMENTS:**

**CONSULTANT'S REPRESENTATIVE:**

<b>Signature:</b>		<b>Title:</b>	
<b>Print Name:</b>		<b>Date:</b>	

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