

# CONTRACT PERFORMANCE EVALUATION

Check the appropriate box for the type of contract you are evaluating and this form will display the appropriate options for the contract:

- Purchasing Contract
- Professional Services Contract
- Contract from RFP
  - Complex Services
  - Professional Services

Complete this form in compliance with La. R.S. 39:1595.B.(11)(a). After completion of performance under a complex service contract awarded by RFP, the using agency shall prepare a final report on the contract which shall include an evaluation of contract performance and an assessment of the utility of the final product.

This report shall be submitted within 120 days after completion of performance and shall be retained in the original contract file.

Agency Name: \_\_\_\_\_ Name & Title of Monitor: \_\_\_\_\_  
 Email Address: \_\_\_\_\_ Monitor's Telephone Number: \_\_\_\_\_  
 LaGov Contract/PO Number: \_\_\_\_\_ Contractor: \_\_\_\_\_

**Overall Contractor Performance Rating**

Satisfactory
  Unsatisfactory

Contract Amount: \_\_\_\_\_ Contract Cost Basis: \_\_\_\_\_  
 Contract Begin Date: \_\_\_\_\_ Actual Begin Date: \_\_\_\_\_  
 Contract End Date: \_\_\_\_\_ Actual End Date: \_\_\_\_\_  
 Contract Title: \_\_\_\_\_ File Number: \_\_\_\_\_

Contract Modifications/Amendments

| <b>RESPONSE: Check the appropriate box (check only one box per row)</b> |  | Yes                      | No                       | N/A                      |
|---|--|--------------------------|--------------------------|--------------------------|
| Customer Service  | 1. Adequate accessibility – phone orders, fax lines, e-mail, etc.                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 2. Customer service support staff availability                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 3. Contractor representative knowledgeable of contract items or service          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 4. Customer service is courteous and professional                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 5. Phone calls returned timely   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 6. Support on technical matters provided   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 7. Contractor acceptance of State procurement card (if agency applicable)        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Delivery  | 8. Meets delivery time   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 9. Delivers specified items  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 10. Delivers packaging units specified   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 11. Frequent backorders  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 12. Proper notification of backorders  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 13. Timely delivery of backorders  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 14. Delivers proper quantities   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 15. Delivery discrepancies resolved in a timely manner                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | 16. Product delivered undamaged  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Product Quality   | 17. Product documentation included (instructions, tech. literature/manuals, SDS) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

|         |  |                          |                          |                          |
|---------|--|--------------------------|--------------------------|--------------------------|
|         | 18. Products are reliable and durable  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Billing | 19. Accuracy of billing (cost and item)  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|         | 20. Accuracy of packing slip   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|         | 21. Prompt billings  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|         | 22. Prompt credits   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|         | 23. "Bill to" proper agency/customer with required reference numbers               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other   | 24. Additional items needed? Include additional information in the sections below. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Description of Services:**

---

**Deliverables (list):**

---

**Quality of Deliverables:**

---

**Problems Encountered:**

---

**Opportunities for Improvement:**

---

Email completed form to  
[doa-ospdesktop@la.gov](mailto:doa-ospdesktop@la.gov)