

Attachment 17

**Sample Contractor Performance Evaluation Cover Letter  
and Contractor Performance Evaluation Form**

Sample Cover Letter  
Contact Name  
Address of Reference

(Your Name) is responding to a Request for Proposal (RFP) DES, from the Arizona Department of Economic Security (DES) for **Early Intervention Services**.

The State is requesting reference information related to our past performance. As a part of the RFP submittal process, DES is requesting performance evaluations from vendors that our agency has performed services for either in the past or is currently receiving services.

I would appreciate your cooperation in completing the attached "Contractor Performance Evaluation" form and either fax or email the completed form prior to 3:00 pm Arizona Time on **June 28, 2012** to:

**Sally Al-Hashimi**  
**Department of Economic Security, Office of Procurement**  
**Email Address: SAL-Hashimi@azdes.gov**  
**Telephone Number: 602-542-3518**  
**FAX Number: 602-542-4496**

Failure to submit the Contractor Performance Evaluation form by the above date will have a negative impact on the proposal we submit for this service. Your cooperation in submitting this form by this date is appreciated.

If you have any questions regarding this request, please contact (your name) at (your telephone number).

Sincerely,

## CONTRACTOR PERFORMANCE EVALUATION

Early Intervention RFP(s) # \_\_\_\_\_

**OFFEROR INFORMATION:**

Offeror Name and Address:	Name of Contracted Services that have been provided and period of service delivery:
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**RATINGS:** Summarize the Offeror’s performance and circle or type in the number below that corresponds to the performance rating for each category. Please see the instructions, which explain the rating scale.

QUALITY	0 1 2 3	Comments:
PROBLEM RESOLUTION	0 1 2 3	
TIMELINESS	0 1 2 3	
BUSINESS RELATIONS	0 1 2 3	
CUSTOMER SERVICE	0 1 2 3	

0 = Unsatisfactory; 1 = Poor; 2 = Good; 3 = Excellent

Evaluated by:

Agency/Organization: \_\_\_\_\_

Name and Title \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

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## INSTRUCTIONS FOR COMPLETING CONTRACTOR PERFORMANCE EVALUATION

Based on the rating areas and guidelines specified below, please evaluate the offerors contract performance in each of the rating areas. On the Contractor Performance Evaluation form, please circle (or type in the "Comments" area) the rating from 0 to 3 that most closely matches your evaluation of the offerors performance.

The Arizona Department of Economic Security will use the information from this form to evaluate offerors competing for contract awards. **This completed form will become public record and upon request, will be released to the offeror or any other entity.**

Please submit the completed form to the address indicated on the bottom of the Contractor Performance Evaluation form. Thank you for your time and your cooperation.

<b>QUALITY</b>	<i>Compliance with contract requirements. Accuracy of reports, appropriateness of personnel</i>
0 - Unsatisfactory 1 - Poor 2 - Good 3 - Excellent	Nonconformance jeopardized the achievement of contract goals; default. Nonconformance requires major agency intervention to ensure achievement of contract goals; show cause or cure notices. Quality meets specifications in most cases; however some agency intervention required. Quality exceeds specification in some cases.
<b>PROBLEM RESOLUTION</b>	<i>Anticipate and avoids problems, prompt notification of problems, satisfactory overcomes or resolves problems</i>
0 - Unsatisfactory 1 - Poor 2 - Good 3 - Excellent	Inadequately resolved problems jeopardize contract goals. Significant agency intervention required to resolve problems, jeopardizing contract goals. Successfully overcomes or resolves all problems and achieves contract goals with minimal agency intervention. Anticipates and avoids most problems and successfully overcomes all unforeseen problems.
<b>TIMELINESS</b>	<i>Reliable, stays on schedule despite problems, completes work on time</i>
0 - Unsatisfactory 1 - Poor 2 - Good 3 - Excellent	Delays jeopardize the achievement of contract goals. Other significant delays. All deliverables on time. All deliverables on time with some ahead of schedule.
<b>BUSINESS RELATIONS</b>	<i>Effective management, reasonable /cooperative behavior, flexible, minimal staff turnover</i>
0 - Unsatisfactory 1 - Poor 2 - Good 3 - Excellent	Unethical or illegal business practices. Business practices are not attuned to customer support. Business practices focus on customer support. Highly effective, proactive business practices focused on customer support.
<b>CUSTOMER SERVICE</b>	<i>Team approach, satisfaction of end users with the service, positive customer feedback, courteous interactions, prompt responses</i>
0 - Unsatisfactory 1 - Poor 2 - Good 3 - Excellent	Response to service request is routinely late, ineffective or rude; complaints are unresolved, seems unaware of service issues. Response to service request if often late, ineffective or rude; some complaints are resolved. Response to service request is timely, effective and courteous, customers express positive feedback. Response to service requests is timely, effective and courteous, proactive in building good relations with customers, collects and uses customer feedback.

