

A.7: Contractor Performance Assessment Checklist

Contractor Performance Assessment	
	Cost control. Are cost controls in place?
	Timeliness (schedule/delivery). Is the contractor on schedule to meet contractual requirements? Has the contractor met the contractual delivery requirements to date? Does the contract include a reward for early delivery or a penalty for late delivery?
	Quality. Do the supplies or services meet the requirements? Do they conform to the contract specifications; standards; SOO, SOW, or PWS; and Quality Assurance Plan?
	Business relations. Is the contractor responsive, professional, and courteous?
	Management of key personnel. Are technical experts highly qualified and effective in performing the required services? Do they meet the skill levels specified in the contract? Is the number of personnel assigned to the project appropriate? Do delivered supplies reflect the skill and standardization required by the customer?
	Customer satisfaction. Will the customer be satisfied in terms of the cost, quality, and timeliness of the delivered supplies or services? What percentage of the deliverable meets the customer's expectations? How long has the contractor taken to answer any customer complaints? How many customer complaints have been recorded?
	Compliance. Has the contractor complied with Occupational Safety and Health Administration, Environmental Protection Agency, Department of Labor, and other pertinent regulations?