



CONTRACTOR PERFORMANCE EVALUATION FORM

This form is intended for use by **City of Florida Procurement Hub** personnel to evaluate contractor performance on projects and services. Completed evaluations will be a factor in the selection of contractors for future projects and may be shared with contractors to encourage improvement and acknowledgement of performance.

Please complete all sections of this form as thoroughly and objectively as possible. Provide specific examples or documentation to support your ratings where appropriate.

SECTION 1: GENERAL INFORMATION

PROJECT INFORMATION	
Project #/Title:	Contract #:
Contractor Name:	Contract Value: \$
Contractor Contact Name:	Contract Start Date:
Contractor Contact Email/Phone:	Contract End Date:
City Contract Manager Name:	City/User Dept:
Evaluator Name/Title:	Evaluation Date:
Project Description:	

SECTION 2: PERFORMANCE RATING SCALE

Please use the following scale to rate the contractor's performance in each category:

- 5 - Excellent: Performance consistently exceeded contractual requirements. Exceptional quality, efficiency, and proactivity.
- 4 - Good: Performance consistently met and occasionally exceeded contractual requirements. Reliable and effective.



- 3 - Satisfactory: Performance generally met contractual requirements. Minor issues may have occurred but were adequately resolved.
- 2 - Marginal: Performance met minimum contractual requirements but required significant oversight or intervention. Deficiencies noted.
- 1 - Unsatisfactory: Performance failed to meet contractual requirements. Significant deficiencies, and major issues were not adequately resolved.
- N/A - Not Applicable: The performance category is not relevant to this contract or project.

SECTION 3: PERFORMANCE EVALUATION CATEGORIES

Performance Category	Rating	Comments / Specific Examples
1. Quality of Work/Services/Deliverables <ul style="list-style-type: none">• Adherence to specifications & standards• Accuracy and completeness of work• Overall workmanship/product quality		
2. Timeliness & Adherence to Schedule <ul style="list-style-type: none">• Met established deadlines/milestones• Progress of work• Responsiveness to urgent requests		
3. Cost Control & Budget Adherence <ul style="list-style-type: none">• Managed project within budget (if applicable)• Accuracy and timeliness of invoices• Justification for any cost overruns		
4. Contract & Regulatory Compliance <ul style="list-style-type: none">• Adherence to all terms & conditions• Compliance with applicable laws & regulations• Submission of required documentation		
5. Project Management & Supervision <ul style="list-style-type: none">• Effectiveness of project planning• Supervision of personnel & subcontractors• Resource management• Change order management (if applicable)		



6. Communication & Responsiveness <ul style="list-style-type: none"> • Clarity and effectiveness of communication • Timeliness of responses • Proactive communication of issues/status 		
7. Personnel <ul style="list-style-type: none"> • Qualifications & experience of staff • Adequacy of staffing levels • Professionalism and conduct of staff 		
8. Problem Resolution & Corrective Action <ul style="list-style-type: none"> • Timely identification of problems • Effectiveness of proposed solutions • Implementation of corrective actions 		
9. Customer Service/End-User Satisfaction (If applicable) <ul style="list-style-type: none"> • Cooperation with municipal staff/end-users • Responsiveness to end-user needs 		

SECTION 4: OVERALL PERFORMANCE & RECOMMENDATIONS

Overall Performance Rating (Summarize the ratings from Section 3):

☐ Excellent ☐ Good ☐ Satisfactory ☐ Marginal ☐ Unsatisfactory

Strengths: (Identify specific areas where the contractor performed exceptionally well)
Areas for Improvement: (Identify specific areas where performance was deficient or could be improved. Be specific and constructive.)
Were there any liquidated damages or other contractual penalties assessed?



- ☐ Yes (if yes, explain below)
☐ No

Explain:

Would you recommend this contractor for future City of Florida Procurement Hub projects of similar scope and complexity?

- ☐ Yes, without reservation
☐ Yes, with reservations (explain below)
☐ No (explain below)

Explain:

SECTION 5: SIGNATURES

EVALUATOR

Signature: _____

Printed Name: _____

Title: _____

Date: _____

REVIEWING SUPERVISOR (optional / recommended)

Signature: _____

Printed Name: _____

Title: _____

Date: _____



SECTION 6: CONTRACTOR COMMENTS (optional / recommended)

The contractor may provide comments regarding this evaluation. Comments should be submitted to the City of Florida Procurement Hub's Office of Procurement Services via email (procurement@floridaprocurementhub.com) within fifteen (15) calendar days of receipt of this evaluation. If received, contractor comments will be attached to this evaluation.

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