

E.3.3.3 Past Performance Ratings

The following are the rating categories for each Past Performance Subfactor listed in Section E.3.3.1:

Subfactors	Excellent	Good	Fair	Poor	Unsatisfactory
Integration	All system performance requirements are enhanced or exceeded; all system operational requirements met or exceeded.	All system performance requirements are met; all system operational requirements are met.	Most system performance requirements are met; most system operational requirements are met; some customer intervention required.	Some system performance requirements are met; some system operational requirements are met; substantial customer intervention required	Nonconformances compromise the program severely despite substantive intervention by the customer.
System Reliability	System uptime requirements are met or exceeded; problems expediently resolved.	System uptime requirements met; problems resolved with minimal disruption.	System uptime requirements not met; problems resolved with some customer intervention.	System uptime requirements not met; problems resolved with substantial customer intervention.	Nonconformances compromise the program severely despite substantive intervention by the customer
Maintenance	All maintenance requirements are enhanced or exceeded.	All maintenance requirements are met.	Most maintenance requirements are met; some customer intervention required.	Some maintenance requirements are met; substantial customer intervention required.	Nonconformances compromise the program severely despite substantive intervention by the customer.
Support Services	All contractual requirements are enhanced or exceeded; resources provided for all services required are excellent.	All contractual requirements are met; resources provided for all services required are good.	Most contractual requirements are met; resources provided for most services required are satisfactory.	Most contractual requirements are not met; resources provided for most services required are unsatisfactory.	Nonconformances compromise the program severely despite substantive intervention by the customer.
Training	All training objectives are enhanced or exceeded; resources provided for training are excellent.	Most training objectives are met; resources provided for training are good.	Met some training objectives; resources provided for training are satisfactory.	Most training objectives are not met; resources provided for training are unsatisfactory.	Training ineffective and compromises the program severely despite substantive intervention by the customer.
Cost/Price Control	Cost estimates are accurate; exceeds the norm on price issues; keeps costs down; proposals are well documented.	No cost/price issues, or issues do not impact program.	Cost/price issues are minor with little impact on program; some customer intervention required.	Cost/price issues impact program; substantial customer intervention required.	Cost/price issues compromise the program severely despite substantive intervention by the customer.
Subcontracting	Exceeded goals; excellent performance by subcontractors, payments always	Met or exceeded goals; good performance by subcontractors,	Met some goals; satisfactory performance by subcontractors, some	Most goals not met; satisfactory performance by subcontractors and	Subcontracting program ineffective and compromises the program

	timely to subcontractors.	payments timely to subcontractors.	payments timely to subcontractors.	timely payments to subcontractors requires some intervention by the customer.	severely despite substantive intervention by the customer
Customer Satisfaction and Business Relations	Responses to questions/technical/service/administrative issues exceed the norm; displays ingenuity; relationships with other than prime contractor are seamless.	Responses to questions/technical/service/administrative issues are effective; contractors work effectively as a team.	Responses to questions/technical/service/administrative issues are usually effective; contractors work as a team requiring some customer intervention.	Responses to questions/technical/service/administrative issues are marginally effective; issues arise between contractors requiring substantial customer intervention.	Responses to questions/technical/Service/administrative issues are ineffective; friction between contractors compromises the program severely despite substantive intervention by the customer.