



**SUBCONTRACTOR PERFORMANCE RATING GUIDELINES**

Summarize the Subcontractor’s performance in each of the four assessment areas (Quality of Work, Timeliness of Performance, Cost Control, and Business Relations). Assign each area a rating of: **1** (Unsatisfactory); **2** (Marginal); **3** (Good); **4** (Very Good); or **5** (Exceptional) – see adjectival rating descriptions on Page 2. Please use the following descriptions/examples that comprise each assessment area as a guideline in making these evaluations.

Quality of Work (Product/Service)	Timeliness of Performance	Cost Control	Business Relations
<ul style="list-style-type: none"> <li>• Knowledge of subcontract requirements and the degree to which the requirements are met and complied with;</li> <li>• Technical excellence (including effectiveness and technical expertise of key personnel, assignment of personnel with appropriate technical expertise [mix of labor categories], appropriate level of project management skills [no major direction from Laboratory personnel required]; effectiveness of work coordination with good communication, planning, and organization;</li> <li>• Accuracy of products, services, or reports (including correct quantities, timely deliveries, products conforming to specifications and standards of good workmanship, and supplier’s ability to fulfill stated warranties);</li> <li>• Quality and comprehensiveness of quality assurance or quality control plans;</li> <li>• Compliance with environment, health, and safety/security requirements (including recycling, JHA and training);</li> <li>• Fulfillment of Federal and/or state laws and regulations, as well as mandatory Laboratory requirements (such as proof of insurance for on-site work); and</li> <li>• Ability to develop novel strategies or approaches to program/project implementation, their product, service, or delivery, and other aspects of innovation.</li> </ul>	<ul style="list-style-type: none"> <li>• Provisioning of initial mobilization or timely project start-up;</li> <li>• Early identification of potential delays and execution of measures to avert such delays;</li> <li>• Adherence to subcontract schedules and deliverables (timely accomplishment of task or product deliverable[s] – with no rework required);</li> <li>• No adverse contractual actions administered by the Laboratory, such as liquidated damages, stop work orders, cure notices or termination actions;</li> <li>• Products or services specifically identified as critical are consistently provided in a timely manner; and</li> <li>• Positive level of responsiveness and communication on matters and parameters (e.g. back-ordered products) important to customer satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>• Adherence to established subcontract budget, funding limits, milestones, or other cost/price ceilings;</li> <li>• Appropriate and efficient use of resources (including personnel);</li> <li>• Systems or methods used to measure and control costs (including lower-tier subcontracts), while maintaining acceptable quality standards;</li> <li>• Cost and schedule reduction ideas add value;</li> <li>• Current, accurate, and complete billing based on contract pricing;</li> <li>• Discounts offered or other cost savings to the Laboratory;</li> <li>• Timely submittal of contract rebates;</li> <li>• Ability to provide and receive timely and correct eCommerce data and transmissions; and</li> <li>• No unauthorized/premium charges for delivery, unless pre-approved by Laboratory customer.</li> </ul>	<ul style="list-style-type: none"> <li>• Responsive to Laboratory requirements; willing and receptive to collaborating with Berkeley Lab personnel, subcontractors and DOE, when requested;</li> <li>• Effectiveness in rapidly resolving technical or schedule issues or other subcontract performance problems, including management of lower-tier subcontractors;</li> <li>• Excellent communication, commitment to customer satisfaction, and a high level of responsiveness to the Subcontract Administrator, the Technical Representative, and other Laboratory Operational personnel;</li> <li>• High standards of responsibility, business ethics and integrity. No ineligible actions such as debarment, suspensions, or criminal convictions during subcontract performance period;</li> <li>• Degree of cooperation and compliance with other subcontract requirements, such as socioeconomic and subcontracting plan provisions;</li> <li>• Seamless and continuing performance while providing crucial personnel and minimizing staff turnover;</li> <li>• Timeliness and accuracy of activity reports, if required; and</li> <li>• Flexibility and responsiveness to any special requests, changes/adjustments/ work scope changes to the related subcontracts; specifically pre- and post-contract administration, including return of Government Property.</li> </ul>



**ADJECTIVAL RATINGS/POINT ASSIGNMENTS**

**Exceptional (Five Points):**

- Extraordinarily high performance.
- Exceed subcontract requirements by a significant margin.
- Achieves noteworthy results.
- Accomplishes very difficult tasks in a timely manner.

**Very Good (Four Points):**

- Exceeds the standards of performance, although there may be room for improvement in isolated areas. High performance in all other elements more than offsets any minor issues in the lower-performing areas.

**Satisfactory (Three Points):**

- Meets the standard of performance.
- Assigned tasks are carried out in an acceptable manner — timely, efficiently, and economically.
- Minor issues or deficiencies do not substantively affect performance.

**Marginal (Two Points):**

- Below the standard of performance.
- Subcontractor weaknesses compromise achievement of many subcontract requirements.
- Deficiencies require attention and corrective action.

**Unsatisfactory (One Point):**

- Subcontract requirements were not achieved because of Subcontractor failings.
- Work is significantly below the standard of performance.
- Deficiencies are serious, affect overall results, and urgently require senior Subcontractor management attention.
- *Immediate* corrective action is required.