

Abacus Past Performance Evaluation Form

Unit/Command/Customer: _____

Installation or Base: _____

Location: _____

Dates of Work Performed: _____ to _____ Today's Date:

Customer PM/COR Name _____

Phone# _____

Email _____

Contracting Officer (Agency, Telephone No., E-mail Address)

Project Identification/Title: _____

Contract Award Date: _____

Forecasted or Actual Contract Completion Date: _____

Brief Nature of the Contractual Effort or Project Description:

The following questions pertain to the Abacus Federal Services, LLC most current performance and

quality of support during their project with your organization, command or Installation. The information that you provide will be used to improve, sustain or correct the Abacus level of quality

and work provided to our customers. Additionally, this information will be used to document our record of past performance work across our entire customer base. Therefore, it is important that

the information be as factual and accurate as possible. Please provide examples and/or explanations (use additional pages if necessary).

The following adjectival ratings shall be used in your response.

Outstanding: Performance meets contractual requirements and exceeds many requirements that

benefit the end user. Work was accomplished with few, if any, minor problems for which corrective

actions taken by the contractor were highly effective.

Good: Performance meets contractual requirements and exceeds some requirements that benefit

the end user. Work was accomplished with some minor problems for which corrective actions taken by the contractor were effective.

Acceptable: Performance meets contractual requirements. Work was accomplished with some minor problems for which corrective actions taken by the contractor were satisfactory.

Marginal: Performance does not meet some contractual requirements. Serious problems with contractor performances were experienced for which the contractor has either not yet identified corrective actions or the corrective actions taken appear only marginally effective.

Unacceptable: Performance does not meet most contractual requirements. Serious problems with contractor performance were experienced for which the corrective actions were ineffective.

PART I. Initial Visit and Briefing on Abacus Services

A. Overall how professional, informative and knowledgeable were the Abacus team that briefed during their initial visit.

€ Outstanding (Brief Explanation Optional)

€ Good

€ Acceptable

€ Marginal (Explanation/Example Requested)

€ Unsatisfactory (Explanation/Example Requested)

Comments: _____

PART II. Site Survey and Out brief of Recommended Course of Action

B. Overall how satisfied were you with the Site Survey team and the outbrief results of site survey products and information. Was the team professional, informative, knowledgeable and helpful in surveying your location and recommending a plan to support your requirements for Network improvement and migration?

€ Outstanding (Brief Explanation Optional)

€ Good

€ Acceptable

€ Marginal (Explanation/Example Requested)

€ Unsatisfactory (Explanation/Example Requested)

Comments: _____

PART III. Cable Extraction and Performance of Contractual Requirements to include Fiber Installation as Applicable

C. Compliance of Products, Services, Documents, and Related Deliverables to Specification Requirements and Standards of Good Workmanship

- € Outstanding (Brief Explanation Optional)
- € Good
- € Acceptable
- € Marginal (Explanation/Example Requested)
- € Unsatisfactory (Explanation/Example Requested)

Comments: _____

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D. Effectiveness of Abacus Project Management (to include use and control of subcontractors).

- € Outstanding (Brief Explanation Optional)
- € Good
- € Acceptable
- € Marginal (Explanation/Example Requested)
- € Unsatisfactory (Explanation/Example Requested)

Comments: _____

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E. Timeliness of Performance for Services and Product Deliverables.

- € Outstanding (Brief Explanation Optional)
- € Good
- € Acceptable
- € Marginal (Explanation/Example Requested)
- € Unsatisfactory (Explanation/Example Requested)

Comments: _____

F. Overall Effectiveness, Responsiveness, Workmanship of Abacus Team in Meeting Expectations and Project Completion.

- € Outstanding (Brief Explanation Optional)
- € Good
- € Acceptable
- € Marginal (Explanation/Example Requested)
- € Unsatisfactory (Explanation/Example Requested)

Comments: _____

G. How would you rate Abacus Federal Service in Overall Commitment to Customer Satisfaction and Would You Recommend Them to Another Installation or Agency?

- € Outstanding (Brief Explanation Optional)
- € Yes
- € Good
- € Acceptable
- € Marginal (Explanation/Example Requested)
- € Unsatisfactory (Explanation/Example Requested)
- € No

Comments: _____

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H. General Comments. Please Provide Any Other Relevant Performance, Concerns, Comments or Abacus Team Member Call outs information, as needed.

- € Outstanding (Brief Explanation Optional)
- € Good
- € Acceptable
- € Marginal (Explanation/Example Requested)
- € Unsatisfactory (Explanation/Example Requested)

Comments: _____

