

APPENDIX I

PERFORMANCE MANAGEMENT EVALUATION FORM

Category	Score*	Comments
1. Timeliness <i>The Contractor met deadlines, followed the agreed-upon timeline, and addressed delays swiftly.</i>		
2. Responsiveness <i>The Contractor responded to emails, calls, or other inquiries in a timely fashion and responded to inquiries completely and thoughtfully.</i>		
3. Quality <i>The work produced by the Contractor was of consistent, high quality, and required few, if any, corrections after delivery.</i>		
4. Collaboration <i>The Contractor consistently demonstrated a willingness to work together with MassHealth team and other stakeholders to effectively complete the agreed-upon work.</i>		
5. Knowledge <i>The Contractor demonstrated knowledge and understanding of MassHealth and/or showed interest in and got up to speed quickly about with the information necessary to perform the work.</i>		
6. Skills <i>The Contractor demonstrated the necessary body of skills and the level of skill required to effectively perform the agreed-upon work.</i>		

7. Compliance <i>The Contractor correctly and consistently documented and complied with all necessary internal controls. The contractor was able to produce such documentation upon request.</i>		
8. Completion <i>The Contractor successfully completed the agreed-upon work and fulfilled the scope of the agreement overall.</i>		
TOTAL SCORE:		

Rating Scale: 1=Poor; 2=Needs Improvement; 3=Fair; 4=Good; 5=Excellent