

**EXHIBIT H
CONTRACTOR SCORECARD**

Project Number:		Project Name:	
Contractor Name:		Contract Number:	
Enter the number which corresponds to the rating for each rating category			
1=Unsatisfactory 2=Marginal 3=Satisfactory 4=Excellent 5=Exceptional			
Customer Satisfaction (25%)			
Was contractor courteous and professional?		(50%)	
Did the contractor demonstrate appropriate flexibility in minor schedule changes?		(50%)	
Quality (25%)			
Did contractor provide reports/analysis within agreed time-frames?		(25%)	
Did the contractor provide timely responses to inquires, information requests, etc.?		(25%)	
Did the contractor keep the racks stocked and neat in a timely fashion		(25%)	
Did the contractor accommodate reports on an as-need bases?		(25%)	
Communication (25%)			
Was the contractor's team fully knowledgeable of their tasks and obligations?		(25%)	
Did the contractor ensure the Exchange was informed of any delays, or extra work that would be required? (25%)			
Did the contractor return calls/emails to the Exchange COR or designated Exchange POC?		(25%)	
Did the contractor respond to the Exchange corrective action(s), once notified?		(25%)	
Invoicing (25%)			
Did the contractor abide by the Exchanges/contract's guidelines on invoicing?		(50%)	
Were invoices properly filled out with no unauthorized charges?		(50%)	
TOTAL			
Would you select this firm again? Please enter Y (Yes) or N (No)			
COMMENTS:			
(1) Unsatisfactory:		Performance did not meet most contractual requirements and recovery was not likely in a timely manner. The contractual performance contains serious problem(s) for which the contractor's corrective actions appear or were ineffective. Comments justifying this rating are required.	
(2) Marginal:		Performance did not meet some contractual requirements. The contractual performance reflected a serious problem and the contractor's proposed actions were only marginally effective or were not fully implemented. Comments justifying this rating are required.	
(3) Satisfactory:		Performance meets contractual requirements. The contractual performance contains some minor problems for which corrective actions taken by the contractor were satisfactory. To justify this rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract.	
(4) Excellent:		Performance meets contractual requirements and exceeds some to the Exchange's benefit. The contractual performance was accomplished with some minor problems for which corrective actions taken by the contractor were effective. Comments justifying this rating are required.	
(5) Exceptional:		Performance meets contractual requirements and exceeds many to the Exchange's benefit. The contractual performance was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective. Comments justifying this rating are required.	