

**Contractor's Past Performance Reference Survey
VALET PARKING SERVICES**

Name of Person completing this Survey Form: _____

Name of your company or organization: _____

Address of your company: _____

Telephone Number: _____ **Email Address:** _____

Submit completed past performance reference survey to the attention of Mr. Guzman via fax or email at: Fax: 562-346-1687 or jaime.guzman@va.gov

1. Do not return this form to the contractor being evaluated. It is desired that this form be submitted to the person identified above, no later than **March 7, 2014**.
2. Handwritten responses are acceptable. If response is handwritten, please print legibly.
3. If more space is needed for narrative comments, use the back of the survey or attach additional pages.
4. Thank in advance for completing this form. Your time and effort in providing this vitally important information is greatly appreciated. For questions, please contact Mr. Jaime Guzman at 562-766-2233

QUESTIONNAIRE:

Name of Valet Parking Company: _____

Contract No. _____

Contract Dollar Value: _____

Performance Period: _____

General Description of Contract Services: _____

Type of Contract (firm fixed price, cost plus fixed fee, etc.): _____

RATING SCALE

Please use the following rating to answer the questions. If you are unable to rate any item because it was not a requirements, never an issue, or you have no knowledge of the item in question, then you should mark “NA”.

EVALUATION CRITERIA

- Excellent** The company’s performance was consistently superior. Performance was entirely favorable and you wouldn’t hesitate to do business with them again.
- Good** The company’s performance was better than average, and you would willingly do business with them again. The contractual performance was mostly favorable and corrective actions taken by the contractor were effective.
- Neutral** No record of relevant past performance or any information on past performance is available.
- Average** The company’s performance was satisfactory and you would consider doing business with them again. There were minor performance problems that were satisfactorily corrected.
- Poor** The company’s performance was entirely unsatisfactory and you would not do business with them again under any circumstances. There were serious performance issues with the contractor for which the contractor’s corrective actions were ineffective.

NOTE: For statements indicating “Poor” or “Excellent”, please provide and explanation in the Comments section of the survey.

CONTRACTOR PERFORMANCE EVALUATION SURVEY RATING SHEET

	POOR	AVERAGE	NEUTRAL	GOOD	EXCELLENT
A. QUALITY OF PRODUCT OR SERVICE					
(1) The Contractor provided a product or service that conformed to contract requirements, specifications and standards of good workmanship					
(2) The Contractor submitted accurate reports.					
(3) The Contractor utilized personnel who were appropriate to the effort performed.					
B. COST CONTROL					
(1) The Contractor performed the effort within the estimated cost/price.					

(2) The Contractor submitted accurate invoices on a timely basis.					
(3) The actual costs/rates realized closely reflected the negotiated costs/rates.					
C. SCHEDULE	POOR	AVERAGE	NEUTRAL	GOOD	EXCELLENT
(1) The tasks required under this effort were performed in a timely manner and in accordance with the period of performance of the contract.					
(2) The Contractor was responsive to technical and/or contractual direction.					
D. BUSINESS RELATIONSHIPS	POOR	AVERAGE	NEUTRAL	GOOD	EXCELLENT
(1) The Contractor demonstrated effective management over the effort performed.					
(2) The Contractor maintained an open line of communication so that the Contracting Officer's Representative (COR) and/or Technical Point of Contact (TPOC) were apprised of technical, cost and schedule issues.					
(3) Overall experience in the conducting business with this contractor.					

	POOR	AVERAGE	NEUTRAL	GOOD	EXCELLENT
(4) The Contractor promptly notified the COR, TPOC and/or Contracting Officer in a timely manner regarding urgent issues.					
(5) The Contractor cooperated with the Government in providing flexible, proactive and effective recommended solutions to critical program issues.					
(6) The Contractor demonstrated an effective small/small disadvantaged business subcontracting program..					
E. CUSTOMER SATISFACTION	POOR	AVERAGE	NEUTRAL	GOOD	EXCELLENT
(1) The products/services provided adequately met the needs of the program.					
(2) The Contractor was able to perform with minimal or no direction from the COR or TPOC.					
(3) I am satisfied with the performance of the Contractor under this effort.					

F. Key Personnel	POOR	AVERAGE	NEUTRAL	GOOD	EXCELLENT
(1) The labor turnover in key personnel labor categories was minimal and did not adversely affect Contractor performance					
(2) The Contractor proposed qualified personnel to fulfill the requirements of the contract.					

G. OTHER:

(1) Would you award this firm another contract? () Yes () No If you answered “no”, provide an explanation.

(2) Was the contract terminated for default? () Yes () No

(3) Have you experience problems with this Contractor? If yes, can you please explain the problems?

COMMENTS: (Required for ALL Poor and Excellent Ratings)

Completed by:

Name: _____

Signature & Title

Date: