

PAST PERFORMANCE QUESTIONNAIRE – SOLICITATION VA241-14-Q-0427

Instructions to Offeror for sending Reference Questionnaire Forms:

Prepare and send a reference questionnaire package for each project you list as a reference for the Past Performance evaluation factor. You are encouraged to send a questionnaire to other clients of contracts.

For Government contracts, send to Contracting Officer or Technical Representative. For commercial references, send to personnel with duties similar to those for Government contracts.

It is your responsibility to follow-up and to encourage your references to send in their questionnaire. If you have multiple references at one location, send one cover letter and questionnaire for each contract you want a reference for.

Your questionnaire package should contain the following:

1. Cover Letter (See SAMPLE.)
2. Respondent Info Rating Sheets. Offeror should put name in spaces indicated and ensure it is on every page for identification purposes.

RETURN VIA EMAIL TO Johanne.Menard@va.gov.

OFFEROR SHOULD PLACE THEIR NAME ON TOP OF EACH QUESTIONNAIRE PAGE!!!
OFFEROR SHOULD DELETE THESE INSTRUCTIONS BEFORE SENDING OUT
QUESTIONNAIRES.

SOLICITATION VA241-14-Q-0427

Armored Car Services for VA Boston Healthcare System & Veteran Canteen Services

SAMPLE TRANSMITTAL LETTER

Your Company Letterhead

Date:

To:

Subject: Reference for (your company name) for Solicitation VA241-14-Q-0427

We have listed your firm as a reference for the work we have performed for you as listed below. Our firm has submitted a quote under a project advertised by the Department of Veterans Affairs. In accordance with Federal Acquisition Regulations (FAR), they will evaluate our firm's past performance. Your candid response to the attached questionnaire will assist the evaluation team in this process.

We understand that you have a busy schedule and your participation in this evaluation is greatly appreciated. Please complete the enclosed questionnaire as thoroughly as possible. Space is provided for comments.

Understand that while the responses to this questionnaire may be released to the offeror, FAR 15.306 (e)(4) prohibits the release of the names of the persons providing the responses. Complete confidentiality will be maintained. Only one response from each office is required.

Please send your completed questionnaire to the following address to arrive NO LATER THAN June 1, 2014. Do not return them to our company.

Department of Veterans Affairs
VA Central Western Massachusetts
ATTN: Johanne Menard
421 North Main Street
Leeds, MA 01053

or email to: Johanne.Menard@va.gov. E-Mail is preferred.

If you have questions regarding the attached questionnaire or require assistance, please contact Johanne Menard at 413.584.4040 extension 2407 or at the above email address. Thank you for your assistance.

Signature and Title

SOURCE SELECTION SENSITIVE WHEN COMPLETED.
NOT TO BE RELEASED OUTSIDE GOVERNMENT CHANNELS.
RETURN THIS PAGE WITH QUESTIONNAIRE.

(Part 1 Contractor submitting Quote fill-in)

Reference is provided for: _____

Contract Number or Project Title _____

Date of Award/Completion Date _____

Location _____

Dollar Amount _____

Brief Description of work and your role in the referenced contract: _____

(Part 2 Person providing Reference) Reference is provided by: _____

Company/Agency: _____

Business Address: _____

Telephone Number: _____

E-Mail Address: _____

Relationship to Contract: _____

If information in Part 1 is not accurate please indicate.

THE QUESTIONNAIRE SHOULD BE SUBMITTED BY THE FOLLOWING MEANS:

Email is the preferred method: Johanne.Menard@va.gov

Or Mail to:

Department of Veterans Affairs

VA Central Western Massachusetts

ATTN: Johanne Menard

421 North Main Street

Leeds, MA 01053

Please mark cover sheet:

Attention: RFQ VA241-14-Q-0427

Source Selection Sensitive Information

PAST PERFORMANCE QUESTIONNAIRE for Armored Car services for VABHS & VCS		
REFERENCE: _____	POC: _____	
INSTRUCTIONS: For each of the questions below please indicate your response by placing an "X" in the appropriate box using the following ratings: A – Acceptable, U - Unacceptable	A	U
1. In terms of being cooperative, capable and effective in prosecuting the work, how would you rate the contractor's performance?		
REMARKS		
2. How would you rate the contractor's response to your questions?		
REMARKS		
3. How would you rate the staffing level with respect to the technical experience?		
REMARKS		
4. How would you rate the contractor's ability to communicate on issues and/or problems?		
REMARKS		
5. How would you rate the contractor's customer service? To what degree was the contractor customer-oriented and concerned about customer satisfaction?		
REMARKS		
6. How would you rate the contractor's technical ability to consistently provide timely and dependable pick-ups and deliveries?		
REMARKS		
7. How would you rate the contractor's problem solving process such as preventing late deliveries? Was there an established problem solving routine?		
REMARKS		
8. How would you rate this contractor overall? Would you use this contractor again?		
REMARKS		

SOLICITATION VA241-14-Q-0427

Armored Car Services for VA Boston Healthcare System & Veteran Canteen Services

Thank you for your remarks. Be sure to return to the Contracting Agency and not to the Contractor you are providing a reference for.

RESPONDENT NAME _____

Respondent Signature _____ Date Completed: _____