

PAST PERFORMANCE QUESTIONNAIRE INSTRUCTIONS  
VA Palo Alto Health Care System, Menlo Park Division  
Menlo Park, CA

The information obtained from this questionnaire will be utilized to evaluate the past and present performance of offerors submitting proposals in response to the VA261-14-R-0359– Building 323 Seismic Corrections and Infrastructure Enhancements at the VA Palo Alto Health Care System, Menlo Park Division. The information you provide will be instrumental in allowing the Government to evaluate how well the contractor performed under your contract(s).

- a. Please complete all sections of the attached questionnaire. Include your name and title, organizational address, e-mail address, telephone and fax number.
- b. Include the contractor's name, your point of contact (POC,) the title and/or description of the type of work performed the award number, the value of the contract, the award and completion date of the project and the type of award.
- c. Use the attached rating scale rate each performance element.
- d. Comments are encouraged and would be appreciated. The last page may be used if additional space is needed for comments. Clear handwritten responses are sufficient.
- e. Due to time constraints, it is important that the questionnaire be completed and returned by the date proposal is due (**August 7, 2014 at 10:00 am PST**). Please e-mail your response to the following address:

VA Palo Alto Health Care System  
Attn: Contracting Officer, Andrea Fair  
3230 Peacekeeper Way, Building 209  
McClellan, CA 95652

Telephone: 916-923-4515  
E-mail: [andrea.fair@va.gov](mailto:andrea.fair@va.gov)

Thank you for your time and participation.

## PAST PERFORMANCE RATING SCALE

RATING:	DEFINITION:	USAGE:
EXCEPTIONAL	Performance exceeded <b>many</b> contractual requirements to the Government's benefit. The contractual performance of the element being assessed was accomplished with no more than a few minor problems for which corrective actions taken by the contractor were <b>highly</b> effective.	An EXCEPTIONAL rating is appropriate when the contractor successfully performed multiple significant events that were of benefit to the Government/Owner. A singular benefit however could be of such magnitude that it alone constitutes an Exceptional rating. Also there should have been NO significant weaknesses identified
GOOD	Performance exceeded some contractual requirements to the Government's benefit. The contractual performance of the element being assessed was accomplished with no more than a few minor problems for which corrective actions taken by the contractor were effective.	A GOOD rating is appropriate when the contractor has successfully performed a significant event that was a benefit to the Government/Owner. There should have been no significant weaknesses identified.
SATISFACTORY	Performance met all contractual requirements. The contractual performance of the elements being assessed were accomplished with no more than a few minor problems for which corrective actions taken by the contractor were satisfactory.	A SATISFACTORY rating is appropriate when there were only a few minor problems, or major problems that the contractor recovered from without impact to the contract. There should have been NO significant weaknesses identified.
MARGINAL	Performance did not meet some contractual requirements. The contractual performance of the element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions or the contractor's proposed actions appear only marginally effective or were not fully successful.	A MARGINAL rating is appropriate when a significant event occurred that the contractor had trouble overcoming which impacted the Government/Owner.
UNSATISFACTORY	Performance did not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element contains a serious problem(s) for which the contractor's corrective actions were ineffective.	An UNSATISFACTORY rating is appropriate when multiple significant events occurred that the contractor had trouble overcoming and which impacted the Government/Owner. A singular problem, however could be of such serious magnitude that it alone constitutes an unsatisfactory rating.
Neutral/Not Applicable or Unknown	No performance record identifiable within the area of evaluation	Performance was not observed or not applicable to the current effort being reported.

# PAST PERFORMANCE QUESTIONNAIRE

NAME OF CONTRACTOR BEING EVALUATED:			CONTRACTOR MAIN POC			
CONTRACT NUMBER:			CONTRACT VALUE:			
CONTRACTOR PERFORMED WORK AS:			CONTRACT AWARD & COMPLETION DATE:			
<input type="checkbox"/> Prime Contractor	<input type="checkbox"/> Sub-Contractor	<input type="checkbox"/> Key Personnel				
PROJECT TITLE AND BRIEF DESCRIPTION OF WORK:						
RESPONDENT'S NAME			YOUR ORGANIZATIONAL ADDRESS			
PHONE/FAX NO:			E-MAIL:			
1. QUALITY:						
A. Quality of technical data/report preparation efforts			RATING			
			E	G	S	M
Comments:						
B. Ability to meet quality standards specified for technical performance			RATING			
			E	G	S	M
Comments:						
C. Timeliness/effectiveness of contract problem resolution without extensive customer guidance			RATING			
			E	G	S	M
Comments:						
D. Adequacy/effectiveness of quality control program and adherence to contract quality assurance requirements (without adverse effect on performance)			RATING			
			E	G	S	M
Comments:						
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## PAST PERFORMANCE QUESTIONNAIRE

2. SCHEDULE/TIMELINESS OF PERFORMANCE:						
A. Compliance with contract delivery/completion schedules including any significant intermediate milestones	RATING					
	E	G	S	M	U	N
Comments:						
B. Rate the contractor's use of available resources to accomplish tasks	RATING					
	E	G	S	M	U	N
Comments:						
3. CUSTOMER SATISFACTION:						
A. To what extent were the end users satisfied with the project?	RATING					
	E	G	S	M	U	N
Comments:						
B. Contractor was reasonable and cooperative in dealing with your staff (including the ability to successfully resolve disagreements/disputes; responsiveness to administrative reports and business communication)	RATING					
	E	G	S	M	U	N
Comments:						
C. To what extent was the contractor cooperative, businesslike and concerned with the interests of the customer?	RATING					
	E	G	S	M	U	N
Comments:						
D. Overall customer satisfaction	RATING					
	E	G	S	M	U	N
Comments:						
4. MANAGEMENT/PERSONNEL/LABOR						
A. Effectiveness of on-site management, including management of subcontractors, suppliers, materials and/or labor force?	RATING					
	E	G	S	M	U	N
Comments:						
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## PAST PERFORMANCE QUESTIONNAIRE

B. Ability to hire, apply and retain a qualified workforce to the effort	RATING					
	E	G	S	M	U	N
Comments:						
C. Government Property Control	RATING					
	E	G	S	M	U	N
Comments:						
D. Knowledge/expertise demonstrated by contractor personnel	RATING					
	E	G	S	M	U	N
Comments:						
E. Ability to simultaneously manage multiple projects with multiple disciplines.	RATING					
	E	G	S	M	U	N
Comments:						
F. Ability to assimilate and incorporate changes in requirements or priority, including planning, execution and response to Government changes	RATING					
	E	G	S	M	U	N
Comments:						
G. Effectiveness of overall management (including ability to effectively lead, manage and control the program)	RATING					
	E	G	S	M	U	N
Comments:						
<b>5. COST/FINANCIAL MANAGEMENT</b>						
A. Ability to meet the terms and conditions contractually agreed to price(s)?	RATING					
	E	G	S	M	U	N
Comments:						
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### PAST PERFORMANCE QUESTIONNAIRE

<p>B. Contractor proposed innovative alternative methods/processes that reduced costs, improved maintainability or other factors that benefited the client.</p>	RATING					
	E	G	S	M	U	N
Comments:						
<p>C. If this is/was a Government cost type contract, please rate the contractor's timeliness and accuracy in submitting monthly invoices with appropriate backup documentation, monthly status reports/budget variance reports, compliance with established budgets and avoidance of significant and/or unexplained variances (under runs or overruns)</p>	RATING					
	E	G	S	M	U	N
Comments:						
<p>D. Have there been any indications that the contractor has had any financial problems? If yes please explain below</p>	RATING					
	Yes			No		
Comments:						
<b>6. SAFETY/SECURITY:</b>						
<p>A. To what extent was the contractor able to maintain an environment of safety, adhere to its approved safety plan and respond to safety issues? (Includes: following the users rules, regulations, and requirements regarding housekeeping, safety, correction of noted deficiencies, etc.)</p>	RATING					
	E	G	S	M	U	N
Comments:						
<p>B. Contractor complied with all security requirements for the project and personnel security requirements.</p>	RATING					
	E	G	S	M	U	N
Comments:						
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# PAST PERFORMANCE QUESTIONNAIRE

7. GENERAL:						
A. Ability to successfully respond to emergency and/or surge situations (including notifying COR, PM, or Contracting officer in a timely manner regarding urgent contractual issues.)	RATING					
	E	G	S	M	U	N
Comments:						
B. Compliance with contractual terms/provisions (explain if specific issues)	RATING					
	E	G	S	M	U	N
Comments:						
C. Would you hire or work with this firm again (if no, please explain below)	RATING					
	Yes			No		
D. In summary, provide an overall rating for the work performed by this contractor.	RATING					
	E	G	S	M	U	N
Comments:						
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