

PAST PERFORMANCE QUESTIONNAIRE

Network Contracting Office 15 is conducting a competitive acquisition for TeleHealth Services.

The offeror has identified you as a reference to validate the offeror's past performance. Please complete the following questionnaire to assist our evaluation of the contractor's past performance and return no later than 3:00 p.m CDT, August 11, 2014 to Leah Thurman, NCO 15, Fax 913-946-1198 or e-mail at leah.thurman@va.gov.

Name of Contractor being evaluated: _____

- 1) How long has your company had this contract with this contractor? _____
- 2) Type of service being provided: _____
- 3) Where is the service being provided? _____
- 4) What is total value of this contract? _____
- 5) How many Full Time Equivalents (FTE) are being provided under this contract? _____
- 6) Would you award another contract to this contractor? Yes _____ No _____
If no, please provide an explanation:

- 7) How would you rate the quality of the equipment supplied?
Exceptional ____ Very Good ____ Satisfactory ____ Marginal ____ Unacceptable ____
If less than "Satisfactory" please provide explanation:

- 8) How would you rate the Business/Customer Relationship with the Contractor? (Concern for customer's interest, successfully managed services; reasonable/cooperative behavior)
Exceptional ____ Very Good ____ Satisfactory ____ Marginal ____ Unacceptable ____
If less than "Satisfactory" please provide explanation:

- 9) Please provide any other examples or comments concerning the contractor's performance that would be relevant in assessing the probability of successful contract performance:

Rating System:

Exceptional: Performance meets contractual requirements and exceeds many to the contractor's benefit. The contractual performance was accomplished with few minor problems for which corrective action taken was highly effective.

Very Good: Performance meets contractual requirements and exceeds some to the contractor's benefit. The contractual performance was accomplished with some minor problems for which corrective action taken was effective.

Satisfactory: Performance meets contractual requirements. The contractual performance was accomplished with some minor problems for which corrective action taken appears or was satisfactory.

Marginal: Performance does not meet some contractual requirements. The contractual performance reflects a serious problem for which the contractor has identified some corrective actions. The proposed actions appear only marginally effective or have not been fully implemented.

Unacceptable: Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance contains serious problems for which the contractor has identified corrective actions. The proposed actions appear or were ineffective.

Your Name: _____ Your Title: _____

Your Phone #: _____ Your Fax: _____

Your e-mail address: _____