

PAST PERFORMANCE QUESTIONNAIRE

Solicitation: VA256-14-R-0592

Offeror's Name: \_\_\_\_\_

Name of Person Completing the Evaluation: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Title: \_\_\_\_\_ Company/Organization: \_\_\_\_\_

Location of Services Provided (City, State, and Zip code): \_\_\_\_\_

Past performance will be rated on an "acceptable" or "unacceptable" basis using the ratings in table below.

Past Performance Evaluation Ratings	
Rating	Description
Acceptable	Based on the offeror's performance record, the Government has a reasonable expectation that the offeror will successfully perform the required effort, or the offeror's performance record is unknown. (See note below.)
Unacceptable	Based on the offeror's performance record, the Government has no reasonable expectation that the offeror will be able to successfully perform the required effort.

**Note:** In the case of an offeror without a record of relevant past performance or for whom information on past performance is not available or so sparse that no meaningful past performance rating can be reasonably assigned, the offeror may not be evaluated favorably or unfavorably on past performance (see FAR 15.305 (a)(2)(iv)). Therefore, the offeror shall be determined to have unknown past performance. In the context of acceptability/unacceptability, "unknown" shall be considered "acceptable."

1. Quality of Performance:	Acceptable		Unacceptable	
----------------------------	------------	--	--------------	--

Compliance with contract requirements, use of appropriate staff, and technical excellence in the appropriate area providing this type of service.

2. Timeliness of Performance:	Acceptable		Unacceptable	
-------------------------------	------------	--	--------------	--

The Offeror's ability to meet milestones and delivery schedules. Responsiveness to technical direction, and timely compliant performance.

<b>3. Report Submission:</b>	Acceptable		Unacceptable	
------------------------------	------------	--	--------------	--

The Offeror's ability to provide accurate and timely required reports.

<b>4. Customer Satisfaction::</b>	Acceptable		Unacceptable	
-----------------------------------	------------	--	--------------	--

The Offeror's commitment to customer satisfaction and their cooperative, reasonable business-like behavior. This includes effective management, responsiveness to contract requirements, honesty and integrity, prompt notification of problems, flexible and proactive qualities and effective staff and management.

5. Based on the Offeror's overall performance, would you award them another contract?

☐ YES    ☐ NO    If no, please explain.

6. Have you issued a cure notice, show cause notice, suspension of progress payments or other letters directing the correction of a performance problem recently or in the past?

☐ YES    ☐ NO    If yes, please explain.

7. Have you terminated this Offeror for default recently or in the past, or are there any pending termination actions?

☐ YES    ☐ NO    If yes, please explain.

8. Have you discussed any adverse past performance problems with the Offeror and have you given them an opportunity to comment? ☐ YES    ☐ NO    If Yes, please provide details and explain.

9. Have you filed past performance information in a database that the Contracting Officer may search?

☐ YES    ☐ NO    If Yes, please provide the name of the database.

Please submit this completed form directly to the Veterans Administration point of contact by NOT LATER THAN THE CLOSING DATE OF THE SOLICITATION (inclusive of any closing date extensions granted via amendment). Submission can be via email at [rosemary.briggs@va.gov](mailto:rosemary.briggs@va.gov) ; fax – (601) - 206-6951; or mail to: Department of Veteran Affairs, Network Contracting Office (NCO 16), 715 S. Pear Orchard Road, Plaza I – Room 416, Ridgeland, MS 39157. Please mark, Attention: Rose Briggs, P&C.

Your input is greatly appreciated.