

## Past Performance Questionnaire

The Department of Veterans Affairs is evaluating a proposal submitted by \_\_\_\_\_ [Offeror's name], hereafter referred to as "Offeror," to provide Home Oxygen services for the Louis A. Johnson VA Medical Center in Clarksburg, WV. Offeror has provided this questionnaire to you so that we may ask you questions regarding Offeror's past performance on a similar contract between your company and Offeror.

Any information you provide in this questionnaire is considered Source Selection Information and is prohibited from disclosure and exempt from release under the Freedom of Information Act; as such, the Department of Veterans Affairs will not release the your name or the names of other individuals providing reference information about Offeror's past performance.

**Instructions:** Be honest. Provide an assessment of Offeror's past performance by checking the box of one the following rating options. You are encouraged to write comments as often as you'd like.

Rating Options:

**Satisfactory**—Offeror's performance meets (or met) all contractual requirements and performance was accomplished with minor issues or concerns, for which Offeror's corrective actions were effective.

**Unsatisfactory**—Offeror's performance does not meet (or did not meet) contractual requirements and performance was accomplished with significant problems, issues or concerns, for which Offeror's corrective actions were ineffective.

**Not Applicable**—Unable to provide a meaningful assessment.

**When you are finished, please email your completed questionnaire to [James.Whisner@va.gov](mailto:James.Whisner@va.gov); or, fax it to 304-623-7637.**

**THANK YOU FOR YOUR SUPPORT AND PARTICIPATION!**

## Performance Assessment

### 1. Reference Information

Company Name: \_\_\_\_\_

Your Name: \_\_\_\_\_

Contract Number (if Government): \_\_\_\_\_

Period of Performance: Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Scope of Services (e.g., contract dollar value, geographic coverage area, frequency of services, etc.):  
\_\_\_\_\_

### 2. Quality of performance

Assess Offeror's quality of performance in these areas:

	Satisfactory	Unsatisfactory	N/A
Conformance to contract specifications			
Standards of workmanship (technical, professional, safety, and the like)			
Timely deliveries			

### 3. Management performance

Assess Offeror's contract management performance in these areas:

	Satisfactory	Unsatisfactory	N/A
Management responsiveness (timeliness, reliability, cooperation, etc.)			
Management of personnel (hiring, training, retaining, replacing, etc.)			
Management of program (coordination, use of resources, communication, risk management, etc.)			
Management of conflicts or issues (reactive, provides good solutions, flexible to changing needs, etc.)			

#### 4. General comments

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Assessor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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