

## **CONTRACTOR PAST PERFORMANCE QUESTIONNAIRE**

The below-named contractor is being considered for award of a contract for Solicitation No. VA258-15-R-0015, "Micro Fiber Laundering Services at the Amarillo VA Health Care System (AVAHCS), in Amarillo, TX." The scope of work includes, but is not limited to: contractor shall provide all personnel, management, tools, supplies, equipment, labor, and transportation necessary to provide pickup, laundering, and delivery services for the AVAHCS string mops and microfiber product line (wet-mop heads, sleeves, dust-mop heads, polishing heads, cloths) for the AVAHCS, 6010 Amarillo Blvd. West, Amarillo, Texas, 79106, in accordance with all local, city, county, state and federally established standards.

A primary consideration in our selection process is the contractor's history of performance of similar efforts. Please make every effort to be as thorough as possible in your answers/ comments. When completed, please return the completed questionnaire to the Contract Specialist via email at [mark.branum@va.gov](mailto:mark.branum@va.gov), or the following address:

VISN 18 NCO  
7201 I-40 West, Suite 100  
Attn: Mark Branum  
Amarillo, TX 79106

Please refer any questions to Mark Branum via email at [mark.branum@va.gov](mailto:mark.branum@va.gov)

### **A. GENERAL INFORMATION**

Contractor's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Point of Contact: \_\_\_\_\_

### **B. RESPONDENT INFORMATION**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Organization & Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

### **C. CONTRACT INFORMATION**

Contract Number/Title: \_\_\_\_\_

Period of Performance: \_\_\_\_\_ Dollar Amount of Contract: \_\_\_\_\_

Services Performed: \_\_\_\_\_

\_\_\_\_\_

#### D. PERFORMANCE INFORMATION

Choose the category on the below scale that most accurately describes the contractor's performance or situation. PLEASE PROVIDE A NARRATIVE EXPLANATION FOR ANY RATINGS OF HIGH CONFIDENCE, LITTLE CONFIDENCE OR NO CONFIDENCE.

1 - **EXCEPTIONAL/HIGH CONFIDENCE** : Based on the offeror's performance record, the government has high confidence the offeror will successfully perform the required effort

2 - **VERY GOOD/SIGNIFICANT CONFIDENCE**: Based on the offeror's performance record, the government has significant confidence the offeror will successfully perform the required effort.

3 - **SATISFACTORY/CONFIDENCE**: Based on the offeror's performance record, the government has confidence the offeror will successfully perform the required effort. Normal contractor emphasis should preclude any problems.

4 - **NEUTRAL/UNKNOWN CONFIDENCE**: No performance record identifiable (see FAR 15.305(a) (2) (iii) and (iv)).

5 - **MARGINAL/LITTLE CONFIDENCE**: Based on the offeror's performance record, substantial doubt exists that the offeror will successfully perform the required effort.

6 - **UNSATISFACTORY/NO CONFIDENCE**: Based on the offeror's performance record, extreme doubt exists that the offeror will successfully perform the required effort.

Please use the above ratings to describe the contractor's performance in the following areas:

| 1. MANAGEMENT EFFECTIVENESS  |   |   |   |   |   |   |
|--|---|---|---|---|---|---|
| a. Contractor provided experienced laundering services.                                | 1 | 2 | 3 | 4 | 5 | 6 |
| b. Contractor ensured contract staff remained fully qualified/proficient at all times. | 1 | 2 | 3 | 4 | 5 | 6 |
| c. Contractor's overall management effectiveness.                                      | 1 | 2 | 3 | 4 | 5 | 6 |

COMMENTS/REMARKS:\_\_\_\_\_

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| 2. QUALITY OF SERVICE AND TIMELINESS  |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| a. Contractor maintained an acceptable pickup, laundering, and delivery schedule. | 1 | 2 | 3 | 4 | 5 | 6 |
| b. Contractor provided acceptable laundering services to customer.                | 1 | 2 | 3 | 4 | 5 | 6 |
| c. Contractor's overall quality of service  | 1 | 2 | 3 | 4 | 5 | 6 |
| d. Contractor responded to customer's urgent requirements in a timely manner.     | 1 | 2 | 3 | 4 | 5 | 6 |
| e. Overall contractor timeliness.   | 1 | 2 | 3 | 4 | 5 | 6 |

COMMENTS/REMARKS: \_\_\_\_\_

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| 3. CUSTOMER SATISFACTION   |   |   |   |   |   |   |
|--|---|---|---|---|---|---|
| a. Contractor maintained professional staff.                     | 1 | 2 | 3 | 4 | 5 | 6 |
| b. Contractor was responsive to customer staff.                  | 1 | 2 | 3 | 4 | 5 | 6 |
| c. Contractor was flexible in responding to urgent requirements. | 1 | 2 | 3 | 4 | 5 | 6 |
| d. Overall customer satisfaction.                                | 1 | 2 | 3 | 4 | 5 | 6 |

COMMENTS/REMARKS: \_\_\_\_\_

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4. If a government contract, did the contractor receive any Contract Discrepancy Reports, Letters of Concern, or Cure Notices? If yes, please describe below.

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5. If given the opportunity, would you award another contract to this contractor? Please explain response below.

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