

PAST PERFORMANCE QUESTIONNAIRE – VA240-15-Q-0495

Please provide your candid responses. The information that you provide will be used in the awarding of a federal contract. Therefore, it is important that your information be as factual, accurate and complete as possible to preclude the need for follow-up by the evaluators. If you do not have knowledge of or experience with the company in question, please forward this Questionnaire to the person who does.

Please complete this document and email it directly to michael.boettcher@va.gov by the proposal due time and date. If the proposal due date/time is extended then this due date is extended. Thank you.

The proposal due date and time is: 4/15/2015 at 4:00 p.m. (EST)

PART I. (To be completed by the Offeror)

A. CONTRACT IDENTIFICATION

Name of Contractor/Company being evaluated:

Address:

Program/Account Identification/Title:

Contract Number:

Contract Type:

Contract Amount:

Prime Contractor Name (if different from the contractor name cited above):

Period of Performance:

Contract Award Date:

Forecasted or Actual Contract Completion Date:

Detailed description of purchases or services provided:

Was this work with a: Commercial _____ Fed Gov't _____ Local/State Gov't _____ entity.

Relevance of the referenced contract to the current requirement:

B. IDENTIFICATION OF CONTRACTOR'S REPRESENTATIVE OR PROJECT MANAGER OF CONTRACT IN PART A ABOVE

Name:

Title:

Date:

Telephone Number:

FAX Number:

Address:

E-mail Address:

PART II. EVALUATION (TO BE COMPLETED BY RESPONDENT)

For each performance element identified below, references should evaluate performance of the firm or individual identified in Part 1 of this form. Where the reference lacks sufficient information to provide an evaluation for a particular performance element, this should be noted. Where any deficiency or unfavorable information is identified, the reference should identify any mitigating factors that may weigh in favor for the person/firm on whose behalf the reference is provided (i.e., problems due to causes outside the contractor's control). An individual within your organization that is knowledgeable of the contractor's day-to-day operations and overall performance should complete this questionnaire. However, that individual is encouraged to supplement their own knowledge of the contractor's performance with the judgment of others within their organization, as applicable.

The following chart depicts the ratings that are to be used to evaluate the contractor's performance:

LOW RISK (L)	MODERATE RISK (M)	HIGH RISK (H)	NEUTRAL RISK (N)
Little doubt exists, based on the Offeror's performance record that the Offeror can perform the proposed effort.	Some doubt exists, based on the Offeror's performance record, that the Offeror can perform the proposed effort.	Significant doubt exists, based on the Offeror's performance record, that the Offeror can perform the proposed effort.	Little or no relevant performance record identifiable; equates to an neutral risk rating having no positive or negative evaluation significance.

NOTE: NEUTRAL RISK WOULD BE THE EQUIVALENT TO THE CUSTOMER PROVIDING A NOT APPLICABLE (N/A) TO ANY OF THE QUESTIONS.

When responding to the questions listed, circle the letter that most accurately describes the contractor's performance or situation. For any low risk, moderate risk, high risk rating, or neutral risk please provide explanatory narratives in the remarks block. These narratives need not be lengthy, just detailed. If a question is not applicable, circle N/A. If you circle a Yes/No answer that is marked with an asterisk (*), please provide a corresponding explanation in the remarks block. If more space is required, use the back of the questionnaire or attach additional pages. Handwritten responses to this questionnaire are acceptable. However, if responses are handwritten, please print legibly.

Your time and effort in providing this vitally important information are greatly appreciated.

PERFORMANCE ELEMENTS:

QUALITY OF SERVICE

- | | | | | |
|--|---|---|---|---|
| 1. Contractor's ability to meet minimum quality standards specified for performance.
Remarks: | L | M | H | N |
| 2. Contractor's ability to effectively control the quality of services provided.
Remarks: | L | M | H | N |
| 3. Contractor's compliance with contractual terms and conditions.
Remarks: | L | M | H | N |
| 4. Quality of products furnished.
Remarks: | L | M | H | N |
| 5. Overall rating of contractor's standard of workmanship.
Remarks: | L | M | H | N |
| 6. Overall rating of contractor's quality of service.
Remarks: | L | M | H | N |

TIMELINESS OF SERVICE

- | | | | | |
|---|---|---|---|---|
| 1. Contractor's ability to meet specific response times and scheduled time frames for completion of specific tasks.
Remarks: | L | M | H | N |
| 2. Contractor's responsiveness/timeliness for providing administrative reports/documents required by the contract.
Remarks: | L | M | H | N |
| 3. Contractor's adherence to delivery schedules?
Remarks: | L | M | H | N |
| 4. Contractor's timeliness in responding to emergency service requirements.
Remarks: | L | M | H | N |

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|----|---|---|---|---|---|
| 5. | Overall rating of contractor's responsiveness/timeliness.
Remarks: | L | M | H | N |
|----|---|---|---|---|---|

BUSINESS RELATIONS

- | | | | | | |
|----|--|---|---|---|---|
| 1. | Contractor's ability to identify problems and potential problems, and promptly notify the Contracting Officer.
Remarks: | L | M | H | N |
| 2. | Contractor's ability to correct problems and prevent or mitigate potential problems in a timely manner.
Remarks: | L | M | H | N |
| 3. | Contractor's willingness to improve and correct noncompliance issues or concerns.
Remarks: | L | M | H | N |
| 4. | Contractor's ability to use effective approaches and provide technical expertise and resources to solve contract problems.
Remarks: | L | M | H | N |
| 5. | Extent to which the contractor has demonstrated reasonable and cooperative behavior.
Remarks: | L | M | H | N |
| 6. | Contractor's effectiveness in interfacing with the Contracting Officer, quality assurance personnel, and customers.
Remarks: | L | M | H | N |
| 7. | Contractor's flexibility in satisfying the requirements of its customers.
Remarks: | L | M | H | N |
| 8. | Extent to which the contractor provided prompt and courteous service when responding to customer complaints.
Remarks: | L | M | H | N |
| 9. | Contractor's ability to coordinate, integrate, and provide for | L | M | H | N |

effective subcontractor management
Remarks:

10. Overall rating of customer satisfaction. L M H N
Remarks:

11. Overall rating of business relations. L M H N
Remarks:

MANAGEMENT OF KEY PERSONNEL

1. Contractor's ability to select and retain cooperative and effective key personnel, such as the contract manager and quality control personnel.
Remarks:

2. Extent key personnel were knowledgeable about contractual requirements.
Remarks:

3. Contractor's ability to meet appropriate staffing levels with qualified personnel in order to provide required services.
Remarks:

4. Rate the contractor's ability to provide continuity of key personnel on the contract.
Remarks:

5. Rate the contractor's ability to replace key personnel in a timely fashion
Remarks:

6. Contractor's ability to effectively manage subcontractors.
Remarks:

7. Rate the level of the functional expertise of the contractor's staff.
Remarks:

8. Overall rating of contractor's management of key personnel.
Remarks:

COMPLIANCE WITH ENVIRONMENTAL, SAFETY, HEALTH, AND SECURITY REQUIREMENTS

- | | | |
|---|------------------|----|
| 1. Has the contractor ever received any Notices of Violations for noncompliance with environmental laws or regulations?
Remarks: | YES* | NO |
| 2. Contractor's compliance with environmental requirements.
Remarks: | L M H N | |
| 3. Contractor's compliance with safety requirements.
Remarks: | L M H N | |
| 4. Contractor's compliance with health requirements.
Remarks: | L M H N | |
| 5. Contractor's compliance with security requirements.
Remarks: | L M H N | |

COST MANAGEMENT (COST CONTRACTS)

- | | | |
|--|------------------|--|
| 1. Extent to which the contractor provided reliable, supportable cost estimates or proposals
Remarks: | L M H N | |
| 2. Extent to which the contractor met the proposed cost estimates?
Remarks: | L M H N | |

CONTRACTUAL CONSIDERATIONS

- | | | |
|--|------------------|----|
| 1. If a subcontracting plan was required, extent to which contractor met applicable goals for small business participation.
Remarks: | L M H N | |
| 2. Has an election ever been made not to exercise an option or continue relations due to contractor's poor performance?
Remarks: | YES* | NO |
| 3. Has a Contract Discrepancy Report ever been issued?
Remarks: | YES* | NO |
| 4. Has a cure notice or show cause notice ever been issued?
Remarks: | YES* | NO |
| 5. Has this contract been partially or completely terminated for default or convenience?
Partially _____ Completely _____
Remarks: | YES* | NO |

- | | |
|--|--------------------------|
| 6. Are there any pending terminations?
Remarks: | YES* NO |
| 7. Overall rating of contractor's performance under this contract.
Remarks: | L M H N |
| 8. Would you hire this contractor again?
Remarks: | YES NO* |

ADDITIONAL REMARKS

Are you aware of other relevant past efforts by this company?

If yes, please provide the name and telephone number of a point of contact:

IDENTIFICATION OF RATER

Name:
Agency:
Title:
Date:
Telephone Number:
FAX Number:
Address:
E-mail Address: