

PAST PERFORMANCE QUESTIONNAIRE

PAST PERFORMANCE INFORMATION:

In support of a **Solicitation** being conducted by SLVHCS please complete the following questionnaire to the best of your knowledge and **RESPOND BY Email to John.Adams1b4996@va.gov by the due date (6/3/2015)**. If you feel someone else in your organization would have greater cognizance for some or all of the questions, please have that individual respond to those questions. Names of individuals providing reference information shall not be revealed in accordance with FAR 15.306(e)(4). You are also requested to sign and date the form upon completion. Your participation will be invaluable and is appreciated. The standards for Highly Satisfactory and Marginal are provided to assist you in determining the grade which you feel is most appropriate based upon your experience with the contracting firm.

Contractor: _____

Owner/Referenced Project: _____

Location of Project: _____

Name of Reference: _____

Telephone No.: _____

What was your role (COTR, CO, project manager, etc)?: _____

How long were you associated with the effort? Years _____ Months _____

1. Please confirm data received from the contractor:

Contract number and type: _____

Award amount: _____

Final Amount: _____

Original Completion Date: _____

Completion Date: _____

Description of the scope: _____

Are the contractor data above correct? Yes _____ No _____

If no, what was deficient? _____

Short Description of Work Performed and the Contractor's Association with the Project (Prime, Subcontractor, etc). What approximate percentage of the project was your direct responsibility? _____

Major cause for differences in original and final costs and durations:

2. QUALITY OF WORK: (Please circle below)

Outstanding: The Contractor utilizes sound trade practices and exceeds specifications and codes; utilizes quality materials with no rework/punch lists required.

Highly Satisfactory: The Contractor utilizes sound trade practices with compliance with specifications and codes, utilizes quality materials with minimum rework/punch list, or Government inspection.

Satisfactory: The Contractor complies with specifications and codes with moderate government inspection and rework.

Marginal: An aggressive Government inspection program is required to ensure compliance.

Unsatisfactory: In spite of aggressive Government inspection, specification is not met.

___ **Outstanding** ___ **Highly Satisfactory** ___ **Satisfactory** ___ **Marginal** ___ **Unsatisfactory**

3. TIMELINESS OF PERFORMANCE: (Please circle)

Outstanding: Performance is completed ahead of completion schedule.

Highly Satisfactory: Work is completed as per the approved contract performance schedule and in accordance with the original contractual completion date or as modified by mutual consent. The contractor does not unduly attempt to extend contract performance date during negotiations of modifications.

Satisfactory: Work is completed on time only with Government monitoring.

Marginal: Contractor fails to submit work schedules in a timely manner, make diligent progress, to complete the work, & damages/deductions may have been assessed.

Unsatisfactory: Work is not completed or is completed with excessive delays which impacts Government operation.

___ **Outstanding** ___ **Highly Satisfactory** ___ **Satisfactory** ___ **Marginal** ___ **Unsatisfactory**

4. COST CONTROL: (Please circle below)

Outstanding: Contractor performed high quality work below budget and maintained copious cost records.

Highly Satisfactory: The Contractor utilized a QA Program which provided an efficient tracking and control of costs.

Satisfactory: The Contractor maintained adequate control of costs and quality with minimum monitoring by Government personnel.

Marginal: The Contractor failed to track and control his costs resulting in the Contractor attempting to cut corners in quality of the product/service procured.

Unsatisfactory: Cost issues resulted in the failure to meet contract requirements.

 Outstanding **Highly Satisfactory** **Satisfactory** **Marginal** **Unsatisfactory**

5. KEY PERSONNEL: (Please circle below)

Outstanding: Key management and a skilled workforce enabled contractor to exceed contract requirements.

Highly Satisfactory: The contractor utilized their key management and skilled workforce personnel to meet or exceed the contract requirements effectively and efficiently.

Satisfactory: With minor Government oversight, the contractor's key management and workforce met contract requirements.

Marginal: The contractor failed to meet some of the contract requirements because of ineffective and inefficient key management and/or skilled workforce personnel.

Unsatisfactory: Contract requirements were not met even with Government intervention due to ineffective management and personnel.

 Outstanding **Highly Satisfactory** **Satisfactory** **Marginal** **Unsatisfactory**

6. BUSINESS PRACTICES: (Please circle below)

Outstanding: The Contractor was proactive in insuring that no technical or administrative issues were unresolved and that no customer concerns were left unaddressed. The Contractor displayed a cooperative, business-like behavior and attempted to initiate only substantial change proposals, which were needed to meet the Government's requirements.

Highly Satisfactory: The Contractor utilized sound business practices in responding to the Contracting Officer and technical representatives on inquiries of a technical or administrative nature to include any emergencies. The Contractor displayed a cooperative, business-like behavior and attempted to initiate only substantial change proposals, which were needed to meet the Government's requirements.

Satisfactory: With minor influence by Government personnel, the Contractor was responsive to technical or administrative inquiries. The Contractor displayed a somewhat cooperative, business-like behavior and attempted to initiate change proposals, which the contractor felt were needed to meet the Government's requirements.

Marginal: With aggressive Government involvement, the contractor would provide responses to technical and administrative inquiries. The Contractor displayed a somewhat uncooperative, unprofessional-like behavior and attempted to initiate unnecessary change proposals.

Unsatisfactory: The contractor failed to be responsive to the Contracting Officer and technical representatives on inquiries of a technical or administrative nature. The contractor behaved in an uncooperative and argumentative manner and attempted to initiate numerous unnecessary change proposals.

 Outstanding **Highly Satisfactory** **Satisfactory** **Marginal** **Unsatisfactory**

7. CUSTOMER SATISFACTION: (Please circle)

Outstanding: Customer expressed admiration of the contractor's performance and stated would be happy if contractor obtained future projects.

Highly Satisfactory: Customers expressed verbal or written appreciation of the contractor's performance.

Satisfactory: Customer expressed no displeasure with performance of the contractor.

Marginal: Customer dissatisfaction with end product/service evidenced by written or verbal conversations.

Unsatisfactory: Customer refused to accept end product.

___**Outstanding**___**Highly Satisfactory**___**Satisfactory**___**Marginal**___**Unsatisfactory**

8. Please circle the letter next to the statement that best describes your experiences with the contractor:

- A. They are an **outstanding** contracting firm in every respect. Problems were solved in a spirit of teamwork. Quality work, timely actions and complete documentation were routinely achieved. We would pay a premium price to contract with them again.
- B. They are an **above average** contractor whom we would not hesitate to enter into a contract with. Problems encountered were minor and solutions were found with little difficulty.
- C. They were an **average** contractor who met the minimum requirements of the contract. Performance deficiencies improve when identified by the Government. Although rework/warranty issues were performed, an aggressive inspection program was required to ensure compliance.
- D. They were a **below average** contractor. Numerous problems developed that were a result of their lack of cooperation and failure to perform work, as required.
- E. They were a **poor** contractor. We would not want to contract with this firm again under any circumstances.
- F. None of the above statements describe the contractor. The following statement best describes our experience with the contractor:

9. Were there any unusual conditions or requirements in the contract?

10. Were all reports submitted in a timely manner?

11. Is there any other information you have relative to the contractor's performance?

SIGNATURE:

Date:

We appreciate the time you have spared in your busy schedule.