

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO.

1. CONTRACT ID CODE

PAGE

1

OF PAGES

3

2. AMENDMENT/MODIFICATION NO.

A00002

3. EFFECTIVE DATE

08-04-2015

4. REQUISITION/PURCHASE REQ. NO.

5. PROJECT NO.(If applicable)

6. ISSUED BY

CODE

43C1

Department of Veterans Affairs
NCA Contracting Service75 Barrett Heights Rd. Suite 309
Stafford VA 22556

7. ADMINISTERED BY (If other than Item 6)

CODE

43C1

Department of Veterans Affairs
NCA Contracting Service75 Barrett Heights Rd. Suite 309
Stafford VA 22556

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)

To all Offerors/Bidders

(X)

9A. AMENDMENT OF SOLICITATION NO.

VA786-15-R-0283

X

9B. DATED (SEE ITEM 11)
08-04-2015

10A. MODIFICATION OF CONTRACT/ORDER NO.

10B. DATED (SEE ITEM 13)

CODE

FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☒ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS,
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

AMENDMENT ISSUED TO ATTACH ATTACHMENT "C" PAST PERFORMANCE QUESTIONNAIRE

SOLICITATION CLOSING DATE EXTENDED TO 12:00 PM ET ON AUGUST 17, 2015

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)

15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

KENNETH DOUGHERTY
CONTRACTING OFFICER

15B. CONTRACTOR/OFFEROR

15C. DATE SIGNED

16B. UNITED STATES OF AMERICA

16C. DATE SIGNED

(Signature of person authorized to sign)

(Signature of Contracting Officer)

8/4/2015

PAST PERFORMANCE QUESTIONNAIRE

ATTACHMENT - C

SOLICITATION: VA786-15-R-0283**INSTRUCTIONS:** -Offeror to complete boxes 1 through 7 before sending to past customer.-Boxes 8 through 10 to be completed by past customer of Offeror and returned to: kenneth.dougherty@va.gov no later than the date provided by the solicitation. **NOTE:** It is incumbent upon the offeror to have the customer send the completed questionnaire to email address above by the submission deadline.

| | | | |
|--|---|---|--------------------------|
| 1. Contractor Name, Address, Point of Contact: | | 2. Contract Number: | 3. Contract Type: |
| 1a. Name: | | 4. Contract Value (Current plus any unexercised Options) : \$ | 5. Period of Performance |
| 1b. Address: | | 6. Customer Name: | 5a. From: |
| 1c. Point of Contact & Contact Information: | | 6a. Customer Point of Contact Information (email): | 5b. To: |
| 7. DESCRIPTION OF REQUIREMENT: | | | |
| 8. RATINGS - Summarize contractor performance and check the box corresponding to the performance rating for each category. See Rating Guidelines on second page for rating descriptions. | | | |
| 8a. QUALITY | 1 [] 2 [] 3 [] 4 [] 5 [] | COMMENTS | |
| 8b. PROBLEM RESOLUTION | 1 [] 2 [] 3 [] 4 [] 5 [] | COMMENTS | |
| 8c. COST CONTROL | 1 [] 2 [] 3 [] 4 [] 5 [] | COMMENTS | |
| 8d. TIMELINESS | 1 [] 2 [] 3 [] 4 [] 5 [] | COMMENTS | |
| 8e. BUSINESS RELATIONS | 1 [] 2 [] 3 [] 4 [] 5 [] | COMMENTS | |
| 8f. CUSTOMER SERVICE | 1 [] 2 [] 3 [] 4 [] 5 [] | COMMENTS | |
| 9. OVERALL RATING: | | | |
| 10. PRINTED NAME AND SIGNATURE OF EVALUATOR: | | | 10a. EVALUATION DATE: |

RATING GUIDELINES

QUALITY OF PRODUCT OR SERVICES

- 1 *Unsatisfactory*
Nonconformance jeopardizes the achievement of contract goals: default.
- 2 *Poor*
Nonconformance requires major agency intervention to ensure achievement of contract goals: show cause or cure notices

- 3 *Fair*
Quality meets specifications in most cases, however, some agency intervention required to ensure achievement of contract requirements.
- 4 *Good*
Quality meets specification in all cases.
- 5 *Excellent*
Quality exceeds specifications in some cases.

PROBLEM RESOLUTION

- 1 *Unsatisfactory*
Inadequately resolved problems jeopardize contract goals.
- 2 *Poor*
Significant agency intervention required to resolve problems jeopardizing contract goals.
- 3 *Fair*
Some agency intervention required to resolve problems jeopardizing contract goals.
- 4 *Good*
Successfully overcomes or resolves all problems and achieves contract goals with minimal agency intervention.
- 5 *Excellent*
Anticipates and avoids most problems and successfully overcomes all unforeseen problems.

COST CONTROL

- 1 *Unsatisfactory*
Cost increases jeopardize achievement of contract goals: or billings routinely include unallowable costs.
- 2 *Poor*
Significant cost increases; or some inaccurate billings including some with unallowable costs.
- 3 *Fair*
Minor cost increases; or some inaccurate billings, but a minimal (1-2) number of unallowable cost.
- 4 *Good*
Contractor performed within cost; but some late billings, none with unallowable costs.
- 5 *Excellent*
Costs were less than the amount cited in the contract; and billings accurate and timely.

TIMELINESS OF PERFORMANCE

- 1 *Unsatisfactory*
Delays jeopardize the achievement of contract goals.
- 2 *Poor*
Significant delays.
- 3 *Fair*
Minor delays.
- 4 *Good*
All deliverables on time.
5. *Excellent*

BUSINESS RELATION

- 1 *Unsatisfactory*
Unethical or illegal business practices
- 2 *Poor*
Business practices are not attuned to customer support
- 3 *Fair*
Business practices are somewhat attuned to customer support.
- 4 *Good*
Business practices focus on customer support.
- 5 *Excellent*
Highly effective, proactive business practices focused on customer support.

CUSTOMER SERVICE

- 1 *Unsatisfactory*
Response to service requests is routinely late, ineffective or rude; customers express frustration or anger about many interactions; complaints are unresolved; contractor seems unaware of service issues.
- 2 *Poor*
Response to service requests is often late, ineffective or rude; some complains are resolved.
- 3 *Fair*
Response to service requests is uneven in timing or effectiveness; customer interactions are tenuous; contractor is trying hard and understands services issues.
- 4 *Good*
Response to service requests is timely, effective and courteous; customers express positive feedback; delivery of service is smooth and organized; collects customer feedback; customer problems are resolved well.
- 5 *Excellent*
Response to service requests is timely, effective and courteous; the contractor is proactive in building good relations with customers, proposing new service strategies, analyzing and reporting on service loads and collecting and using customer feedback.