

## Department of Veterans Affairs VISN 3 Network Contracting Office 3

### **Solicitation #VA243-16-Q-0253** **PAST-PERFORMANCE SURVEY**

The James J. Peters VA Medical Center of VISN 3 is conducting a past performance evaluation to select a company to provide service to Manhattan Parking Services.

It would be very much appreciated if you would assist us when it is most convenient for you in evaluating the vendor's performance by scoring them in our brief questionnaire. Your responses will be held in the strictest of confidence.

Offerors Name: \_\_\_\_\_ Solicitation No.: \_\_\_\_\_

Reference: \_\_\_\_\_ POC: \_\_\_\_\_

Period of Performance: \_\_\_\_\_

Instructions: For each question below please indicate your response by circling the appropriate rating by using the following ratings: E – Excellent; G – Good; M – Marginal; P – Poor; N- Neutral

<b>Please rate and provide information/comments for the following:</b>	<b>Circle one</b>
1. To what extent did the contractor comply with contract requirements? Remarks:	E G M P N
2. How would you rate the staffing level with respect to the contract requirements and complexity? Remarks:	E G M P N
3. How would you rate the contractor's ability to communicate schedule issues or problems? Remarks:	E G M P N
4. To what extent was contractor able to meet the performance schedule? Remarks:	E G M P N
5. How would you rate the contractor's customer service? To what degree was the contractor customer oriented and concerned about customer satisfaction? Remarks:	E G M P N
6. Have any cure notices, show cause letters, suspension of payment, or termination been issued? If yes, please explain.	Yes No
7. Would you award another contract to the party being evaluated? If no, please explain:	Yes No
Additional Remarks:	
Signature	Date:

Color Rating:					
Dark Blue	Purple	Green	Yellow	Red	White
Excellent	Good	Satisfactory	Marginal	Poor	Neutral
Performance meets contractual requirements and exceeds the Government's expectations. The contractual performance of the element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective. (HIGH CONFIDENCE)	Performance meets contractual requirements and exceeds some requirements to the Government's benefit. The contractual performance of the element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective. (SIGNIFICANT CONFIDENCE)	Performance meets contractual requirements. The contractual performance of the element contains some minor problems for which corrective action taken by the contractor appear or were satisfactory. (CONFIDENCE)	Performance does not meet some contractual requirements. The contractual performance of the element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented. (LITTLE CONFIDENCE)	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element contains serious problem(s) for which the contractor's corrective actions appear or were ineffective. (NO CONFIDENCE)	No relevant past performance record is identifiable upon which to base a meaningful performance risk prediction. A search was unable to identify any relevant past performance information for the contractor or their key personnel. (This is neither a negative nor positive assessment.)