

PAST PERFORMANCE QUESTIONNAIRE - ATTACHMENT

B SOLICITATION: VA786-16-R-0116

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: anne.ditch@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.