

## PAST PERFORMANCE QUESTIONNAIRE

### I. INTRODUCTION:

This questionnaire is designed to collect past performance information on offerors competing for award of a contract for HCHV Emergency Housing for the San Francisco VA Medical Center. Please complete the enclosed questionnaire and return it directly to Veterans Affairs by: **April 8, 2016**. For assistance with this form or to request an electronic copy notify the contracting specialist listed below. Handwritten responses will be accepted. If you need more space than provided, please attach additional pages or write on the last page. Include only relevant information. Responses will be treated as source selection sensitive. Return the questionnaire either by fax or email to the following addresses:

Attn: Nandini C. Johnson

E-mail: [Nandini.johnson@va.gov](mailto:Nandini.johnson@va.gov)

FAX: 916-923-4554

### II. Customer/Client Identification:

The following information pertains to the organization and contract information of the customer completing the questionnaire:

Your company or agency name: \_\_\_\_\_

Name of contractor being evaluated: \_\_\_\_\_

Your contract number: \_\_\_\_\_ Total value of your contract: \$ \_\_\_\_\_

Performance Period: Basic Period: \_\_\_\_\_ Option Periods: \_\_\_\_\_

Brief description of services provided:

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### III. EVALUATOR INFORMATION:

The following information pertains to the person completing this questionnaire.

Name/Title: \_\_\_\_\_

Company's Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email address: \_\_\_\_\_

### IV. EXPLANATION OF CODES:

In Section V below of this questionnaire we ask 12 questions regarding your contractor's performance. Please use the following ratings when rating the contractor's performance:

## Past Performance Questionnaire

### CODE      PERFORMANCE RATINGS

- E      EXCEPTIONAL – Performance is where contractor performance significantly exceeds **most** contract requirements while the remainder of the contractor’s effort meets contract requirements.
- V      VERY GOOD – Performance is where contractor performance significantly exceeds **some** contract requirements while the remainder of the contractor’s effort meets contract requirements.
- S      SATISFACTORY – Performance is where the contractor meets contract requirements.
- M      MARGINAL – Performance is where the contractor meets contract requirements, however performance rarely exceeds standards and discrepancies in **some** areas of performance are recurring. Problems identified by the Government are corrected, but require significant surveillance to ensure mission is not affected.
- U      UNSATISFACTORY – Performance is where the contractor’s performance is inadequate and inconsistent, requiring attention and constant surveillance to ensure the mission is not affected. Fails to manage workload and take initiative to resolve problems before the government points them out on a recurring basis. Contractor fails to meet standards.
- N      NOT APPLICABLE – Unable to provide a score. Performance in this area not applicable to the effort assessed.

### V.      **QUESTIONS CONCERNING PAST PERFORMANCE:**

Place an “X” in the appropriate box next to the letter for each item on the questionnaire. Narrative statements are vital. Please provide a supporting narrative for each area. Attach additional pages if there is insufficient space in the comment space.

1. What level of supervision does your contract require?

Little ☐      None ☐      Other \_\_\_\_\_

2. How would you rate the contractor’s overall performance?

E ☐      V ☐      S ☐      M ☐      U ☐      N ☐

Please explain if rated less than satisfactory \_\_\_\_\_

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3. How would you rate the contractor’s timeliness in providing Case Management Services to the homeless?

E ☐      V ☐      S ☐      M ☐      U ☐      N ☐

Remarks: \_\_\_\_\_

4. Has the contractor ever had a problem with meeting the timeliness standards of the contract?

Yes ☐      No ☐

## Past Performance Questionnaire

If timeliness is a problem, what was/were the cause(s) of delay? Has the contractor corrected the problem?

Comments for Question 4:

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5. Rate the contractor's ability to work with the various requirements i.e. Performance as timeliness of customer service, professionalism, adherence to rules, safety policies and local laws.

E ☐ V ☐ S ☐ M ☐ U ☐ N ☐

Comments for Question 5:

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6. Rate the contractor's professional knowledge and reliability during the performance period?

E ☐ V ☐ S ☐ M ☐ U ☐ N ☐

Comments for Question 6:

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7. Have you experienced any problems with the contractor case managers, supervisors/managers, etc.?

Yes ☐ No ☐

Comments for Question 7:

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8. Rate the contractor's interaction with your organization; e.g. courteous, professional, proper sense of urgency to your needs, timeliness, etc.

E ☐ V ☐ S ☐ M ☐ U ☐ N ☐

Comments for Question 8:

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9. Has this contract been partially or completely terminated for default or convenience or are there any pending terminations?

Yes ☐ No ☐ DEFAULT ☐ CONVENIENCE ☐

If yes, explain (e.g., inability to meet cost, timeliness, customer service, performance, or delivery schedules).

Comments for Question 9:

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## Past Performance Questionnaire

10. Did you make any significant changes in service or procedures during the life of the contract? If so, what were the changes?

Yes ☐

No ☐

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11. What is your overall rating of the contractor?

E ☐

V ☐

S ☐

M ☐

U ☐

12. Given the choice, would you hire to this contractor again? Yes ☐ No ☐

Explain why you would **NOT** :

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Additional Comments:

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Return documents to: [Nandini.johnson@va.gov](mailto:Nandini.johnson@va.gov)