

**U.S. Department of Veterans Affairs  
 Network Contracting Office (NCO) 15  
 Consolidated Mail Order Pharmacy (CMOP) Acquisitions  
 Past Performance Questionnaire**

<b>Needed By:</b>	
<b>To:</b>	
<b>E-mail:</b>	
<b>Subject:</b>	

NCO 15 is currently in the process of awarding contracts for the above-referenced solicitation. The offeror identified below has provided your organization's name as a reference under the contract described below:

<b>Offeror Name:</b>	
<b>Contract Number:</b>	

Please complete information below and rate the offeror in each of the categories on this questionnaire. See "Rating Guidelines" section for detailed description of categories and ratings. There is room for comments where you deem remarks would be helpful to our evaluation. Please note that the technical evaluation team for this solicitation may contact you for further details in making a fair assessment of this offeror's past performance. Thank you for your organization's assistance on providing past performance information.

Name of Reference:	
Title of Reference:	
Phone Number:	
E-Mail Address:	
Name of Organization:	
Contract Period of Performance (Month/Day/Year Begin and End):	
Total Contract Value (Base and All Option Years):	
Options Exercised on Contract (Yes/No)?	
Brief Description of Services Provided by Offeror:	
Show Cause or Stop Work Order Issued on Contract (Yes/No)?	
Terminations Issued on Contract(Yes/No)?	

Rating Guidelines:

<b>Rating</b>	<b>Quality of Service</b>	<b>Cost Control</b>	<b>Timeliness of Performance</b>	<b>Business Relations</b>
Unsatisfactory	Offeror is not in compliance and has jeopardized achievement of contract objectives	Offeror is unable to manage costs effectively	Offeror delays have jeopardized performance	Responses to inquiries and issues are not effective
Poor	Major problems have been encountered	Offeror has had major difficulty managing costs effectively	Offeror has had major difficulty meeting milestones and delivery schedule	Responses to inquiries and issues are marginally effective
Fair	Some problems have been encountered	Offeror is having some problems managing costs effectively	Offeror is having some problems meeting milestones and delivery schedule	Responses to inquiries and issues is somewhat effective
Good	Minor inefficiencies and errors have been identified	Offeror is usually effective in managing costs	Offeror is usually effective in meeting milestones and delivery schedule	Responses to inquiries and issues is usually effective
Excellent	Offeror is in compliance with contract requirements and delivers quality services or supplies	Offeror is effective in managing costs and submits proper invoices	Offeror is effective in meeting and exceeding milestones and delivery schedule	Responses to inquiries have been effective and/or exceeded expectations and established deadlines

Offeror Evaluation:

Rating (List Based on Rating Guidelines Above)	Category	Description
	<b>Quality of Service</b>	In compliance with contract requirements, submits accurate reports/deliverables, has effective personnel, and has achieved/maintained technical excellence
	<b>Cost Control</b>	Has achieved efficiencies in costs, managed costs effectively, and has submitted timely/accurate invoices with supporting documentation
	<b>Timeliness of Performance</b>	Has met milestones, is reliable, is responsive to technical direction, and has completed milestones on-time or ahead of schedule
	<b>Business Relations</b>	Has maintained effective management of contract, has exhibited reasonable/cooperative behavior, is responsive to contract requirements, is responsive to inquiries/issues, and is proactive about resolving problems:
	<b>Overall Satisfaction</b>	Would you (reference) choose to work with this offeror again? <b>Comment from Reference:</b>
<b>Signature:</b>		
<b>Date:</b>		