**ATTACHMENT 3: PAST PERFORMANCE SURVEY**

SUBJECT: Past Performance Survey for the Comprehensive Waste Management Services contract, VA Medical Center – Tennessee Valley Health Care System

**FOR PROVIDERS OF PAST PERFORMANCE INFORMATION**

VISN 9 Contracting, Murfreesboro, Tennessee, has issued a solicitation to provide Comprehensive Waste Management Services for VA Medical Center – Tennessee Valley Health Care System.

Past performance information will be used to evaluate proposals received. Section A of the enclosed survey lists the contractor who has identified your office as a source to evaluate their past performance. Section A also authorizes release of this information to VISN 9 Network Contracting Activity, Murfreesboro, Tennessee.

An individual knowledgeable of the contractor’s quality of supplies and services rendered should complete the survey, providing comments wherever applicable. However, supplemental information from others in your organization is encouraged. If evaluating more than one contract for the same contractor, use a separate survey for each contract being evaluated.

Because this information is critical to the evaluation process, your time and effort in providing it is greatly appreciated. The survey should be completed as soon as possible but not later than **December 5, 2011 at 1 PM CST**. Send electronically to kimberly.carson@va.gov, fax the survey to 615-225-5432, or mail to the following address: 1369 Medical Center Parkway, Ste 400, ATTN: Kim Carson, Murfreesboro, TN 37129

**Do not provide a copy of the completed survey to the contractor.**

Thank you in advance for your cooperation and expeditious response to this request.

PAST PERFORMANCE SURVEY (Solicitation VA249-12-RP-0124)

**SECTION A**: Contractor Information *(to be completed by the contractor for who past performance information is being collected, prior to forwarding to respondent)*

1. Prospective Government Contractor’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name and Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Contractor Point of Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Phone number (with area code):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Contract number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. Description of Services provided under contract: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. Contract award date: \_\_\_\_\_\_\_\_\_\_\_ Contract award amount: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. Period of Performance or Delivery Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8. Authorization is hereby granted to provide the information requested in this survey to VISN 9 Network Contracting Activity, Murfreesboro, Tennessee

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 (*Signature)*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
(Name and Title of Authorizing Official) (Date)*

**SECTION B**: Respondent Information (*to be completed by respondent)*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 (*Signature) (Date)*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 *(Typed or Printed Name) (Organization Name)*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   
 (Title)*

*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 (Phone Number) (Organization Address)*

**Respondent should complete survey and submit No later than: DECEMBER 5, 2011**

**RATING SCALE**

The following Rating Scale provides the definitions for the Past Performance ratings to be assessed:

|  |  |
| --- | --- |
| **E EXCEPTIONAL** | Based on the Offeror's performance record, essentially no doubt exists that the Offeror will successfully perform the required effort. Past performance has met contractual requirements and has exceeded some to the respondent's benefit. Contractual performance was accomplished with few minor problems for which corrective action(s) taken by the contractor were highly effective. |
| **V VERY GOOD** | Based on the Offeror's performance record, little doubt exists that the Offeror will successfully perform the required effort. Past performance has met contractual requirements and has exceeded some to the respondent's benefit. Contractual performance was accomplished with some minor problem(s) for which corrective action(s) taken by the contractor were effective. |
| **S SATISFACTORY** | Based on the Offeror's performance record, some doubt exists that the Offeror will successfully perform the required effort. Past performance has met contractual requirements. Contractual performance contains some minor problem(s) for which corrective action(s) taken by the contractor appear or where satisfactory. |
| **M MARGINAL** | Based on Offeror's performance record, substantial doubt exists that the Offeror will successfully perform the required effort. Past performance has not met some contractual requirements. Contractual performance reflects a serious problem for which either the contractor has not yet identified correction action(s), or the proposed corrective action(s) appear only marginally effective or were not fully implemented. |
| **U UNSATIFACTORY** | Based on Offeror's performance record, extreme doubt exists that the Offeror will successfully perform the required effort. Past performance has not met most contractual requirements, and recovery did not occur or was not in a timely manner. Contractual performance contains serious problem(s) for which the contractor's corrective action(s) appear or were ineffective. |
| **N NEUTRAL** | No performance record identifiable; unknown performance This is neither a negative nor positive assessment. |

The questions on the survey (see below) shall be rated in accordance with the definitions provided in the Rating Scale. Any unsatisfactory or marginal rating shall be supplemented with an explanation in the space provided.

**QUALITY OF SERVICE**

1. Rate the contractor’s compliance with contractual requirements. E V S M U N

2. Overall rating of contractor quality of service. E V S M U N

COMMENTS:

**SCHEDULE**

1. Delivery of service was within required time period specified by

contract requirements. E V S M U N

2. Rate the contractor’s ability to submit invoices.

Are they complete and accurate and timely? E V S M U N

COMMENTS:

**BUSINESS RELATIONS**

1. Overall rating of contractor’s business practices (e.g. maintaining

A positive working relationship, business ethics, timely and effectively

Resolution of any problems, etc.) E V S M U N

2. Rate the working relationship between contractor’s management,

and your company (i.e. contractor’s history of reasonable and

cooperative behavior, commitment of customer satisfaction; concern

for the interest of the customer). E V S M U N

3. Rate the contractor's ability to submit required reports

and/or invoices in a timely manner. E V S M U N

4. Rate the contractors responsiveness to customer

complaint resolution. E V S M U N

5. Overall rating of contractor’s business relations. E V S M U N

COMMENTS:

How would you feel about awarding another contract to this contractor?

\_\_\_\_\_\_ Would not hesitate to award another contract to this contractor.

\_\_\_\_\_\_ Would most likely award another contract to this contractor.

\_\_\_\_\_\_ Would think twice about awarding another contract to this contractor, but would do so if no better alternative existed.

\_\_\_\_\_\_ Do not wish to award another contract to this contractor.

\_\_\_\_\_\_ Would not award another contract to this contractor.

COMMENTS:

ADDITIONAL REMARKS: