

# PAST PERFORMANCE

## QUESTIONNAIRE VA786-16-Q-0181

**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: [Marcellus.Jernigan@va.gov](mailto:Marcellus.Jernigan@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.