

## ATTACHMENT A

### PAST PERFORMANCE/EXPERIENCE FACTOR QUESTIONNAIRE SOLICITATION NO. VA245-16-R-0070

**The following questionnaire shall be provided by the offeror with his or her proposal or by the client reference via email to the assigned contract specialist/contracting officer. Questionnaires shall be submitted by the exact date and time specified for receipt of offers in order to be considered for award.**

**PART 1: Shall be completed by the prospective contractor prior to forwarding to prospective contractor's past performance reference.**

1. Prospective Contractor's Name and Address

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2. Prospective Contractor's Point of Contact with Name and Title

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3. Prospective Contractor's Telephone Number (with area code)

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4. Prospective Contractor's E-mail Address and/or facsimile Telephone Number

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5. Prospective Contractor's Client, Firm or Government Agency Reference Name and Address

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6. Prospective Contractor's Client, Firm or Government Agency Reference Telephone Number (with area code)

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7. Contract Number of the Work Performed by the Prospective Contractor for Client, Firm or Government Agency

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8. Contract Period of Performance (list original contract periods such base year and 3 option periods)

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9. List Awarded Periods of Performance (such as base year and 2 option periods)

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**PART 2: Shall be completed by Prospective Contractor's Client, Firm or Government Agency Reference.**

1. Name and Title of Reference

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2. Signature of Reference

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3. Date

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4. Name of Client, Firm or Government Agency Reference

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5. Telephone Number

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6. Facsimile Telephone Number

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7. Reference E-mail Address

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**RATING DEFINITIONS:**

**Outstanding:** Contractor's performance substantially exceeded contract requirements with no problems or with few problems that were immediately corrected by the contractor to the satisfaction of customer. The risk associated with this rating is considered minimum.

**Acceptable:** Contractor's performance met or exceeded minimum contract requirements with no problems or with few problems that were immediately corrected by the contractor to the satisfaction of customer. The risk associated with this rating is considered moderate.

**Marginal:** Contractor's performance met minimum contract requirements with few problems that were corrected by the contractor to the reluctant acceptance of customer. The risk associated with this rating is considered limited.

**Unacceptable:** Contractor performance failed to meet 1 or more contract requirements that were not corrected to the satisfaction of the customer or not corrected in a timely manner.

**Neutral:** The rater has no knowledge of the contractor's performance for the rating element or the offeror has indicated they have no relevant past performance history for work similar in size and scope within the past three years.

## **QUALITY OF SERVICES**

### **Evidence of Compliance with Contract Requirements:**

Rate the contractor's compliance with contract terms, conditions or requirements.

- ☐ (Outstanding)
- ☐ (Acceptable)
- ☐ (Marginal)
- ☐ (Unacceptable)
- ☐ (Neutral)

Comments (Optional):

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### **Accuracy of Reports:**

Rate the contractor's accuracy of the contractor reports and compliance with submission requirements.

- ☐ (Outstanding)
- ☐ (Acceptable)
- ☐ (Marginal)
- ☐ (Unacceptable)
- ☐ (Neutral)

Comments (Optional):

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**Technical Excellence:**

Rate the contractor's technical ability.

- ☐ (Outstanding)
- ☐ (Acceptable)
- ☐ (Marginal)
- ☐ (Unacceptable)
- ☐ (Neutral)

Comments (Optional):

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**Quality Workmanship:**

Rate the contractor's quality of workmanship and that of his subcontractors.

- ☐ (Outstanding)
- ☐ (Acceptable)
- ☐ (Marginal)
- ☐ (Unacceptable)
- ☐ (Neutral)

Comments (Optional):

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**TIMELINESS OF SERVICE**

**Timeliness of Performance:**

Rate the contractor's timeliness of performance and adherence to schedules.

- ☐ (Outstanding)
- ☐ (Acceptable)
- ☐ (Marginal)
- ☐ (Unacceptable)
- ☐ (Neutral)

Comments (Optional):

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## **BUSINESS RELATIONS**

### **Effective Management:**

Rate the contractor's on-site and off-site project management and effective management of his subcontractors.

- ☐ (Outstanding)
- ☐ (Acceptable)
- ☐ (Marginal)
- ☐ (Unacceptable)
- ☐ (Neutral)

Comments (Optional):

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### **Reasonable and Cooperative Behavior:**

Rate the contractor's reasonable and cooperative behavior.

- ☐ (Outstanding)

- ☐ (Acceptable)
- ☐ (Marginal)
- ☐ (Unacceptable)
- ☐ (Neutral)

Comments (Optional):

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**Flexibility:**

Rate the Contractor's Flexibility.

- ☐ (Outstanding)
- ☐ (Acceptable)
- ☐ (Marginal)
- ☐ (Unacceptable)
- ☐ (Neutral)

Comments (Optional):

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**Effective Conflict Resolutions:**

Rate the contractor's ability to resolve conflict.

- ☐ (Outstanding)
- ☐ (Acceptable)
- ☐ (Marginal)
- ☐ (Unacceptable)

☐ (Neutral)

Comments (Optional):

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**Ability to Handle Government Requests for Change:**

Rate the contractor's ability to response to changes.

☐ (Outstanding)

☐ (Acceptable)

☐ (Marginal)

☐ (Unacceptable)

☐ (Neutral)

Comments (Optional):

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**CONTRACTOR OVERALL RATING:**

Rate the contractor's overall performance.

☐ (Outstanding)

☐ (Acceptable)

☐ (Marginal)

☐ (Unacceptable)

☐ (Neutral)

Comments (Optional):

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