

**Attachment F
Past Performance Questionnaire**

SOLICITATION NO.: VA119-17-R-0049

DESCRIPTION: Omaha Patient Monitoring Systems

Offerors: Please Send to Each Reference Cited in Submitted Quote(Maximum of Five References from Past Three Years)

***Past Performance Questionnaires shall be emailed by each reference to Contract Specialist listed below.**

**DEPARTMENT OF VETERANS AFFAIRS (VA)
STRATEGIC ACQUISITION CENTER (SAC)
PAST PERFORMANCE QUESTIONNAIRE**

TO: Contract Specialist-Glenn Burton

E-MAIL: Glenn.Burtonjr@va.gov and Blake.mcilvane@va.gov

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

Offeror Name:	(Insert Offeror's Name Here)
Contract Number:	(Insert Applicable Contract Number Here)

Please 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 (see 'Comment from Reference' under "Offeror Evaluation". Please note that the past performance evaluators 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 in fairly evaluating offeror proposals for this solicitation.

Please E-mail Questionnaire to Contract Specialist listed above, by (December 7, 2016 at 1:00 PM EST)

Name of Reference:	(Reference Complete These Sections)
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 Order Issued on Contract (Yes/No)?	
Stop Work Order Issued on Contract (Yes/No)?	
Termination for Convenience, Cause, or Default Issued on Contract (Yes/No)?	

Rating Guidelines:

Rating	Quality of Service	Cost Control	Timeliness of Performance	Business Relations
0: 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
1: 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
2: 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
3: 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
4: Excellent	Offeror is in compliance with contract requirements and delivers quality services	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	Category	Description
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Number Based on Rating Guidelines Above)		
	Quality of Service	<p>In compliance with contract requirements, submits accurate reports/deliverables, has effective personnel, and has achieved/maintained technical excellence: Comment from Reference: _____ _____</p>
	Cost Control	<p>Has achieved efficiencies in costs, managed costs effectively, and has submitted timely/accurate invoices with supporting documentation: Comment from Reference: _____ _____</p>
	Timeliness of Performance	<p>Has met milestones, is reliable, is responsive to technical direction, and has completed milestones on-time or ahead of schedule: Comment from Reference: _____ _____</p>
	Business Relations	<p>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: Comment from Reference: _____ _____</p>
<input type="checkbox"/> YES <input type="checkbox"/> NO	Overall Satisfaction	<p>Would you (reference) choose to work with this offeror again? Comment from Reference: _____ _____</p>