

## ATTACHMENT B: PAST PERFORMANCE QUESTIONNAIRE

PAST PERFORMANCE QUESTIONNAIRE
<p>Offerors submitting past performance information are required to complete and include this cover sheet with their proposal submission.</p> <p>The entire questionnaire should be forwarded to your previous clients for projects you have provided services to within the last three years.</p> <p>Clients shall directly return the cover sheet and questionnaire to Contract Specialist Laura Scott at e-mail address: <a href="mailto:laura.scott4@va.gov">laura.scott4@va.gov</a></p> <p>It is the offeror's responsibility to ensure correct and verifiable point of contact information.</p>
1. Offeror Name (Name of Organization/Firm being Evaluated):
2. Name of Organization/Firm Providing Reference:
3. Address of Organization/Firm Providing Reference:
4. Contract Number:
5. Project Description:
6. Contract/Task Order Amount:
7. Performance Period:
8. Evaluator's Point of Contact Information:
Name and Title: _____
Phone Number: _____
E-Mail Address: _____

**SAMPLE TRANSMITALL CORRESPONDENCE SENT FROM CONTRACTOR  
TO FIRMS COMPLETING PAST PERFORMANCE SURVEYS**

We have listed your firm as a reference for the work we have performed for you as listed below. Our firm will be submitting a proposal in response to solicitation VA244-17-Q-1141 entitled "Lebanon VAMC Crown and Bridge Dental Services", solicited by the Department of Veterans Affairs, Network Contracting Office 4.

In accordance with the Federal Acquisition Regulations (FAR), they will evaluate our firm's past performance; your candid response to the attached questionnaire will assist the evaluation team in this process. Please complete the enclosed questionnaire as thoroughly as possible. Only one response from each office is required.

Please forward your completed questionnaire to the following e-mail address. Do NOT return them directly to our company.

[laura.scott4@va.gov](mailto:laura.scott4@va.gov)

If you have questions regarding the attached questionnaire, or require assistance, please contact Laura Scott at the e-mail listed above.

Please be advised that "E-Mail" is the **only** method of receiving the requested information.

Thank you for your assistance.

## FOR EVALUATOR COMPLETING QUESTIONNAIRE

### EVALUATION RATINGS

<b>Exceptional (E)</b>	Based on the Offeror's overall past performance, essentially no doubt exists that the Offeror will successfully perform ABOVE AND BEYOND the required effort.
<b>Good (G)</b>	Based on the Offeror's overall past performance, little doubt exists that the Offeror will successfully perform ALL the required effort.
<b>Satisfactory (S)</b>	Based on the Offeror's performance record, some doubt exists that the Offeror will successfully perform MOST of the required effort.
<b>Marginal (M)</b>	Based on the Offeror's overall past performance, substantial doubt exists that the Offeror will successfully perform MOST the required effort. Changes to the Offeror's existing processes may be necessary in order to achieve contract requirements.
<b>Unsatisfactory (U)</b>	Based on the Offeror's overall past performance, extreme doubt exists that the Offeror will successfully perform the required effort.
<b>Neutral / Not Applicable or Unknown (N)</b>	No performance record identifiable within the area of evaluation.

## FOR EVALUATOR COMPLETING QUESTIONNAIRE

EVALUATOR: PLEASE CIRCLE THE ADJECTIVAL RATING WHICH BEST REFLECTS YOUR EVALUATION OF THE CONTRACTOR'S PERFORMANCE	
Was this a competitive contract?	YES                      NO
Role of the contractor	Prime or Subcontractor
Compliance with contractual terms and conditions	E   G   S   M   P   N
Ability to meet quality standards specified for technical performance	E   G   S   M   P   N
Adequacy of initial progress schedule	E   G   S   M   P   N
Adherence to approved schedule	E   G   S   M   P   N
Resolution of Delays	E   G   S   M   P   N
Identification/correction of deficient work in a timely manner	E   G   S   M   P   N
Cooperation and responsiveness	E   G   S   M   P   N
Professional Conduct	E   G   S   M   P   N
Ability to hire and retain a qualified workforce to this effort.	E   G   S   M   P   N
Ability to simultaneously manage multiple projects with multiple disciplines	E   G   S   M   P   N
Coordination and Control of Subcontractors(s)	E   G   S   M   P   N
Effectiveness of overall contract management (including ability to effectively lead, manage, and control the project)	E   G   S   M   P   N
Effectiveness of on-site management and control of multidiscipline construction categories, including management of subcontractors	E   G   S   M   P   N
Contractor was reasonable and cooperative in dealing with staff (including the ability to successfully resolve disagreements/disputes; responsiveness to administrative reports)	E   G   S   M   P   N
Timeliness/effectiveness of contract problem resolution without extensive customer guidance	E   G   S   M   P   N
Ability to assimilate and incorporate changes in requirements and/or priority, including planning, execution and response to Government changes	E   G   S   M   P   N
Ability to successfully respond to emergency situations	E   G   S   M   P   N
Payroll and Daily Logs properly completed and submitted	E   G   S   M   P   N
Contractor Safety Record	E   G   S   M   P   N
Contractor responsiveness to safety issues	E   G   S   M   P   N
Contractor's timeliness, completeness, and accuracy in submitting invoices	E   G   S   M   P   N
Adequacy of Site Clean-up	E   G   S   M   P   N
Warranty Response	E   G   S   M   P   N
In summary, provide an overall rating for the work performed by this contractor	E   G   S   M   P   N

