
Department of Veterans Affairs: Past Performance Questionnaire

TO: Julie Partridge, Contracting Officer | Renaldo Williams, Contract Specialist

AGENCY: Strategic Acquisition Center - Frederick

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INFORMATION REQUEST: PAST PERFORMANCE

This office is currently in the process of awarding a competitive service contract. [CONTRACTOR NAME] has provided your name and organization as a reference regarding [CONTRACTOR NAME]'s record of past performance under Contract No. [CONTRACT NO.].

PAST PERFORMANCE QUESTIONNAIRE

Offeror's Name: _____

Request for Quote: VA119A-17-Q-0204, Building Automations System Training

Name of Person Completing the Evaluation: _____

Telephone: _____ E-mail: _____

Title: _____

Company/Organization: _____

Please rate the offeror in each of the following areas. Note: there is room for comments where you deem remarks would be helpful to our evaluation.

- Not Applicable: N/A
- 1: Performance clearly below the contract performance standard or requirement
- 2: Performance occasionally does not meet minimum contract performance standard or requirement
- 3: Performance that meets the minimum contract performance standard or requirement
- 4: Performance that meets and occasionally exceeds the contract performance standard or requirement
- 5: Performance that almost always exceeds the contract performance standard or requirement

1. Overall quality/satisfaction	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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Overall satisfaction with the Contractor's performance.

2. Delivery performance	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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Delivery performance includes delivery consistency, on time performance, and flexibility in responding to emerging issues and implementing required solutions.

3. Satisfaction with the quality of service delivered	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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Rate the effectiveness and applicability of the plans and strategies delivered and the actual implementation of those.

4. Satisfaction with problem resolution	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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This includes the Contractor's ability to solve problems, the speed in which they handle problems, and their effective delivery of resolutions.

5. Satisfaction with the quality of contractor personnel	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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Rate the quality of the contractor's staff in executing the project work scope.

6. Have you issued a cure notice, show cause notice, suspension of progress payments or other letters directing the correction of a performance problem in the past 3 years?

☐ Yes ☐ No If Yes, please explain.

7. Have you terminated this contractor for default within the past 3 years, or are there any pending termination actions? ☐ Yes ☐ No If Yes, please explain.

8. Based on the offeror's overall performance, would you award them another contract?

☐ Yes ☐ No If No, please explain.

9. Have you discussed any adverse past performance problems with the Contractor's and given them an opportunity to comment? ☐ Yes ☐ No Please explain.

10. Do you file past performance information in a database that the Contracting Officer may search? ☐ Yes ☐ No Please explain.

11. If the contract had options, were those options exercised? ☐ Yes ☐ No
Please explain.

12. What was the contract period of performance (i.e., when were services provided)?

13. What was the dollar value of the contract performed by the Contractor?

14. Provide a brief description of the services provided by the Contractor for this contract.

Please attach any past performance database reports or other material you deem appropriate to a full understanding of the contractor's past performance by the evaluator. Please provide information on any adverse performance by the contractor and the corrective actions taken.