

PAST PERFORMANCE QUESTIONNAIRE - ATTACHMENT

**B SOLICITATION: VA786-17-Q-0617**

<p><b>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 the Contracting Office at <a href="mailto:teresa.cabanting@va.gov">teresa.cabanting@va.gov</a> no later than the date provided by solicitation. NOTE: It is incumbent upon the Offeror to have the customer send the completed questionnaire to the Contracting Officer E-mail address stated above on or before submission of solicitation closing date.</b></p>		
1. OFFEROR Name, Address, Point of Contact:	2. Contract Number:	3. Contract Type:
1a. Name:	4. Contract Value (Current plus any une xercised Options) : \$	5. Period of Performance
1b. Address:	6. Customer Name:	5a. From:
1c. Point of Contact & Contact Information:	6a. Customer Point of Contact Informati on (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 (**ONLY FILL OUT THE FORM ABOVE – USE THE BELOW POINTS TO HELP FILL OUT THE FORM**)

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.