

## PAST PERFORMANCE QUESTIONNAIRE

The below-named contractor is being considered for award of a contract resulting from solicitation VA258-17-R-0070, Patient Non-Emergency Medical Transportation at the Southern Arizona VA Health Care System (SAVAHCS) in Tucson, AZ. The scope of work includes, but is not limited to, picking up patients, delivering them to a SAVAHCS facility, and returning them to their point of origin. This will require the services of a contractor that can provide ambulatory, wheelchair, and stretcher accessible transportation.

A primary consideration in our selection process is the contractor's history of performance of similar efforts. Please make every effort to be as thorough as possible in your answers/comments.

Please refer any questions to: Nick Lebano at (520) 792-1450 x2584 or you may email him at the following address: [nicholas.lebano@va.gov](mailto:nicholas.lebano@va.gov). All responses can be sent directly to this email address or provided to the contractor that is requesting for the information. **FORMS MUST BE RECEIVED BY THE CONTRACTING OFFICER NO LATER THAN (NLT) August 30, 2017 (4:00PM, AZ MST).**

### A. GENERAL INFORMATION

Contractor's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_ Point of Contact: \_\_\_\_\_

### B. RESPONDENT INFORMATION

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Organization & Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

### C. CONTRACT INFORMATION

Contract Number/Title: \_\_\_\_\_  
Period of Performance: \_\_\_\_\_ Dollar Amount of Contract: \_\_\_\_\_  
Services Performed: \_\_\_\_\_  
\_\_\_\_\_

### D. PERFORMANCE INFORMATION

Choose the category on the scale below that most accurately describes the contractor's performance or situation. PLEASE PROVIDE A NARRATIVE EXPLANATION FOR ANY RATINGS OF HIGH CONFIDENCE, LITTLE CONFIDENCE, OR NO CONFIDENCE.

RATING		RATING DEFINITION
6	EXCEPTIONAL/ HIGH CONFIDENCE	Based on the offeror's performance record, the government has high confidence the offeror will successfully perform the required effort.
5	VERY GOOD/ SIGNIFICANT CONFIDENCE	Based on the offeror's performance record, the government has significant confidence the offeror will successfully perform the required effort.
4	SATISFACTORY/ CONFIDENCE	Based on the offeror's performance record, the government has confidence the offeror will successfully perform the required effort. Normal contractor emphasis should preclude any problems.
3	NEUTRAL/	No performance record identifiable (see FAR 15.305(a) (2) (iii) and (iv)).

	UNKNOWN CONFIDENCE	
2	MARGINAL/ LITTLE CONFIDENCE	Based on the offeror's performance record, substantial doubt exists that the offeror will successfully perform the required effort.
1	UNSATISFACTORY/ NO CONFIDENCE	Based on the offeror's performance record, extreme doubt exists that the offeror will successfully perform the required effort.

Please use the above ratings to describe the contractor's performance in the following areas:

1. MANAGEMENT EFFECTIVENESS	
a. Contractor provided experienced managers and supervisors with technical and administrative abilities to meet contract requirements.	1 2 3 4 5 6
b. Contractor maintained appropriate staffing levels (number/ qualifications).	1 2 3 4 5 6
c. Contractor effectively managed vehicle requirements (i.e., maintained adequate stock safe, well maintained vehicles).	1 2 3 4 5 6
d. Contractor effectively oversaw/managed subcontractors.	1 2 3 4 5 6
e. Contractor's overall management effectiveness.	1 2 3 4 5 6

COMMENTS/REMARKS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2. QUALITY OF SERVICE AND WORKMANSHIP	
a. Contractor maintained acceptable performance standards.	1 2 3 4 5 6
b. Contractor provided acceptable-quality materials.	1 2 3 4 5 6
c. Contractor's overall quality of service.	1 2 3 4 5 6

COMMENTS/REMARKS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

3. TIMELINESS/ADHERENCE TO SCHEDULES	
a. Contractor completed scheduled transports on time.	1 2 3 4 5 6
b. Contractor was proactive in keeping you informed of schedule changes if they were going to occur.	1 2 3 4 5 6
c. Contractor responded to emergency requirements in a timely manner.	1 2 3 4 5 6
d. Overall contractor timeliness.	1 2 3 4 5 6

COMMENTS/REMARKS: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

4. QUALITY CONTROL	
a. Contractor provided an adequate quality control plan.	1 2 3 4 5 6
b. Contractor adhered to its quality control plan.	1 2 3 4 5 6
c. Contractor's quality control resulted in little/no work on your part to achieve acceptable service (i.e. few failed elements).	1 2 3 4 5 6

d. Contractor documented its quality control checks/corrective actions.	1	2	3	4	5	6
e. Contractor's overall quality control.	1	2	3	4	5	6

COMMENTS/REMARKS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

5. CUSTOMER SATISFACTION						
a. Contractor maintained a professional working relationship.	1	2	3	4	5	6
b. Contractor was reasonable and cooperative in resolving customer complaints.	1	2	3	4	5	6
c. Contractor was flexible in responding to customer requirements.	1	2	3	4	5	6
d. Overall customer satisfaction.	1	2	3	4	5	6

COMMENTS/REMARKS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

6. COMPLIANCE WITH ENVIRONMENTAL/LABOR/SAFETY REQUIREMENTS						
a. Environmental Requirements.	1	2	3	4	5	6
b. Labor Laws.	1	2	3	4	5	6
c. Workplace Safety.	1	2	3	4	5	6
d. Overall compliance.	1	2	3	4	5	6

COMMENTS/REMARKS: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## E. CONTRACT QUESTIONS

1. If a government contract, did the contractor receive any Contract Discrepancy Reports, Letters of Concern, or Cure Notices?\_\_\_\_\_ If yes, please describe: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. If given the opportunity, would you award another contract to this contractor? Please explain response below:\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_