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| **Department of Veterans Affairs:**  |

**INFORMATION REQUEST: PAST PERFORMANCE QUESTIONNAIRE**

The Department of Veterans Affairs is currently in the process of awarding a competitive enterprise wide strategic contract for Scooters. ­­­­­­­­­­­­­­­­­­­­­­This Questionnaire has been sent to you for a reference for solicitation: .

**Send completed questionnaires to** Joy.Garrett-Bey@va.gov and LeShanna.Calahan@va.gov

Please fill the subject line of the e-mail as: **[Company Name] – Past Performance Questionnaire– [ Insert Solicitation Number].**

**NOTE TO CONTRACTORS:** If the Questionnaire is provided for Subcontractors reference, the Contractor’s name below must include both the Prime and Subcontractor Names.

**PAST PERFORMANCE QUESTIONNAIRE**

Contractor’s Name:

Subcontractor’s Name (if applicable):

BPA/Contract/Task Order Number:

Name of Person Completing the Evaluation:

Telephone: E-mail:

Title:

Company/Organization:

Please rate the contractor 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

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| **1. Overall quality/satisfaction** | N/A [ ]  | 1 [ ]  | 2 [ ]  | 3 [ ]  | 4 [ ]  | 5 [ ]  |

Overall satisfaction with the Contractor’s performance.

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| **2. Delivery performance** | N/A [ ]  | 1 [ ]  | 2 [ ]  | 3 [ ]  | 4 [ ]  | 5 [ ]  |

Delivery performance includes delivery consistency, on time performance, and flexibility in responding to emerging issues and implementing required solutions.

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| **3. Satisfaction with the quality of service delivered** | N/A [ ]  | 1 [ ]  | 2 [ ]  | 3 [ ]  | 4 [ ]  | 5 [ ]  |

Rate the effectiveness and applicability of the plans and strategies delivered and the actual implementation of those.

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| **4. Satisfaction with problem resolution** | N/A [ ]  | 1 [ ]  | 2 [ ]  | 3 [ ]  | 4 [ ]  | 5 [ ]  |

This includes the contractor’s ability to solve problems, the speed in which they handle problems, and their effective delivery of resolutions.

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| **5. Satisfaction with the quality of contractor personnel** | N/A [ ]  | 1 [ ]  | 2 [ ]  | 3 [ ]  | 4 [ ]  | 5 [ ]  |

Rate the quality of the contractor’s staff in executing the project work scope.

7. 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.

8. 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.

9. Based on the contractor’s overall performance, would you award them another contract?

[ ]  Yes [ ]  No If No, please explain.

10. Have you discussed any adverse past performance problems with the Contractor and given them an opportunity to comment? [ ]  Yes [ ]  No Please explain.

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

12. If the contract had options, were those options exercised? [ ]  Yes [ ]  No Please explain.

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

14. What was the dollar value of the contract performed by the contractor?

15. 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.