

## PAST PERFORMANCE QUESTIONNAIRE

Network Contracting Office 15 is conducting an open market solicitation to furnish Physical Therapists to the Kansas City VA Medical Center. VA intends to award a single IDIQ contract with firm fixed priced pricing.

The offeror has identified you as a reference to validate the offeror's past performance. Please complete the following questionnaire to assist our evaluation of the contractor's past performance and return no later than 4:00 p.m. CST, December 4, 2017 to William I. Applegate, NCO 15, Fax 913-946-1113 or e-mail at [William.applegate@va.gov](mailto:William.applegate@va.gov).

Name of Contractor being evaluated: \_\_\_\_\_

- 1) How long has your company had this contract/BPA with this contractor? \_\_\_\_\_
- 2) Type of service being provided: \_\_\_\_\_
- 3) Where is the service being provided? \_\_\_\_\_
- 4) What is total value of this contract/BPA? \_\_\_\_\_
- 5) How many Full Time Equivalents (FTE) are being provided under this contract/BPA? \_\_\_\_\_
- 6) Would you award another contract/BPA to this contractor? Yes \_\_\_\_\_ No \_\_\_\_\_  
If no, please provide an explanation:

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

- 7) What average length of time did it take to place a provider in your facility from the time a vacancy was announced? Please explain any delays in providing documentation for credentialing, etc:

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

- 8) How would you rate the quality of the medical providers supplied?  
Exceptional \_\_\_\_ Very Good \_\_\_\_ Satisfactory \_\_\_\_ Marginal \_\_\_\_ Unacceptable \_\_\_\_  
If less than "Satisfactory" please provide explanation:

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

- 9) How would you rate the Business/Customer Relationship with the Contractor? (Concern for customer's interest, successfully managed services; reasonable/cooperative behavior)  
Exceptional \_\_\_\_ Very Good \_\_\_\_ Satisfactory \_\_\_\_ Marginal \_\_\_\_ Unacceptable \_\_\_\_  
If less than "Satisfactory" please provide explanation:

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

10) Please provide any other examples or comments concerning the contractor's performance that would be relevant in assessing the probability of successful contract performance:

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**Rating System:**

**Exceptional:** Performance meets contractual requirements and exceeds many to the contractor's benefit. The contractual performance was accomplished with few minor problems for which corrective action taken was highly effective.

**Very Good:** Performance meets contractual requirements and exceeds some to the contractor's benefit. The contractual performance was accomplished with some minor problems for which corrective action taken was effective.

**Satisfactory:** Performance meets contractual requirements. The contractual performance was accomplished with some minor problems for which corrective action taken appears or was satisfactory.

**Marginal:** Performance does not meet some contractual requirements. The contractual performance reflects a serious problem for which the contractor has identified some corrective actions. The proposed actions appear only marginally effective or have not been fully implemented.

**Unacceptable:** Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance contains serious problems for which the contractor has identified corrective actions. The proposed actions appear or were ineffective.

Your Name: \_\_\_\_\_ Your Title: \_\_\_\_\_

Your Phone #: \_\_\_\_\_ Your Fax: \_\_\_\_\_

Your e-mail address: \_\_\_\_\_