

## Attachment 4 – PAST PERFORMANCE QUESTIONNAIRE

### Introduction:

This questionnaire is designed to collect past performance information on Offerors (Landlord/Lessors) competing for award of this lease. Please note the questionnaire is not based on the past performance of brokers facilitating the procurement, but rather for the prospective awardees that will be responsible for the lease under consideration.

### Instructions for the Offeror:

Please complete Section 1 on Page 2. If the “no relevant past performance” box is checked, then do not proceed in filling out the form and email (preferred) or mail form to the Contract Specialists’ contact information below.

For the Offeror to have relevant past performance, at least one of the following must be true:

- The Offeror recently leased a space for 10,000 RSF or less within the last 3 years
- The Offeror recently leased medical office or general office space within the last 3 years
- The Offeror recently leased space to any Government entity within the last 3 years

If the Offeror has relevant past performance, the Offeror must forward a copy of this questionnaire to 3 tenant references that fulfill at least one of the criteria listed above. The Offeror must instruct the References to complete pages 3-5 of this form. Once the respondents have completed the form, they must email the form to the Contract Specialist listed below.

**Attn:** Joan Hathaway, Contract Officer  
Department of Veteran Affairs, NCO 2

**Mailing Address:** VA New Jersey HCS  
151 Knollcroft Road  
Bldg. 2, Rm 208A  
Lyons, NJ 07939

**Subj:** Past Performance Questionnaire Contract # **VA**  
**Email:** [Joan.Hathaway@va.gov](mailto:Joan.Hathaway@va.gov)  
**Office:** 908-647-0180 x1-4607  
**Fax:** 908-604-5343

For assistance with this form please contact the Contract Specialist listed above. Hand written responses will be accepted. Responses will be treated as confidential and procurement sensitive.

**SECTION 1 – Lessor (to be evaluated) Information:**

Name or Company:

Phone Number:

Email:

Only check this box if the Offeror has no relevant past performance

**NOTE:**

**IF THE ABOVE STATEMENT IS CHECKED, PLEASE DO NOT PROCEED ANY FURTHER AND EMAIL THE FORM TO THE CONTRACT SPECIALIST LISTED ON PAGE 1.**

## Instructions for the Respondent:

Please complete Sections 2 and 3 on the following page to the best of your knowledge using the appropriate ratings below. When completed, please email (preferred) or mail the form to the Contract Specialists' contact information below.

**Attn:** Joan Hathaway, Contract Officer  
Department of Veteran Affairs, NCO 2

**Mailing Address:** VA New Jersey HCS  
151 Knollcroft Road  
Bldg. 2, Rm 208A  
Lyons, NJ 07939

**Subj:** Past Performance Questionnaire Contract # **VA**

**Email:** [Joan.Hathaway@va.gov](mailto:Joan.Hathaway@va.gov)

**Office:** 908-647-0180 x1-4607

**Fax:** 908-604-5343

For assistance with this form please contact the Contract Specialist listed above. Hand written responses will be accepted. Responses will be treated as confidential and procurement sensitive.

## Explanation of Codes:

**EXCEPTIONAL** – Lessor significantly exceeded expectations

**GOOD** – Lessor met and to some extent exceeded expectations

**SATISFACTORY** – Lessor met expectations

**MARGINAL** – Lessor did not fully meet expectations

**UNSATSIFACTORY** – Lessor failed to meet expectations

**NOT APPLICABLE** – Unable to provide a score

**SECTION 2 - Respondent Information:**

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_  
 Lease Square Footage: \_\_\_\_\_ Organization/ Company: \_\_\_\_\_  
 Use of Space (Check One): Office  Medical Office  Other

**SECTION 3 - Past Performance Questions:**

***Build Out / Cost Control***

1. **How satisfied were you with the Lessor’s commitment to your budget?**  
 Excellent  Good  Satisfactory  Marginal  Unsatisfactory  Not applicable   
 What could have improved your score: \_\_\_\_\_
2. **How satisfied were you with the Lessors handling and pricing of change orders?**  
 Excellent  Good  Satisfactory  Marginal  Unsatisfactory  Not applicable   
 What could have improved your score: \_\_\_\_\_
3. **How satisfied were you with the Lessors ability to stay on schedule?**  
 Excellent  Good  Satisfactory  Marginal  Unsatisfactory  Not applicable   
 What could have improved your score: \_\_\_\_\_

***Lease Administration Performance***

4. **In accordance with your lease, how satisfied were you regarding the Lessor’s responsiveness to any maintenance issues?**  
 Excellent  Good  Satisfactory  Marginal  Unsatisfactory  Not applicable   
 What could have improved your score: \_\_\_\_\_
5. **In accordance with your lease, how satisfied were you regarding the Lessor’s responsiveness to any safety issues?**  
 Excellent  Good  Satisfactory  Marginal  Unsatisfactory  Not applicable   
 What could have improved your score: \_\_\_\_\_

6. In accordance with your lease, how satisfied were you regarding the Lessor's responsiveness to any security issues?

Excellent  Good  Satisfactory  Marginal  Unsatisfactory  Not applicable

What could have improved your score:

7. In accordance with your lease, how satisfied were you regarding the Lessor's cleanliness of the building premises and common areas?

Excellent  Good  Satisfactory  Marginal  Unsatisfactory  Not applicable

What could have improved your score:

8. In accordance with your lease, how satisfied were you regarding the Lessor's overall performance?

Excellent  Good  Satisfactory  Marginal  Unsatisfactory  Not applicable

What could have improved your score:

9. Would you sign a lease with the Lessor again?

Excellent (Yes)  Unsatisfactory (No)

If no, why not:

SIGNATURE PAGE

X

Joan Hathaway  
Contracting Officer NCO 2

X

Melba West  
SSEB Chairperson

X

John Griffith  
Associate Director, NJHCS