

SOLICITATION: 36C78618Q0151

ATTACHMENT C - PAST PERFORMANCE QUESTIONNAIRE

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: kenneth.dougherty@va.gov no later than three days after the solicitation closing date. **NOTE:** It is incumbent upon the offeror to have the customer send the completed questionnaire to email address above by the submission deadline.

1. Contractor Name, Address, Point of Contact:		2. Contract Number:	3. Contract Type:
1a. Name:		4. Contract Value (Current plus any unexercised Options) : \$	5. Period of Performance
1b. Address:		6. Customer Name:	5a. From:
1c. Point of Contact & Contact Information:		6a. Customer Point of Contact Information (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

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 | <i>Fair</i> | Quality meets specifications in most cases, however, some agency intervention required to ensure achievement of contract requirements. |
| 4 | <i>Good</i> | Quality meets specification in all cases. |
| 5 | <i>Excellent</i> | Quality exceeds specifications in some cases. |

PROBLEM RESOLUTION

- | | | |
|---|-----------------------|---|
| 1 | <i>Unsatisfactory</i> | Inadequately resolved problems jeopardize contract goals. |
| 2 | <i>Poor</i> | Significant agency intervention required to resolve problems jeopardizing contract goals. |
| 3 | <i>Fair</i> | Some agency intervention required to resolve problems jeopardizing contract goals. |
| 4 | <i>Good</i> | Successfully overcomes or resolves all problems and achieves contract goals with minimal agency intervention. |
| 5 | <i>Excellent</i> | Anticipates and avoids most problems and successfully overcomes all unforeseen problems. |

COST CONTROL

- | | | |
|---|-----------------------|---|
| 1 | <i>Unsatisfactory</i> | Cost increases jeopardize achievement of contract goals; or billings routinely include unallowable costs. |
| 2 | <i>Poor</i> | Significant cost increases; or some inaccurate billings including some with unallowable costs. |
| 3 | <i>Fair</i> | Minor cost increases; or some inaccurate billings, but a minimal (1-2) number of unallowable cost. |
| 4 | <i>Good</i> | Contractor performed within cost; but some late billings, none with unallowable costs. |
| 5 | <i>Excellent</i> | Costs were less than the amount cited in the contract; and billings accurate and timely. |

TIMELINESS OF PERFORMANCE

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|----|--|
| 1 | <i>Unsatisfactory</i> |
| | Delays jeopardize the achievement of contract goals. |
| 2 | <i>Poor</i> |
| | Significant delays. |
| 3 | <i>Fair</i> |
| | Minor delays. |
| 4 | <i>Good</i> |
| | All deliverables on time. |
| 5. | Excellent |

BUSINESS RELATION

- | | |
|---|---|
| 1 | <i>Unsatisfactory</i> |
| | Unethical or illegal business practices |
| 2 | <i>Poor</i> |
| | Business practices are not attuned to customer support |
| 3 | <i>Fair</i> |
| | Business practices are somewhat attuned to customer support. |
| 4 | <i>Good</i> |
| | Business practices focus on customer support. |
| 5 | <i>Excellent</i> |
| | Highly effective, proactive business practices focused on customer support. |

CUSTOMER SERVICE

- | | |
|---|--|
| 1 | <i>Unsatisfactory</i>
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 | <i>Poor</i>
Response to service requests is often late, ineffective or rude; some complains are resolved. |
| 3 | <i>Fair</i>
Response to service requests is uneven in timing or effectiveness; customer interactions are tenuous; contractor is trying hard and understands services issues. |
| 4 | <i>Good</i>
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 | <i>Excellent</i>
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. |