

OFFEROR PERFORMANCE QUESTIONNAIRE

The below-named offeror is being considered for award of a contract for Solicitation No. VA770-17-R-0409, "Automated Prescription Fulfillment System (APFS)". The statement of requirements includes, but is not limited a new system which shall consist of an on-line production system, an off-line replenishment system, and the ancillary support equipment. These systems will share the same database but process independently of each other. A primary consideration in our selection process is the offeror's history of performance of similar efforts. Please make every effort to be as thorough as possible in your answers/comments. When completed, please return the completed questionnaire no later than 3:00 pm CT, April 16, 2018 to leah.thurman@va.gov. You may also print and mail the completed questionnaire in Microsoft Word to Department of Veterans Affairs, CMOP, Attn: Leah Thurman, 3450 S 4th Street, Leavenworth, KS 66048.

A. GENERAL INFORMATION

Offeror'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: _____ Type of Contract: _____

Services Performed: _____

D: PERFORMANCE INFORMATION

Choose the category on the below scale that most accurately describes the offeror’s performance or situation. PLEASE PROVIDE A NARRATIVE EXPLANATION FOR ANY RATINGS OF HIGHLY ACCEPTABLE, MARGINAL OR UNACCEPTABLE.

1 - **OUTSTANDING:** Based on the offeror’s performance record, the offeror consistently met or often exceeded specified contract performance or capability.

2 - **GOOD:** Based on the offeror’s performance record, the offeror’s specified contract performance or capability was good. Any complaints were found negligible or unfounded.

3 - **ACCEPTABLE:** Based on the offeror’s performance record, the offeror’s specified contract performance or capability was acceptable. Any complaints or problems were minor and were adequately addressed.

4 - **MARGINAL:** Based on the offeror’s performance record, the offeror failed to meet the specified contract performance. Complaints/problems were numerous and significant.

5 - **UNACCEPTABLE:** Based on the offeror’s performance record, the offeror consistently failed to meet the specified contract requirements. Any complaints were many, significant, and left uncorrected.

6 - **NEUTRAL:** Offeror has no record of relevant past performance, or information on past performance is not available.

Please use the above ratings to describe the offeror’s performance in the following areas:

| 1. MANAGEMENT EFFECTIVENESS | | | | | | |
|--|---|---|---|---|---|---|
| a. Offeror provided experienced personnel with technical and administrative abilities to meet contract requirements. | 1 | 2 | 3 | 4 | 5 | 6 |
| b. Offeror provided appropriate system documentation | 1 | 2 | 3 | 4 | 5 | 6 |
| c. Offeror’s overall management effectiveness | 1 | 2 | 3 | 4 | 5 | 6 |

COMMENTS/REMARKS: _____

| 2. QUALITY OF SERVICE AND WORKMANSHIP | | | | | | |
|--|---|---|---|---|---|---|
| a. Offeror provided professional services | 1 | 2 | 3 | 4 | 5 | 6 |
| b. Offeror maintained the quality of products/service | 1 | 2 | 3 | 4 | 5 | 6 |
| c. Offeror achieved throughput specifications | 1 | 2 | 3 | 4 | 5 | 6 |
| d. Offeror achieved accuracy specifications | 1 | 2 | 3 | 4 | 5 | 6 |
| e. Offeror achieved integration specifications (if applicable) | 1 | 2 | 3 | 4 | 5 | 6 |
| c. Offeror’s overall quality of products/service | 1 | 2 | 3 | 4 | 5 | 6 |

COMMENTS/REMARKS: _____

| 3. TIMELINESS/ADHERENCE TO SCHEDULES | | | | | | |
|---|---|---|---|---|---|---|
| a. Offeror delivered items timely as identified in your contract | 1 | 2 | 3 | 4 | 5 | 6 |
| b. Offeror was proactive in keeping you informed of schedule conflicts if they were going to occur | 1 | 2 | 3 | 4 | 5 | 6 |
| c. Offeror responded to emergency requirements in a timely manner. (Please indicate your response time requirement in the below comments/remarks area.) | 1 | 2 | 3 | 4 | 5 | 6 |
| d. Overall offeror timeliness | 1 | 2 | 3 | 4 | 5 | 6 |

COMMENTS/REMARKS: _____

| 4. TRAINING/TECHNICAL SUPPORT | | | | | | |
|---|---|---|---|---|---|---|
| a. Offeror provided useful quality training | 1 | 2 | 3 | 4 | 5 | 6 |
| b. Offeror provided prompt technical support after delivery | 1 | 2 | 3 | 4 | 5 | 6 |
| c. Offeror's overall quality training/technical support | 1 | 2 | 3 | 4 | 5 | 6 |

COMMENTS/REMARKS: _____

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

COMMENTS/REMARKS: _____

7. If a government contract, did the offeror receive any Contract Discrepancy Reports, Letters of Concern, or Cure Notices? _____ If yes, please describe:

8. If given the opportunity, would you award another contract to this offeror? Please explain response below.

9. OVERALL RATING (Please Circle One):

Outstanding Good Acceptable Marginal Unacceptable Neutral