

ATTACHMENT C Past Performance Questionnaire 36C78618R0182

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

1. Contractor Name and Address (identify Division)	2. Contract No.	3. Contract Type:
1a. Name:	4. Contract Value (Current plus any unexercised Options) \$	7. Period of Performance
1b. Address:	5. Customer Name / Evaluator:	FROM:
1c. Point of Contact & Contact Information	6. Customer Point of Contact Information (email):	TO:

8. DESCRIPTION OF REQUIREMENT:

9. RATINGS - Summarize contractor performance and check the box corresponding to the performance rating for each category. See Rating Guidelines on subsequent pages for ratings categories and evaluation definitions.

(a) QUALITY	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>	COMMENTS
(b) PROBLEM RESOLUTION	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>	COMMENTS
(c) COST CONTROL	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>	COMMENTS
(d) TIMELINESS	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>	COMMENTS
(e) BUSINESS RELATIONS	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>	COMMENTS
(f) CUSTOMER SERVICE	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>	COMMENTS

10. OVERALL RATING: (select one of the below):

WOULD or WOULD NOT

“Given what I know today about the Contractor's ability to perform in accordance with the above contract or order's most significant requirements, I (would or would not) recommend them for similar requirements in the future.”

11. PRINTED NAME AND SIGNATURE OF EVALUATOR

11.a. EVALUATION DATE

RATING GUIDELINES

PAGE 1 OF 2

QUALITY OF PRODUCT OR SERVICES

- 0 *Unsatisfactory*
Nonconformance jeopardizes the achievement of contract goals: default.
- 1 *Poor*
Nonconformance requires major agency intervention to ensure achievement of contract goals: show cause or cure notices
- 2 *Fair*
Quality meets specifications in most cases, however, some agency intervention required to ensure achievement of contract requirements.
- 3 *Good*
Quality meets specification in all cases.
- 4 *Excellent*
Quality exceeds specifications in some cases.

PROBLEM RESOLUTION

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

COST CONTROL

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

TIMELINESS OF PERFORMANCE

- 0 *Unsatisfactory*
Delays jeopardize the achievement of contract goals.
- 1 *Poor*
Significant delays.
- 2 *Fair*
Minor delays.
- 3 *Good*
All deliverables on time.

BUSINESS RELATION

- 0 *Unsatisfactory*
Unethical or illegal business practices
- 1 *Poor*
Business practices are not attuned to customer support
- 2 *Fair*
Business practices are somewhat attuned to customer support.
- 3 *Good*
Business practices focus on customer support.
- 4 *Excellent*
Highly effective, proactive business practices focused on customer support.

CUSTOMER SERVICE

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