

PAST PERFORMANCE QUESTIONNAIRE

The Department of Veterans Affairs and Network Contracting Office (NCO) 7 has issued solicitation 36C24718Q0341 – Employee Assistance Program (EAP) Counseling Services for the Ralph H. Johnson VA Medical Center located in Charleston, SC.

Past performance information will be used to evaluate proposals received. Section A is to be completed by the Offeror. Section A of the enclosed questionnaire lists the contractor who has identified your office as a source to evaluate their past performance. Section A also authorizes release of this information to Network Contracting Office (NCO) 7 – Charleston, SC.

The Offeror must provide this entire document to each of its assessors. The Offeror shall only submit with its proposal (by the closing date of the solicitation) copies of Section A of the questionnaire as provided to the assessors.

Section B in its entirety is to be completed by the assessor(s). An individual assessor knowledgeable of the contractor's quality of supplies and services rendered is requested to verify, complete the questionnaire, and submit to the Contracting Office. If evaluating more than one contract for the same contractor, use a separate questionnaire for each contract being evaluated.

Because this information is critical to the evaluation process, your time and effort in providing your assessment is greatly appreciated. The questionnaire should be completed as soon as possible but not later than 4/20/2018 3:00 PM Eastern Standard Time (EST). Assessor is requested to send electronically to steven.bentley@va.gov.

Assessor: **Please do not send this information to the Offeror being evaluated.**

Thank you in advance for your cooperation and expeditious response to this request.

PAST PERFORMANCE QUESTIONNAIRE

SECTION A: Contractor Information *(to be completed by the contractor for who past performance information is being collected, prior to forwarding to assessor)*

Solicitation Number	36C24718Q0341
Project / Requirement	Employee Assistance Program (EAP) Counseling Services
Customer / Agency	Network Contracting Office (NCO) 7 – Charleston, SC

- 1. Contractor’s Name and Address: _____

- 2. Contractor’s Point of Contact: _____
- 3. Phone Number (with Area Code): _____
- 4. Assessor Contract Award Number: _____
- 5. Description of Services provided: _____
- 6. Contract Award Date: _____
- 7. Contract Award Amount: Initial _____ Final _____
- 8. Period of Performance: _____

ASSESSOR INFORMATION:

Assessor Name / Title	
Phone Number / Email Address	

- 9. Authorization is hereby granted to provide the information requested in this questionnaire to Network Contracting Office (NCO) 7 – Charleston, SC.

Name and Title of Authorizing Official

Signature

Date

SECTION B: Assessor Information *(to be completed by assessor).*

RATING	DESCRIPTION
Acceptable (A)	Based on the offeror’s performance record, the Government has a reasonable expectation that the offeror will successfully perform the required effort, or the offeror’s performance record is unknown.
Unacceptable (U)	Based on the offeror’s performance record, the Government has no reasonable expectation that the offeror will be able to successfully perform the required effort.

The questions on the survey (see below) shall be rated in accordance with the definitions provided in the rating scale. Any unacceptable rating shall be supplemented with an explanation in the space provided.

QUALITY OF SERVICE

- 1. Rate the contractor’s compliance with contractual requirements. A U
- 2. Overall rating of contractor quality of service. A U

PLEASE PROVIDE RATIONALE FOR ASSIGNED RATING:

SCHEDULE

- 1. Delivery of service was within required time period specified by contract requirements. A U
- 2. Rate the contractor’s ability to control cost and submit invoices. A U
Are invoices complete, accurate, and timely?

PLEASE PROVIDE RATIONALE FOR ASSIGNED RATING:

BUSINESS RELATIONS

- 1. Overall rating of contractor’s business practices (e.g. maintaining a positive working relationship, business ethics, timely and effectively resolving any problems, etc.) A U

- 2. Rate the working relationship between contractor’s management, and your company (i.e. contractor’s history of reasonable and cooperative behavior, commitment of customer satisfaction; concern for the interest of the customer). A U

- 3. Rate the contractor's ability to submit required reports and/or invoices in a timely manner. A U

- 4. Rate the contractor’s responsiveness to customer complaint resolution. A U

- 5. Overall rating of contractor’s business relations. A U

PLEASE PROVIDE RATIONALE FOR ASSIGNED RATING:

How would you feel about awarding another contract to this contractor?

- _____ Would not hesitate to award another contract to this contractor.
- _____ Would most likely award another contract to this contractor.
- _____ Do not wish to award another contract to this contractor.
- _____ Would not award another contract to this contractor.

PLEASE PROVIDE RATIONALE FOR ASSIGNED RATING:

Overall Rating of Contractor’s performance (quality, schedule, business relations) on contract being assessed.

Acceptable	Unacceptable

**VII. GENERAL COMMENTS:
ASSESSOR:**

<i>Identify your role in the contract award or administration and the period of your involvement.</i>		
✓	Role	Period of Involvement
	Contract Specialist/Contracting Officer	
	Technical Project Lead/Project Officer	
	OTHERS	

Signature

Date

Typed or Printed Name

Organization Name

Phone Number

Organization