

PAST PERFORMANCE QUESTIONNAIRE

Instructions to Offeror for sending Reference Questionnaire Forms: Prepare and send a reference questionnaire package for each project you list as a reference for the Past Performance evaluation factor. You are encouraged to send a questionnaire to other clients of contracts. For Government contracts, send to Contracting Officer or Technical Representative. For commercial references send to personnel with duties similar to those for Government contracts. It is your responsibility to follow-up and to encourage your references to send in their questionnaire. If you have multiple references at one location, send one cover letter and questionnaire for each contract you want a reference for. Your questionnaire package should contain the following.

Cover Letter (See SAMPLE)

Respondent Info Rating Sheets

Offeror should put name in spaces indicated and ensure it is on every page for identification purposes

Suggested - Pre Addressed stamped envelope to return to Contracting Officer.

OFFEROR SHOULD PLACE THEIR NAME ON TOP OF EACH QUESTIONNAIRE PAGE!!!

OFFEROR SHOULD DELETE THESE INSTRUCTIONS BEFORE SENDING OUT QUESTIONNAIRES

SAMPLE TRANSMITTAL LETTER

Your Company Letterhead

Date: _____

To: _____

We have listed your firm as a reference for the work we have performed for you as listed below. Our firm has submitted a proposal under a project advertised by the Department of Veterans Affairs- White River, 215 North Main Street, White River Junction, VT 05009. In accordance with Federal Acquisition Regulations (FAR), they will evaluate our firm's past performance. Your candid response to the attached questionnaire will assist the evaluation team in this process. We understand that you have a busy schedule and your participation in this evaluation is greatly appreciated. Please complete the enclosed questionnaire as thoroughly as possible. Space is provided for comments. Understand that while the responses to this questionnaire may be released to the offeror, FAR 15.306 (e)(4) prohibits the release of the names of the persons providing the responses. Complete confidentiality will be maintained. Only one response from each office is required.

Please send your completed questionnaire to the following address to arrive NOT LATER THAN August 29, 2012. Do not return them to our company.

Department of Veterans Affairs

VAMC Manchester

ATTN: Mary Kay Chapman

Contracting Officer (608/90C)

718 Smyth Rd. Bldg #3

Manchester, NH 03104

or email to: marykay.chapman@va.gov

If you have questions regarding the attached questionnaire, or require assistance, please contact Mary Kay Chapman (603) 626-6510. Thank you for your assistance. **E-Mail is preferred.**

Signature and Title

PAST PERFORMANCE QUESTIONNAIRE

PAST PERFORMANCE QUESTIONNAIRE	
1. Contractor Name:	2. Contract Number:
3. Contractor Address:	4. Contract Type: <input type="checkbox"/> Firm Fixed Price <input type="checkbox"/> Cost Reimbursement <input type="checkbox"/> Other (Please Specify)
5. Agency Name:	6. Agency POC/Phone/Fax:
7. Period of Performance:	8. Dollar Amount of Award: \$ Total Dollar Value with Mods:
9. Title of Contract:	
10. Description of Contract Service:	
11. Complexity of Work: Difficult: _____ Routine: _____	

NOTE: Please use adjectival ratings from attached sheet.

12. Evaluation Factor	13. Comments (Attach additional sheets, if necessary.)	14. Rating
a. Quality of Work		
b. Personnel		
c. Subcontractor Mgmt		
d. Business Relations		
e. Timeliness of Performance		
f. Customer Satisfaction		
g. Cost/Budget Control		

13. Would you select this firm again? If no, please explain. (Attach additional sheet if necessary.)

14. Name & Date:

17. Title:

PAST PERFORMANCE RATING GUIDELINES

Summarize Contractor Performance in each of the rating areas. Assign each area a rating of Unsatisfactory, Poor, Fair, Good, and Excellent. Use the following instructions as guidance in making these evaluations. Note: There is no corresponding guidance for “Customer Satisfaction”. Please use the comments area on the preceding form to justify the rating given “Customer Satisfaction.”

Ratings	Quality of Work/ Personnel/Service	Cost Control	Timeliness of Performance	Business Relations/Sub Contractor Mgmt
	<ul style="list-style-type: none"> -Compliance w/contract requirements -Accuracy of reports -Appropriateness of personnel -Technical excellence 	<ul style="list-style-type: none"> -Within budget -Current, accurate, complete billings -Relationship of negotiated costs to actual -Cost efficiencies -Change orders issued 	<ul style="list-style-type: none"> -Met interim milestones -Reliable -Responsive to technical direction -Completed on time 	<ul style="list-style-type: none"> -Effective Mgmt -Businesslike correspondence -Responsive to contract requirements -Prompt notification of problems -Reasonable/cooperative -Flexible -Pro-active -Effective SB/SDB Subcontract Program
Unsatisfactory	Quality problems are comprising the achievement of contract requirements	Cost issues are comprising performance	Delays are compromising achievement of contract requirements	Response is not effective
Poor	Quality problems require major agency resources to ensure achievement of contract requirements	Cost issues require major agency resources to ensure achievement of contract requirements	Delays require major agency resources to ensure achievement of contract requirements	Response is marginally effective
Fair	Quality problems require minor agency resources to ensure achievement of contract requirements	Cost issues require minor agency resources to ensure achievement of contract requirements	Delays require minor agency resources to ensure achievement of contract requirements	Response is somewhat effective
Good	Quality problems do not impact achievement of contract requirements	Cost issues do not impact achievement of contract requirements	Delays do not impact achievement of contract requirements	Response is usually effective
Excellent	There are no quality problems	There are no cost issues	There are no delays	Response is effective