

## ATTACHMENT 2: PAST PERFORMANCE QUESTIONNAIRE

### PAST PERFORMANCE QUESTIONNAIRE

**SUBJECT:** Past Performance Questionnaire for Project 614-17-105, Design/Build Renovate Building 5 1<sup>st</sup> Floor-Outpatient Mental Health-Memphis VA Medical Center in Memphis, Tennessee.

#### PAST PERFORMANCE INSTRUCTIONS

The NCO 9 Network Contracting Activity has issued a solicitation to Design/Build: Renovate Building 5 1<sup>st</sup> Floor-Outpatient Mental Health-Memphis VA Medical Center in Memphis, Tennessee, Project 614-17-105.

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 NCO 9 Network Contracting Activity.

The Offeror must provide this entire document to each of its assessors. The Assessor shall only submit past performance questionnaires directly to the Contract Specialist-Roxie Ann Keese by way of email at roxie.keese@va.gov.

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 July 23, 2018 2:00pm Eastern Time. Assessor is requested to send electronically to (Roxie. Keese@va.gov). Assessor: **Please so not sent 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 assessors)*

Solicitation Number	36C24918R0322
Project/Requirement	614-17-105  Design/Build: Renovate Bldg 5, 1 <sup>st</sup> Floor Outpatient-MH
Customer/Agency	Department of the Veteran Affairs, NCO 9, Louisville, KY 40206

1. Prospective Government Contractor's \_\_\_\_\_  
Name and Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. Contractor Point of Contact: \_\_\_\_\_
3. Phone number (with area code): \_\_\_\_\_
4. Assessor Contract Award number: \_\_\_\_\_
5. Description of Services provided under contract: \_\_\_\_\_  
\_\_\_\_\_
6. Contract award date: \_\_\_\_\_ Contract Amount: Initial \_\_\_\_\_ Final \_\_\_\_\_
7. Period of Performance or Delivery Date: \_\_\_\_\_

### ASSESSOR INFORMATION:

Assessor Name	
Title	
Phone Number/Email Address	

8. Authorization is hereby granted to provide the information requested in this questionnaire to NCO 9 Network Contracting Activity, Murfreesboro, Tennessee

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name and Title of Authorizing Official)

\_\_\_\_\_  
(Date)

**SECTION B:** Assessors Information *(to be completed by assessors.*

### **RATING SCALE** Definitions

Performance Confidence Assessments	
Rating	Description
Substantial Confidence	Based on the offeror's recent/relevant performance record, the Government has a high expectation that the Offeror will successfully perform the required effort.
Satisfactory Confidence	Based on the offeror's recent/relevant performance record, the Government has a reasonable expectation that the Offeror will successfully perform the required effort.
Limited Confidence	Based on the offeror's recent/relevant performance record, the Government has a low expectation that the Offeror will successfully perform the required effort.

No Confidence	Based on the offeror's recent/relevant performance record, the Government has no expectation that the Offeror will be able to successfully perform the required effort.
Unknown Confidence (Neutral)	No recent/relevant performance record is available or the Offeror's performance record is so sparse that no meaningful confidence assessment rating can be reasonably assigned.

The questions on the survey (see below) shall be rated in accordance with the definitions provided in the Rating Scale. Any unsatisfactory or marginal rating shall be supplemented with an explanation in the space provided.

### **QUALITY OF SERVICE**

1. Rate the contractor's compliance with contractual requirements.

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**PLEASE PROVIDE RATIONALE FOR ASSIGNED RATING:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Overall rating of contractor quality of service.

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**PLEASE PROVIDE RATIONALE FOR ASSIGNED RATING:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### **SCHEDULE**

1. Delivery of service was within required time period specified by contract requirements.

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**PLEASE PROVIDE RATIONALE FOR ASSIGNED RATING:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Rate the contractor's ability to control cost and submit invoices.  
Are invoices complete, accurate, and timely?

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**PLEASE PROVIDE RATIONALE FOR ASSIGNED RATING:** \_\_\_\_\_

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**BUSINESS RELATIONS**

1. Overall rating of contractor's business practices (e.g. maintaining  
A positive working relationship, business ethics, timely and effectively  
Resolution of any problems, etc.)

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**PLEASE PROVIDE RATIONALE FOR ASSIGNED RATING:** \_\_\_\_\_

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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).

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**PLEASE PROVIDE RATIONALE FOR ASSIGNED RATING:** \_\_\_\_\_

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

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**PLEASE PROVIDE RATIONALE FOR ASSIGNED RATING:** \_\_\_\_\_

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4. Rate the contractor's responsiveness to customer complaint resolution.

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**PLEASE PROVIDE RATIONALE FOR ASSIGNED RATING:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. Overall rating of contractor's business relations.

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**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.

\_\_\_\_\_ Would think twice about awarding another contract to this contractor, but would do so if no better alternative existed.

\_\_\_\_\_ Do not wish to award another contract to this contractor.

\_\_\_\_\_ Would not award another contract to this contractor.

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

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**PLEASE PROVIDE RATIONALE FOR ASSIGNED RATING:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**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)