

Past Performance Questionnaire

The VISN 16, CAVHS, Contracting Office is conducting a competitive acquisition. The offeror has identified you as a reference to validate the offeror's past performance.

Please complete the following questionnaire to assist our evaluation of the contractor's past performance, and return to: joey.grismore2@va.gov

Name of Contractor being evaluated:

1. How long has your company had a contract with this contractor? _____
2. Where was / is the nature of service? _____
3. What was the value of the requirement? _____
4. Have there been late deliveries or other unsatisfactory performance resulting in additional contractual or administrative costs?

Yes _____

No _____

If yes, explain:

Rating System:

- (1) **Superior** – Overall performance exceeds contractual requirements and gives extra benefits to the customer. Problems, if any, were promptly corrected without negative impact to the customer.
- (2) **Satisfactory** – Performance meets contractual requirements. The contractual performance contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.
- (3) **Marginal** - Performance does not meet some contractual requirements. The contractor's proposed actions to correct any problems appear only marginally effective or were not fully implemented.
- (4) **Unsatisfactory** – Performance does not meet most contractual requirements. The contractual performance contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.

5. Quality of Service – compliance with contract statement of work requirement? (See following page for rating system.)

(1) Superior____ (2) Satisfactory____ (3) Marginal____ (4) Unsatisfactory____

If other than Satisfactory, explain how the overall performance exceeds or does not meet contractual requirements.

6. Timeliness, courtesy and overall ability to provide contracted service.

(1) Superior____ (2) Satisfactory____ (3) Marginal____ (4) Unsatisfactory____

If other than Satisfactory, explain how the overall performance exceeds or does not meet contractual requirements.

7. Business/Customer Relations – Effective management; successfully managed services; reasonable/cooperative behavior; flexible; business-like concern for customer's interest.

(1) Superior____ (2) Satisfactory____ (3) Marginal____ (4) Unsatisfactory____

If other than Satisfactory, explain how the overall performance exceeds or does not meet contractual requirements.

Signature: _____

Date: _____

Print Name: _____

Company: _____

Title: _____

Telephone: _____