

PAST PERFORMANCE QUESTIONNAIRE

Solicitation: 36C10X18R0133, Medical Disability Exams under P.L. 104-275
US Department of Veterans Affairs

Completed Questionnaires shall be sent to Stephen.Nickles@va.gov (Contracting Officer) not later than the solicitation close date.

Contractor's Name: _____

Name of Person Completing the Evaluation: _____

Telephone: _____ E-Mail: _____

Title _____ Company/Organization: _____

Contract # / Location of Services Provided (City, State, and Zip code): _____

Please rate the contractor in each of the following areas. Note: there is room for comments where you deem remarks would be helpful to our evaluation.

- Not Applicable: N/A
- 1: Performance clearly below the contract performance standard or requirement
- 2: Performance occasionally does not meet minimum contract performance standard or requirement
- 3: Performance that meets the minimum contract performance standard or requirement
- 4: Performance that meets and occasionally exceeds the contract performance standard or requirement
- 5: Performance that almost always exceeds the contract performance standard or requirement

1. Overall quality/satisfaction	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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Overall satisfaction with the Contractor's performance.

2. Delivery performance	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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Delivery performance includes delivery consistency, on time performance, and flexibility in responding to emerging issues and implementing required solutions.

3. Satisfaction with the quality of service delivered	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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Rate the effectiveness and applicability of the plans and strategies delivered and the actual implementation of those.

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4. Satisfaction with problem resolution	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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This includes the Contractor's ability to solve problems, the speed in which they handle problems, and their effective delivery of resolutions.

5. Satisfaction with the quality of contractor personnel	N/A <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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Rate the quality of the contractor's staff in executing the project work scope.

6. Have you issued a cure notice, show cause notice, suspension of progress payments or other letters directing the correction of a performance problem in the past 3 years?
☐ Yes ☐ No If Yes, please explain.
7. Have you terminated this contractor for default within the past 3 years, or are there any pending termination actions? ☐ Yes ☐ No If Yes, please explain.
8. Based on the contractor's overall performance, would you award them another contract?
☐ Yes ☐ No If No, please explain.
9. Have you discussed any adverse past performance problems with the Contractors and given them an opportunity to comment? ☐ Yes ☐ No If yes, please explain.
10. Do you file past performance information in a database that the Contracting Officer may search?
☐ Yes ☐ No Please explain.

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11. If the contract had options, were those options exercised? ☐ Yes ☐ No Please explain.

12. What was the contract period of performance (i.e., when were services provided)?

13. What was the dollar value of the contract performed by the Contractor?

14. Provide a brief description of the services provided by the Contractor for this contract.

Please attach any past performance database reports or other material you deem appropriate to a full understanding of the contractor's past performance by the evaluator. Please provide information on any adverse performance by the contractor and the corrective actions taken.