

D.1 ATTACHMENT A - PAST PERFORMANCE QUESTIONNAIRE

Department of Veterans Affairs: 36C10X18Q9175

INFORMATION REQUEST: PAST PERFORMANCE

The Department of Veterans Affairs is currently in the process of awarding a competitive service task order. This Questionnaire has been provided to you for a reference regarding the Contract/Task Order No. listed below.

Send completed questionnaires to Corey.Mann@va.gov and Vincent.Bender@va.gov.

NOTE TO CONTRACTORS: *If the Questionnaire is provided for SubContractors reference, the Contractor's name below must include both the Prime and SubContractor Names.*

PAST PERFORMANCE QUESTIONNAIRE

Contractor's Name: _____

SubContractor's Name (if applicable): _____

Contract/Task Order Number: _____

Name of Person Completing the Evaluation: _____

Telephone: _____ E-mail: _____

Title: _____

Company/Organization: _____

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.

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.

7. 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.
8. 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.
9. Based on the Contractor's overall performance, would you award them another contract?
☐ Yes ☐ No If No, please explain.
10. Have you discussed any adverse past performance problems with the Contractor and given them an opportunity to comment? ☐ Yes ☐ No Please explain.
11. Do you file past performance information in a database that the Contracting Officer may search? ☐ Yes ☐ No Please explain.
12. If the contract had options, were those options exercised? ☐ Yes ☐ No
Please explain.

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

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

15. 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.