

## PAST PERFORMANCE QUESTIONNAIRE (PPQ)

**Request for Quote (RFQ) No.:**

**Title:**

**TO: PHONE:**

**AGENCY:** VA, SAC-F

**E-MAIL:**

### INFORMATION REQUEST: PAST PERFORMANCE

The Department of Veterans Affairs is currently in the process of awarding a competitive service contract. [CONTRACTOR'S NAME] has provided this Questionnaire to you for a reference regarding [CONTRACTOR'S NAME] record of past performance under Contract No. [CONTRACT #]

### Send completed questionnaires to

**NOTE TO OFFERORS:** *If the Questionnaire is provided for subcontractor's reference, the offeror's name below must include both the prime and subcontractor names (e.g. contractor X, who is a subcontractor to offeror Y for this solicitation).*

Contractor's Name: \_\_\_\_\_

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

<b>1. Overall quality/satisfaction</b>	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.

<b>2. Delivery performance</b>	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.

<b>3. Satisfaction with the quality of service delivered</b>	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.

<b>4. Satisfaction with problem resolution</b>	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.

<b>5. Satisfaction with the quality of contractor personnel</b>	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 Contractor and given them an opportunity to comment? ☐ Yes ☐ No Please explain.

10. Do you file past performance information in a database that the Contracting Officer may search? ☐ Yes ☐ No Please explain.

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.