

## PAST PERFORMANCE SURVEY INSTRUCTIONS

The Department of Veterans Affairs Network Contracting Office 6, is considering the Offeror for award of a VA contract. Your comments would be appreciated regarding this firm's past performance. The information you provide will be instrumental in allowing the Government to evaluate how well the contractor performed under your contract(s).

- a. Please complete all sections of the attached questionnaire. Include your name and title, organizational address, e-mail address, telephone and fax number.
- b. Include the contractor's name and address, the title and/or description of the type of work performed the award number, the value of the contract (including options), the award and completion date of the project and the type of award/solicitation.
- c. Use the rating scale found on the bottom left corner of the questionnaire to rate each performance element.
- d. Comments are encouraged and would be appreciated. Clear handwritten responses are sufficient.
- e. Please e-mail to [paul.waite@va.gov](mailto:paul.waite@va.gov) or FAX your response to 757-728-3132 no later than 19 September , 2019.

Thank you for your time and participation.

PAST PERFORMANCE SURVEY

REPAIRS, MAINTENANCE AND INSPECTION ON ALL DOORS CRITICAL LIST  
 AT DURHAM VA MEDICAL CENTER  
 36C24619Q1124

YOUR NAME & TITLE				YOUR ORGANIZATIONAL ADDRESS						
TEL NO.				E-MAIL:						
FAX :										
CONTRACTOR'S NAME & ADDRESS				TITLE OR DESCRIPTION OF REQUIREMENT:						
CONTRACT NUMBER:				CONTRACT VALUE (INCLUDING OPTIONS):						
CONTRACT TYPE (circle one): <b>FIRM FIXED PRICE</b> COST + FEE COMPETITIVE        NON-COMPETITIVE SET-ASIDE SEALED BID         NEGOTIATED				CONTRACT AWARD & COMPLETION DATE:						
<b>PAST PERFORMANCE ELEMENT</b>				<b>RATING</b>						
				<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>NA</b>
1. Contractor demonstrated a thorough understanding of technical requirements of the contract/task.										
Comments:										
2. Contractor anticipated/identified and resolved problems effectively.										
Comments:										
3. Contractor managed and directed resources (i.e. personnel, subcontractors, equipment, etc.) effectively.										
Comments:										
4. Contractor provided the necessary skilled personnel to perform the required work.										

Comments:							
5. Contractor retained the necessary skilled personnel and maintained a low turnover rate.							
Comments:							
6. Contractor met scheduled contract delivery dates.							
Comments:							
7. Contractor provided accurate, complete and high quality deliverables.							
Comments:							
8. Contractor complied with the terms of the contract.							
Comments:							
9. Contractor was diligent in forecasting and controlling contract cost.							
Comments:							
10. I would recommend award to this contractor again.							
11. Provided timely resolution of contract discrepancies.							
Comments:							

1	0 – 25% of the time	Strongly Disagree	<b>PLEASE RETURN COMPLETED RESPONSE</b> TO: Paul Waite E-MAIL: <a href="mailto:paul.waite@va.gov">paul.waite@va.gov</a> FAX: (757) 315-3969
2	26 – 40% of the time	Disagree	
3	41 – 55% of the time	Somewhat Disagree	
4	56 – 70% of the time	Somewhat Agree	
5	71 – 85% of the time	Agree	
6	86 – 100% of the time	Strongly Agree	

NA		No Knowledge of This Element	Deadline: No Later Than 05:00PM EST, 09/19/2019
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SOURCE SELECTION INFORMATION  
SEE FAR 3.104  
**FOR OFFICIAL USE ONLY**