

PAST PERFORMANCE SURVEY INSTRUCTIONS

The Department of Veterans Affairs Mid-Atlantic Healthcare Network, VISN 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 or FAX your response no later than 9/2/2013, by email to: leah.trossen@va.gov or fax (757) 728-3132.

Thank you for your time and participation.

PAST PERFORMANCE SURVEY
VA246-13-Q-2117
WHEEL CHAIR VAN SERVICES

YOUR NAME & TITLE	YOUR ORGANIZATIONAL ADDRESS						
TEL NO. FAX :	E-MAIL:						
CONTRACTOR'S NAME & ADDRESS	TITLE OR DESCRIPTION OF REQUIREMENT:						
CONTRACT NUMBER:	CONTRACT VALUE (INCLUDING OPTIONS):						
CONTRACT TYPE (circle one): FIXED PRICE COST + FEE COMPETITIVE NON-COMPETITIVE SET-ASIDE SEALED BID NEGOTIATED	CONTRACT AWARD & COMPLETION DATE:						
PAST PERFORMANCE ELEMENT	RATING						
	1	2	3	4	5	6	NA
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.							
Comments:							

1	0 – 25% of the time	Strongly Disagree	PLEASE RETURN COMPLETED RESPONSE TO: Leah Trossen E-MAIL: leah.trossen@va.gov FAX: (757) 728-3132 Deadline: No Later Than 9/2/2013
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	