

## PAST PERFORMANCE QUESTIONNAIRE

1. We are offering a quote for a solicitation from VHA Service Area Office East, Network Contracting Office 8 (NCO 8) Orlando, FL. The solicitation is for Hospital Simulation and Training for the Orlando VA Medical Center. The solicitation requires that we provide past performance information with our written quote. Please complete the attached past performance questionnaire and return to our office.
2. In order to ensure the questionnaire is received at the contracting office in time, please forward this survey to arrive no later than September 10, 2013. Upon completion, please notify my office that the survey has been accomplished.
3. You may receive a call from NCO8 asking for further information regarding my company's past performance.

**Past Performance Questionnaire  
VHA Service Area Office East  
Network Contracting Office 8  
5201 Raymond Street  
Orlando, Florida 32803-8208**

**(TO BE COMPLETED BY OFFEROR)**

Contract/Project/Task Order Information. Complete the general contract information below.

Name of Firm/Contractor: \_\_\_\_\_

Contract/Task Order Number: \_\_\_\_\_

Contract Type: \_\_\_\_\_

Project Title/Description of Work: \_\_\_\_\_

Value/Dollar Amount of Contract: \_\_\_\_\_

Performance Period: \_\_\_\_\_

Type of Labor Used: \_\_\_\_\_

Completion Date(s) \_\_\_\_\_

**(TO BE COMPLETED BY EVALUATING ORGANIZATION REPRESENTATIVE)**

**A. Respondent/Agency Information**

Firm/Agency Installation: \_\_\_\_\_

Name of Respondent: \_\_\_\_\_

Title: \_\_\_\_\_

Phone No. \_\_\_\_\_

Email: \_\_\_\_\_

**B. Past Performance Survey:** For the purposes of this survey the government will receive an overall assessment of what the contractor can perform in accordance with the solicitation, using the ratings below. In responding to the survey, please justify and explain exceptional, marginal, and unsatisfactory ratings. Please include comments to explain all ratings given. Respondent may be contacted to clarify comments or ratings. In order for the government to review and assess the contractor's past performance rating, please use the following ratings to describe the offeror's performance on your contract or project:

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**Outstanding Performance** met and exceeded all contract requirements. Problems, if any, were negligible and were resolved in a timely, highly effective manner.

**Very Good Performance** met all contract requirements and exceeded some or most. There were a few minor problems that the contractor resolved in a timely, effective manner.

**Satisfactory Performance** met contract requirements. There were some minor problems and corrective actions taken by the contractor were satisfactory.

**Marginal Performance** did not meet some contractual requirements. There were problems, some of a significant nature, for which corrective action was only marginally effective.

**Unsatisfactory Performance** did not meet most contractual requirements. There were serious problems and the contractor's corrective actions were ineffective.

**Unknown** No record of past performance or the record is inconclusive.

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NOTE: If you have rated this contractor on this particular contract or project in CPARS or some other evaluation system accessible to the Government, you may indicate that past performance information on this contract/project is available in the appropriate system and you may include a copy of that rating in lieu of the following questionnaire.

**Management Effectiveness**

1. Overall performance of the management team.

Outstanding   Very Good   Satisfactory   Marginal   Unsatisfactory   Unknown

NARRATIVE:

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2. Contractor provided competent program/project manager, supervisors, and workers.

Outstanding   Very Good   Satisfactory   Marginal   Unsatisfactory   Unknown

NARRATIVE:

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3. Contractor protected any leased or other property provided through the contract (i.e. buildings, computers, equipment, etc.)

Outstanding   Very Good   Satisfactory   Marginal   Unsatisfactory   Unknown

NARRATIVE:

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4. Contractor managed documentation (i.e. planning documents, instructions, policies, training, licensing, certificates, etc.)

Outstanding   Very Good   Satisfactory   Marginal   Unsatisfactory   Unknown

NARRATIVE:

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**Quality Control**

5. Provided effective Quality Control which resulted in acceptable services (i.e. few or no unsatisfactory; timeliness of delivery).

Outstanding    Very Good    Satisfactory    Marginal    Unsatisfactory    Unknown

NARRATIVE:

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6. The contractor's quality control system established adequate procedures to find and correct performance discrepancies.

Outstanding    Very Good    Satisfactory    Marginal    Unsatisfactory    Unknown

NARRATIVE:

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7. Contractor adherence to the quality control plan. Outstanding    Very Good

Satisfactory Marginal    Unsatisfactory Unknown

NARRATIVE:

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8. Contractor worked closely with your company's/agency's quality control personnel.

Outstanding    Very Good    Satisfactory    Marginal    Unsatisfactory    Unknown

NARRATIVE:

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**Timeliness/Adherence to Schedules**

9. Contractor managed scheduling and deadlines of the contract (i.e. reports due, meeting attendance, delivery of services, etc.)

Outstanding    Very Good    Satisfactory    Marginal    Unsatisfactory    Unknown

NARRATIVE:

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10. Contractor responded to emergency/surge requirements in a timely manner.

Outstanding    Very Good    Satisfactory    Marginal    Unsatisfactory    Unknown

NARRATIVE:

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**Customer Satisfaction**

11. Contractor maintained a professional working relationship. Outstanding

Very Good    Satisfactory    Marginal    Unsatisfactory    Unknown

NARRATIVE:

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12. Contractor was reasonable and cooperative in resolving customer complaints.

Outstanding    Very Good    Satisfactory    Marginal    Unsatisfactory    Unknown

NARRATIVE:

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Please provide explanation.

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18. The overall rating the contractor would be given for this project.

Outstanding    Very Good    Satisfactory    Marginal    Unsatisfactory    Unknown

NARRATIVE:

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**Additional Comments:**

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C. You are advised that the FAR requires that the offeror be given an opportunity to respond to adverse past performance information.

D. Thank you for your time and effort in assisting us with our requirement.

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