

**FOR OFFICIAL USE ONLY**

**PAST PERFORMANCE QUESTIONNAIRE**

1. Contractor Name: Role on Project:	2. Contract Number:
3. Contractor Address:	4. Contract Type: <input type="checkbox"/> Firm Fixed Price <input type="checkbox"/> T&M/LH <input type="checkbox"/> Cost Reimbursement <input type="checkbox"/> Other (Please Specify):
5. Procuring Agency/Company Name:	6. Agency/Company POC: Phone: Email:
7. Period of Performance:  <i>through</i>	8. Dollar Amount of Award: \$ Annual Amount: \$ Total Dollar Value w/ Mods:\$
9. Title of Contract:	
10. Description of Contract Service/Scope of Contract:	
<p><i>Your cooperation in completing this questionnaire is greatly appreciated. Please note that your responses will not be shared with the firm you are evaluating. Your response is requested no later than <b>Monday, April 17th, 2023 at 4:00 PM CST</b></i></p>	
<p><b>INSTRUCTIONS:</b> Please email completed questionnaire directly to Calvin Blue at <a href="mailto:calvin.blue@gsa.gov">calvin.blue@gsa.gov</a></p>	

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NOTE: Please use adjectival ratings from attached sheet.

12. Evaluation Factor	13. Comments (Mandatory, Attach additional sheets, if necessary.)	14. Rating
a. Quality of Product/ Training Services		
b. Management Controls		
c. Business Relations		
d. Customer Satisfaction		
e. Schedule Compliance		
f. Cost Control		
g. Overall Performance		
<p>15. Would you select this contractor again? Please explain. (Attach additional sheet if necessary.)</p> <p> <input type="checkbox"/> Definitely           <input type="checkbox"/> Probably           <input type="checkbox"/> Definitely Not         </p>		
<p>16. Name:</p> <p>Date:</p>		<p>17. Title:</p>

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### PAST PERFORMANCE RATING GUIDELINES

Summarize Contractor Performance in each of the rating areas. Assign each area a rating of Unsatisfactory, Marginal, Satisfactory, Very Good, and Exceptional. Use the following instructions as guidance in making these evaluations. Please use the comments area on the preceding form to justify the rating given.

<b>Ratings</b>	<b>Quality of Product/ Training Services</b> -Compliance w/contract requirements -Accuracy of reports -Ease of product use -Technical excellence -Product Quality - Product Performance - Quality of Onsite End-user training	<b>Management Controls/Business Relations</b> - Proactive communication -Program/Project Management - Management of Subcontracts - Management Responsiveness - Prompt Notification of issues	<b>Customer Satisfaction</b>  Customer Satisfaction is a measure of how products and services supplied by a company meet or surpass customer expectations.	<b>Timeliness of Delivery/Schedule Compliance</b>  -Met interim milestones -Reliable -Responsive to technical direction -Delivered on time	<b>Cost Control</b> -Effective Cost Control -Efforts to reduce costs -Reasonable/ cooperative -Pro-active N/A for Firm– Fixed Price Contracts
<b>Unsatisfactory</b>	Nonconformances are comprising the achievement of contract requirements	Management failures compromised performance	1 – Very Unsatisfied	Delays are compromising achievement of contract requirements	Cost Control was not effective and often resulted in additional costs.
<b>Marginal</b>	Nonconformances require major agency resources to ensure achievement of contract requirements	Management Issues require major agency resources to ensure achievement of contract reqmnts	2 – Somewhat Dissatisfied	Delays require major agency resources to ensure achievement of contract requirements.	Cost Control efforts marginally effective resulting in additional costs.
<b>Satisfactory</b>	Nonconformances do not impact achievement of contract requirements	Management issues do not impact achievement of contract reqmnts	3 – Neither Satisfied Nor Dissatisfied	Delays do not impact achievement of contract requirements	Cost Control is somewhat effective.
<b>Very Good</b>	There are no quality problems/issues, and the contractor has substantially exceeded the contract performance requirements without commensurate additional costs to the Government	There are no Management issues and the Contractor has exceeded the contract requirements	4 – Somewhat Satisfied	There were no delays	Contractor has identified ways to reduce costs to Government and demonstrates good stewardship of taxpayer dollar
<b>Exceptional</b>	The contractor has demonstrated an exceptional performance level that was significantly in excess of anticipated achievements and is commendable as an example for others. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Exceptional".	The contractor has demonstrated exceptional management controls. It is expected that this rating will be used in those rare circumstances where the contractor performance clearly exceeds the performance levels described as "Exceptional".	5 – Very Satisfied	The contractor has demonstrated an exceptional performance level with regard to schedule compliance. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Exceptional".	The contractor has demonstrated exceptional cost controls on multiple occasions resulting in substantial savings to the Government. It is expected that this rating will be used in those rare instances where performance clearly exceeds the performance levels described as "Exceptional".