

Past Performance - Questionnaire

Thank you in advance for filling out this questionnaire for the U.S. General Services Administration (GSA). We understand that your time is very valuable and we appreciate your input. Your rating is essential in successfully evaluating your contractors past performance.

GENERAL INSTRUCTIONS:

1. This form should be completed by the Government Contracting Officer (or Corporate Official for Commercial Experience).
2. GSA Requests the Government Contracting Officer (or Corporate Official for Commercial Experience) completes this questionnaire and submits directly to GSA by **XX Month, Time.**
3. Provide an adjectival rating for the following questions (the adjectival rating is defined on page 2).
4. Please provide comments to substantiate the assigned rating. At a minimum, provide comments to substantiate any rating that is checked Exceptional (E), Very Good (VG), Marginal (M), Unsatisfactory (U) or Not Applicable (N).
5. E-mail questionnaires to: aasd.sed@gsa.gov

Source Selection Information – See FAR 2.101 and 3.104

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Adjective ratings and definitions to be used to best reflect your evaluation of the contractor's performance

RATING	DEFINITION	NOTE
(E) Exceptional	Performance meets contractual requirements and exceeds many to the Government/Owner's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor was highly effective.	An Exceptional rating is appropriate when the Contractor successfully performed multiple significant events that were of benefit to the Government/Owner. A singular benefit, however, could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified.
(VG) Very Good	Performance meets contractual requirements and exceeds some to the Government's/Owner's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.	A Very Good rating is appropriate when the Contractor successfully performed a significant event that was a benefit to the Government/Owner. There should have been no significant weaknesses identified.
(S) Satisfactory	Performance meets minimum contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.	A Satisfactory rating is appropriate when there were only minor problems, or major problems that the contractor recovered from without impact to the contract. There should have been NO significant weaknesses identified. Per DOD policy, a fundamental principle of assigning ratings is that contractors will not be assessed a rating lower than Satisfactory solely for not performing beyond the requirements of the contract.
(M) Marginal	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.	A Marginal is appropriate when a significant event occurred that the contractor had trouble overcoming which impacted the Government/Owner.
(U) Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.	An Unsatisfactory rating is appropriate when multiple significant events occurred that the contractor had trouble overcoming and which impacted the Government/Owner. A singular problem, however, could be of such serious magnitude that it alone constitutes an unsatisfactory rating.
(N) Not Applicable	No information or did not apply to your contract	Rating will be neither positive nor negative.

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1. QUALITY:

	E	VG	S	M	U	N
a) Quality of technical data/report preparation efforts						
b) Ability to meet quality standards specified for technical performance						
c) Timeliness/effectiveness of contract problem resolution without extensive customer guidance						
d) Adequacy/effectiveness of quality control program and adherence to contract quality assurance requirements (without adverse effect on performance)						

Please provide comments to substantiate the assigned rating. At a minimum, provide comments to substantiate any rating that is checked Exceptional (E), Very Good (VG), Marginal (M), Unsatisfactory (U) or Not Applicable (N).

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2. SCHEDULE/TIMELINESS OF PERFORMANCE:

	E	VG	S	M	U	N
a) Compliance with contract delivery/completion schedules including any significant intermediate milestones. (If liquidated damages were assessed or the schedule was not met, please address below)						
b) Rate the Contractor's use of available resources to accomplish tasks identified in the contract						

Please provide comments to substantiate the assigned rating. At a minimum, provide comments to substantiate any rating that is checked Exceptional (E), Very Good (VG), Marginal (M), Unsatisfactory (U) or Not Applicable (N).

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3. CUSTOMER SATISFACTION:

	E	VG	S	M	U	N
a) To what extent were the end users satisfied with the project?						
b) Contractor was reasonable and cooperative in dealing with your staff (including the ability to successfully resolve disagreements/disputes; responsiveness to administrative reports, businesslike and communication)						
c) To what extent was the contractor cooperative, businesslike, and concerned with the interests of the customer?						
d) Overall customer satisfaction						

Please provide comments to substantiate the assigned rating. At a minimum, provide comments to substantiate any rating that is checked Exceptional (E), Very Good (VG), Marginal (M), Unsatisfactory (U) or Not Applicable (N).

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4. MANAGEMENT/ PERSONNEL/LABOR:

	E	VG	S	M	U	N
a) Effectiveness of on-site management, including management of subcontractors, suppliers, materials, and/or labor force?						
b) Ability to hire, apply, and retain a qualified workforce to this effort						
c) Government Property Control						
d) Knowledge/expertise demonstrated by contractor personnel						
e) Utilization of Small Business concerns						
f) Ability to simultaneously manage multiple projects with multiple disciplines						
g) Ability to assimilate and incorporate changes in requirements and/or priority, including planning, execution and response to Government changes						
h) Effectiveness of overall management (including ability to effectively lead, manage and control the program)						
i) Effectively transition personnel and operations when taking over from the incumbent contractor?						

Please provide comments to substantiate the assigned rating. At a minimum, provide comments to substantiate any rating that is checked Exceptional (E), Very Good (VG), Marginal (M), Unsatisfactory (U) or Not Applicable (N).

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5. COST/FINANCIAL MANAGEMENT:

	E	VG	S	M	U	N
a) Ability to meet the terms and conditions within the contractually agreed price(s)?						
b) Contractor proposed innovative alternative methods/processes that reduced cost, improved maintainability or other factors that benefited the client						
c) If this is/was a Government cost type contract, please rate the Contractor's timeliness and accuracy in submitting monthly invoices with appropriate back-up documentation, monthly status reports/budget variance reports, compliance with established budgets and avoidance of significant and/or unexplained variances (under runs or overruns)						
d) Is the Contractor's accounting system adequate for management and tracking of costs? If no, please explain in Remarks section.						
e) If this is/was a Government contract, has/was this contract been partially or completely terminated for default or convenience or are there any pending terminations? Indicate if show cause or cure notices were issued, or any default action in comment section below.						
f) Have there been any indications that the contractor has had any financial problems? If yes, please explain below.						

Please provide comments to substantiate the assigned rating. At a minimum, provide comments to substantiate any rating that is checked Exceptional (E), Very Good (VG), Marginal (M), Unsatisfactory (U) or Not Applicable (N).

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6. SAFETY/SECURITY:

	E	VG	S	M	U	N
a) To what extent was the contractor able to maintain an environment of safety, adhere to its approved safety plan, and respond to safety issues? (Includes: following the users rules, regulations, and requirements regarding housekeeping, safety, correction of noted deficiencies, etc.)						
b) Contractor complied with all security requirements for the project and personnel security requirements.						

Please provide comments to substantiate the assigned rating. At a minimum, provide comments to substantiate any rating that is checked Exceptional (E), Very Good (VG), Marginal (M), Unsatisfactory (U) or Not Applicable (N).

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7. GENERAL:

	E	VG	S	M	U	N
a) Ability to successfully respond to emergency and/or surge situations (including notifying COR, PM or Contracting Officer in a timely manner regarding urgent contractual issues).						
b) Compliance with contractual terms/provisions (explain if specific issues)						
c) Would you hire or work with this firm again? (If no, please explain below)						
d) In summary, provide an overall rating for the work performed by this contractor.						

Please provide comments to substantiate the assigned rating. At a minimum, provide comments to substantiate any rating that is checked Exceptional (E), Very Good (VG), Marginal (M), Unsatisfactory (U) or Not Applicable (N).

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Brief Narrative

Please provide additional remarks (if applicable). Furthermore, please provide a brief narrative addressing specific strengths, weaknesses, deficiencies, or other comments which may assist our office in evaluating performance risk (please attach additional pages if necessary):