

Past Performance Questionnaire

You have been identified as a past performance reference for the contractor indicated in Block 1 below for the contract indicated in Block 2 below. This contractor is proposing on a U.S. Patent and Trademark Office acquisition for Systems Engineering and Technical Assistance (SETA) III services. Past performance is the most important evaluation criteria for the acquisition. We value your input and appreciate greatly your willingness to thoughtfully complete this questionnaire.

Please complete the questionnaire and return it via fax to (703)-308-5484 within the next two weeks. If you have questions, please contact our Contracting Officer, Ms. Sylvia Van Dyke, at (703)-305-4165.

Please note the following regarding the confidentiality of your assessment:

By law, the Government will not disclose the names of individuals providing reference information during discussions with the contractor identified in Block 1 below.

Block 1. Contractor Name:
Block 2. Contract Name/Identifier:

I HEREBY CERTIFY THAT THE INFORMATION PROVIDED IN THIS QUESTIONNAIRE IS ACCURATE AND COMPLETE TO THE BEST OF MY KNOWLEDGE.

CUSTOMER ORGANIZATION
NAME AND ADDRESS

CONTRACT AWARD DATE
CONTRACT COMPLETION DATE

Evaluator's Printed Name

Title/Role (e.g., Program Manager, Contracting Officer)

Evaluator's Signature

Date

Phone

Instructions

Next to each of the questions you will find the following choices:

- Outstanding Exceeded performance requirements of the contract, on schedule, with little or no Government assistance
- Satisfactory Met performance requirements of the contract with some Government assistance
- Marginal Met performance requirements of the contract but needed considerable Government supervision and assistance
- Unsatisfactory Failed to meet minimum performance requirements of the contract.
- Not Applicable Offeror was not required to perform in this area on this contract.

Please check the column that, in your judgment, most appropriately reflects your experience with this contractor. You may use the supplemental information section of the questionnaire to more fully discuss any of the questions, making sure to identify your comments with the appropriate question number.

Contract Information

Contractor/Division: _____
 Program Title: _____
 Contract Number: _____
 Period of Performance: _____
 Type of Contract: _____

Is this a task order contract? Yes No

Type of work contractor performed for you on this contract. Check all that apply.

<input type="checkbox"/>	System Design
<input type="checkbox"/>	Infrastructure Engineering
<input type="checkbox"/>	Network Engineering
<input type="checkbox"/>	Security Engineering
<input type="checkbox"/>	System Engineering
<input type="checkbox"/>	Accessibility Engineering
<input type="checkbox"/>	Asset Management, IT Facility Management System, and Facilities
<input type="checkbox"/>	Program Management

CUSTOMER SATISFACTION	Outstanding	Satisfactory	Marginal	Unsatisfactory	NA
1. User expectation(s)/requirements met					
2. Committed resources as necessary to resolve user problems					
3. Project goals and objectives met					
4. Timely notification to government of problems					

PERSONNEL	Outstanding	Satisfactory	Marginal	Unsatisfactory	NA
5. Rate the contractor's ability to recruit, screen, assign responsibility, augment skills, and retain staff					
6. Assess the contractor's ability to select, retain, support, and replace key personnel					

MANAGEMENT	Outstanding	Satisfactory	Marginal	Unsatisfactory	NA
7. Responded to unexpected changes in scope or requirements					
8. Provided accurate and reasonable estimates of cost					
9. Adherence to contract/delivery/task order schedules					
10. Adherence to project start/completion dates					
11. Timely submission of reports and documentation					
12. Timely and accurate problem tracking/reporting					
13. Provided effective subcontract management					
14. Assess the integration and coordination of all activity needed to execute the contracts, specifically, timeliness, completeness, quality of problem identification, corrective action plans, and proposal submittals.					

COST MANAGEMENT	Outstanding	Satisfactory	Marginal	Unsatisfactory	NA
15. Assess contractor's labor rates/charges during contract in comparison to rates initially proposed at the onset of the contract					
16. Assess contractor's effectiveness in forecasting, managing, and controlling contract cost.					
17. Assess contractor's innovative actions that resulted in cost savings.					
18. Assess contractor to provide accurate and reasonable estimates of cost.					

QUALITY OF IT SERVICES	Outstanding	Satisfactory	Marginal	Unsatisfactory	NA
19. Conformance with specified technical requirements					
20. Ability to recommend efficient and effective solutions and alternatives					
21. Provided creative, visionary, and state of the art solutions					

SUBCONTRACT GOALS	Outstanding	Satisfactory	Marginal	Unsatisfactory	NA
22. Assess the degree to which the contractor utilized small businesses, (i.e. veteran-owned, HUBZone, women owned, disadvantaged, etc.)					

OVERALL EVALUATION	Outstanding	Satisfactory	Marginal	Unsatisfactory	NA
23. How would you rate the contractor's overall performance?					

