



**PAST PERFORMANCE QUESTIONNAIRE**  
***SOURCE SELECTION SENSITIVE INFORMATION***

**Name of Bidder:** \_\_\_\_\_

**Client/Contract Information (supplied by bidder)**

**Name of Client:** \_\_\_\_\_ **Contract Number:** \_\_\_\_\_

**Contract Title:** \_\_\_\_\_ **Contract Value:** \_\_\_\_\_

**Type of Contract:** \_\_\_\_\_ **Period of Performance:** \_\_\_\_\_

**The ratings below are supplied by the contractor identified above, NOT the bidder.**

<b>Performance Elements</b>	<b>Unsatisfactory 0</b>	<b>Poor 1</b>	<b>Fair 2</b>	<b>Good 3</b>	<b>Excellent 4</b>	<b>Outstanding 5</b>
<b>1. Quality of Product or Service</b>						
<b>2. Cost Control</b>						
<b>3. Timeliness of Performance</b>						
<b>4. Business Relations</b>						

5. Remarks on outstanding performance:

Provide data supporting this observation; you may continue on a separate sheet if needed.

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6. Remarks on unsatisfactory performance:

Provide data supporting this observation; you may continue on a separate sheet if needed.

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7. Please identify any corporate affiliations with the offeror.

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8. Was the client satisfied with the quality of deliverables and work performed?

<b>Unsatisfactory</b> <b>0</b>	<b>Poor</b> <b>1</b>	<b>Fair</b> <b>2</b>	<b>Good</b> <b>3</b>	<b>Excellent</b> <b>4</b>	<b>Outstanding</b> <b>5</b>
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RATING: = \_\_\_\_\_

9. Were the deliverables and work performed in accordance with the times specified in the reports of work and work assignments or other tasking documents?

<b>Unsatisfactory</b> <b>0</b>	<b>Poor</b> <b>1</b>	<b>Fair</b> <b>2</b>	<b>Good</b> <b>3</b>	<b>Excellent</b> <b>4</b>	<b>Outstanding</b> <b>5</b>
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RATING: = \_\_\_\_\_

10. Were the cost incurred during contract performance in line with the costs proposed in the contract cost proposal and individual work assignment plans or other plans?

<b>Unsatisfactory</b> <b>0</b>	<b>Poor</b> <b>1</b>	<b>Fair</b> <b>2</b>	<b>Good</b> <b>3</b>	<b>Excellent</b> <b>4</b>	<b>Outstanding</b> <b>5</b>
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RATING: = \_\_\_\_\_

11. Was the client satisfied with the firm's responsiveness in resolving issues or problems that occurred during performance?

<b>Unsatisfactory</b> <b>0</b>	<b>Poor</b> <b>1</b>	<b>Fair</b> <b>2</b>	<b>Good</b> <b>3</b>	<b>Excellent</b> <b>4</b>	<b>Outstanding</b> <b>5</b>
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RATING: = \_\_\_\_\_

12. Did the client conduct business in a professional manner?

<b>Unsatisfactory</b> <b>0</b>	<b>Poor</b> <b>1</b>	<b>Fair</b> <b>2</b>	<b>Good</b> <b>3</b>	<b>Excellent</b> <b>4</b>	<b>Outstanding</b> <b>5</b>
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RATING: = \_\_\_\_\_

13. Were the required response times met in the performance of emergency and quick turnaround work?

<b>Unsatisfactory</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>	<b>Outstanding</b>
<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

RATING: = \_\_\_\_\_

14. Did the client deliver the quality proposed within the price proposed?

<b>Unsatisfactory</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>	<b>Outstanding</b>
<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

RATING: = \_\_\_\_\_

15. Would client hire the firm to perform this or a similar project in the future?

<b>Unsatisfactory</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>	<b>Outstanding</b>
<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

RATING: = \_\_\_\_\_

16. Other comments that you wish to make:

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17. Would you do business with \_\_\_\_\_ again?  
(insert bidder's name)

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18. Questionnaire completed by:

Name: \_\_\_\_\_

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

Mailing Address (Street and P.O. Box): \_\_\_\_\_

City, State and Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Date Information provided: \_\_\_\_\_

## PAST PERFORMANCE QUESTIONNAIRE

### Ratings and Performance Categories

The bidder shall be evaluated based on the following ratings and performance categories:

Ratings:

<b>Unsatisfactory</b> <b>0</b>	<b>Poor</b> <b>1</b>	<b>Fair</b> <b>2</b>	<b>Good</b> <b>3</b>	<b>Excellent</b> <b>4</b>	<b>Outstanding</b> <b>5</b>
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### Quality of Product or Service

**Unsatisfactory:** Non-conformances are jeopardizing the achievement of contract requirements, despite use of client resources. Recovery is not likely. If performance cannot be substantially corrected, it constitutes a significant impediment in consideration for future awards containing similar requirements.

**Poor:** Overall compliance requires significant client resources to ensure achievement of contract requirements.

**Fair:** Overall compliance requires minor client resources to ensure achievement of contract requirements.

**Good:** There are no, or very minimal, quality problems, and the bidder has met the contract requirements.

**Excellent:** There are no quality issues, and the bidder has substantially exceeded the contract performance requirements without commensurate additional costs to the client.

**Outstanding:** The bidder has demonstrated an outstanding performance level that was significantly in excess of anticipated achievements and is commendable as an example for others, so that it justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where bidder performance clearly exceeds the performance levels described as "Excellent".

### Cost Control

**Unsatisfactory:** Ability to manage cost issues is jeopardizing performance of contract requirements, despite use of client resources. Recovery is not likely. If performance cannot be substantially corrected, this level of ability to manage cost issues constitutes a significant impediment in consideration for future awards.

**Poor:** Ability to manage cost issues requires significant client resources to ensure achievement of contract requirements.

**Fair:** Ability to control cost issues requires minor client resources to ensure achievement of contract requirements.

**Good:** There are no, or very minimal, cost management issues and the bidder has met the contract requirements.

**Excellent:** There are no cost management issues and the bidder has exceeded the contract requirements, achieving cost savings to the client.

**Outstanding:** The bidder has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where the bidder achieved cost savings and performance clearly exceeds the performance levels described as "Excellent".

### **Timeliness of Performance**

**Unsatisfactory:** Delays are jeopardizing the achievement of contract requirements, despite use of client resources. Recovery is not likely. If performance cannot be substantially corrected, it constitutes a significant impediment in consideration for future awards.

**Poor:** Delays require significant client resources to ensure achievement of contract requirements.

**Fair:** Delays require minor client resources to ensure achievement of contract requirements.

**Good:** There are no, or minimal, delays that impact achievement of contract requirements.

**Excellent:** There are no delays and the bidder has exceeded the agreed upon time schedule.

**Outstanding:** The bidder has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where bidder performance clearly exceeds the performance levels described as "Excellent".

### **Business Relations**

**Unsatisfactory:** Response to inquiries and/or technical, service, administrative issues is not effective. If not substantially mitigated or corrected it should constitute a significant impediment in considerations for future awards.

**Poor:** Response to inquiries and/or technical, service, administrative issues is marginally effective.

**Fair:** Response to inquiries and/or technical, service, administrative issues is somewhat effective.

**Good:** Response to inquiries and/or technical, service, administrative issues is consistently effective.

**Excellent:** Response to inquiries and/or technical, service, administrative issues exceeds client expectation.

**Outstanding:** The bidder has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where bidder performance clearly exceeds the performance levels described as "Excellent".