



**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.

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

5. Remarks on outstanding performance:

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

6. Remarks on unsatisfactory performance:

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

7. Please identify any corporate affiliations with the offeror.

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

Unsatisfactory	Poor	Fair	Good	Excellent	Outstanding
0	1	2	3	4	5

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?

Unsatisfactory	Poor	Fair	Good	Excellent	Outstanding
0	1	2	3	4	5

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?

Unsatisfactory	Poor	Fair	Good	Excellent	Outstanding
0	1	2	3	4	5

RATING: = _____

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

Unsatisfactory	Poor	Fair	Good	Excellent	Outstanding
0	1	2	3	4	5

RATING: = _____

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

Unsatisfactory	Poor	Fair	Good	Excellent	Outstanding
0	1	2	3	4	5

RATING: = _____

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

Unsatisfactory	Poor	Fair	Good	Excellent	Outstanding
0	1	2	3	4	5

RATING: = _____

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

Unsatisfactory	Poor	Fair	Good	Excellent	Outstanding
0	1	2	3	4	5

RATING: = _____

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

Unsatisfactory	Poor	Fair	Good	Excellent	Outstanding
0	1	2	3	4	5

RATING: = _____

16. Other comments that you wish to make:

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

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:

Unsatisfactory	Poor	Fair	Good	Excellent	Outstanding
0	1	2	3	4	5

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".