

**PAST PERFORMANCE QUESTIONNAIRE  
SOURCE SELECTION SENSITIVE INFORMATION**

**Name of Offeror:** \_\_\_\_\_

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

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

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

**Contract Value:** \_\_\_\_\_ **Type of Contract:** \_\_\_\_\_

**Period of Performance:** \_\_\_\_\_

**The ratings below are to be supplied by the client/contractor identified above, NOT the offeror.**

1. Remarks on outstanding performance: (Provide data supporting this observation; you may continue on a separate sheet if needed.)

2. Remarks on unsatisfactory performance: (Provide data supporting this observation; you may continue on a separate sheet if needed.)

3. Please identify any corporate affiliations with the offeror.

4. Other comments that you wish to make:

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

6. 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 offeror shall be evaluated based on the following ratings and performance categories:

### **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 offeror has met the contract requirements.

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

**Outstanding:** The offeror 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 offeror 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 offeror has met the contract requirements.

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

**Outstanding:** The offeror 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 offeror 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 offeror has exceeded the agreed upon time schedule.

**Outstanding:** The offeror 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 offeror 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 offeror 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 offeror performance clearly exceeds the performance levels described as "Excellent".