Past Performance Survey
36C25025R0078

NOTE: This Past Performance Survey Form is Exhibit Q of Request for Lease Proposal (RLP) 36C25025R0078 and must be received via e-mail kevin.adkins@va.gov and lee.grant@va.gov from the reference(s) prior to the closing date and time stated in Section 3.02 of the RLP. The completed survey must be received directly from the reference completing the survey.

Rating	Abbreviation	Description
Exceptional	E	Performance meets lease requirements and exceeds many to the lessee's benefit. The lease performance of the element or sub-element being evaluated was accomplished with few minor problems for which corrective actions taken by the lessor were highly effective.
Satisfactory	S	Performance meets lease requirements. The lease performance of the element or sub-element contains some minor problems for which corrective actions taken by the Lessor appear or were satisfactory.
Marginal	M	Performance does not meet some lease requirements. The lease performance of the element or sub-element being evaluated reflects a serious problem for which the Lessor has not yet identified corrective actions. The Lessor's proposed actions appear only marginally effective or were not fully implemented.
Unsatisfactory	U	Performance does not meet lease requirements. The lease performance of the element or sub-element being evaluated reflects a serious problem for which the Lessor has not yet identified corrrective actions.
Neutral	N	Not Applicable or No performance record identifiable.

For the following elements select a rating from the chart above and CIRCLE the appropriate LETTER:

Management of Leased Space

Lessor provided experienced/qualified staff or personnel to meet lease requirements: E S M U N

Lessor maintained the leased building in a professional manner that was considered sound and substantial with the facade in good condition per the terms of the lease. E S M U N

Lessor maintained the grounds / parking in an attractive and professional manner and in good condition per the terms of the lease. E S M U N

Lessor provided services (janitorial, snow removal, utilities, repairs) per the terms of the lease. E S M U N

Customer Satisfaction

The quality of construction and materials used were acceptable and per the terms of the lease. E S M U N

The Lessor was responsive to service requests. E S M U N

The lessor was responsive to communications pertaining to the lease administration. E S M U N

Lessor resolved issues to the lessee's satisfaction and in accordance with the terms of the lease. E S M U N

Lessor / subcontractor provided all services in a courteous and professional manner. E S M U N

Timeliness

Construction project management met the lease agreement timeline. E S M U N

The leased space was delivered in a timely manner. E S M U N

Punch list items from the construction phase were completed in a timely manner. E S M U N

Lessor / subcontractor provided all services in a prompt manner. E S M U N

Provide any explanation you may feel is required to clarify any of the above responses:

_____
_____
_____
_____
_____
_____
_____
_____

Narrative Summary

What were the Lessor's greatest strengths in the performance of the lease/lease?

_____
_____
_____
_____

What were the Lessor's greatest opportunity for improvement in the performance of the lease?

_____
_____
_____
_____

Were there any compliance difficulties experienced during performance of this lease/lease?

_____
_____
_____
_____

Would you have any reservations about soliciting this Lessor in the future or having their subcontractors' perform one of your critical requirements?

_____
_____
_____
_____

Are there any other issues not covered you feel important to note about performance of this Lessor/lease?

_____
_____
_____
_____

Past Performance Survey
36C25025R0031

Government leases only: Has/was this lease partially or completely terminated for default or convenience or are there any pending terminations?

Yes _____Default _____Convenience ___Pending Terminations ___NO _____

If yes, explain (e.g., inability to meet price, performance, or delivery schedules, etc.)

_____
_____
_____
_____

Considering all the information provided above, by selecting one of the rating descriptions, please rate the Lessor's performance overall . E S M U N.

_____
Printed Name of Evaluator

_____
Signature

_____
Name of Company

_____
Phone Number

_____
Date

_____
Lease/Lease Name

_____
Period of Performance