SOLICITATION: 1305M226Q0136

ATTACHMENT: 2.A PAST PERFORMANCE QUESTIONNAIRE

NOTE: THE GOVERNMENT RESERVES THE RIGHT TO VERIFY ANY AND ALL INFORMATION ON THIS FORM.

*ADJECTIVE RATINGS AND DEFINITIONS TO BE USED TO BEST REFLECT YOUR EVALUATION OF THE CONTRACTOR'S PERFORMANCE*

| RATING | DEFINITION | NOTE |
|---|---|---|
| **(E) Exceptional** | Performance meets contractual requirements and exceeds many to the Government/Owner's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor was highly effective. | An Exceptional rating is appropriate when the Contractor successfully performed multiple significant events that were of benefit to the Government/Owner. A singular benefit, however, could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified. |
| **(VG) Very Good** | Performance meets contractual requirements and exceeds some to the Government's/Owner's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective. | A Very Good rating is appropriate when the Contractor successfully performed a significant event that was a benefit to the Government/Owner. There should have been no significant weaknesses identified. |
| **(S) Satisfactory** | Performance meets minimum contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory. | A Satisfactory rating is appropriate when there were only minor problems, or major problems that the contractor recovered from without impact to the contract. There should have been NO significant weaknesses identified. Per DOD policy, a fundamental principle of assigning ratings is that contractors will not be assessed a rating lower than Satisfactory solely for not performing beyond the requirements of the contract. |
| **(M) Marginal** | Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented. | A Marginal is appropriate when a significant event occurred that the contractor had trouble overcoming which impacted the Government/Owner. |
| **(U) Unsatisfactory** | Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains serious problem(s) for which the contractor's corrective actions appear or were ineffective. | An Unsatisfactory rating is appropriate when multiple significant events occurred that the contractor had trouble overcoming and which impacted the Government/Owner. A singular problem, however, could be of such serious magnitude that it alone constitutes an unsatisfactory rating. |
| **(N) Not Applicable** | No information or did not apply to your contract | Rating will be neither positive nor negative. |

**TO BE COMPLETED BY CLIENT REFERENCE**

| **CLIENT REFERENCE INFORMATION** |
|---|
| **Client Reference Information**<br>Name:<br>Title:<br>Phone Number:<br>Email Address: |
| **Describe role as the Client in the project:** |
| **Date Questionnaire was completed** (mm/dd/yy)**:** |
| **Client Reference's Signature:** |

**PLEASE CIRCLE THE ADJECTIVAL RATING THAT BEST REFLECTS YOUR EVALUATION (AS THE CLIENT REFERENCE) OF THE CONTRACTOR'S PERFORMANCE OR PROVIDE RESPONSES.**

| **1. QUALITY** | | | | | | |
|---|---|---|---|---|---|---|
| a) Quality of technical data/report preparation efforts | E | VG | S | M | U | N |
| b) Ability to meet quality standards specified for technical performance | E | VG | S | M | U | N |
| c) Effectiveness of contract problem resolution without extensive customer guidance | E | VG | S | M | U | N |
| d) Adequacy/effectiveness of quality control program and adherence to contract quality assurance requirements (without adverse effect on performance) | E | VG | S | M | U | N |
| e) Did the contractor demonstrate a history of delivering products and services that met or exceeded the requirements of the contact? | Yes | | | No | | |
| **2. SCHEDULE** | | | | | | |
| a) Compliance with contract delivery/completion schedules including any significant intermediate milestones. *(If liquidated damages were assessed or the schedule was not met, please address below)* | E | VG | S | M | U | N |
| b) Rate the contractor's use of available resources to accomplish tasks identified in the contract | E | VG | S | M | U | N |
| **3. COST CONTROL (Not required for firm-fixed-price contracts)** | | | | | | |
| a) Ability to meet the terms and conditions within the contractually agreed price(s)? | E | VG | S | M | U | N |
| b) Contractor proposed innovative alternative methods/processes that reduced cost, improved maintainability or other factors that benefited the client. *If so, please explain in Remarks Section.* | E | VG | S | M | U | N |
| c) If this is/was a Government cost type contract, please rate the Contractor's timeliness and accuracy in submitting monthly invoices with appropriate back-up documentation, monthly status reports/budget variance reports, compliance with established budgets and avoidance of significant and/or unexplained variances (under runs or overruns) | E | VG | S | M | U | N |
| d) Is the Contractor's accounting system adequate for management and tracking of costs? *If no, please explain in Remarks section.* | | Yes | | | No | |
| e) If this is/was a Government contract, has/was this contract been partially or completely terminated for default or convenience or are there any pending | | Yes | | | No | |

| | | | | | | |
|---|---|---|---|---|---|---|
| terminations? *Indicate if show cause or cure notices were issued, or any default action in comment section below.* | | | | | | |
| f) Have there been any indications that the contractor has had any financial problems? *If yes, please explain below.* | Yes | | | No | | |
| **4. MANAGEMENT** | | | | | | |
| a) Effectiveness of on-site management, including management of subcontractors, suppliers, materials, and/or labor force | E | VG | S | M | U | N |
| b) Ability to hire, apply, and retain a qualified workforce to this effort | E | VG | S | M | U | N |
| c) Demonstrated ability to maintain a stable workforce | E | VG | S | M | U | N |
| d) Government Property Control | E | VG | S | M | U | N |
| e) Knowledge/expertise demonstrated by contractor personnel | E | VG | S | M | U | N |
| f) Utilization of Small Business concerns | E | VG | S | M | U | N |
| g) Ability to simultaneously manage multiple projects with multiple disciplines | E | VG | S | M | U | N |
| h) Ability to assimilate and incorporate changes in requirements and/or priority, including planning, execution and response to Government changes | E | VG | S | M | U | N |
| i) Effectiveness of overall management (including ability to effectively lead, manage and control the program) | E | VG | S | M | U | N |
| **5. REGULATORY COMPLIANCE** | | | | | | |
| a) Compliance with contractual terms/provisions *(explain if specific issues)* | E | VG | S | M | U | N |
| b) Compliance with contract reporting requirements *(explain if specific issues)* | E | VG | S | M | U | N |
| **6. OVERALL CUSTOMER SATISFACTION:** | | | | | | |
| a) Contractor was reasonable and cooperative in dealing with your staff (including the ability to successfully resolve disagreements/disputes; responsiveness to administrative reports, businesslike and communication) | E | VG | S | M | U | N |
| b) To what extent was the contractor cooperative, businesslike, and concerned with the interests of the customer? | E | VG | S | M | U | N |
| c) Ability to successfully respond to emergency and/or surge situations (including notifying COR, PM or Contracting Officer in a timely manner regarding urgent contractual issues). | E | VG | S | M | U | N |
| d) Overall customer satisfaction | E | VG | S | M | U | N |
| e) Would you hire or work with this firm again? *(If no, please explain below)* | Yes | | | No | | |
| f) In summary, provide an overall rating for the work performed by this contractor. | E | VG | S | M | U | N |

**Please provide responses to the questions above (*if applicable*) and/or additional remarks. Furthermore, please provide a brief narrative addressing specific strengths, weaknesses, deficiencies, or other comments which may assist our office in evaluating performance risk** *(please attach additional pages if necessary)*: