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TE-12

PAST PERFORMANCE QUESTIONNAIRE

The government is placing increased emphasis in its acquisitions on “past performance” as a source selection evaluation factor. You have been provided as a reference in response to the solicitation for Resource Conservation and Recovery Act (RCRA) services for the United States Army Alaska. In order for the government to evaluate the past performance of the firm providing you as a reference, please complete this questionnaire and FAX it to (907) 384-7112, or mail it directly to the address shown below no later than 21 November 2003.

Regional Contracting Office Alaska,
 Attn: Edith Smith, Contract Specialist
 P O Box 5-525
 Fort Richardson, Alaska 99505-0525

The individual knowledgeable of the contractor’s day-to-day operations and overall performance should complete this questionnaire. However, that individual is encouraged to supplement their own knowledge of the contractor’s performance with the judgment of others within their organization, as applicable.

The following chart depicts the ratings that are to be used to evaluate the contractor’s performance:

E	VG	S	N	M	U
Exceptional	Very Good	Satisfactory	Neutral	Marginal	Unsatisfactory
Performance met all contract requirements and exceeded many. Problems, if any, were negligible, and were resolved in a timely and highly effective manner.	Performance met all contract requirements and exceeded some. There were a few minor problems which the contractor resolved in a timely, effective manner.	Performance met contract requirements. There were some minor problems, and corrective actions taken by the contractor were satisfactory.	No record of past performance, or the record is inconclusive.	Performance did not meet some contractual requirements. There were problems, some of a serious nature, for which corrective action was only marginally effective.	Performance did not meet contractual requirements. There were serious problems, and the contractor’s corrective actions were ineffective.

When responding to the questions listed, circle the letter that most accurately describes the contractor’s performance or situation. For any neutral, marginal, or unsatisfactory rating, please provide explanatory narratives in the remarks block. These narratives need not be lengthy, just detailed. If a question is not applicable, circle N/A. If you circle a Yes/No answer that is marked with an asterisk (*), please provide a corresponding explanation in the remarks block. If more space is needed, use the back of the questionnaire or attach additional pages. Handwritten responses to this questionnaire are acceptable. However, if responses are handwritten, please print legibly.

Your time and effort in providing this vitally important information are greatly appreciated.

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CONTRACT INFORMATION:

A. Contractor: _____

B. Contractor's Address: _____

C. Point of Contact: _____

D. Contract Number: _____

E. Period of Performance: _____

F. Contract Type: Fixed Price _____ Cost Reimbursement _____
 Other _____(specify)

G. Contract Amount: _____

H. Prime Contractor: YES NO

I. Services Provided (explain in detail the type of services provided by the contractor):

RESPONDENT INFORMATION:

A. Name: _____

B. Position and Title: _____

C. Telephone Number: _____ FAX Number: _____

D. Address: _____

E. Relationship and Time Involved with Contractor: _____

F. Date Questionnaire was Completed: _____

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QUALITY OF SERVICE

1. Contractor's ability to meet minimum quality standards specified for performance.	E	VG	S	N	M	U	N/A
2. Contractor's ability to effectively control the quality of services provided.	E	VG	S	N	M	U	N/A
3. Contractor's compliance with contractual terms and conditions.	E	VG	S	N	M	U	N/A
4. Contractor received minimal complaints for RCRA services rendered.	E	VG	S	N	M	U	N/A
5. Overall rating of contractor's response to customer complaints or concerns.	E	VG	S	N	M	U	N/A
6. Overall rating of contractor's quality of service.	E	VG	S	N	M	U	N/A

TIMELINESS OF PERFORMANCE

1. Contractor's ability to meet specific deadlines and scheduled time frames for completion of specific tasks.	E	VG	S	N	M	U	N/A
2. Contractor's responsiveness/timeliness for providing reports and required documentation	E	VG	S	N	M	U	N/A
3. Contractor's management of RCRA processes were effective and efficient.	E	VG	S	N	M	U	N/A
4. Contractor's timeliness in document preparation and removal of regulated waste.	E	VG	S	N	M	U	N/A
5. Overall rating of contractor's responsiveness/timeliness.	E	VG	S	N	M	U	N/A

BUSINESS RELATIONS/PRACTICES

1. Contractor's ability to identify problems and potential problems, and promptly notify the Contracting Officer.	E	VG	S	N	M	U	N/A
2. Contractor's ability to correct problems and prevent or mitigate potential problems in a timely manner.	E	VG	S	N	M	U	N/A

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3.	Contractor's willingness to improve and correct noncompliance issues or concerns.	E	VG	S	N	M	U	N/A
4.	Contractor's ability to use effective approaches and provide technical expertise and resources to solve contract problems.	E	VG	S	N	M	U	N/A
5.	Extent to which the contractor has demonstrated reasonable and cooperative behavior.	E	VG	S	N	M	U	N/A
6.	Contractor's working relationship with the Contracting Officer, quality assurance personnel, and customers.	E	VG	S	N	M	U	N/A
7.	Contractor's flexibility in satisfying the requirements of its customers.	E	VG	S	N	M	U	N/A
8.	Extent to which the contractor provided prompt and courteous service when responding to customer complaints.	E	VG	S	N	M	U	N/A
9.	Overall rating of customer satisfaction.	E	VG	S	N	M	U	N/A
10.	Overall rating of business relations.	E	VG	S	N	M	U	N/A

MANAGEMENT OF KEY PERSONNEL

1.	Contractor's ability to select and retain cooperative and effective key personnel, such as the contract manager and quality control personnel.	E	VG	S	N	M	U	N/A
2.	Extent key personnel were knowledgeable about contractual requirements.	E	VG	S	N	M	U	N/A
3.	Contractor's ability to meet appropriate staffing levels with qualified personnel in order to provide required services.	E	VG	S	N	M	U	N/A
4.	Contractor's ability to effectively manage subcontractors.	E	VG	S	N	M	U	N/A
5.	Overall rating of contractor's management of key personnel.	E	VG	S	N	M	U	N/A

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CONTRACTUAL CONSIDERATIONS

1. Has an election ever been made not to exercise an option or continue relations due to contractor's poor performance?		YES*						NO
2. Has a Contract Discrepancy Report ever been issued?		YES*						NO
3. Has a cure notice or show cause notice ever been issued?		YES*						NO
4. Extent to which the contractor provided reliable, supportable cost estimates or proposals.	E	VG	S	N	M	U	N/A	
5. Overall rating of contractor's performance under this contract.	E	VG	S	N	M	U	N/A	
6. Would you hire this contractor again?		YES						NO*
7. Has the contractor had any Notice of Violation(s) or Letter of Deficiency(s), if so explain?		YES						NO

REMARKS

Additional pages maybe used.