**Past Performance Questionnaire**

1. The Bidder noted in section “*A”* below has identified the Questionnaire Respondent as someone for whom the Contractor provided a service similar to the service requirement in the statement below or has collaborated in other endeavors and can attest to the quality of work by the bidder.

The Contractor is submitting a proposal to The Community Partnership for the Prevention of Homelessness (TCP) to provide the following:

1. This Questionnaire should be completed by the individual most knowledgeable of the Contractor’s day‐to‐day operations and overall condition of the supplies/services provided under the referenced contract. However, that individual is encouraged to supplement their knowledge of the Contractor’s performance with the judgement and observations of others within their organization, as applicable.
2. Handwritten responses are sufficient, however, please ensure they are legible.
3. Please provide explanatory narratives for as many responses as possible. These narratives need not be lengthy, just descriptive. Space for narrative comments is included on the last page of the questionnaire. If more space is required, additional pages may be added to this questionnaire. Please clearly identify which evaluation factor a narrative applies to.

**A. BIDDER INFORMATION:** *(Bidder requesting reference complete Section A)*

|  |  |
| --- | --- |
| **Bidder Name:** |  |
| **Bidder Organization:** |  |
| **Solicitation Number:** |  |

**Note: If the Bidder holds, or has held, other contracts with your agency/organization in the last 3**

**years, please complete a separate questionnaire for each of those contracts.**

**B. QUESTIONNAIRE RESPONDENT INFORMATION:**

|  |  |
| --- | --- |
| **Respondent Name:** |  |
| **Title:** |  |
| **Company Name:** |  |
| **Company Address:** |  |
| **Phone Number:** |  |
| **Email Address:** |  |

**PERFORMANCE INFORMATION:**

1. Was there a contract, Memorandum of Understanding, Memorandum of Agreement or other formal agreement with the bidder that will be used as a reference for this past performance questionnaire?

**Yes No**

1. What was the period of performance start and end dates for the Reference Contract:

**From: To:**

1. Please use the following Performance Scale to rate the Bidder’s performance on the Reference Contract or the professional relationship, where a 6 is Exceptional and a 1 is Neutral. Please place the number that corresponds with the level of performance that you experienced/observed in the box on the right side of the performance criteria.
2. Please provide a narrative explanation for any ratings of 1, 2 or 3.

***Performance Scale***

|  |  |  |
| --- | --- | --- |
| 6 | Exceptional | Performance meets contractual requirements with many exceeded to the benefit of the Government or client (if a non‐Government contract). The contractual performance of the element or sub‐element being assessed was accomplished with no more than a few minor problems for which corrective actions taken by the contractor were highly  effective. |
| 5 | Good | Performance meets contractual requirements with some exceeded to the benefit of the Government or client (if a non‐Government contract). The contractual performance of the element or sub‐element being assessed was accomplished with no more than some  minor problems for which corrective actions taken by the contractor were effective. |
| 4 | Satisfactory | Performance meets contractual requirements. The contractual performance of the element or sub‐element contains some minor problems for which corrective actions  taken by the contractor were satisfactory. |
| 3 | 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 or the contractor's  proposed actions appear only marginally effective or were not satisfactory. |
| 2 | 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 a  serious problem for which the contractor's corrective actions appear, or were ineffective. |
| 1 | Neutral | Performance was not observed or not applicable to the current effort being reported  against |

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| --- | --- | --- |
|  | **SCHEDULE** | RATING |
| 1 | Contractor’s responsiveness/timeliness in providing the required services. |  |
| 2 | Contractor’s responsiveness/timeliness to administrative functions of the contract. |  |
| 3 | Contractor’s responsiveness/timeliness in responding to questions or correspondence. |  |
| 4 | Contractor’s compliance with contract terms and conditions. |  |
| 5 | Were any contract concessions, changes, or terminations made due to the contractor’s failure to accurately plan? |  |
|  | **MANAGEMENT OF KEY PERSONNEL** | RATING |
| 6 | Demonstrated the ability to hire, maintain, and replace, if necessary, qualified personnel during the contract period? |  |

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| --- | --- | --- |
|  | **QUALITY OF SERVICES** | RATING |
| 7 | Provided effective quality control and/or inspection procedures to meet contract requirements. |  |
| 8 | Corrected deficiencies in a timely manner and pursuant to the quality control procedures. |  |
| 9 | Provided timely resolution of contract discrepancies. |  |
| 10 | Displayed initiative to identify and solve problems as they occurred. |  |
| 11 | Demonstrated ability to assimilate & accommodate changes in contractual requirements and/or priorities. |  |
| 12 | Exhibited knowledge of, and compliance with, Government (or other) rules and regulations. |  |
| 13 | **For programs that have operated scattered site programming only.**  Possessed and utilized the tools and equipment necessary to adequately provide the required services. |  |
| 14 | Did the Contractor ever fail to effectively control the quality of services provided? If Yes, please explain in the Narrative Remarks section below. |  |
| 15 | Was a Contract Discrepancy Report, or equivalent, ever issued? If Yes, please explain in the Narrative Remarks section below. |  |
| 16 | Has Contractor demonstrated the ability to correct any issued contract deficiencies? If Yes, please explain in the Narrative Remarks section below. |  |
| 17 | Has this Contractor ever been terminated for default? If Yes, please explain in the Narrative Remarks section below. |  |
| 18 | Has an election ever been made to not exercise an option due to the Contractor's poor performance? If Yes, please explain in the Narrative Remarks section below. |  |

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| --- | --- | --- |
|  | **BUSINESS RELATIONS** | RATING |
| 19 | Have there been any violations of Public Law, especially the Service Contract Act? If Yes, please explain in the Narrative Remarks section below. |  |
| 20 | Contractor's ability/willingness to promptly and courteously resolve customer complaints. |  |
| 21 | Contractor's overall commitment to customer satisfaction. |  |
| 22 | Contractor's overall cooperation relative to the contract. |  |
| 23 | How would you rate the Contractor's overall performance? |  |
| 24 | Would you award another contract to this Contractor? If Not, please explain in the Narrative Remarks section below. |  |

**Narrative Remarks: (Please include the corresponding question # in the remark):**