

**ATTACHMENT 13**  
**PAST PERFORMANCE EVALUATION QUESTIONNAIRE**  
**U.S. DEPARTMENT OF STATE**  
**OFFICE OF ACQUISITION MANAGEMENT**

**1. CONTRACT INFORMATION**

- (a) Contractor: \_\_\_\_\_
- (b) Contract No.: \_\_\_\_\_
- (c) Type of Contract: \_\_\_\_\_  
 Negotiated or  Sealed Bid;  Competitive or  Non-Competitive  
 Fixed Price; type: \_\_\_\_\_  Cost; type: \_\_\_\_\_
- (d) Period of Performance: From \_\_\_\_\_ to \_\_\_\_\_
- (e) Initial Contract Value: \_\_\_\_\_ Final Contract Value: \_\_\_\_\_
- (f) Brief Description of Requirement: \_\_\_\_\_  
\_\_\_\_\_
- (g) Complexity of Effort (Check one):  Difficult  Routine

**2. RATER INFORMATION**

Please provide the information requested below to assist the DoS in tracking responses and resolving conflicts. This information will be kept confidential.

Name: \_\_\_\_\_

Telephone/FAX Nos.: \_\_\_\_\_ / \_\_\_\_\_

Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

Position Title/Grade: \_\_\_\_\_

Length of Involvement in Contract: \_\_\_\_\_

Questionnaire Completion Date: \_\_\_\_\_

**3. GENERAL INFORMATION**

Please answer the questions below:

- (a) **Has the Contractor even been given a cure notice, show cause notice, suspension of progress payments, or letters of direction?**  Yes  No  
If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_
- (b) **Has this contract been partially or completely terminated?**  Yes  No  
 Default  Convenience  
If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_

(c) **Are there any partially or complete terminations?**  Yes  No  
 Default  Convenience

If yes, please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

(d) **If an award/incentive fee contract, what percent of the available fee did the Contractor usually receive?** \_\_\_\_\_

(e) **Changes in contract dollar amount throughout the life of the contract are/were attributable, for the most part, to:**  Customer-issued change orders,  claims submitted by the Contractor,  other customer actions, or  other Contractor actions.

Please explain: \_\_\_\_\_  
 \_\_\_\_\_

**4. RATING PAST PERFORMANCE**

**4.1 INTEGRATION EXPERIENCE**

Configuring, assembling, integrating, and testing hardware and software components acquired from disparate sources into operational systems. The definitions for the adjectival rating categories are provided below:

<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>	<b>UNSATISFACTORY</b>
All system performance requirements are enhanced or exceeded; all system operational requirements met or exceeded.	All system performance requirements are met; all system operational requirements are met.	Most system performance requirements are met; most system operational requirements are met; some customer intervention required.	Some system performance requirements are met; some system operational requirements are met; substantial customer intervention required	Nonconformances compromise the program severely despite substantive intervention by the customer.

Please rate the categories below as they relate to this subfactor. If a marginal or unacceptable rating is given, please discuss below. If a statement is not applicable, indicate 'NA'.

A. Contractor's demonstrated performance in integrating and fully configuring mainframes, peripherals, and software composed of components from multiple sources.

**RATING:**  E  G  F  P  U  NA

B. Contractor's demonstrated performance in planning, providing, and controlling production capacity to satisfy heavy ordering volume.

**RATING:**  E  G  F  P  U  NA

C. Consistency, reliability, level of Contractor's technical performance in integrating systems.

**RATING:**  E  G  F  P  U  NA

D. Contractor's ability and responsiveness in meeting quick turnaround requirements.

**RATING:**  E  G  F  P  U  NA

E. Effectiveness of Contractor's organizational structure, span of control, and escalation procedures in providing successful performance.

**RATING:**  E  G  F  P  U  NA

F. Contractor's ability to manage and resolve integration problems.

**RATING:**                       E     G     F     P     U     NA

**4.2      SYSTEM RELIABILITY EXPERIENCE**

Assuring stable, reliable systems at high levels of availability. The definitions for the adjectival rating categories are provided below:

<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>	<b>UNSATISFACTORY</b>
System uptime requirements are met or exceeded; problems expediently resolved.	System uptime requirements are met; problems resolved with minimal disruption.	System uptime requirements not met; problems resolved with some customer intervention.	System uptime requirements not met; problems resolved with substantial customer intervention.	Nonconformances compromise the program severely despite substantive intervention by the customer.

Please rate the categories below as they relate to this subfactor. If a marginal or unacceptable rating is given, please discuss below. If a statement is not applicable, indicate 'NA'.

A. Contractor's demonstrated performance in meeting system uptime requirements.

**RATING:**                       E     G     F     P     U     NA

B. Contractor's ability to resolve problems that impact system availability.

**RATING:**                       E     G     F     P     U     NA

C. Contractor's demonstrated performance in planning for configuration changes that may impact system availability.

**RATING:**                       E     G     F     P     U     NA

D. Contractor's ability to coordinate the efforts of subcontractors and customer personnel to resolve availability problems.

**RATING:**                       E     G     F     P     U     NA

E. Contractor's understanding of negative effects of system downtime on customers and applications.

**RATING:**                       E     G     F     P     U     NA

**4.3      MAINTENANCE EXPERIENCE**

Providing resources (personnel and components) to maintain hardware and software from multiple vendors. The definitions for the adjectival rating categories are provided below:

<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>	<b>UNSATISFACTORY</b>
All maintenance requirements are enhanced or exceeded.	All maintenance requirements are met.	Most maintenance requirements are met; some customer intervention required.	Some maintenance requirements are met; substantial customer intervention required.	Nonconformances compromise the program severely despite substantive intervention by the customer.

Please rate the categories below as they relate to this subfactor. If a marginal or unacceptable rating is given, please discuss below. If a statement is not applicable, indicate 'N/A'.

A. Contractor's demonstrated performance in maintaining hardware and software from multiple vendors.

**RATING:**                       E     G     F     P     U     NA

B. Contractor’s demonstrated performance in managing third parties associated with hardware and software maintenance.

**RATING:**  E  G  F  P  U  NA

C. Contractor’s demonstrated performance in maintaining hardware and software and in meeting response times and effecting on-site remedial repairs.

**RATING:**  E  G  F  P  U  NA

D. Contractor’s demonstrated performance in obtaining spare parts and in providing replacement components on a timely basis.

**RATING:**  E  G  F  P  U  NA

E. Contractor’s demonstrated ability to provide qualified personnel for hardware and software.

**RATING:**  E  G  F  P  U  NA

F. Contractor’s ability and responsiveness in meeting quick turnaround requirements.

**RATING:**  E  G  F  P  U  NA

G. Effectiveness of Contractor’s organizational structure, span of control, and escalation procedures in providing successful performance.

**RATING:**  E  G  F  P  U  NA

H. Contractor’s ability to manage and resolve problems.

**RATING:**  E  G  F  P  U  NA

**4.4 SUPPORT SERVICES EXPERIENCE**

Provisioning as-needed technical support such as system performance evaluation and tuning. The definitions for the adjectival rating categories are provided below:

<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>	<b>UNSATISFACTORY</b>
All contractual requirements are enhanced or exceeded; resources provided for all services required are excellent.	All contractual requirements are met; resources provided for all services required are good.	Most contractual requirements are met; resources provided for most services required are satisfactory.	Most contractual requirements are not met; resources provided for most services required are unsatisfactory.	Nonconformances compromise the program severely despite substantive intervention by the customer.

Please rate the categories below as they relate to this subfactor. If a marginal or unacceptable rating is given, please discuss below. If a statement is not applicable, indicate ‘NA’.

A. Contractor’s demonstrated experience in providing support services such as system performance evaluation and tuning as well as site surveys, configuration management, and expert software support.

**RATING:**  E  G  F  P  U  NA

B. Effectiveness and reliability of Contractor personnel.

**RATING:**  E  G  F  P  U  NA

C. Contractor’s demonstrated ability to provide qualified personnel for support services.

**RATING:**                     E    G    F    P    U    NA

D. Contractor’s ability and responsiveness in meeting quick turnaround requirements.

**RATING:**                     E    G    F    P    U    NA

E. Contractor’s ability to satisfy security requirements and to obtain clearances for personnel in a prompt fashion.

**RATING:**                     E    G    F    P    U    NA

F. Performance in planning, scheduling, controlling, monitoring, and reporting on deliverables.

**RATING:**                     E    G    F    P    U    NA

G. Effectiveness of Contractor’s organizational structure, span of control, and escalation procedures in providing successful performance.

**RATING:**                     E    G    F    P    U    NA

H. Contractor’s ability to manage and resolve problems.

**RATING:**                     E    G    F    P    U    NA

**4.5 TRAINING EXPERIENCE**

Providing training and training materials, including hands-on training, utilizing production and support equipment. The definitions for the adjectival rating categories are provided below:

<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>	<b>UNSATISFACTORY</b>
All training objectives are enhanced or exceeded; resources provided for training are excellent.	Most training objectives are met; resources provided for training are good.	Met some training objectives; resources provided for training are satisfactory.	Most training objectives are not met; resources provided for training are unsatisfactory.	Training ineffective and compromises the program severely despite substantive intervention by the customer.

Please rate the categories below as they relate to this subfactor. If a marginal or unacceptable rating is given, please discuss below. If a statement is not applicable, indicate ‘NA’.

A. Quality and thoroughness of Contractor’s training materials.

**RATING:**                     E    G    F    P    U    NA

B. Competency and effectiveness of Contractor’s instructors.

**RATING:**                     E    G    F    P    U    NA

C. Contractor’s demonstrated performance in providing training tailored for different skill levels, e.g., novice, experienced, advanced.

**RATING:**                     E    G    F    P    U    NA

D. Contractor’s demonstrated performance in providing training for different levels of understanding, e.g., conceptual versus practical.

**RATING:**                     E    G    F    P    U    NA

E. Contractor’s ability to provide training specific to the needs of the students.

**RATING:**                                     E     G     F     P     U     NA

F. Contractor’s demonstrated performance in making use of production and support equipment for hands-on training.

**RATING:**                                     E     G     F     P     U     NA

**4.6 COST/PRICE CONTROL EXPERIENCE:**

Making best use of available funds to provide the most cost-effective resources. The definitions for the adjectival rating categories are provided below:

<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>	<b>UNSATISFACTORY</b>
Cost estimates are accurate; exceeds the norm on price issues; keeps costs down; proposals are well documented.	No cost/price issues, or issues do not impact program.	Cost/price issues are minor with little impact on program; some customer intervention required.	Cost/price issues impact program; substantial customer intervention required.	Cost/price issues compromise the program severely despite substantive intervention by the customer.

Please rate the categories below as they relate to this subfactor. If a marginal or unacceptable rating is given, please discuss below. If a statement is not applicable, indicate ‘NA’.

A. Contractor’s demonstrated performance in making best use of available funds.

**RATING:**                                     E     G     F     P     U     NA

B. Contractor’s effectiveness in seeking alternatives when obtaining needed resources.

**RATING:**                                     E     G     F     P     U     NA

C. Contractor’s ability to communicate the cost-effectiveness of various alternatives.

**RATING:**                                     E     G     F     P     U     NA

D. Contractor’s demonstrated performance in accurately estimating costs.

**RATING:**                                     E     G     F     P     U     NA

E. Contractor’s demonstrated performance in reporting both itemized and summarized costs.

**RATING:**                                     E     G     F     P     U     NA

**4.7 SUBCONTRACTING EXPERIENCE**

Meeting subcontracting goals for Small, Small Disadvantaged, and Woman-Owned Businesses. The definitions for the adjectival rating categories are provided below:

<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>	<b>UNSATISFACTORY</b>
Exceeded goals; excellent performance by subcontractors, payments always timely to subcontractors.	Met or exceeded goals; good performance by subcontractors, payments timely to subcontractors.	Met some goals; satisfactory performance by subcontractors, some payments timely to subcontractors.	Most goals not met; satisfactory performance by subcontractors and timely payments to subcontractors requires some intervention by the customer.	Subcontracting program ineffective and compromises the program severely despite substantive intervention by the customer.

Please rate the categories below as they relate to this subfactor. If a marginal or unacceptable rating is given, please discuss below. If a statement is not applicable, indicate 'NA'.

A. Contractor's effectiveness as prime contractor in establishing separate percentage goals for use of small, small disadvantaged, and women-owned small businesses and in achieving those goals.

<b>RATING:</b>	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> F	<input type="checkbox"/> P	<input type="checkbox"/> U	<input type="checkbox"/> NA
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B. Contractor's effectiveness in monitoring and controlling the performance of subcontractors and in improving the level of their overall performance.

<b>RATING:</b>	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> F	<input type="checkbox"/> P	<input type="checkbox"/> U	<input type="checkbox"/> NA
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C. Contractor's effectiveness in using source lists, such as the SBA's Procurement Automated Source System database, and other means to locate small, small disadvantaged, and women-owned small businesses and in establishing its own system of records to demonstrate plan compliance.

<b>RATING:</b>	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> F	<input type="checkbox"/> P	<input type="checkbox"/> U	<input type="checkbox"/> NA
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D. Contractor's promptness in making payments to subcontractors.

<b>RATING:</b>	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> F	<input type="checkbox"/> P	<input type="checkbox"/> U	<input type="checkbox"/> NA
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E. Contractor's effectiveness in maintaining contact with subcontractors and in managing and resolving problems.

<b>RATING:</b>	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> F	<input type="checkbox"/> P	<input type="checkbox"/> U	<input type="checkbox"/> NA
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F. Contractor's effectiveness in choosing capable subcontractors and teaming partners and in maintaining good business relationships with them.

<b>RATING:</b>	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> F	<input type="checkbox"/> P	<input type="checkbox"/> U	<input type="checkbox"/> NA
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G. Contractor's effectiveness in solving contract performance problems without extensive guidance from customer personnel.

<b>RATING:</b>	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> F	<input type="checkbox"/> P	<input type="checkbox"/> U	<input type="checkbox"/> NA
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**4.8 CUSTOMER SATISFACTION AND BUSINESS RELATIONS EXPERIENCE:**

Establishing productive working relationships between customers and contractor, subcontractor, and vendor personnel. The definitions for the adjectival rating categories are provided below:

<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>	<b>UNSATISFACTORY</b>
Responses to questions/technical/service/administrative issues exceed the norm; displays ingenuity; relationships with other than prime contractor are seamless.	Responses to questions/technical/service/administrative issues are effective; contractors work effectively as a team.	Responses to questions/technical/service/administrative issues are usually effective; contractors work as a team requiring some customer intervention.	Responses to questions/technical/service/administrative issues are marginally effective; issues arise between contractors requiring substantial customer intervention.	Responses to questions/technical/service/administrative issues are ineffective; friction between contractors compromises the program severely despite substantive intervention by the customer.

Please rate the categories below as they relate to this subfactor. If a marginal or unacceptable rating is given, please discuss below. If a statement is not applicable, indicate 'NA'.

A. Contractor's demonstrated performance in responding to questions/technical/service/administrative issues.

RATING:	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> F	<input type="checkbox"/> P	<input type="checkbox"/> U	<input type="checkbox"/> NA
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B. Contractor's demonstrated performance in resolving problems that arise which involve customers and affect their applications.

RATING:	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> F	<input type="checkbox"/> P	<input type="checkbox"/> U	<input type="checkbox"/> NA
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C. Contractor's ability to coordinate the efforts of subcontractors and customer personnel to resolve customer problems.

RATING:	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> F	<input type="checkbox"/> P	<input type="checkbox"/> U	<input type="checkbox"/> NA
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D. Contractor's ability to communicate about the status of customer-related issues.

RATING:	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> F	<input type="checkbox"/> P	<input type="checkbox"/> U	<input type="checkbox"/> NA
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E. Contractor's understanding of the importance of customer-related issues.

RATING:	<input type="checkbox"/> E	<input type="checkbox"/> G	<input type="checkbox"/> F	<input type="checkbox"/> P	<input type="checkbox"/> U	<input type="checkbox"/> NA
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**5. CONCLUSION**

**Based on this Contractor's overall performance, would you award them another contract?**     Yes     No

If no, please explain. Please discuss any marginal or acceptable rating from Section 4:

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*The undersigned hereby confirms that the information provided in this document is correct as written. Should any corrections be required, the undersigned shall contact the Contracting Officer not later than 7 calendar days after the date of the signature below. This confirmation shall allow the Department of State to use the information contained herein as source selection information.*

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Signature

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Date



