

Decennial Census Contracts Acquisition Support

Solicitation Number 1333LB-23-MGBSAM-0004

ATTACHMENT J.4

PAST PERFORMANCE QUESTIONNAIRE

Contractor Name and Address:

Contract Number:

2. Type of Contract:

3. Contract Value (Current plus any unexercised options):

4. Period of Performance (including any option periods):

5. Description of requirement: (Attach additional pages if needed).

6. **Ratings.** Summarize Contractor performance and circle or type in the number below that corresponds to the performance rating for each category. Please see the attachment, which explains the rating scale.

Quality of Product or Service

- Compliance with contract requirements
- Accuracy of reports
- Appropriateness of personnel
- Technical excellence

0

1

2

3

4

Comments: Rating =

Problem Resolution

- Anticipates and avoids or mitigates problems
- Satisfactorily overcomes or resolves problems
- Prompt notification of problems
- Pro-active
- Effective Contractor-recommended solutions

0

1

2

3

4

Comments: Rating =

Cost Control <ul style="list-style-type: none"> - Within budget - Current, accurate and complete billings - Costs properly allocated - Unallowable costs not billed - Relationship of negotiated costs to actual - Cost efficiencies 	0 1 2 3 4	Comments Rating =
Timeliness of Performance <ul style="list-style-type: none"> - Meets interim milestones - Reliable - Stays on schedule despite problems - Responsive to technical direction - Completes work on time, including wrap-up and contract administration - No liquidated damages assessed 	0 1 2 3 4	Comments Rating =
Business Relations <ul style="list-style-type: none"> - Effective management - Use of performance-based management techniques - Business-like concern for the customer's interests - Effective management and selection of subcontractors - Effective small/small disadvantaged business subcontracting program - Reasonable/cooperative behavior - Effective use of technology in management and communication - Flexible - Minimal staff turnover - Maintains high employee morale - Resolves disagreements without being unnecessarily litigious. 	0 1 2 3 4	Comments: Rating =
Customer Service <ul style="list-style-type: none"> - Understands and embraces service and program goals - Team approach with the customer - Satisfaction of end users with the Contractor's service - Positive customer feedback - Prompt responses - Courteous interactions - Effective escalations and referrals - Initiative and proactive improvements - Creative service strategies 	0 1 2 3 4	Comments: Rating =

Supplementary Questions

- 7. Would you hire this Contractor again?
If not, why?
- 8. Were subcontracting goals required? If so, were the goals met? If not, why?
- 9. Other information not included above that you believe would help us in our past performance evaluation.

.....
(In accordance with the Federal Acquisition Streamlining Act, the following information will not be released to the Contractor.)

Evaluated by:

Agency/Organization:

Name and Title:

Telephone number:

E-mail address:

I hereby certify that the information in this form is accurate and complete to the best of my knowledge.

Signature // Date

Please return this form to the following address:	
U.S. Census Bureau Attn: Mr. Matthew Gore and Mr. Bryan Shearer Acquisitions Division 4600 Silver Hill Road Washington, DC 20233	<u>Send electronically to</u> Matthew.s.gore@census.gov AND Bryan.Allan.Shearer@census.gov
SOURCE SELECTION INFORMATION <input type="checkbox"/> SEE FAR 3.104 Information entered on this form will be used in source selection decisions and is protected under subsection 3.104 of the Federal Acquisition Regulation. Do not disclose information entered on this form to the Contractor or to any other person except as authorized by the contracting officer.	

Thank You for Your Cooperation and Assistance

Rating Guidelines

Quality of Product or Service

0 – Unsatisfactory	Nonconformance jeopardizes the achievement of contract goals; default.
1 - Poor	Nonconformance requires major agency intervention to ensure achievement of contract goals; show cause or cure notices.
2 - Fair	Quality meets specifications in most cases, however, some agency intervention required to ensure achievement of contract requirements.
3 - Good	Quality meets specifications in all cases.
4 - Excellent	Quality exceeds specifications in some cases.

Problem Resolution

0 - Unsatisfactory	Inadequately resolved problems jeopardize contract goals.
1 - Poor	Significant agency intervention required to resolve problems jeopardizing contract goals.
2 - Fair	Some agency intervention required to resolve problems jeopardizing contract goals.
3 - Good	Successfully overcomes or resolves all problems and achieves contract goals with minimal agency intervention.
4 - Excellent	Anticipates and avoids most problems and successfully overcomes all unforeseen problems.

Cost Control

0 - Unsatisfactory	Cost increases jeopardize achievement of contract goals; or billings routinely include unallowable costs.
1 - Poor	Significant cost increases; or some inaccurate billings including some with unallowable costs.
2 - Fair	Minor cost increases; or some inaccurate billings, but a minimal (1-2) number with unallowable costs.
3 - Good	Contractor performed within costs; but some late billings, none with unallowable costs.
4 - Excellent	Costs were less than the amount cited in the contract; and billings accurate and timely.

Timeliness of Performance

0 - Unsatisfactory	Delays jeopardize the achievement of contract goals.
1 - Poor	Other significant delays.
2 - Fair	Minor delays.
3 - Good	All deliverables on time.
4 - Excellent	All deliverables on time with some ahead of schedule; or stays on schedule despite unforeseen circumstances.

Business Relations

0 - Unsatisfactory	Unethical or illegal business practices.
1 - Poor	Business practices are not attuned to customer support.
2 - Fair	Business practices are somewhat attuned to customer support.
3 - Good	Business practices focus on customer support.
4 – Excellent	Highly effective, proactive business practices focused on customer support.

Customer Service

0 - Unsatisfactory	Response to service requests is routinely late, ineffective, or rude; customers express frustration or anger about many interactions; complaints are unresolved; Contractor seems unaware of service issues.
1 - Poor	Response to service requests is often late, ineffective or rude; some complaints are resolved.
2 -Fair	Response to service requests is uneven in timing or effectiveness; customer interactions are tenuous; Contractor is trying hard and understands service issues.
3 - Good	Response to service requests is timely, effective and courteous; customers express positive feedback; delivery of service is smooth and organized; collects customer feedback; customer problems are resolved well.
4 - Excellent	Response to service requests is timely, effective and courteous; the Contractor is proactive in building good relations with customers, proposing new service strategies, analyzing and reporting on service loads and collecting and using customer feedback.