Past Performance Survey

Building Maintenance Operations (BMO) Unrestricted Solicitation

**Past Performance Project identification (To be filled out by the Offeror):**

|  |  |
| --- | --- |
| CONTRACTOR NAME: | Click here to enter text. |
| CONTRACT or ORDER NUMBER: | **Click here to enter text.** |
| PROJECT TITLE: | **Click here to enter text.** |
| TOTAL PERIOD OF PERFORMANCE, INCLUDING OPTIONS | **Click here to enter text.** |

**Past Performance Reference Information (to be filled out by the Rater):**

|  |  |
| --- | --- |
| NAME: | Click here to enter text. |
| TITLE: | **Click here to enter text.** |
| AGENCY or CUSTOMER: | **Click here to enter text.** |
| PHONE: | **Click here to enter text.** |
| E-MAIL | **Click here to enter text.** |

For each of the past performance criteria elements listed below, the rater must choose One (1) Adjectival Rating by checking the box as applicable. At a minimum, for any rating that is checked **marginal** or **unsatisfactory**, please submit additional comments to substantiate the rating. If Cost Control is N/A, please explain why.

Please check the level of the Contractor's overall performance in each of the business management factors listed below. Check "N/A" if the factor does not apply to the contract being rated.

|  |  |  |
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| **Adjectival Rating** | **Point Value** | **Definition** |
| Excellent | 5 | Performance meets contractual requirements and exceeds many to the Government’s benefit. The contractual performance of the element or sub-element being evaluated was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective |
| Good | 4 | Performance meets contractual requirements and exceeds some to the Government’s benefit. The contractual performance of the element or sub-element being evaluated was accomplished with some minor problems for which corrective actions taken by the contractor were effective. |
| Satisfactory | 3 | 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 appear or were satisfactory |
| Marginal | 2 | Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being evaluated 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. |
| Unsatisfactory | 1 | 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(s) for which the contractor’s corrective actions appear or were ineffective. |
| N/A | “No Point Value” | Performance element is not applicable. |

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| **PAST PERFORMANCE CRITERIA ELEMENTS** | **PERFORMANCE LEVEL** | | | | | | **ADDITIONAL COMMENTS (\*Note: For Marginal or Unsatisfactory ratings, please provide additional comments)** |
|  | **Excellent** | **Good** | **Satisfactory** | **Marginal** | **Unsatisfactory** | **N/A** |  |
| 1. Quality of service(s) provided by contractor |  |  |  |  |  |  | Click here to enter text. |
| 2. Management, communication, and interfacing business relations with contract administrators and tenants |  |  |  |  |  |  | Click here to enter text. |
| 3. Timeliness and compliance with contractual performance of schedules and requirements |  |  |  |  |  |  | Click here to enter text. |
| 4. Cost control in accordance with the awarded contract cost or price |  |  |  |  |  |  | Click here to enter text. |
| 5. Responsiveness to emergency situations |  |  |  |  |  |  | Click here to enter text. |
| 6. Response time to deficiencies cited |  |  |  |  |  |  | Click here to enter text. |
| 7. Effectiveness of Quality Control Program |  |  |  |  |  |  | Click here to enter text. |
| 8. Effectiveness of Project Manager/Supervisor |  |  |  |  |  |  | Click here to enter text. |
| 9. Follow-up to complaints |  |  |  |  |  |  | Click here to enter text. |
| 10. Adequate staffing during Phase-In and contract duration |  |  |  |  |  |  | Click here to enter text. |
| 11. Overall rating of the Contractor's performance |  |  |  |  |  |  | Click here to enter text. |
| 12. If project was a U.S Federal Government project.  Utilization of Small Business Goals |  |  |  |  |  |  | Click here to enter text. |

13. Were there any significant or recurring deficiencies? **YES  NO**

If yes, please explain:

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14. Did the Contractor submit unnecessary proposals, which would increase the cost of the contract? **YES  NO**

If yes, please explain:

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15. Did the Contractor have backup staff for sickness and vacations? **YES  NO**

If no, please explain:

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**COMMENTS:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_