

### Past Performance Questionnaire

The U.S. Department of Agriculture Farm Service Agency (FSA) intends to acquire information technology support services for the FSA Information Services Technology Division. As part of the procurement process, an increased emphasis is being placed on past performance as a source selection factor.

In order to accurately evaluate the offeror's past performance, your assistance is requested in obtaining and verifying the past performance history of this offeror.

Two forms are provided to complete the evaluation: 1) **Performance Rating Form**; and 2) **Supplemental Comment Form**. Upon completion of this form, please submit it as an e-mailed attachment to Elizabeth Green at [Elizabeth.Green@kcc.usda.gov](mailto:Elizabeth.Green@kcc.usda.gov). Please make the subject line of the e-mail read "AG-645S-07-0002 (or AG-645S-07-0005) – Past Performance Questionnaire – *Insert Evaluated Company's Name.*"

The following standards shall be used in arriving at the rating.

- |                       |  |
|-----------------------|--|
| <b>Outstanding</b>    | <b><i>Contractor's performance exceeded customer expectations and was technically acceptable, providing significant features or benefits.</i></b>                  |
| <b>Satisfactory</b>   | <b><i>Contractor met customer expectations or contract requirements and demonstrated an acceptable understanding of the requirements.</i></b>                      |
| <b>Unsatisfactory</b> | <b><i>Contractor's performance was either marginal or did not meet customer expectations or contract requirements.</i></b>   |
| <b>Other</b>          | <b><i>If the element is not applicable, indicate with "N/A." If no data has been obtained or additional comments are provided, please note in this column.</i></b> |

**SOLICITATION NUMBER: AG-645S-S-07-0002 and AG-645S-S-07-0005  
ATTACHMENT H – PAST PERFORMANCE QUESTIONNAIRE**

<b>Performance Rating Form</b>	
<b>NAME OF COMPANY EVALUATED:</b>	
<b>ADDRESS OF COMPANY EVALUATED:</b>	
<b>CONTRACT NUMBER</b>	<b>CONTRACT PERIOD OF PERFORMANCE</b>
<b>CONTRACT VALUE</b>	<b>CONTRACT TYPE</b>
<b>CONTRACTING OFFICER NAME, ADDRESS, FAX AND TELEPHONE NUMBER, AND EMAIL ADDRESS</b>	
<b>TYPE OF SERVICES PERFORMED (ACTIVITY):</b>	
<b>NAME OF EVALUATOR, COMPANY/AGENCY, ADDRESS, FAX AND TELEPHONE NUMBER AND EMAIL ADDRESS</b>	<b>DATE EVALUATION PROVIDED</b>

**SOLICITATION NUMBER: AG-645S-S-07-0002 and AG-645S-S-07-0005**  
**ATTACHMENT H – PAST PERFORMANCE QUESTIONNAIRE**

<i>Performance Element</i>	<i>Outstanding</i>	<i>Satisfactory</i>	<i>Unsatisfactory</i>	<i>Other</i>
<b><i>Technical Performance (Quality of Product or Service)</i></b>				
<b>1. QUALITY OF TECHNICAL APPROACH</b> (For example: Were the services comprehensive, complete, and feasible? (Met the needs, performed successfully, and accommodated changing requirements.)				
<b>2. UNDERSTANDING OF REQUIREMENTS</b> (For example: Did the contractor show an understanding of the scope of the requirements and an appreciation of the complexity of the requirements? And did the contractor effectively identify flaws, inconsistencies and other inaccuracies in your technical direction?)				
<b><i>Timeliness of Performance</i></b>				
<b>3. EFFECTIVE AND EFFICIENT USE OF RESOURCES</b> (For example: Was the contractor able to obtain in a timely manner the amount and type of personnel resources required to support the project, effectively train personnel to perform the work required for the project, and maintain the required workforce throughout the term of the contract?)				
<b>4. TIMELINESS OF PERFORMANCE</b> (For example: Was the contractor successful in planning and proposing realistic schedules, monitoring performance, completing work on time, and implementing corrections/changes in a timely manner?)				
<b><i>Quality / Customer Satisfaction</i></b>				
<b>5. QUALITY OF PERFORMANCE/CUSTOMER SATISFACTION</b> (For example: Was the contractor committed to customer satisfaction?)				
<b>6. BUSINESS BEHAVIOR</b> (For example: Was the contractor reasonable and cooperative at the corporate and program levels in response to changes in technical direction, correcting errors, poor performance, criticism/rejection of contract deliverables and other quality issues?)				
<b>7. COMMUNICATION</b> (For example: Did the contractor work and communicate well with contracting officers, contracting officer's technical representatives, end users, other contractors, subcontractors, and in-house staff?)				
<b><i>Cost Control</i></b>				
<b>8. COST CONTROL</b> (For example: Was the contractor successful in planning and proposing realistic costs, monitoring performance, operating at or below budget, and implementing corrections/changes in a cost effective manner?)				
<b>FOR #9, PLEASE ANSWER "Yes" or "No", as appropriate</b>	<b>YES</b>		<b>NO</b>	
<b>9. Given the choice, would you do business with this contractor again?</b>				

## **Additional Comment Form**

**Please provide any additional comments regarding your performance element ratings in the space below. Please add additional pages as necessary.**