

**ATTACHMENT 24**  
**PAST PERFORMANCE QUESTIONNAIRE**  
*WHEN FILLED IN THIS DOCUMENT IS SOURCE SELECTION SENSITIVE INFORMATION*  
*LAW FAR 3.104*

**SECTION 1: CONTRACT IDENTIFICATION**

A. Contractor/Agency: \_\_\_\_\_

B. Contract Number: \_\_\_\_\_

C. Contract Type: \_\_\_\_\_

D. Period of Performance: \_\_\_\_\_

E. Card Type/Services Provided (please circle all that apply):

- Purchase Card
- Travel Card
- Fleet Card
- Integrated Card (Circle Types Integrated: [P] – [T] – [F])

F. Initial contact cost: \$ \_\_\_\_\_

G. Current/Final contract cost: \_\_\_\_\_

H. Reasons for difference between initial contract cost and final contract costs:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I. Description of services provided:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SECTION 2: CUSTOMER OR AGENCY IDENTIFICATION**

A. Customer or Agency Name: \_\_\_\_\_

B. Geographical description of services under this contract, i.e. local, nationwide, worldwide: \_\_\_\_\_

**SECTION 3: REFERENCE IDENTIFICATION**

A. Name: \_\_\_\_\_

B. Title: \_\_\_\_\_

C. Phone/Fax: \_\_\_\_\_

D. E-mail: \_\_\_\_\_

E. Years worked on Subject Contract: \_\_\_\_\_

#### SECTION 4: EVALUATION

The purpose of this evaluation is to understand your satisfaction with the Contractor in respect to delivery of charge card and related payment services.

Please indicate your satisfaction with the Contractor's performance by placing an "X" in the appropriate block using the scale provided to the right of each question. This scale is defined as follows:

CODE	PERFORMANCE LEVEL
Outstanding (O)	Performance meets contractual requirements and exceeds many (requirements) to the customer's benefit. The contractual performance of the element being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor were highly effective.
Very Good (VG)	Performance meets contractual requirements and exceeds some (requirements) to the customer's benefit. The contractual performance of the element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor were highly effective.
Acceptable (A)	Performance meets contractual requirements. The contractual performance of the element being assessed contains some minor problems for which corrective actions taken by the Contractor appear, or were, satisfactory.
Marginal (M)	Performance does not meet contractual requirements. The contractual performance of the 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 fully implemented.
Unacceptable (U)	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element being assessed contains serious problem(s) for which the Contractor's corrective actions appear, or were, ineffective.
Not Applicable (N/A)	Unable to provide a score or item is not applicable to the referenced contract.

Performance	O	VG	A	M	U	NA
<b>Quality of Product or Service:</b>						
Provide accurate deliverables/reports						
Meet service specifications of the contract						
Provide timely proposals						
Respond to short notice requirements						
Technical adequacy/effectiveness of quality control programs and adherence to contract quality assurance requirements						
Contractor implemented responsive/flexible processes to improve quality and timeliness of support						
Contractor proposed alternative methods/processes that reduced cost, improved maintainability or other factors that benefited the customer						
Indicate your satisfaction with your charge card/service provider's understanding of your card program						
<b>Schedule:</b>						
Ability of Contractor to provide deliverables/reports required by the contract on time						
Ability to manage transition from prior contract/service provider						
<b>Cost/Price Control:</b>						
Provide accurate contract costs/estimates						
Track and control costs						
Meet and perform within negotiated costs						
Provide current, accurate and complete invoices, billing						
<b>Business Relations:</b>						
Maintain effective relationship between key contractor personnel and key Government personnel						
Manage, resolve problems and respond to and/or integrate changes in mission-related requirements						
Understanding the customer objectives and technical requirements						
<b>Management of Personnel:</b>						
Attract, recruit, hire, train and retain qualified management and technical personnel to accomplish mission requirements						
Ability to hire/apply a qualified workforce to this effort						
Manage subcontractors to include identification and resolution of subcontractor problems						
Ensure continuation of services during absences or vacancies						
Replace/fill vacancies within timeframe specified						
<b>Utilization of Small Business:</b>						
Comply with Small Business Subcontracting Plan (Large Businesses only)						
Meet Small Business subcontracting goal as stated in the contract (Large Businesses only)						
Ability to meet or exceed small business goals set forth in the approved subcontracting plan						

*Please discuss each and every response for which you indicated Outstanding, Marginal or Unacceptable below:*

***NARRATIVE SUMMARY:***

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\_\_\_\_\_  
**Reference's Signature**

\_\_\_\_\_  
**Date**

THANK YOU FOR YOUR PROMPT RESPONSE AND ASSISTANCE! Please return this completed questionnaire no later than Wednesday, March 22, 2017 Eastern Time date to: [spcard@gsa.gov](mailto:spcard@gsa.gov) Attn: Contracting Officer.