

Attachment 5

PAST PERFORMANCE QUESTIONNAIRE

REF: HSCEDM-14-R-00003 Detention Management, Transportation and Food Services

PART ONE: INSTRUCTIONS

The company who has provided you with this form is proposing on an Immigration and Customs Enforcement (ICE) Request for Proposal (RFP) for Detention Management Services to include Detention Management and Food Services at the Port Isabel Detention Center (PIDC). Past Performance is an important part of the evaluation criteria for this acquisition, so your input is equally important.

Please provide an honest assessment and return the questionnaire to the Vendor or to the ICE POC (Benjamin Golway, Contract Specialist) via email at ICE-DMPProposals@ice.dhs.gov no later than COB _____. If you have any questions, please contact Benjamin Golway no later than COB _____.

PART TWO: GENERAL INFORMATION

**1. VENDOR'S NAME AND ADDRESS
AGENCY**

2. CUSTOMER

3. CONTRACT NUMBER: _____

2a. EVALUATOR

4. CONTRACT VALUE: \$ _____

NAME: _____

5. CONTRACT AWARD DATE: _____

TITLE: _____

6. CONTRACT COMPLETION DATE: _____

PHONE NO: _____

7. CONTRACT TYPE (Circle All That Apply): FP CPFF CPAF OTHER

8. COMPLEXITY OF WORK (Circle One Response): DIFFICULT ROUTINE

9. BRIEF DESCRIPTION OF YOUR CONTRACT REQUIREMENTS:

PART THREE: VENDOR PERFORMANCE RATING

On the following pages, please summarize the vendor's performance. Each section has a set of questions with five possible adjectival ratings. Determine the adjectival rating that most nearly represents your experience with this vendor and indicate your assessment by placing an "X" under the appropriate heading. These sections are:

- A. QUALITY OF SERVICE**
- B. CONTRACT PERFORMANCE**
- C. TIMELINESS OF PERFORMANCE**

Also, it is very important (and beneficial to our evaluation) if you submit examples and/or comments as to why they were rated as such in the sections herein.

Adjectival ratings are defined below and should be used as a reference in assessing performance:

EXCEPTIONAL	Contractor's performance significantly exceeded most or all contract requirements. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor were highly effective.
VERY GOOD	Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor were effective.
SATISFACTORY	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.
NEUTRAL	In the case of a vendor without a record of relevant past performance or for whom information on past performance is not available, the vendor may not be evaluated favorably or unfavorably on past performance.
MARGINAL	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed 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	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 serious problems(s) for which the Contractor's corrective actions appear or were ineffective.

A	QUALITY OF GOODS/SERVICES	E	VG	S	N	M	U
1	Rate the overall quality of the services received.						
2	Company's handling of issues or problems.						

COMMENTS:

B	CONTRACT PERFORMANCE	E	VG	S	N	M	U
1	Was the contractor able to solve contract performance problems without extensive guidance from counterparts?						
2	How effective has the contractor been in understanding and responding to additional user requirements?						

COMMENTS:

C	TIMELINESS OF PERFORMANCE	E	VG	S	N	M	U
1	Were the services provided according to contract requirements?						
2	Delivery of reports or other documentation?						

COMMENTS:

PART THREE: VENDOR PERFORMANCE RATING

1. Has this contract been partially or completely terminated for default or convenience?

YES _____ If so, by Default ____ Convenience _____

NO _____

If yes, please explain (e.g. inability to meet cost, performance, or delivery schedules - also include contract number, name, address, and phone number of Terminating Contracting Officer - TCO).

2. What was the contractor's greatest **strength** in the performance of the contract?

3. What was the contractor's greatest **weakness** in the performance of the contract?

4. Would you award another contract to this contractor?

YES _____ No _____

WHY?

ADDITIONAL COMMENTS:

PART FOUR: EVALUATOR'S CERTIFICATION

I HEREBY CERTIFY THAT THE INFORMATION IN THIS FORM IS ACCURATE AND COMPLETE TO THE BEST OF MY KNOWLEDGE.

SIGNATURE OF EVALUATOR

TITLE OF EVALUATOR

DATE