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PAST PERFORMANCE QUESTIONNAIRE

**San Diego Workforce Partnership-Request for Proposal**

Please complete this questionnaire and submit by no later than March 15, 2013, to the address below. Either typed or handwritten responses are acceptable.

Name of organization for which the questionnaire is being completed: \_\_\_\_\_\_

Name of company completing the questionnaire: \_\_\_\_\_\_

Name of individual providing information:

Title:

Signature:

Date:

Mailing Address:

City, State, Zip Code:

Telephone: Fax:

E-mail address:

### Contract Information

(Also to be supplied by respondent organization in the proposal.)

Contract Title:

Contract Number: Contract Value:

Period of Performance:

Description of Services Provided: \_\_\_\_\_\_

Mail completed questionnaires to:

ATTN: Erika Gallardo

San Diego Workforce Partnership

3910 University Ave, Suite 400

San Diego, CA 92105

Please refer to the following descriptions when providing rating of each performance element.

|  |  |
| --- | --- |
| **PERFORMANCE LEVEL** | **Description** |
| EXCELLENT | The contractor’s performance clearly exceeds contractual requirements. |
| SATISFACTORY | No problems exist or only minor problems for which solutions are in hand. |
| MARGINAL | Problems exits for which the identified solution may not be adequate, but the problem appears to be within the contractor’s ability to solve. |
| UNSATISFACTORY | Serious problems exist which may be outside the contractor’s ability to solve. The contractor is in danger of not being able to satisfy contractual requirements and timely recovery is not likely. |
| NUETRAL/NOT  APPLICABLE (N/A) | Not applicable or unable to provide information. |

**The evaluator identified above supplies the rating below,**

**NOT the bidding organization.**

Please check the appropriate box for each performance element and provide narrative information on the following pages.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Performance Elements | N/A | **Excellent** | **Satisfactory** | **Marginal** | **Unsatisfactory** |
| 1. Quality of Product or Service |  |  |  |  |  |
| 1. Effectiveness of Management (including subcontractors) |  |  |  |  |  |
| 1. Initiative in Meeting Requirements |  |  |  |  |  |
| 1. Responsiveness to Technical Direction or Technical Assistance |  |  |  |  |  |
| 1. Responsiveness to Performance Problems |  |  |  |  |  |
| 1. Customer Satisfaction |  |  |  |  |  |
| 1. Overall Performance |  |  |  |  |  |

Please provide narrative remarks and data, as appropriate, for each of the performance elements, particularly for ratings of Excellent or Unsatisfactory. You may continue on a separate sheet if needed.

|  |
| --- |
| 1. Quality of Product or Service |
| 1. Effectiveness of Management (including subcontractors) |
| 1. Initiative in Meeting Requirements |
| 1. Responsiveness to Technical Direction or Technical Assistance |
| 1. Responsiveness to Performance Problems |
| 1. Customer Satisfaction |
| 1. Overall Performance |

|  |
| --- |
| General Remarks on Excellent Performance: |
| General Remarks on Unsatisfactory Performance: |

Would you do business with this organization (the bidder) again?

\_\_\_\_Yes \_\_\_\_\_No