PAST PERFORMANCE QUESTIONNAIRE

Please complete this questionnaire for the San Diego Workforce Partnership, Workforce Innovation and Opportunity Act (WIOA) Competitive Proposal for Population Specific Services and submit by no later than 5:00 p.m. PST, July 18, 2022, to procurement@workforce.org. The Workforce Partnership may follow-up if additional clarification is needed.

NAME OF ORGANIZATION FOR WHICH THE QUESTIONNAIRE IS BEING COMPLETED:

Name of individual and organization providing information:

Title:

Signature Date:

Mailing Address:

Telephone: Click here to enter text. Fax:

E-mail Address:

CONTRACT INFORMATION IF CURRENT WIOA FUNDED PROVIDER (SUPPLIED BY RESPONDENT ORGANIZATION IN THE PROPOSAL)

Contract Title:

Contract Number:

Period of Performance:

Description of Services Provided:

Click here to enter text.
Population Served:
1. If funded through WIOA, indicate the type of population served (i.e., adult, dislocated worker, youth, etc.)

Click here to enter text.

If funded through an agency/organization/grant other than WIOA, specify the funding source and the specific population(s) served.

Click here to enter text.

Performance:
2. What has been the performance of the proposed respondent when providing services? Please provide specific outcomes and how the respondent did or did not meet set metrics and deliverables. Discuss actual versus expected performance. Feel free to include a table if you’d prefer.

Click here to enter text.

3. Were they on corrective action? If so, what percent of total contract and how responsive were they to performance challenges.

Click here to enter text.

4. Please explain how performance was measured and tracked.

Click here to enter text.

Qualitative Analysis:
Please be specific and provide examples and data whenever possible. You may continue on a separate sheet if needed.

1. How would you rate quality of customer service for job seekers?
   ☐ Very Low Quality
   ☐ Somewhat Low Quality
   ☐ Somewhat High Quality
   ☐ Very High Quality

Click here to enter remarks.

2. How would you rate quality of customer service for employers?
   ☐ Very Low Quality
   ☐ Somewhat Low Quality
   ☐ Somewhat High Quality
☐ Very High Quality

Click here to enter remarks.

3. How would you rate effectiveness of management? (Including subcontractors)
   ☐ Very Low Quality
   ☐ Somewhat Low Quality
   ☐ Somewhat High Quality
   ☐ Very High Quality

   Click here to enter remarks.

4. How would you rate initiative in meeting requirements?
   ☐ Very Low Quality
   ☐ Somewhat Low Quality
   ☐ Somewhat High Quality
   ☐ Very High Quality

   Click here to enter remarks.

5. How would you rate responsiveness to technical direction or technical assistance?
   ☐ Very Low Quality
   ☐ Somewhat Low Quality
   ☐ Somewhat High Quality
   ☐ Very High Quality

   Click here to enter remarks.

6. How would you rate overall performance?
   ☐ Very Low Quality
   ☐ Somewhat Low Quality
   ☐ Somewhat High Quality
   ☐ Very High Quality

   Click here to enter remarks.

7. Please describe one area that needed improvement during your partnership, and how the applicant was able to adapt and shift to improve results.

   Click here to enter text

8. General Remarks:

   Click here to enter text.
9. Would you do business with this organization (the bidder) again?  □ Yes  □ No
   o Why or why not?

   Click here to enter text.