

**TRICARE Medicare Eligible Program (TMEP2)
PAST PERFORMANCE QUESTIONNAIRE
SOURCE SELECTION INFORMATION**

Please complete this questionnaire and email it as a PDF attachment to addison.t.sexton.civ@health.mil and david.c.smith139.civ@health.mil. The Government cannot access PPQs submitted using HTML links due to information security restrictions.

Responses will be treated as confidential and will be used only by source selection officials in evaluating the offeror's submitted documents for the contract pursuant to FAR 2.101 and 3.104.

Name of Offeror/Team Submitting Proposal in Response to HT940226R0001	
Name of Contractor/ Subcontractor which Performed the Work Described in this PPQ:	
Role: (Prime? Subcontractor?)	<i>e.g. X company is/was the Prime or Y company is/was a subcontractor to Z company</i>
DUNS #	
CAGE Code:	
Relation to Offeror:	
Client's Name:	
Contract # if applicable:	
Task Order # if applicable:	
Contract Type (See FAR 16): For example: Fixed price Advisory & Assistance Services, MATOC IDIQ for base year and 3 option years; or CPFF Services for base year and 2 option years.	
Total Contract Value at Award:	
Total Contract Value Exercised to Date*:	
Contract Period of Performance	Start Date: End Date:

Exhibit 4 - Past Performance Questionnaire

NAICS Code:	
Product Service Code:	
Client's Address:	
Client's Primary Point of Contact Name Title: Phone: Email Address:	
Client's Alternate Point of Contact Name Title: Phone: Email Address:	
Description of Magnitude of Services of the Referenced Contract	Describe magnitude of services in relation to RFP criteria at M.7.3.2.

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Description of Tasks Performed	Description not to exceed space given.

*Total dollar value exercised to date if offeror was the prime contractor. If the offeror performed as a first-tier subcontractor on the contract, state the total contract dollar value and identify the dollar value awarded to the subcontractor.

Client Portion of PPQ

INSTRUCTIONS: Please provide your responses to the questions below. Questions 1-3 pertain to the contractor's performance in relation to the stated terms of the contract (contract requirements, timeliness/processing standards, etc.). Questions 4-7 pertain to the manner in which the work was performed (responsiveness, attitude, staff knowledge/skills/abilities, etc.), regardless of how the contractor performed in relation to the terms of the contract. Additional questions 8-10 follow. Please use the space following each question to provide additional detailed information. Additional information may be submitted with the PPQ if the space provided for each questions is not enough space. This additional information shall not exceed 1 page.

If there are any questions regarding the responses provided, source selection officials will attempt to contact the Primary or Alternate Points of Contact identified on Page 2.

Past Performance Quality Ratings

Rating	Definition
Exceptional	Performance meets contractual requirements and exceeds many to the client's benefit. The contractual performance being assessed was accomplished with few minor problems for which corrective actions taken by the contractor was highly effective.
Very Good	Performance meets contractual requirements and exceeds some to the client's benefit. The contractual performance being assessed was accomplished with some minor problems for which corrective actions taken by the contractor was effective.
Satisfactory	Performance meets contractual requirements. The contractual performance being assessed contains some minor problems for which corrective actions taken by the contractor were satisfactory.
Marginal	Performance does not meet some contractual requirements. The contractual performance being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions were 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 being assessed contained a serious problem(s) for which the contractor's corrective actions were ineffective.

1. In regard to only the stated contract requirements (not the manner in which the work was performed), please mark an "X" next to the response that best describes the contractor's performance and summarize some examples below.

☐ Exceptional.

☐ Very Good.

☐ Satisfactory.

☐ Marginal.

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☐ Unsatisfactory.

☐ Not applicable (explain why)

Comments (e.g., summarize some examples of the performance indicated above; explain why/how exceeded requirements were beneficial to the client; what were some of the problems and the corrective actions taken, etc.):

2. Does or did the stated contract have timeliness/processing standards? If so, please mark an "X" next to the response that best describes the contractor's performance and summarize some examples below.

☐ Exceptional.

☐ Very Good.

☐ Satisfactory.

☐ Marginal.

☐ Unsatisfactory.

☐ Not applicable (explain why)

Comments (e.g., summarize some examples of the performance indicated above; explain why/how exceeded timeliness/processing standards were beneficial to the client; what were some of the problems and the corrective actions taken, etc.):

3. Did the contractor deliver at the agreed-to price? ☐ Yes ☐ No

If no, explain why not:

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4. In regard to the manner in which the work was performed, please mark an "X" next to the response that best describes the attitude of the contractor's staff and summarize some examples below.

☐ Exceptional.

☐ Very Good.

☐ Satisfactory.

☐ Marginal.

☐ Unsatisfactory.

Comments (e.g., summarize examples of the staff's attitude):

5. In regard to the manner in which the work was performed, please mark an "X" next to the response that best describes the knowledge, skills and abilities of the contractor's staff and summarize some examples below.

☐ Exceptional.

☐ Very Good.

☐ Satisfactory.

☐ Marginal.

☐ Unsatisfactory.

Comments (e.g., summarize examples of the staff's knowledge, skills and abilities):

6. In regard to the manner in which the work was performed, please mark an "X" next to the response that best describes the contractor's ability to satisfy the client and summarize some examples below.

☐ Exceptional.

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☐ Very Good.

☐ Satisfactory.

☐ Marginal.

☐ Unsatisfactory.

Comments (e.g., summarize examples of client satisfaction):

7. In regard to the manner in which the work was performed, please mark an "X" next to the response that best describes the contractor's responsiveness to resolving problems within the scope of the contract and summarize some examples below.

☐ Exceptional.

☐ Very Good.

☐ Satisfactory.

☐ Marginal.

☐ Unsatisfactory.

Comments (e.g., summarize examples of how the contractor responded to resolving problems):

8. In regard to the transition-in phase of this contract please answer the following questions:

a. If applicable, did the contractor accomplish the transition of large data bases such as claims data files from the predecessor in accordance with the timelines? Please explain if there were any problems and how they were resolved.

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b. Did the contractor accomplish connectivity with critical information systems, websites, etc., in a timely manner? Please explain if there were any problems and how they were resolved.

c. If applicable, did the contractor accomplish the security certifications of the information systems within the timelines? Please explain if there were any problems and how they were resolved.

9. If you had an opportunity to do so, would you do business with this contractor in the future?
☐ Yes ☐ No

If no, explain why not:

10. Additional Comments:

Questionnaire completed by:

Name:

Title:

Signature:

Date Questionnaire Completed: