

PAST PERFORMANCE QUESTIONNAIRE (Handwritten)
Tulare County Workforce Investment Board - Request for Proposal

Please complete this questionnaire and submit by March 7, 2012, 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: _____

Information provided by: _____

Name of individual: _____

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: Sharon Pearson
 Workforce Investment Board of Tulare County
 309 West Main St., Suite 120
 Visalia, CA 93291

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 exists 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.
NEUTRAL/NOT APPLICABLE (N/A)	Not applicable or unable to provide information.

The evaluator identified above supplies the rating below, NOT the Respondent 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					
2. Effectiveness of Management (including subcontractors)					
3. Initiative in Meeting Requirements					
4. Responsiveness to Technical Direction or Technical Assistance					
5. Responsiveness to Performance Problems					
6. Customer Satisfaction					
7. 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.

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2. Effectiveness of Management (including subcontractors)
3. Initiative in Meeting Requirements
4. Responsiveness to Technical Direction or Technical Assistance
5. Responsiveness to Performance Problems
6. Customer Satisfaction
7. Overall Performance

General Remarks on Excellent Performance:

General Remarks on Unsatisfactory Performance:

Would you do business with this organization (the respondent) again? ___Yes ___No