

CONTRACTOR: HamHed, LLC (DUNS# 807809137)

Please Email to: hamhed@gmail.com, NLT 8-3-11

CONTRACT#: USACE, 9th District, W912QR-09-D-039

PAST PERFORM. QUESTIONNAIRE

The contractor is being considered for a Performance Based Service with the Government. An interim past performance is needed for the evaluation. This information is important to provide, as a determination that can be used in future contracts or future source selection decisions regarding similar contracts.

E	VG	S	UC	M	U
Exceptional	Very Good	Satisfactory	Unknown	Marginal	Unsatisfactory

1. MANAGEMENT EFFECTIVENESS

1. Contractor management is experienced with technical and administrative abilities needed to meet contractual requirements.	E	VG	S	UC	M	U
2. Supervisors and staff meet technical qualifications and have experience necessary to meet contract requirements.	E	VG	S	UC	M	U
3. The Contractor develops quality business relationships with government customers.	E	VG	S	UC	M	U
4. Staffing is adequate to meet contract requirements.	E	VG	S	UC	M	U
5. Contractor complies with the requirements of the statement of work, resulting in low incidence of deficiencies.	E	VG	S	UC	M	U

2. QUALITY OF SERVICE

1. The Contractor develops a quality control plan that adequately ensures conformance to contract requirements.	E	VG	S	UC	M	U
2. The Contractor performs quality inspections and documents findings to ensure repeat failures do not occur.	E	VG	S	UC	M	U
3. The contractor corrects errors through re-performance and puts policies in place to avoid reoccurrence.	E	VG	S	UC	M	U
4. A Cure Notice or Show Cause Notice been issued? (If yes, explain in the comment section.)		YES		NO		
5. The contractor displays initiative to implement solutions.	E	VG	S	UC	M	U

3. TIMELINESS/ADHERENCE TO SCHEDULES

1. The Contractor is in compliance with requirements regarding time sensitive tasks.	E	VG	S	UC	M	U
2. The Contractor ensures customer satisfaction through efficient services.	E	VG	S	UC	M	U
3. The Contractor submits accurate reports in a timely manner.	E	VG	S	UC	M	U

4. QUALITY CONTROL

1. The Contractor quality control system established adequate procedures to find and correct performance discrepancies.	<input checked="" type="radio"/> E	<input type="radio"/> VG	<input type="radio"/> S	<input type="radio"/> UC	<input type="radio"/> M	<input type="radio"/> U
2. The Contractor provided effective Quality Control resulted in acceptable services (i.e. few failed inspections).	<input checked="" type="radio"/> E	<input type="radio"/> VG	<input type="radio"/> S	<input type="radio"/> UC	<input type="radio"/> M	<input type="radio"/> U
3. The Contractor adhered to the quality control plan.	<input checked="" type="radio"/> E	<input type="radio"/> VG	<input type="radio"/> S	<input type="radio"/> UC	<input type="radio"/> M	<input type="radio"/> U
4. The Contractor worked closely with the agency's quality control personnel.	<input type="radio"/> E	<input checked="" type="radio"/> VG	<input type="radio"/> S	<input type="radio"/> UC	<input type="radio"/> M	<input type="radio"/> U

5. CUSTOMER SATIFICATION

1. Rate the Contractor's overall performance and level of the customer satisfaction.	<input checked="" type="radio"/> E	<input type="radio"/> VG	<input type="radio"/> S	<input type="radio"/> UC	<input type="radio"/> M	<input type="radio"/> U
2. The Contractor is flexible in satisfying the requirements of the customer.	<input checked="" type="radio"/> E	<input type="radio"/> VG	<input type="radio"/> S	<input type="radio"/> UC	<input type="radio"/> M	<input type="radio"/> U
3. Contractor's responsiveness/timeless relative to settling of customer complaints.	<input checked="" type="radio"/> E	<input type="radio"/> VG	<input type="radio"/> S	<input type="radio"/> UC	<input type="radio"/> M	<input type="radio"/> U
4. Contractor displays positive behavior when resolving customer complaints.	<input type="radio"/> E	<input checked="" type="radio"/> VG	<input type="radio"/> S	<input type="radio"/> UC	<input type="radio"/> M	<input type="radio"/> U
5. Contractor receives significant positive feedback?	<input type="radio"/> E	<input checked="" type="radio"/> VG	<input type="radio"/> S	<input type="radio"/> UC	<input type="radio"/> M	<input type="radio"/> U

E. COST CONTROL

1. Contractor meets the terms of the contract within the contractually agreed price.	<input checked="" type="radio"/> E	<input type="radio"/> VG	<input type="radio"/> S	<input type="radio"/> UC	<input type="radio"/> M	<input type="radio"/> U
2. Modifications were priced within reason as compared to Government estimate.	<input type="radio"/> E	<input checked="" type="radio"/> VG	<input type="radio"/> S	<input type="radio"/> UC	<input type="radio"/> M	<input type="radio"/> U
3. Modifications require extensive negotiations. (If yes, please comment.)	<input type="radio"/> YES		<input checked="" type="radio"/> NO			

NOTE: If you have rated this contractor on this particular contract or project in CPARS or some other evaluation system accessible to the Government, you may indicate that past performance information on this contract/project is available in the appropriate system and you may include a copy of that rating in lieu of the following questionnaire.

REMARKS:

Contractor is professional in their duties and is quick to respond to any concerns. HamHed, LLC does an exceptional job at enforcing their quality control measures on their employees. I highly recommend HamHed, LLC for any janitorial contract.

Your Name/Title and Phone # (Below):

Christina Cooper, Real Estate Division, 9th District, 502-315-6942

Contractor Name for Identification: HamHed, LLC, Property Maintenance, DUNS: 807809137

Date: 08/03/2011