

Past Performance Questionnaire

(This questionnaire, when completed, shall be treated as Source Selection Sensitive *IAW FAR 3.104-3* and shall not be **disclosed** to anyone outside the Government)

Contractor: Silver Wolf Enterprise (Prime") _____

Contract Number: _____ HSBP1 007P15251 _____

Description of Service: Delivery of 5-gallon drinking water to various locations within the El Pasoo

Period of Performance: _____

Contract Value at Award: 64042.08 Current: 129919.42

PLEASE FILL IN THE FOLLOWING RESPONDENT INFORMATION:

Name of Evaluator: Russell Brehm

Office Symbol and Organization: 7014 ; DHS, Customs + Border Protection

Phone (Commercial & DSN): 915-834-8610

Fax Number & E-mail Address: russell.brehm@dhs.gov 915-834-8668

Position Title and Grade: Contract Specialist; GS-12

Dates of Involvement in Program/Contract 1/1/07 - current

Date Questionnaire completed: 01/06/2011

The following questions are of two types: RATING and FILL-IN. When responding to the RATING-type questions, choose the corresponding letter which most accurately describes the contractor's performance or situation. Responses to the RATING-type questions should be supplemented, if necessary, with explanatory narrative, in the Remarks section following the questions on page 3.

EXCELLENT (E): Essentially no doubt exists that the offeror will successfully perform the required effort based on their performance record. Performance Risk Level: Very Low

GOOD (G): Little doubt exists that the offeror will successfully perform the required effort based on their performance record. Performance Risk Level: Low

ACCEPTABLE (A): Some doubt exists that the offeror will successfully perform the required effort based on their performance record. Performance Risk Level: Moderate

MARGINAL (M): SignifilCant doubt exists that the offeror will successfully perform the required effort based on their performance record. Performance Risk Level: High

Note: A final rating of Marginal is ineligible for award.

POOR (P); It is extremely doubtful that the offeror will successfully perform the required effort based on their performance record. Performance Risk Level: Very High

Note: A final rating of Poor is Ineligible for award.

NEUTRAL (N): The offeror has insufficient/no relevant past performance upon which to base a meaningful performance risk prediction. Performance Risk Level: Unknown.

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Question No.	Rating Questions	E	G	A	M	P	N
1	How would you rate the quality of the Contractors personnel assigned to the project? Excellent	X					
2	How would you rate the Contractor's cooperativeness in reacting to changes? Excellent	X					
3	How would you rate the Contractor's efforts to control costs? Excellent	X					
4	How would you rate the Contractor's responsiveness to Government requirements and contract changes? Excellent	X					
5	How would you rate the Contractor's efforts on resolving problems related to the contract, services, and personnel? Excellent	X					
6	How would you rate the Contractor's relationship with Government personnel, SUBcontractors, and other contractors at the installation?	X					
7	How would you rate the Contractor's efforts in providing services and deliverables in a timely manner? Excellent	X					
8	How would you rate the Contractor's efforts in providing accurate and complete deliverables? Excellent	X					
9	How would you rate the Contractor's compliance with the terms and conditions of the contract? Excellent	X					
10	How would you rate the contractor's responsiveness to the Contracting Office? Excellent	X					

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Question Nn	Narrative Remarks
2	<p>Silver Wolf's contract for bottled water is in the 4th upon year of a 5-year contract. Between the Base Year and now, the El Paso Sector has undergone significant increases in the size and scope of its operations in West Texas and Southern New Mexico. Delivery of bottled drinking water to locations throughout the Chihuahuan Desert region is critical for the ongoing health of the agents assigned to these areas, and Silver Wolf has provided excellent service to insure that our hydration needs are met.</p>
3	<p>Silver Wolf has worked diligently to insure that the subprime contractor continued to deliver bottled water at fair and reasonable prices during the course of the contract.</p>
4	<p>The Base Year of this contract called for approximately 1600 5-gallon bottles of water to be delivered to 5 locations within the El Paso Sector. In FY 2011, we estimate that over 6200 5-gallon bottles will be delivered to 6 locations. In addition, at 3 of these locations, delivered bottles will be further distributed by Border Patrol Stations to 7 additional remote locations in support of the Border Patrol mission. Silver Wolf has worked with us to insure that the volume of bottles needed is maintained and that delivery costs are minimized through efficient point of delivery schedules.</p>
5.	<p>We have had very few problems relating to Silver Wolf's delivery. Issues were minor and easily resolved.</p>
10	<p>Because of the way that costs are allocated to the various locations within the El Paso Sector, maintaining accurate logs of deliveries and billing could often become cumbersome. Silver Wolf's accounting office worked very patiently and often</p>