

Request for Proposal Attachment: Offeror’s Past Performance Questionnaire for GSA
Solicitation No. 47PB0021R0006 Norris Cotton Upper Parking Deck Coating
Replacement in Manchester, NH

FOR OFFICIAL USE ONLY, SOURCE SELECTION INFORMATION (FAR 3.104)

INSTRUCTIONS: *The offeror must complete Section 1, 2, and 3 on this form, contact their clients, forward this form to the client point of contact, and request the client reference complete Section 4 and the past performance questionnaire (pages 3 – 4). Client references should refer to page 5 to mark the technical complexity of work in Section 4. Any requested explanations in Sections 1 – 4 must be limited to no more than 500 characters (with spaces) unless otherwise specified. The past performance evaluation will include the past performance of the offerors the prime contractor on similar projects (refer to solicitation for definition of similar project).*

SECTION 1: CONTRACTOR INFORMATION

Contractor Name:

Point of Contact:

Address:

Phone Number:

Email Address:

Unique Entity Identifier Number (e.g. DUNS):

SECTION 2: CONTRACT INFORMATION

Contract No.:

Delivery/Task Order Number (if applicable):

Project Title:

Contract Location:

Award Date (mm/dd/yy):

Contract Completion Date (mm/dd/yy):

Actual Completion Date (mm/dd/yy):

Explain Differences (limited to 500 characters):

Original Contract Price:

Final Contract Price (to include all modifications):

Explain Differences (limited to 500 characters):

Provide a brief description of the project to support the extent to which the submitted example of past performance meets the definition of Similar Project (see solicitation). The project description is limited to no more than 500 words (may attach as a separate page).

SECTION 3: CLIENT INFORMATION

Reference Name and Title:

Reference Phone Number:

Reference Email Address:

SECTION 4: PROJECT DETAILS

Technical Complexity of Work

(Refer to page 5 to verify the indicated technical complexity of work): ☐ High ☐ Medium ☐ Low

Do you concur with the information and project description provided by the offeror (sec. 1 – sec. 3) for the selected project submitted for the offeror’s past performance? ☐ Yes ☐ No (If no, please give a brief explanation of the discrepancy).

Explanation of any discrepancy (as needed):

Describe how the referenced project adhered to the baseline schedule. Describe any reasons for schedule deviations in the offeror’s past performance sample project(s) and what the team did in order to meet the schedule. Were there any change orders either customer driven or contractor driven and how was any impact solidified in the schedule?

Describe any reasons for deviation from the original proposed price. Identify any measures that either saved the project money or resulted in cost overruns. For instance, these metrics may be in the numbers of RFI’s adverted, change orders averted, value engineering employed, and or cost/claim items.

Does the project use a design-build delivery method? ☐ Yes ☐ No

Did the offeror perform work as the prime contractor? ☐ Yes ☐ No

INSTRUCTIONS: Clients should complete past performance questionnaire (PPQ) (pages 3 and 4 of this attachment) and review Offeror's Relevant Experience Attachment (to ensure contractor completed information is correct). Clients are also requested to complete Section 4 on page 2. The PPQ should be returned to the offeror to be submitted in response to GSA Solicitation No. 47PB0021R0006 and the indicated client reference should sign the PPQ. If requested by the offeror, then the client may submit the completed PPQ directly to Sotheavy.khon@gsa.gov.

INSTRUCTIONS: Please mark the adjective rating which best reflects your evaluation of the contractor's performance. The client may attach pages or increase the row height to any fields that request a written response if the box does not provide sufficient space. Refer to page 6 for the definitions of adjectival ratings. Narrative responses for each rating factor (quality, schedule/timeliness of performance, management, customer satisfaction, and general) are limited to 24,000 characters. If additional space is necessary, the blocks for explanations may be expanded or page(s) may be attached to the PPQ.

| QUALITY: | E | VG | S | M | U | N |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The overall perceived quality of the services and product. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Effectiveness of identification of issues in quality of work and correction of deficient work. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Effectiveness of independent technical reviews and ability to address and review comments. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ability to develop a design within stated specifications, requirements, and the scope of work and deliver a final product in accordance with the plans and drawings. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <p><i>Note: If applicable, provide an explanation of resolution measures. Describe any evident measures attributed to the quality rating.</i></p> | | | | | | |
| SCHEDULE/TIMELINESS OF PERFORMANCE: | E | VG | S | M | U | N |
| Compliance with delivery/completion schedules including any significant intermediate milestones, including the completion of punch list items. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Timeliness responding to questions, comments, and requests for changes as well as incorporation of comments into the development of final product. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Timeliness in completion of administrative activities such as invoices, security clearances, furnishing of any O&M manuals, an | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <p><i>Note: Describe transparency of project schedule and any other processes or tools utilized to ensure timeliness of overall project delivery. Describe any issues in timeliness and whether the contractor adequately implemented corrective action to maintain or improve the schedule.</i></p> | | | | | | |

| MANAGEMENT: | E | VG | S | M | U | N |
|---|------------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|--------------------------|
| Effectiveness of management and coordination of activities to ensure incorporation of input from all stakeholders and produce a solution aligned with requirements, scope, and specifications. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Effectiveness in the management solution with overall constructability ¹ . | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Effectiveness of business relationship with the design firm | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Effectiveness of quality control/quality assurance processes to produce a product of stated quality or better while successfully controlling costs/price. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <p><i>Note: Describe efforts taken by contractor to manage the overall quality of the product. Describe how contractor's efforts to integrate and coordinate activities contributed to achievement of project goals and objectives.</i></p> | | | | | | |
| <p>OVERALL PAST PERFORMANCE:</p> | | | | | | |
| Provide a rating of the overall customer satisfaction with the project. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| GENERAL PAST PERFORMANCE INFORMATION: | | | | | | |
| Would you hire or work with this firm again? | <input type="checkbox"/> Yes | | <input type="checkbox"/> No | | | |
| Were liquidated damages assessed? | <input type="checkbox"/> Yes | | <input type="checkbox"/> No | | | |
| <p><i>Provide any additional remarks with specific events or actions to justify whether or not the firm would (or would not) be recommended.</i></p> | | | | | | |

¹ “Constructability” means “...the effective and timely integration of construction knowledge into the conceptual planning, design, construction, and field operations of a project to achieve the overall project objectives in the best possible time and accuracy at the most cost-effective levels.” (Source: Construction Management Institute, Constructability (Best Practice) RT003-Topic Summary)

INFORMATION: Use the following to describe or verify the technical complexity of the project.

| Rating | Definition | Examples |
|--------|--|---|
| Low | The contract requires mature, proven technology or services of a non-complex nature, such as the production of simple items, or performance of simple operations. Contract requirements are simple, and efforts are routine. Highly skilled labor is not required in order to meet contract requirements. The contract may be for a follow-on, repetitive type, or commercial acquisition. Contract requirements can be accomplished with a low degree of management effort, and routine services may be performed with minimal supervision. | commercial-off-the-shelf supplies or parts (such as transistors) commercial services (such as grounds keeping) |
| Medium | The contract requires mature, proven technology or services of a moderately complex nature. While the technology may be moderately complex, and the services require skilled labor, no new technology is being developed, and the technology is being used for proven applications only. No new applications of technology are being performed. Contract specifications have moderate tolerances, and may have a routine delivery schedule. A moderate degree of management oversight is required to ensure accomplishment of contract requirements. | night vision goggles design and construction services for repairs and alterations to real property financial support services |
| High | The contract requires new technology or services, or a new application of existing technology or services, with a high degree of technical uncertainty. Performance requires state-of-the-art machinery, or highly skilled personnel. Contract specifications include stringent tolerance limits, and services must be performed to exacting standards. The contract may have an accelerated delivery schedule. A high degree of management effort is required to ensure accomplishment of contract requirements. | development of new aircraft development of new weapon system |

INFORMATION: Use the following adjective ratings and definitions in your evaluation of the Contractor's performance.

| Rating | Definition | Note |
|--------------------|--|--|
| (E) Exceptional | Performance meets contractual requirements and exceeds many to the Government's/Owner's benefit. The contractual performance on the element or sub-element being evaluated was accomplished with few minor problems for which corrective action taken by the contractor was highly effective. | An Exceptional rating is appropriate when the contractor successfully performed multiple significant events that were of benefit to the Government/Owner. A singular benefit, however, could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified. |
| (VG) Very Good | Performance meets contractual requirements and exceeds some to the Government's/Owner's benefit. The contractual performance of the element or sub-element being evaluated was accomplished with some minor problems for which corrective action taken by the Contractor were effective. | A Very Good rating is appropriate when the contractor successfully performed a significant event that was a benefit to the Government/Owner. There should have been no significant weaknesses identified. |
| (S) Satisfactory | Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the Contractor appear, or were, satisfactory. | A Satisfactory rating is appropriate when there were only minor problems, or major problems that the contractor recovered from without impact to the contract. There should have been NO significant weaknesses identified. Contractors will not be assessed a rating lower than Satisfactory solely for not performing beyond the requirements of the contract. |
| (M) Marginal | Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being evaluated reflects a serious problem for which the Contractor has yet identified corrective actions. The Contractor's proposed actions appear only marginally effective, or were not fully implemented. | A Marginal rating is appropriate when a significant event occurred that the contractor had trouble overcoming which impacted the Government/Owner. |
| (U) Unsatisfactory | Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the Contractor's corrective actions appear or were ineffective. | An Unsatisfactory rating is appropriate when multiple significant events occurred that the contractor had trouble overcoming and which impacted the Government/Owner. A singular problem, however, could be of such serious magnitude that it alone constitutes an unsatisfactory rating. |
| (N) Not Applicable | No information or did not apply to your contract. | Rating will be neither positive nor negative. |