APPENDIX B

OWNER EVALUATION QUESTIONNAIRE

ATTENTION ALL OFFERORS:

The following questionnaire shall be forwarded to the owners of the four projects proposed by your firm under the past performance evaluation factor for this solicitation.

It is recommended that a letter authorizing the reference to provide past performance information to the Government be included with the questionnaire. Following is a sample letter that GSA recommends be sent along with the questionnaire.

Sample Letter:

Dear Client:

We are currently responding to the General Services Administration’s Solicitation Number RJP-NASA_MSL-0001-8-11-2015 for the procurement of an Offeror to provide all Design, Construction, and Management services for a Measurement Sciences Laboratory (MSL) at the NASA Langley Research Center in Hampton, VA.

GSA is placing increased emphasis in their procurements on past performance as a source selection factor. GSA is requiring that clients of entities responding to their solicitations be identified and their participation in the evaluation process be requested. In the event you are contacted for information on work we have performed, you are hereby authorized to respond to those inquiries.

We have identified Mr./Ms.___________________ of your organization as the point of contact based on their knowledge concerning our work. Your cooperation is appreciated. Any questions may be directed to: ________________________________.

Sincerely,

_______________________________
Name

_______________________________
Title

_______________________________
Firm
You have been selected by an Offeror to complete the attached questionnaire that concerns an evaluation of the Offeror’s past performance on a project completed or in progress for you.

Please complete the following questionnaire concerning evaluation of the General Construction Offeror’s past performance. Your response to this evaluation will be utilized by the General Services Administration (GSA) for selection.

GSA is placing increased emphasis on past performance as a source selection factor. Your complete response is critical, as GSA will rely upon this information, in the selection of a firm for the proposed construction project. Please answer all questions by checking only one (1) response per question.

Your initials are required after each section of the questionnaire and you will be required to sign this evaluation at the end of the questionnaire.

GSA officials may contact you concerning responses made by you in this questionnaire.

If you have any questions and/or concerns, you may contact the GSA Contracting Officer, Raymond J Porter on 215 756 3439.

Instructions for returning this evaluation:

Completed questionnaires will be considered procurement sensitive information and will not be seen or reviewed by the offeror in question or any other party not having a need to know. Electronic copies of the completed questionnaire should be emailed to Raymond J Porter's attention at raymondj.porter@gsa.gov.

Hard copies may be mailed to:

The General Services Administration
The Strawbridge Building
20 North 8th Street, 9th Floor – 3PQCV
Philadelphia, Pennsylvania 19107-3191
Attn: Raymond J Porter
OWNER EVALUATION COVER SHEET

General Offeror being evaluated: ____________________________________________________

Owner Name (Organization Name, Evaluator Name, Address, Zip, and Telephone Number)
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Name, Location, Size (Square Footage) and Description of Project - Use additional sheets if necessary.
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Award Amount: Original: $________________
Final: $________________

Type of Contract: ____________________________

Percent of Final Contract Amount resulting from owner initiated changes ______

Status of project: _____ active _____ 100% complete

If active, expected completion date __________

Would you award a contract to this firm again for similar work? _____ yes _____ no

For each of the questions appearing on the attached sheets, please place an “X” next to the statement that best represents your evaluation in response to the subject questions. Please note any comments that will add value to your marked response.
OWNER EVALUATION SHEET

A. On time - timeliness of performance

1. Did the Offeror complete the project on schedule?

   _____ Offeror completed project prior to originally scheduled completion date.
   _____ Offeror completed project by original scheduled completion date
   _____ Offeror completed within agreed to extended completion date.
   _____ Offeror failed to meet project completion date.

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

2. To what extent did the Offeror adhere to contract delivery schedules at significant milestones?

   _____ Offeror consistently improved scheduled milestone dates
   _____ Offeror exceeded scheduled milestone requirements
   _____ Offeror typically delivered as scheduled but occasionally missed milestones.
   _____ Offeror rarely met scheduled milestone requirements.

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

3. How responsive was the Offeror in addressing unforeseen conditions?

   _____ Offeror consistently exercised a pro-active approach.
   _____ Offeror demonstrated some initiative in exercising a pro-active approach.
   _____ Offeror rarely demonstrated a pro-active approach.
   _____ Offeror never demonstrated a pro-active approach.

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
4. Did the Offeror submit monthly schedule updates?

   ___ Offeror consistently updated the schedule each month
   ___ Offeror updated the schedule if not monthly on a regular basis
   ___ Offeror updated the schedule only when requested
   ___ Offeror did not update schedule when even when requested or required

Comments:
________________________________________________________
________________________________________________________

Initials __________

C. Cost Control

1. Did the Offeror submit reasonably priced change proposals?

   ___ Offeror consistently submitted fair and reasonably priced change proposals.
   ___ Offeror typically submitted fair and reasonably priced change proposals.
   ___ Offeror submitted fair and reasonably priced proposals some of the time.
   ___ Offeror rarely submitted fair and reasonably priced change proposals.

Comments:
________________________________________________________
________________________________________________________

2. How responsive was Offeror in submitting proposals for owner initiated changes?

   ___ Offeror was extremely responsive in expediting proposal submissions.
   ___ Offeror was generally responsive in expediting proposal submissions
   ___ Offeror was generally nonresponsive in timely submissions of change
   ___ Offeror was nonresponsive in timely submissions of change proposals.

Comments:
________________________________________________________
________________________________________________________

________________________________________________________
3. How reasonable were Offeror-initiated changes?

- Offeror initiated changes were extremely reasonable.
- Offeror initiated changes were typically reasonable.
- Offeror initiated changes were reasonable some of the time.
- Offeror initiated changes were not reasonable.

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

4. How many change orders were issued against the project?

- No change orders were issued.
- Average number of change orders were issued.
- Above average number of change orders were issued.
- Excessive number of change orders were issued.

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Initials __________

D. Quality product

1. Did Offeror have and implement a quality control program?

- Offeror has an established, comprehensive program which he uses on every project with individuals employed specifically for quality control.
- Offeror set up a satisfactory quality control program to comply with the requirements for your project.
- Offeror has an established program which he uses on every project.
- Offeror’s quality control program was ineffective on your project.

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
2. How effective was the Offeror’s quality control program?
   
   ____ Offeror consistently surpassed the quality control program goals.
   ____ Offeror exceeded the quality control program goals.
   ____ Offeror met the minimum quality control program goals.
   ____ Offeror did not meet the minimum quality control program goals.

3. How well has the Offeror complied with contract requirements?

   ____ Offeror consistently surpassed contract requirements
   ____ Offeror exceeded contract requirements.
   ____ Offeror met the minimum contract requirements
   ____ Offeror did not meet the minimum contract requirements.

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

4. Did they conform to standards of good workmanship?

   ____ Offeror consistently surpassed standards of good workmanship.
   ____ Offeror exceeded standards of good workmanship.
   ____ Offeror met the standards of good workmanship.
   ____ Offeror did not meet standards of good workmanship

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

5. Does the Offeror have the ability to adapt to changing requirements while maintaining a desired level of quality?

   ____ Offeror was extremely effective in adapting to changing requirements.
   ____ Offeror was considerably effective in adapting to changing requirements.
   ____ Offeror was effective in adapting to changing requirements
   ____ Offeror was ineffective in adapting to changing requirements.

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
6. Did the Offeror provide a suitable commissioning plan and adhere to the commissioning plan?

    ____ Offeror was extremely effective in adhere to the commissioning plan.
    ____ Offeror was considerably effective in adhere to the commissioning plan.
    ____ Offeror was effective in adhere to the commissioning plan.
    ____ Offeror was ineffective in adhere to the commissioning plan.

Initials __________

E. Business Relations

1. How well did the Offeror work with the owner and the owner’s Technical Advisors/Representatives?

    ____ Offeror was extremely cooperative.
    ____ Offeror was very cooperative.
    ____ Offeror was generally cooperative.
    ____ Offeror was not cooperative.

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

2. How effective was the Offeror’s on site management team?

    ____ Offeror’s team was extremely effective.
    ____ Offeror’s team was very effective
    ____ Offeror’s team was generally effective
    ____ Offeror’s team was ineffective

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
3. Is the Offeror cooperative, businesslike and concerned with the interest of project related third party entities, i.e. Federal Tenants?

   _____ Offeror was extremely cooperative, businesslike and concerned with the interests of third party entities.
   _____ Offeror was very cooperative, businesslike and concerned with the interests of third party entities.
   _____ Offeror was generally cooperative, businesslike and concerned with the interests of third party entities.
   _____ Offeror was not cooperative, not businesslike and not concerned with the interests of third party entities.

Comments:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

4. Did the Offeror maintain a good relationship with Architect/Engineer?

   _____ Offeror maintained an excellent relationship with Architect/Engineer.
   _____ Offeror maintained a very good relationship with Architect/Engineer.
   _____ Offeror maintained a good relationship with Architect/Engineer.
   _____ Offeror did not maintain a relationship with Architect/Engineer.

Comments:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

5. Who handled public relations and how effectively were they managed? (Please Comment)

   _______________________________________________________________________
   _______________________________________________________________________
   _______________________________________________________________________

Initials __________

F. Safety History on each Project -

1. Did the Offeror implement an effective accident prevention program?

   _____ Offeror was extremely safety conscious.
   _____ Offeror was generally safety conscious.
Offeror was occasionally safety conscious
Offeror was rarely safety conscious

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

2. Does the firm carry a safety plan adapted to every project?
   
   ____ Offeror set up a safety plan adapted specifically to every project
   ____ Offeror adapted a generic safety plan to meet project needs.
   ____ Offeror has a generic safety plan which he uses on every project.
   ____ Offeror’s safety plan was ineffective on your project.

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Initials __________

G. Continuity of Key Personnel

1. Did the Offeror maintain a consistent project team throughout the duration of the project?
   
   ____ No adjustments were made: Offeror maintained the same team throughout the duration of the project.
   ____ Minor adjustments to the support team were made during the project.
   ____ Significant changes to the key personnel of the project team were made during the project. (please explain)
   ____ Offeror maintained no consistency in key personnel during the project.

Comments:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
2. Did the Offeror adequately staff the project?

___ Offeror’s staff was extremely effective.
___ Offeror’s staff was very effective.
___ Offeror’s staff was generally effective
___ Offeror’s staff was ineffective

Comments:
____________________________________________________________________________
____________________________________________________________________________

Evaluated By: ____________________________

Signature

Name and Title: ____________________________

Organization: ____________________________