

PAST AND PRESENT PERFORMANCE QUESTIONNAIRE

COVER LETTER

SUBJECT: Request for Past Performance Evaluation

TO:

You have been identified as a point of contact for a past and/or present performance evaluation of the firm listed on the attached questionnaire. This firm is currently being considered for a **Low-Income Energy Assistance, Summer Cooling Assistance Program, Air Conditioning Component** contract at the Delaware Department of Health and Social Services, Division of State Service Centers, Office of Community Services.

Your prompt attention to this questionnaire will be greatly appreciated. If you have any questions concerning this request, I can be contacted at (302) 255-9744 or Häly.Laasme-McQuilkin@state.de.us.

Sincerely,

Häly Laasme
LIHEAP Program Manager
LIHEAP/OCS/DSSC/DHSS
Herman Holloway Campus
Charles Debnam Building
1901 North DuPont Highway
New Castle, DE 19720

1 Attachment
Past and Present Performance Questionnaire

STATE OF DELAWARE
Department of Health and Social Services

PAST AND PRESENT PERFORMANCE QUESTIONNAIRE

A. GENERAL INFORMATION: Respondent Please correct any information below known to be inaccurate:

Contractor's Name: _____ Telephone Number: _____
Address: _____ Fax Number: _____
_____ Email Address: _____
_____ Point of Contact: _____

Project Title and Brief Description of Work*: _____

Contract Number*: _____ Contract Location*: _____

Original Contract Amount (Award Amount)*: _____

Final Contract Amount*: _____

Explain Differences: _____

Contract Award Date or Performance Start Date (mm/dd/yyyy)*: _____

Contract Expected Completion Date or Performance End Date (mm/dd/yyyy)*: _____

Contract Actual Completion Date or Performance End Date (mm/dd/yyyy)*: _____

Contract Type*: Firm-Fixed Price Cost Reimbursement
 Other (Please Specify): _____

Contractor performed as the **Prime** Contractor **Sub**-Contractor **Key** Personnel.

*** Note: If Contractor holds or has held other contracts with your agency/organization in the last 3 years, please complete separate evaluation forms for those contracts as well.**

B. RESPONDENT INFORMATION:

Name of Respondent: _____

Title: _____

Address: _____ Telephone Number: _____
_____ Fax Number: _____
_____ Email Address: _____

Date Questionnaire was completed (mm/dd/yyyy): _____

C. FAX COMPLETED SURVEY FORM TO: 302-255-4463

OR

E-MAIL COMPLETED SURVEY FORM TO: Haly.Laasme-McQuilkin@state.de.us

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D. PERFORMANCE INFORMATION: Choose the appropriate letter on the scale (E, G, A, M, U, and N) that most accurately describes the contractor's performance or situation. **PLEASE PROVIDE A NARRATIVE EXPLANATION FOR ANY RATINGS OF M or U.**

RATING		DEFINITION	NOTE
E	Exceptional	Performance meets contractual requirements and exceeds many to the Government's/Owner's benefit. The contractual performance of the element or sub-element being assessed was accomplished with no more than a few minor problems for which corrective actions taken by the Contractor were highly effective.	An Exceptional rating is appropriate when 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.
G	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 assessed was accomplished with no more than some minor problems for which corrective actions taken by the Contractor were effective.	A 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.
A	Acceptable	Performance meets minimum 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 or Acceptable 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. A fundamental principle of assigning ratings is that Contractors will not be assessed a rating lower than Acceptable 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 assessed reflects a serious problem for which the Contractor has not yet identified corrective actions or 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	Unacceptable	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 or Unacceptable 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 Unacceptable rating.
N	Neutral	Performance was not observed or not applicable to the current effort being reported against.	Neutral rating will be neither positive nor negative.

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CONTRACTOR'S NAME: _____

CONTRACT NUMBER: _____

Note: Include this information on each page of the questionnaire form to ensure there is no mix up in information among contracts surveyed for respective primes/subs, etc.

Place an "X" on the appropriate column using the definitions matrix above.

The contractor:		E	G	A	M	U	N	
1.	Provided experienced managers and supervisors with the technical and administrative abilities needed to meet contract requirements.	E	G	A	M	U	N	
2.	Demonstrated ability to hire, maintain, and replace, if necessary, qualified personnel during the contract period.	E	G	A	M	U	N	
3.	Delegated authority to project managers and supervisors commensurate with contract requirements.	E	G	A	M	U	N	
4.	Home office participated in solving significant local problems.	E	G	A	M	U	N	
5.	Followed approved quality control plan.	E	G	A	M	U	N	
6.	Provided effective quality control and/or inspection procedures to meet contract requirements.	E	G	A	M	U	N	
7.	Corrected deficiencies in timely manner and pursuant to their quality control procedures.	E	G	A	M	U	N	
8.	Provided timely resolution of contract discrepancies.	E	G	A	M	U	N	
9.	Identified problems as they occurred.	E	G	A	M	U	N	
10.	Suggested alternative approaches to problems.	E	G	A	M	U	N	
11.	Displayed initiative to solve problems.	E	G	A	M	U	N	
12.	Developed realistic progress schedules.	E	G	A	M	U	N	
13.	Met established project schedules.	E	G	A	M	U	N	
14.	Provided timely resolution of warranty defects.	E	G	A	M	U	N	
15.	Was responsive to contract changes.	E	G	A	M	U	N	
16.	Provided adequate project supervision.	E	G	A	M	U	N	
17.	Obtained consent of surety for increases in bonding as work-in-progress increased.	E	G	A	M	U	N	
18.	Paid subcontractors/suppliers in a timely manner.	E	G	A	M	U	N	
19.	Provided accurate and complete line item cost proposals including all aspects of work required for each task.	E	G	A	M	U	N	
20.	Cooperated with Government personnel after award.	E	G	A	M	U	N	
21.	How would you rate the contractor's overall performance?	E	G	A	M	U	N	
22.	Was the contractor ever issued a cure or show cause notice under the referenced contract? If yes, explain outcome in "remarks."						YES	NO
23.	Would you award another contract to this contractor? If not, explain in "remarks."						YES	NO

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CONTRACTOR'S NAME: _____

CONTRACT NUMBER _____

Remarks: _____

DEFINITIONS: To attain as much consistency as possible in the rating process it is necessary to apply consistent standards. When you provide remarks please refer to the following definitions and commonly assigned words for different rating levels.

TERM	DEFINITION	RATING	CONFIDENCE WORDS
Significant Strength	An outstanding or exceptional aspect of the Contractor that appreciably increases the Government's/Owner's confidence in the Contractor's ability to successfully perform contract requirements	Exceptional	Outstanding - High Confidence words: Exceptional, Superior, Complete, Outstanding
Strength	A significant outstanding or exceptional aspect of a Contractor that exceeds the minimum evaluation standard	Good	Excellent - Significant or Substantial Confidence words: Excellent, Admirable, Commendable
Weakness	A flaw in the Contractor that decreases the Government's/Owner's confidence in the Contractor's ability to successfully perform contract requirements	Acceptable	Acceptable – Satisfactory Confidence words: Adequate, Acceptable, Sufficient, Thorough
Significant Weakness	A Contractor's flaw that appreciably increases the chance of unsuccessful performance	Marginal	Marginal- Little or Limited Confidence words: Inadequate, Insufficient, Incomplete, Impaired, Substantially Doubtful
Deficiency	An aspect of the Contractor that fails to satisfy Government's/Owner's minimum requirements or a combination of significant weaknesses in a Contractor that raises the risk of unsuccessful contract performance to an unacceptable level.	Unacceptable	Unsatisfactory – No Confidence words: Unacceptable, Scarce, Flawed, Deficient, Extremely Doubtful
		Neutral	Unknown Confidence words: not applicable, irrelevant, incomparable