

E.3.3 PAST PERFORMANCE FACTOR EVALUATION

The Offeror shall submit the following information as part of their proposal for both the Offeror and proposed major subcontractors:

(a) A list of all contracts and subcontracts completed during the past 3 years and all contracts and subcontracts currently in process for projects **similar in size and complexity** to the requirements stated in Section B.2. Contracts listed may include those entered into by other departments and agencies of the Federal Government; contracts with state and local governments; and contracts with commercial customers. An offeror with no past performance information will receive a neutral rating, i.e., the rating will not add to or detract from its Past Performance rating. Include the following information for each contract and subcontract:

- (1) Name of contracting activity;
- (2) Contract number;
- (3) Contract type;
- (4) Total contract value;
- (5) Contracting officer and telephone number;
- (6) Program manager, telephone number, and facsimile number;
- (7) Description of project;
- (8) Administrative contracting officer, if different from (v) above, and telephone number; and
- (9) List of major subcontractors/teaming partners.

(b) The Offeror may provide information on problems encountered on the contracts and subcontracts identified in paragraph (1) above, and corrective actions taken to resolve those problems. The Offeror should not provide general information on its performance on the identified contracts; general performance information will be obtained from the references.

(c) The Offeror may describe any quality awards or certifications that indicate the Offeror has a high-quality process for developing and producing the product or service required. Such awards or certifications include, for example, the Malcolm Baldrige Quality Award, other Government quality awards, and private sector awards or certifications (e.g., the automobile industry's QS 9000, ANSI/ASQC Q9002-1994, Sematech's SSQA, or ANSI/EIA-599). Identify what segment of the company (one division or the entire company) received the award or certification. Describe when the award or certification was bestowed. If the award or certification is over 3 years old, present evidence that the qualifications still apply.

(d) The Offeror will be evaluated on performance under existing and prior contracts for similar products or services. Performance information will be used as an evaluation factor as required in the FAR 15.304(c)(3). The Government will focus on information that demonstrates quality of performance relative to the size and complexity of the procurement under consideration.

References other than those identified by the Offeror may be contacted by the Government, with the information received used in the evaluation of the Offeror's past performance.

E.3.3.1 Past Performance Subfactors

Evaluation of past performance will be based on the following subfactors, **which are listed in descending order of importance:**

- Subfactor 1 - Integration Experience. Configuring, assembling, integrating, and testing hardware and software components acquired from disparate sources into operational systems;
- Subfactor 2 - System Reliability Experience. Assuring stable, reliable systems at high levels of availability;
- Subfactor 3 - Maintenance Experience. Providing resources (personnel and components) to maintain hardware and software from multiple vendors;
- Subfactor 4 - Support Services Experience. Providing as-needed technical support such as system performance evaluation and tuning;
- Subfactor 5 - Training Experience. Providing training and training materials, including hands-on training, utilizing production and support equipment;
- Subfactor 6 - Cost/Price Control Experience. Making best use of available funds to provide the most cost-effective resources;
- Subfactor 7 - Subcontracting Experience. Meeting subcontracting goals for Small, Small Disadvantaged, and Woman-Owned Businesses; and
- Subfactor 8 - Customer Satisfaction and Business Relations Experience. Establishing productive working relationships between customers and contractor, subcontractor, and vendor personnel.

Offerors lacking relevant past performance information in any or all of the Past Performance Subfactors will receive a neutral rating.

E.3.3.2 Past Performance Evaluation Questionnaire

The Past Performance Evaluation Questionnaire in Part D, Attachment 13, will be used by DoS to obtain past performance information from the references supplied by the Offeror and from any other sources available to DoS.