**Attachment E: Corporate Experience Statement and Past Performance Questionnaire**

**General Services Administration, Unified Shared Services Management – NewPay SaaS Solution**

**Solicitation Number:**

(Quoter should complete Part 1, 2, and 3 prior to issuing this questionnaire to the Evaluator.)

In order to assess potential vendors under the General Services Administration (GSA), Office of Government-wide Policy (OGP), Unified Shared Services Management (USSM) NewPay Procurement, the GSA contracting officer is obtaining past performance information with respect to each Quoter. The answer to the questionnaire will provide GSA an indicator to predicting future performance for this procurement. This is a critical acquisition being conducted by GSA and your support is sincerely appreciated. We are thanking you in advance for your time, effort, and cooperation in responding to this questionnaire.

Parts 1, 2, and 3 are to be completed by the Quoter and provided to the assessor (Government/Customer that had experience with the Quoter on a previous relevant contract). The assessor will verify Part 2, complete Parts 3 and 4, and submit to the GSA contracting office. The Quoter should also submit with its proposal (by the closing date of the Solicitation) copies of Parts 1, 2, and 3 of all questionnaires as provided to assessors.

Please provide the correct information accordingly. Part 4 is to be completed in its entirety by the assessor.

Please email your responses by the closing date provided in the RFQ, in accordance with your instructions to [Raymond.McCollum@gsa.gov](mailto:raymond.mccollum@gsa.gov). The “subject” line in the submission email shall clearly indicate: NewPay Past Performance Questionnaire Submission for *Company Name*. and the message shall originate from the Evaluator’s corporate or government email system.

**PART 1: Offeror Information**

|  |  |
| --- | --- |
| Quoter: |  |
| Quoter Email Address: |  |

**PART 2: Contract Identification**

|  |  |  |
| --- | --- | --- |
| 1 | Type of Instrument (e.g. Contract/Order/Subcontract/Other): |  |
| 2 | Contract Identification Number: |  |
| 3 | Order Number (If applicable): |  |
| 4 | Project Title and General description of products/services required under the contract (Add rows if needed): | |
|  | | |
| 5 | Type of Acquisition (e.g. Negotiated, Sealed Bid): |  |
| 6 | Contract Type (e.g. fixed price, cost reimbursement, other): |  |
| 7 | Competitive (Y/N): |  |
| 8 | Date of Award: |  |
| 9 | Initial Contract Dollar Value (w/Options): |  |
| 10 | Final Contract Dollar Value (w/Options): |  |
| 11 | Period of Performance: |  |
| 12 | Place(s) of Performance: |  |
| 13 | Complexity of Work (e.g. difficult, routine): |  |
| 14 | Type and extent of subcontracting (add rows if needed): | |
|  | | |

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**PART 3: Customer Data Information**

|  |  |  |
| --- | --- | --- |
| 1 | Customer Name & Title: |  |
| 2 | Customer Organization (including company and/or agency): |  |
| 3 | Role in Contract (e.g. CO, COTR, PM): |  |
| 4 | Address: |  |
| 5 | Phone No.: |  |
| 6 | Fax No.: |  |
| 7 | Period of Evaluation: |  |
| 8 | E-mail: |  |
|  |  |  |

**PART 4: RATINGS**

Please answer each of the following questions with a rating that is based on objective measurable performance indicators to the maximum extent possible.

Assign each area a rating of either Outstanding, Satisfactory, Unsatisfactory, or N/A according to the definitions below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **RATING** | **QUALITY OF PRODUCT OR SERVICE** | **COST CONTROL** | **TIMELINESS OF PERFORMANCE** | **BUSINESS RELATIONS** |
| Outstanding | There were no quality issues, and the quoter significantly exceeded the contract performance requirements without commensurate additional costs to the customer. | There were no cost management issues, and the quoter significantly exceeded the contract requirements, achieving cost savings to the customer. | There were no delays, and the quoter significantly bettered the agreed upon schedule. | Responses to inquiries, technical/ service/ administrative issues significantly exceeded customer expectations. |
| Acceptable | The quoter met the contract requirements. However, overall compliance required some assistance from the customer. | The quoter met the contract requirements. However, customer provided some assistance to the quoter to manage costs. | The quoter met the agreed upon schedule. However, customer provided some assistance to ensure the quoter met the agreed upon schedule. | Responses to inquiries, technical/ service/ administrative issues met the contract requirements. |
| Unsatisfactory | Non-conformances compromised the achievement of contract requirements. | Quoter was unable to manage costs effectively. | Quoter delays jeopardized achievement of contract objectives. | Responses to inquiries, technical/ service/ administrative issues were not timely or effective. |

**Please objectively assess the requesting firm in each performance element below by assigning an “X” to the most appropriate rating:**

**QUALITY OF PRODUCT OR SERVICE:**

1. Compliance with contract requirements, terms and conditions:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

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1. Accuracy of reports:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

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1. Level of knowledge, experience, and effectiveness of personnel in performing required services:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

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1. Overall quality of solution and services provided:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

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**TIMELINESS OF PERFORMANCE:**

1. Reliability:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

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1. Responsiveness to technical direction:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

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1. Meets contract delivery schedules and/or task deadlines:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

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**BUSINESS RELATIONS:**

1. Effective management, including subcontracts:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

2. Responsive to contract requirements:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

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3. Flexibility:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

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**COST CONTROL:**

1. OVERALL assessment of the Quoter’s ability to forecast, manage, and control costs.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. Adherence to Cost Targets (Quoter’s ability in planning and proposing realistic costs)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. Current, accurate and complete billings:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CUSTOMER SATISFACTION:**

1. Quoter reasonable and cooperative in responses to changes in technical direction, correcting errors, and other quality concerns?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. Level of quality met by the Quoter based on the Quality Assurance Plan

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. Quoter’s commitment to customer satisfaction:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Rating | Outstanding | Acceptable | Unsatisfactory | N/A |
| Check (X) |  |  |  |  |

**COMMENTS:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**ADDITIONAL COMMENTS:**

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**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**