**PAST PERFORMANCE QUESTIONNAIRE**

**RFQ SP0604-22-Q-0404**

Our firm is currently in the process of preparing a proposal for the Defense Logistics Agency (DLA) Energy Sustainment Restoration & Modernization (SRM) Support Services effort, RFQ number SP0604-22-Q-0404. As part of our proposal, we have listed you as a reference on our performance for this type of service with your agency under the previous/current contract listed below. Your input on our performance is therefore requested.

This questionnaire is due to DLA Energy no later than **May 23, 2022, 12:00 p.m. EST.**

The questionnaire must be submitted directly via e-mail to CSTeam@dla.mil. The email subject line should be ATTN: PPQ, RFQ SP0604-22-Q-0404, (*Company Name*).

If you will not be available for verification of this past performance evaluation May 23, 2022 through June 06, 2022, please designate an alternate POC for the DLA Contracting Officer to contact.

Thank you.

**NAME OF OFFEROR:** Syms Strategic Group, LLC

**Phone:** (801) 510-5235

**E-mail:** ESyms@symssg.com

**I. Current or Historical Contract Information**

**CONTRACT REFERENCED:** Enterprise Program Management Office (EPMO) Action Tracking

1. **Contract or Identifying Number:**

**Subcontract:** 2017-016-T4NG-SC, **Task Order Number:** PO# 116-S66254, TAC-16-28824

1. **Contract Value:** $358,012.28
2. **Period of Performance:** 07/28/2016 – 07/27/2018
3. **Brief description of items provided:** SSG provided internal and external IT action request and response management, including incoming action identification, analysis and evaluation of new actions, input of new actions into the tracking system, assignment of actions to appropriate subject matter experts (SMEs), monitoring and follow-up with SMEs, response development, vetting, cataloging and uploading action tracking-related materials to a SharePoint-based archive and retrieval system, and completion of all daily, weekly, and monthly reporting requirements. Our team members also provided EPMO SharePoint development, maintenance, design, and administration.

**Task 1 – Provide Program, Budget, and Process Support**

SSG helped managed the daily operations of the Enterprise Program Management Office (EPMO) Action Tracking division, which facilitated the intake, assignment, and response to information requests on EPMO projects and activities. SSG helped facilitate a daily stand-up meeting to review the status of all open information requests and prioritize workload across the EPMO Action Tracking team. SSG assisted the completion of action items and reporting requirements by following Standard Operating Procedures (SOPs) established jointly by FTC and the VA Contracting Officer’s Representative (COR).

**Task 2 – Strategic Program Support**

SSG helped provide program analysis and development support to EPMO senior leadership through the development, coordination, and creation of well-organized, polished draft strategic responses to IT-related inquiries from VA leadership, customer organizations, oversight bodies, and others. SSG also assisted in the production of communiques, including talking points, articles, white papers, PowerPoint/Excel charts, presentations, executive summaries, and memos at an expert skill level in support of sub-organizations throughout EPMO.

**Task 3 – Provide PMD Program Database Maintenance Support**

SSG helped maintain the existing EPMO SharePoint Action Tracking database to include data on draft, final strategic responses, and briefing to inquiries. At the behest of FTC, SSG recorded entries into the EPMO SharePoint Action Tracking database within one business day after receipt, which included (1) tracking number and request title, (2) date received by EPMO, (3) brief description of what was required, (4) names of personnel having primary/secondary responsibility, (5) offices having primary/secondary responsibility, (6) contact information of inquiry source, (7) date response was completed and/or closed, and (8) other information as identified by the Government.

1. **Name of Person Completing Questionnaire:** Ben Lin

**Agency/Company:** Favor TechConsulting, LLC (FTC)

**Title:** Chief Operating Officer (COO) **Phone:** (202) 255-9635

**E-mail:** blin@ftc-llc.com

**Alternate POC name:**

**Alternate POC Phone Number:**

**Alternate POC e-mail address:**

**II. EVALUATION. Please rate the Contractor utilizing the guide below. Explanatory narratives for as many responses as possible would be appreciated. These narratives need not be lengthy, just detailed. Attach additional pages if more space is needed.**

**Evaluation Definitions –**

The following definitions should be used in the assessment of Contractor performance.

|  |  |
| --- | --- |
| EXCEPTIONAL | Performance EXCEEDS MOST contractual requirements. The performance of areas being assessed was accomplished with few minor issues or concerns. |
| VERY GOOD | Performance EXCEEDS SOME contractual requirements. The performance of areas being assessed was accomplished with few minor issues or concerns, for which the Contractor’s corrective actions were highly effective. |
| SATISFACTORY | Performance MEETS contractual requirements. The performance of the areas being assessed contains minor issues or concerns, for which corrective actions taken by the Contractor were effective. |
| MARGINAL | Performance MEETS SOME contractual requirements. The performance of the areas being assessed includes significant problems, issues, or concerns for which corrective actions taken by the Contractor were only somewhat effective. |
| UNSATISFACTORY | Performance DOES NOT MEET contractual requirements. The performance of the areas being assessed includes serious problems, issues, or concerns for which the Contractor’s corrective actions were ineffective. |
| NOT APPLICABLE (N/A) | Performance information not recent or relevant as defined in the Solicitation. Unable to provide assessment. |

**Past Performance Evaluation**

**Question 1. Performance**

What is your assessment of the Contractor’s ability to meet your requirements?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Exceptional | Very Good | Satisfactory | Marginal | Unsatisfactory | N/A |
| **Performance** | X |  |  |  |  |  |

*Comments, if any.*

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| --- |
| SSG exhibited exceptional ability to meet every one of our requirements. |
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**Question 2. Timeliness**

What is your assessment of the Contractor’s ability to provide products in a timely manner?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Exceptional | Very Good | Satisfactory | Marginal | Unsatisfactory | N/A |
| **Timeliness** | X |  |  |  |  |  |
| **Ability to Resolve Timeliness Problems** | X |  |  |  |  |  |

*Comments, if any.*

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| --- |
| SSG provided products in a very timely manner and there were very few problems with their product service delivery. If any issues arose, SSG solved the issue immediately. |
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**Question 3. Quality of Workload Management**

What is your assessment of the Contractor’s ability to manage workload, produce quality deliverables and coordinate with subcontractors (if any) to meet requirements of the applicable performance work statement?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Exceptional | Very Good | Satisfactory | Marginal | Unsatisfactory | N/A |
| **Quality of Management** | X |  |  |  |  |  |

*Comments, if any.*

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| --- |
| SSG expertly managed its workload and produced quality deliverables. |
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**Question 4. Overall Rating of Contractor’s Performance**

What is your overall rating of Contractor’s performance (requirements, schedule) on contract being assessed?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Exceptional | Very Good | Satisfactory | Marginal | Unsatisfactory |
|  |  |  |  |  |

**General Comments:**

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| --- |
| SSG did an excellent job adhering to the project requirements and to the schedule. I would strongly recommend them for similar future projects. |
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