ATTACHMENT L – 2
PERFORMANCE CONFIDENCE

QUESTIONNAIRE
TENNIS CENTER OPERATION SERVICES

CLIENT AUTHORIZATION LETTER

Dear Client:

We are currently responding to the City of Sandy Springs Request for Proposal (RFP) for Tennis Center Operation Services**.**

The City of Sandy Springs is emphasizing performance confidence as a source selection factor. As such, a requirement of their solicitation is that past and present clients of ours be identified and participate in the evaluation process. You are hereby authorized to respond to this and other inquiries.

We have identified _____ of your organization as the point of contact based on his/her knowledge concerning our work.

Please complete the enclosed Performance Confidence Questionnaire and forward it directly to:

City of Sandy Springs
Attn: Charise Glass
7840 Roswell Road, Bldg. 500
Sandy Springs, GA 30350

E-mail responses may be sent to: purchasing@sandyspringsga.gov

A response to this questionnaire is requested to the above address no later than **2:00 PM on April 12, 2018**.

Your cooperation is appreciated. Any questions may be directed to the undersigned.

Sincerely,

Enclosure

I. REFERENCE CONTRACT IDENTIFICATION (to be completed by Offeror)

Contractor (Company/Division/ Mailing Address):	
Contract Number:	
Contract Type:	
Contract Value:	
Contract Description:	
Period of Performance (basic and any options):	
During this contract period of performance, this firm was the Prime Contractor, Subcontractor, Other (explain):	
If not a Prime Contractor, what is the percentage of the Contract Value for this contractor:	

II. PERFORMANCE CONFIDENCE EVALUATION (to be completed by Respondent)

The Performance Confidence evaluation assesses the contractor's performance under previously awarded contracts for the same or similar requirements. The Performance Confidence evaluation is an assessment of the City's level of confidence in the Offeror's ability to perform the solicitation requirements as described in the Statement of Work. Use the following adjectival ratings to respond to the questions below. Please select one rating per statement, using the following definitions, and provide additional remarks to further explain any rating.

Performance	Definition
Exceptional	The contractor's performance meets contractual requirements and exceeds many (requirements) to the Government's benefit. The contractual performance was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.
Satisfactory	The contractor's performance meets contractual requirements. The contractual performance contained some minor problems for which corrective actions taken by the contractor were satisfactory.
Marginal	Performance does not meet some contractual requirements. The contractual performance 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.
Poor	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance contains serious problem(s) for which the contractor's corrective actions were ineffective.

GENERAL

1. List three of the contractor's major strengths and how contract performance was affected:

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•
•

2. List three of the contractor's major weaknesses and how contract performance was affected:

•
•
•

OVERALL RATING OF CONTRACTOR'S PERFORMANCE

Question 1:	Please assign an overall rating using the adjectival ratings below.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 2:	If the choice were yours alone, would you select this Contractor for the follow-on contract?							
	Yes:		**No:**					
Comment:								

DETAILED EVALUATION RATINGS

Please rate the contractor's performance in each of the following areas.

ACCOUNTABILITY

Question 3:	Conformance with the terms and conditions of the contract, including delivery of products and reports, and adherence to cost and schedule constraints.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 4:	Ability to correct performance deficiencies.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 5:	Compliance with technical requirements and performance standards.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 6:	Understanding and management of customer requirements and priorities.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 7:	Initiative identifying and resolving unforeseen technical and schedule problems.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								

RESPONSIVENESS

Question 8:	Managing a large number of varied tasks and experience in responding to short term high demand requirements.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 9:	Effectively managing subcontractors.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 10:	Qualifications and effectiveness of on-site management.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 11:	Level of autonomy on-site management had in managing the contract.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 12:	Corporate management involvement in the contract operations and responsiveness to resolve performance problems.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 13:	Key personnel performance and relevant experience.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								

TRANSPARENCY

Question 14:	Ability to submit accurate and timely financial reports.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 15:	Recruiting, motivating, and retaining a workforce with appropriate skills for contract performance. Describe any issues experienced (e.g., salary or fringe benefits)?							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								

CONTINUITY

Question 16:	Transition from previous contract (or contractor) with no impact to work in progress.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 17:	Compliance with schedule requirements. Discuss any contractor-caused schedule slips.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 18:	Cooperation with other contractors to meet customer requirements.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								

CAPABILITIES

Question 19:	Utilization of innovative and resource-efficient solutions to satisfy requirements.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 20:	Ability to manage multiple, concurrent, and complex tasks.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								
Question 21:	Ability to identify and mitigate risks (including risks associated with cost, schedule, deliverables, and milestones), to ensure contract success.							
Rating:	Exceptional:		Satisfactory:		Marginal:		Poor:	
Comment:								

ADDITIONAL INFORMATION

Question 22:	Did the Contractor provide the key personnel proposed?			
	Yes:		**No:**	
Comment:				
Question 23:	Upon their departure, were key personnel replaced appropriately and in a timely manner?			
	Yes:		**No:**	
Comment:				
Question 24:	If hiring was required at any time after the start of the contract, did the contractor identify appropriate vacancy skill sets and fill those vacancies with the appropriate skills and expertise in a timely manner?			
	Yes:		**No:**	
Comment:				
Question 25:	If the contract's scope was increased or decreased, was the contractor proactive in meeting new requirements?			
	Yes:		**No:**	
Comment:				
Question 26:	Did any regulatory violations occur because of Contractor's actions?			
	Yes:		**No:**	
Comment:				

III. RESPONDENT INFORMATION (to be completed by Respondent)

Name of Evaluator:	
Position Title:	
Agency/Company Name and Mailing Address:	
Telephone Number:	
E-mail Address:	
Role in Program/ Contract:	
Length of Involvement in this Program/Contract:	
Date Questionnaire Completed:	

RETURN INFORMATION:

Please return this questionnaire to Charise Glass:

City of Sandy Springs
Attn: Charise Glass
7840 Roswell Road, Bldg. 500
Sandy Springs, GA 30350
purchasing@sandyspringsga.gov

QUESTIONNAIRE MUST BE RETURNED TO THE CITY OF SANDY SPRINGS NO LATER THAN 2:00 PM LOCAL TIME ON APRIL 12, 2018.