

response to the RFP, the Government will evaluate the schedule and make an acceptability determination as to the offeror's ability to meet the contract completion time.

b. Management Approach

Using the information submitted in response to the solicitation, the Government will evaluate the offeror's ability to successfully manage the project. **To be evaluated as acceptable the offeror must provide a narrative that addresses the items listed below:**

1. identify key personnel proposed for the project and their documented experience on successful completion of other projects;
2. discuss sequence of work to be performed in a realistic fashion; i.e. coordination with subcontractors;
3. identify cost control successes (if any) for other completed projects.

c. Technical expertise in building renovation and expansion projects

Evaluation Process for Technical

Using the information submitted in response to the solicitation, the Government will evaluate the offeror's technical expertise in building renovation and expansion projects of comparable size. **To be evaluated as acceptable the offeror must provide a narrative that identifies one or more prior projects that are directly related in scope, complexity, magnitude, and cost to this requirement completed within the past five (5) years including:**

1. adequately describe the projects that are relevant to this requirement that were performed directly by the General Contractor;
2. address any equipment to be utilized (owned or rented).

Technical Acceptable/Unacceptable Ratings at Factor Level	
Rating	Description
Acceptable	Proposal clearly meets the minimum requirements of the solicitation.
Unacceptable	Proposal does not clearly meet the minimum requirements of the solicitation.

Past Performance

Each offeror's past performance will be evaluated based on the elements detailed below:

- a. *Quality of Product or Service* – compliance with contract requirements – technical excellence and know-how – responsiveness and accuracy of communication – assignment of qualified and appropriate personnel.
- b. *Timeliness of Performance* – meets milestones and deadlines – quick turnaround time on requests – promptly communicates issues– reliable – stays on schedule – responsive to technical direction – completes tasks on time.
- c. *Problem Resolution* – anticipates, avoids, or mitigates problems – satisfactorily overcomes or resolves problems – prompt notification of problems – recommends viable solutions
- d. *Cost Control* – consistently within task budgets – current, accurate, and complete billings – costs properly allocated – unallowable costs not billed – relationship of negotiated costs to actual costs – cost efficiencies.

- e. *Business Relations* – effective management – accountability for employee performance – business-like concern for customer’s interests – effective supervision of staff – reasonable/cooperative behavior –flexible – maintains high employee morale.
- f. *Customer Service* – prompt responses and communication – understands and embraces service and program goals – team approach with the customer – satisfaction with the contractor’s services – positive customer feedback — courteous interactions – initiative.
- g. *Experience Modification Rate*: Per VHA Directive 2011-036 Safety and Health During Construction, Occupational Safety and Health Administration (OSHA) and Environmental Protection Agency (EPA) Violations: For an offeror to be eligible for an award, the offeror shall have no more than three (3) serious, or one (1) repeat, or one (1) willful OSHA or EPA violation(s) in the past three (3) years and have an Experience Modification Rate (EMR) of equal to or less than 1.0. All offerors shall submit information with their bid supporting that their current EMR is equal to or less than 1.0. This information shall be obtained from the offeror’s insurance company and be furnished on the insurance carrier’s letterhead. If an offeror’s current EMR number is greater than 1.0 then the offeror is ineligible for a contract award. Self-insured contractors or other contractors that cannot provide their EMR rating on insurance letterhead must obtain a rating from the National Council on Compensation Insurance, Inc. (NCCI) by completing/submitting form ERM-6 and providing the rating on letterhead from NCCI. Note: Self-insured contractors or other contractors that cannot provide EMR rating on insurance letterhead from the states or territories of CA, DE, MI, NJ, ND, OH, PA, WA, WY, and PR shall obtain their EMR rating from their state run worker’s compensation insurance rating bureau.

Evaluation Process for Past Performance

Past performance evaluation will be based on information from www.cpars.gov, information from other customers known to the Government, and any other sources of useful and relevant information. Offerors shall be given an opportunity to discuss adverse past performance information, if the offeror has not had a previous opportunity to comment on the information. The contracting officer may review recent contracts to ensure that corrective measures raised in discussions have been implemented. If no relevant information on past performance is available for an offeror, the offeror will not be evaluated favorably or unfavorably on past performance, meaning neutral or acceptable.

Past performance information shall be obtained by the Contract Specialist from any other sources available to the Government to include, but not limited to, PPIRS or other databases; interviews with Program Managers, Contracting Officers, and/or Contracting Officer Representatives.

Overall Past Performance Evaluation Ratings

Rating	Description
Acceptable	Based on the offeror’s performance record, the Government has a reasonable expectation that the offeror will successfully perform the required effort, or the offeror’s performance record is unknown. (See note above.)
Unacceptable	Based on the offeror’s performance record, the Government has no reasonable expectation that the offeror will be able to successfully perform the required effort.

PROPOSAL SUBMISSION: