



MEMORANDUM:

FOR PAST PERFORMANCE REFERENCES

FROM: Procurement Department
Greater Richmond Transit Company (GRTC)
301 E. Belt Boulevard
Richmond, Virginia 23224

RE: Request for Past Performance Information for [RFP# 224-23-11, Insurance Brokerage Services]

In the Instructions to Offerors portion of our request for proposals, we request that this letter and the Past Performance Questionnaire be forwarded to points of contact for similar type services performed by the offeror, or currently in progress. The information contained in your completed questionnaire will be one of the evaluation criteria to base a decision about the relative qualifications of the offeror.

Please have the questionnaire completed by the person(s) most familiar with the contractor's performance on the subject contract. Evaluations should reflect an honest, straightforward, and objective evaluation of the contractor's performance. Evaluations must be based on objective facts supported by program/project and contract management data and reports.

Your knowledge is crucial to our evaluation of the company's past performance, and we request that you provide responses to all questions. A simple "unknown" answer may be appropriate when no evidence is available to you in a particular area. We ask that you indicate, based on the definitions provided in the questionnaire, the contractor's performance on the identified contract. Please provide narrative rationales for your answers that are marked other than acceptable or areas where the contractor clearly exceeded contract requirements. Handwritten responses, printed clearly, are sufficient.

Please submit your past performance questionnaire directly to the GRTC (**not to the company**) no later than **April 21, 2024 prior to 03:00 pm**. It may be necessary to call you to discuss questionnaire responses.

If you have any questions concerning this questionnaire, please email [Brandon Butler] at [brandon.butler@ridegrtc.com]. Responses may be submitted to this office as indicated on the cover of the questionnaire. Your time is greatly appreciated, and we thank you for your participation.

Sincerely,

[Brandon Butler]
Procurement Specialist

Enclosure:
Past Performance Questionnaire

THE QUESTIONNAIRE MAY BE SUBMITTED BY MAIL OR DELIVERY TO:

Procurement Department
 ATTN: [Brandon Butler]
 Greater Richmond Transit Company
 301 E. Belt Boulevard
 Richmond, Virginia 23224

OR

Email: [brandon.butler@ridegrtc.com]

SECTION A. THIS SECTION ONLY TO BE FILLED IN BY THE OFFEROR:

Offeror (Proposing Firm) Contract Number:	
Offeror (Proposing Firm):	
Type of Contract:	
Contract Amount:	
Status:	Active <input type="checkbox"/> Completed: <input type="checkbox"/>
Date of Award:	
Contract Completion Date (Including Extensions):	
Product Description and/or service provided:	
Type and Extent of Subcontracting:	

SECTION B. TO BE FILLED IN BY RESPONDENT:

Please provide information for the primary individual completing this questionnaire.

Name:	
Firm:	
Telephone Number:	
Mailing Address:	
E-Mail Address:	

SECTION C. RATING GUIDELINES:

Use the following descriptions as guidance in providing element ratings. Ratings should only reflect the performance of the contractor in question. For each question, please place an "X" in the box corresponding to the rating.

- Exceptional 1**
- Very Good 2**
- Satisfactory 3**
- Marginal 4**
- Unsatisfactory 5**
- Unknown 6**

SECTION D. CONTRACT/PAST PERFORMANCE INFORMATION:

Place an X in the appropriate box and provide narrative, if applicable.

1= Exceptional, 2= Very Good, 3= Satisfactory, 4= Marginal, 5= Unsatisfactory, 6= Unknown.

	Question:	1	2	3	4	5	6
1	Did the contractor initiate and support startup and management control?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Timeliness in achieving schedule elements (delivery/performance), considering all excusable delays.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Did the contractor accurately and timely attend to and communicate the project status via required reports, inspections etc?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Did the contractor provide qualified management and key personnel throughout the contract performance period?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Did the contractor provide adequate, competent and qualified technical personnel capable of meeting contract requirements throughout the performance period of the contract?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Was the contractor's top management involved and committed to project success?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Rate the contractor's ability to manage and coordinate subcontractors, and please note any subcontracting issues (positive or negative) that impacted the performance of your contract.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	How timely and sufficient were the contractor's resources (manning levels, skill mix, equipment, etc.) to meet contract requirements (technical, management, and contractual)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	How well did the contractor work independent of your guidance, oversight and assistance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Rate the effectiveness of the contractor's program to ensure compliance with federal, state and local regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	How timely and effective were the contractor's responses to and resolution of technical problems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	How innovative was the contractor in performing the technical aspects of this contract and resolving problems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	How well did the contractor respond to and act on customer feedback?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	How well did the contractor perform the terms of the contract (schedule, scope and budget)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	How would you rate the contractor's overall performance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	What were the contractor's top documented strengths, if any, in performing the contract requirements?						
17	What were the contractor's top documented weaknesses, if any, in performing the contract requirements?						
18	Were there any contract concessions/changes/terminations made due to the contractor's inability to meet contract requirements (Cost schedule/performance)?						
19	Have there been any indications that the contractor has financial concerns that would jeopardize contract performance?						
20	Please provide any additional information you feel is important not covered elsewhere:						