



JOSH GREEN, M.D.  
GOVERNOR  
KE KIA'ĀINA

BONNIE KAHAKUI  
ACTING ADMINISTRATOR

STATE OF HAWAII'Ī | KA MOKU'ĀINA O HAWAII'Ī  
PROCUREMENT POLICY BOARD

P.O. Box 119  
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PROCUREMENT POLICY  
BOARD  
RICHARD HELTZEL  
LANCE INOUE  
LISA MARUYAMA  
DIANE NAKAGAWA  
KEITH REGAN

**Procurement Policy Board Meeting**  
Thursday, August 31, 2023, 1:30 pm – 3:30 pm HST

**Virtual Meeting Using Interactive Conference Technology – Zoom**

Join Zoom Meeting

<https://zoom.us/j/4444138787?pwd=KzJHci9VUmhRSWd5cUJ2NysrNVQ5Zz09>

Meeting ID: 444 413 8787

Passcode: zr2ydY

Dial by your location

- +1 253 215 8782 US (Tacoma)
- +1 346 248 7799 US (Houston)
- +1 669 444 9171 US
- +1 669 900 6833 US (San Jose)
- +1 719 359 4580 US
- +1 253 205 0468 US
- +1 301 715 8592 US (Washington DC)
- +1 305 224 1968 US
- +1 309 205 3325 US
- +1 312 626 6799 US (Chicago)
- +1 360 209 5623 US
- +1 386 347 5053 US
- +1 564 217 2000 US
- +1 689 278 1000 US
- +1 929 436 2866 US (New York)

Meeting ID: 444 413 8787

Passcode: 072139

Find your local number: <https://zoom.us/u/acRdfQJZ7R>

### **Physical Location**

Kalanimoku Building, 1151 Punchbowl Street, Room 410, Honolulu, is available to the public and is guaranteed to be connected to the remote virtual meeting.

In the event that audiovisual communication cannot be maintained by all participating board members and quorum is lost, the meeting will automatically be recessed for 30 minutes, during which time an attempt to restore audiovisual communication will be made. If such attempt to restore is unsuccessful within said 30 minutes, all board members, members of the public, staff and other interested individuals shall log on again to the Zoom link on this Notice, whereby audio communication will be established for all participants and the meeting will continue. If reconvening the meeting is not possible because audio and visual communication cannot be re-established, the meeting will be terminated.

### **Written Testimony**

Written testimony may be submitted by one of the methods listed below:

- By email to: [procurement.policy.board@hawaii.gov](mailto:procurement.policy.board@hawaii.gov)
- By United States Postal Service to: 1151 Punchbowl Street, Room 416, Honolulu, HI 96813
- By facsimile to: (808) 587-4703

Written testimony will only be accepted for the items listed on the meeting agenda. Written public testimony submitted to the Procurement Policy Board will be treated as public record and any information contained therein may be available for public inspection and copying.

Please include the word “Testimony” and the subject matter following the address line.

Copies of the Board Packet will be available on-line for review at <https://spo.hawaii.gov/procurement-policy-board/procurement-policy-board-meeting-agenda-minutes/>. An electronic draft of the minutes for this meeting will also be made available at the same location when completed.

**Procurement Policy Board Meeting**  
**Agenda**  
**Thursday, August 31, 2023, 1:30 p.m. – 3:30 p.m.**

- I. Call to Order, Public Notice**
- II. Roll Call, Quorum**
- III. Approval of Minutes of July 11, 2023, Meeting**
- IV. Past Performance Assessment / Questionnaire**
- V. Announcements**

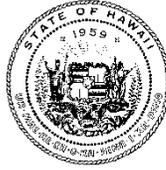
**Future Meeting Dates/Times:**

Tuesday, September 12, 2023, 1:30 – 3:30 pm

- VI. Adjournment**

*If you need an auxiliary aid/service or other accommodation due to a disability, contact Ruth Baker at (808) 587-4701 or at [ruth.a.baker@hawaii.gov](mailto:ruth.a.baker@hawaii.gov) as soon as possible, preferably by COB August 29, 2023. Requests made as early as possible have a greater likelihood of being fulfilled.*

*Upon request, this notice is available in alternate formats such as large print or electronic copy.*



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## Procurement Policy Board

### Minutes of Meeting

Date/Time: Tuesday, July 11, 2023, 1:30 p.m.

Locations: Comptroller's Conference Room  
Kalanimoku Building, Room 410  
1151 Punchbowl Street  
Honolulu, Hawaii 96813

Virtual Meeting Using Interactive Conference Technology – Zoom

Members Present: Rick Heltzel  
Lance Inouye  
Lisa Maruyama  
Diane Nakagawa

Department of the  
Attorney General: Stella Kam, Deputy Attorney General

State Procurement  
Office Staff: Bonnie Kahakui, Acting Administrator  
Christopher Amandi  
Ruth Baker  
Stacey Kauleinamoku  
Carey Ann Sasaki  
Donn Tsuruda-Kashiwabara  
Kevin Takaesu

Other State Staff: Eric Nishimoto, Department of Accounting and General Services - Public Works Division  
Gordon Wood, Department of Accounting and General Services - Public Works Division

Guests: Rep. Scot Matayoshi, House of Representatives  
S. Inouye  
Sarah Love, Building Industry Association (BIA)  
Sean Maskrey  
Pane Meatoga III  
Ryan Sakuda

### **I. Call to Order, Public Notice**

Chair Lisa Maruyama called the Procurement Policy Board (Board) meeting to order at 1:45 p.m. held on Zoom and in-person in Room 410 of 1151 Punchbowl Street. The meeting was recorded.

### **II. Roll Call, Quorum**

Roll call was taken of the Procurement Policy Board members; there was quorum.

The Deputy Attorney General assigned to DAGS and staff of the State Procurement Office (SPO) were introduced.

### **III. Approval of Minutes of June 5, 2023, Meeting**

The minutes of the June 5, 2023, were reviewed. Rick Heltzel made a motion and Diane Nakagawa seconded the motion to accept the minutes as presented. The members unanimously voted to approve the minutes.

The June 5, 2023, meeting minutes accurately stated that Member Inouye requested a list of stakeholders that sent a survey on the Past Performance. Member Inouye withdrew his request for that information, which is documented in the July 11, 2023, minutes.

### **IV. Legislative Update**

Chair Maruyama recognized State Rep. Scot Matayoshi and asked if he wanted to provide an update on the past legislative session. He did not offer a report but stated that he was attending the Board meeting to talk about the Past Performance Database, which is later the agenda.

SPO Acting Administrator Bonnie Kahakui reported in the 2023 Legislative Session, three bills that affected procurement were passed and were signed by the Governor.

- House Bill 977 HD1 SD1 / Act 44 abolished the Community Council on Purchase of Health and Human Services
- House Bill 978 HD2 SD2 CD1 / Act 45 amended the treatment of services and how it can be applied, and delegates responsibility of the purchase of treatment of services to applicable department heads. Relevant administrative rules will need to be amended.
- House Bill 1184 HD1 SD1 CD1 / Act 188 allows agencies to rank fewer than three persons for professional services under specific conditions and may request an alternative procurement when fewer than three qualified persons respond to the solicitation. The SPO issued an update and guidance to government agencies through procurement circular.

### **V. Past Performance Assessment – Survey of Stakeholders**

Chair Maruyama recognized Rep. Matayoshi, who provided testimony on the Past Performance Assessment. He explained that as the author of the Past Performance legislation, he wanted to thank for their time and provide the Board feedback on the intent of the legislation. which was a result of discussion with colleagues. He stated that he didn't mean for the bill to be restricted to the categories described, which is why (b)(1) of the bill states that SPO shall adopt rules on information to be in the Past Performance database. Rep. Matayoshi stated that the Legislature wanted to make sure that information listed in the bill are included in the database. He cited that in the language of the bill, the SPO shall adopt rules to establish information required to be included in the Past

Performance database. He reiterated that it was the Legislature's intent for the SPO to determine the criteria in the Past Performance assessment to ensure that the best contractors can compete and get hired by the state. He said that at some point all stakeholders would have to come to an agreement on the past performance assessment so it can be utilized, then modify the assessment through rule-changes or legislation, as needed, in the future.

Acting Administrator Kahakui explained that the SPO conferred with other states and the federal government, then took the best of the evaluation criteria such as budget, contract, management, safety, cooperation, and technical support. She said that the SPO reviewed various grading/rating systems, then selected those that were the most objective. She added that the SPO wants to work with stakeholders on making the assessment more objective and revising the timeline of the assessment.

Eric Nishimoto of DAGS Public Works Division commented that the SPO works on obtaining feedback from stakeholders, and that the Board is the entity that promulgates the rules.

Sarah Love, President of BIA Hawaii, stated that BIA has submitted testimony about its concerns on allowing subjectivity in the evaluation process, and on the due process to allow contractors to challenge negative ratings. The BIA asks for an objective, rather than subjective, perspective pertaining to procurement.

With the conclusion of the public testimony/input on the past performance assessment, Acting Administrator Kahakui provided a report from the SPO on the results of its survey of the assessment. She reported that 25,000 emails asking for input were sent to stakeholders, including vendors in HlePRO, those in the SPO's small business data base, external vendors, State of Hawaii Executive Branch Department Directors, and Chief Procurement Officers within the state of Hawaii. The SPO received responses from nine vendors and eight government agencies. The responses included recommendations to revise the timeframe and delete assessment questions.

Deputy Attorney General Stella Kam referenced the suggestion made by Rep. Matayoshi, that the database can be changed and tweaked as needed. She stated that the Hawaii Administrative Rules (HAR) are restrictive and binding, and if the HAR states what assessment information goes into the database, the HAR has the full force of the law. With the deadline for the Board to promulgate the rules by the end of 2023, she suggested that the HAR can be amended in a manner to allow for flexibility. She will review the rules for language that has some leeway, and conversely, the language that restricts and binds the database to be kept as is on December 31, 2023.

Acting Administrator Kahakui reiterated that the SPO wanted to give the Board members the opportunity to look at the diverse feedback and comments from stakeholders. She summarized that the SPO can create the assessment and the database pursuant to the language in the Past Performance legislation, but since the database still needs the rules to be promulgated by the Board, the SPO requests direction on this matter.

Various Board members commended the SPO staff on their research and work on the Past Performance database and assessment.

Member Heltzel asked that the SPO provide a scoresheet summarizing the comments on each section of the assessment and for a tally of three answers: 1) In Favor, 2) Against, and 3) Neutral. He noted that most of the comments were "Against" a subjective database, and pointed out that in the purpose of the database to root out the few bad performers requires a lot of resources from government agencies. He asked that the Board consider the impact that the rules have on the agencies, which are understaffed and busy. He said that the purpose of Federal past performance database, which goes a little beyond objectivity in the past performance questions, is to improve the chances for good performers to win Federal contracts.

To provide more time to work on the Past Performance Assessment, Member Heltzel suggested that a working group be formed to work on the Past Performance assessment, if allowable. Deputy Attorney General Kam explained a working group and the option of a Permitted Interaction Group (PIG). A working group would have to follow the Sunshine Law for public meetings and notices need to be posted on the State Calendar. The other option is a PIG, which works on tasks that would otherwise be too time-consuming for the entire Board. During a regular Board meeting, the chair would name two Board members and the SPO staff to serve on the PIG and outline the scope of the PIG. A PIG cannot have more than two members (the number required for quorum for a regular meeting) and does not have to follow the Sunshine Law. She noted that the PIG will likely not provide an environment that would adequately involve the views of all the members since the members represent diverse backgrounds (industries), thus, the Board will need to be comfortable with having two members on the PIG represent the entire five-member Board. Following its formation, the PIG will meet to discuss and recommend proposed administrative rules, then present those findings and recommendations to the full Board during regular meetings. One regular Board meeting would be on the presentation by the PIG on those findings, recommendations, and recommended administrative rules. A second regular Board meeting would be on the vote to approve the rules as presented.

Member Diane Nakagawa echoed Deputy Director Kam's comments regarding the expertise of each Board member and prefers that the discussion continue during regular Board meetings. She also thanked the SPO for conducting the recent survey of the stakeholders on the Past Performance assessment and compiling the responses, which included responses from critical stakeholders. She sensed that the sentiment expressed in the responses is a level of discomfort. Member Nakagawa asked the Board to continue its discussion on this issue and come up with a product with which it is comfortable.

Member Inouye stated that there are many factors, such as a poor design/plan or change orders, that will cause a project to go awry. Since Past Performance applies to different types of procurement (goods, services, construction, and other procurement), each type of service may have to be carved out and recommended that the database start off by being not so subjective.

Chair Maruyama asked for information on the overall vendor list for the State to understand who is being impacted the most when the Board makes decisions. She asked if there needs to be a different approach for each industry since there is so much variability across the different industries. The Chair asked Acting Administrator Kahakui if the survey results and feedback from respondents have convinced the SPO to modify its approach to the Past Performance Assessment. Acting Administrator Kahakui responded that the SPO was interested in the feedback and is open to changing some aspects of the assessment, such as the timeline for the assessment feedback. She added that she doesn't want to restrict the assessment to only those listed in the legislation because that information does not say anything about the performance of the contractor.

Chair Maruyama asked Members Inouye and Heltzel about their thoughts on the assessment points listed in the Past Performance legislation and the SPO's proposed list of assessment points. Member Heltzel said that the assessment should strive to be as objective as possible and offered a suggestion: during the contract, a government contracting agency needs to keep written documentation (correspondence and notices) on contractor performance. A contracting agency can provide this subjective documentation along with the existing objective data to be referenced for future contracting jobs. He expressed the concern with the impact of the Past Performance assessment on government contracting agencies that are short-staffed. Acting Administrator Bonnie Kahakui said that one of the iterations for the Past Performance assessment is correspondence to the contractor to document an unsatisfactory rating.

Chair Maruyama took comments from the public.

Sarah Love of the BIA offered a lawyer's perspective of the administrative rules, that the agency must take into consideration past performance. If the assessment is limited to only two categories – "satisfactory" and "unsatisfactory" – and a contractor receives an "unsatisfactory" rating and does not have the means to challenge the final determination, then that contractor is deprived of due process. She added that when variables such as change orders lead to disputes, she felt that the SPO and the Board need to sort out the process to hear those disputes.

Eric Nishimoto of the Department of Accounting and General Services – Public Works Division (DAGS PWD) offered his thoughts. He said that although this is more work for the agencies, he felt that the documentation of poor performance of contractors is objective, and the process to debar contractors that are consistently poor performers is difficult, citing how an agency expended much time, effort, and resources to debar a poor-performing contractor. The Past Performance database as a repository for this information/documentation on contractors would be useful for agencies, especially for the debarment process. The application of the Past Performance Assessment on all forms of procurement (such as professional services, furniture and equipment, maintenance, and custodial services), would require a lot of work for short-staffed government agencies. He recommended to start off with a simple assessment, then as stakeholders see the value of the Past Performance Database and agencies have more staff, add to the assessment.

Chair Maruyama acknowledged that the Past Performance Database is mandated to be launched by the end of the year and asked Acting Administrator Kahakui if there are any modifications that can be made to the assessment, based on the feedback and responses offered by stakeholders. Acting Administrator Kahakui clarified that the SPO did not request the Past Performance legislation, which states that agencies consider Past Performance in their determination of responsibility. She said that the SPO can review the assessment and make that as objective "satisfactory" and "unsatisfactory." Acting Administrator Kahakui stated that she will look at comments and provide a revised assessment and proposed administrative rules.

Deputy Attorney General Kam added that the contracting records maintained by the purchasing agencies are public records. Many of the records (emails, correspondence) are already in PDF format and can be easily uploaded to the Past Performance Database, as opposed to drafting a history with information and problems of the project. There would be no dispute on the agency's written communication to the contractor expressing its concerns on the project.

Member Heltzel stated that if a vendor knows they are going to be graded and held to that accountability for future jobs, they may begin to improve their performance. He asked that the SPO consider eliminating any ties of performance to the final payment to vendors. Federal procurement does not tie final performance pay to their contract. Acting Administrator Kahakui responded that the SPO had already planned to eliminate that final performance requirement.

Chair Maruyama summarized the feedback received: the Past Performance Database must be objective and include just the facts, and the goal is to weed out bad performers, not eliminate the good performers. She also acknowledged the work of the SPO.

Acting Administrator Kahakui stated that the SPO will look at simplifying the assessment for the Past Performance Database, which needs to be launched by the end of this year. The proposed administrative rules do not have a mandated deadline.

**VI. Announcements**

The next Procurement Policy Board meetings will be held on Thursday, August 31, 2023, at 1:30 p.m., and Tuesday September 12, 2023. 1:30 pm. These meetings will be hybrid on Zoom and in person at the physical location of Room 410 in 1151 Punchbowl Street.

There were no additional announcements.

**VII. Executive Session: Discussion of personnel matters in the recruitment for Administrator, State Procurement Office**

Since the board had no updates on the matter of the recruitment for the position of Administrator of the State Procurement Office, this agenda item was deferred.

**VIII. Adjournment**

Since there was no new business, Member Heltzel moved to adjourn the meeting; Member Nakagawa seconded the motion. All members voted to adjourn the meeting. The meeting adjourned at 3:10 p.m.

Respectfully submitted,

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Diane Nakagawa  
Secretary, Procurement Policy Board



## CONTRACTOR PAST PERFORMANCE ASSESSMENT

### Section 1. GENERAL INFORMATION - To be completed by each Procuring Agency.

Please complete form, by providing the information requested below, for each contract under which ~~whom~~ the Contractor has provided or is currently providing products/goods, services and/or construction specified herein.

**Commented [KSL1]:** Added in suggested language from Board of Water Supply to clarify that the form needs to be filled out for each contract that the contractor performed under, and not for each procurement officer or procuring agency.

**Commented [KSL2]:** Took UH System's suggestion to replace the word "products" with "goods" to be consistent with terminology in HRS chapter 103D.

PROCURING AGENCY INFORMATION	
Procuring Agency Department:	
Procuring Agency Division	Procuring Agency Jurisdiction
Procuring Agency Contact Name:	Procuring Agency Contact Title:
Procuring Agency Postal Address:	Procuring Agency Contact Phone:
Procuring Agency Contact Email:	Procuring Agency Contact Fax:
Procurement Officer Name:	
Procurement Officer Email:	
CONTRACTOR INFORMATION	
Contractor/Business Name:	Contractor Contact Name:
Contractor Contact Phone:	Contractor Contact Email:
Business Address:	
<u>License Requirement(s)</u> <del>Placed on Bidders for Project</del> , if applicable (i.e., A, B, C13, etc.):	
Name(s) of Responsible Managing Employees for Project:	
SOLICITATION/PROJECT INFORMATION	
Solicitation Title:	Term of Contract/Project Date(s), including all supplemental periods, if applicable:
Method of Procurement: <input type="checkbox"/> Competitive Sealed Bidding <input type="checkbox"/> Competitive Sealed Proposals <input type="checkbox"/> Sole Source	
Solicitation/Contract No.:	Original Awarded Amount (Size of the Project):
<u>Notice of Award Date:</u>	<u>Notice to Proceed Date:</u>

**Commented [KSL3]:** Added in suggested changes from Board of Water Supply to clarify that the identified licenses should be those required for the project, whether or not the procuring agency placed those requirements on bidders. Also, should be changed from i.e., (in other words) to e.g. (for example).

**Commented [KSL4]:** Removed "Notice of Award Date" and "Notice to Proceed" information as suggested by UH Systems as these items are not required by Act 188 and are unnecessary requirements.

Brief Description of the Project:	
<p>-----</p>	
Estimated Start & Completion Dates:	From: _____ To: _____
Actual Start & Completion Dates:	From: _____ To: _____
Reason(s) for Difference Between Estimated and Actual Dates, if applicable: _____	
Project's Authorized Budget:	Project's Final Cost:
Positive or Negative Difference, if applicable:	
Reason(s) for Change in Cost, if applicable:	

**Commented [KSL5]:** Removed "Notice of Award Date," "Notice to Proceed," "Estimated start/completion dates," and "Reason(s) for Difference between estimated and actual dates, if applicable," information as suggested by UH Systems as these items are not required by Act 188 and are unnecessary requirements.

**Commented [KSL6]:** Removed "Estimated start/completion dates" and "Reasons for Difference Between Estimated and Actual Dates, if applicable" as suggested by UH Systems as these items are not required by Act 188 and are unnecessary requirements.

**CONTRACTOR PAST PERFORMANCE ASSESSMENT GUIDANCE** (to be used to best reflect your assessment of the contractor's performance):

Rating	Definition + General Factors	Notes
<p><b>Satisfactory (S)</b></p>	<p>Performance meets minimum contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.</p> <p><i><b>This rating represents contractors meeting expected performance to support the project.</b></i></p> <p>To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract/order. <u>For example:</u></p> <ul style="list-style-type: none"> <li>• Meets standards, objectives, and all performance requirements.</li> <li>• Stayed within project's authorized budget.</li> <li>• Deliveries <u>on-time/on time</u>.</li> <li>• Schedule not impacted.</li> <li>• Met expectations.</li> <li>• Adequate user satisfaction.</li> <li>• Met goals and expectations of the project.</li> <li>• <u>Managed delays</u>.</li> <li>• <u>Managed project schedule</u>.</li> </ul> <p><u>NOTE: The term "authorized budget" is defined as the initial funds allocated to a project and encumbered along with any change orders and/or amendments authorized and encumbered in accordance with the contractual terms and conditions and/or HAR.</u></p>	<p>There should have been NO significant weaknesses identified. A fundamental principle of assigning ratings is that contractors will not be assessed with a rating lower than Satisfactory solely for not performing beyond the requirements of the contract/order.</p>
<p><b>Unsatisfactory (U)</b></p>	<p>Performance does not meet <u>most significant/material</u> contractual requirements and recovery <u>is was not likely accomplished</u> in a timely manner. The contractual performance of the element or sub-element contains <u>serious-material</u> problems for which the contractor's corrective action appear or were ineffective (<u>i.e. e.g., reports, letters, etc.</u>).</p> <p><i><b>This rating represents contractors whose performance did not meet material requirements defined in the contract whether due to a number of material performance issues or significant problems with one aspect of contract performance. consistently does not meet requirements defined in the contract.</b></i></p> <p>To justify an Unsatisfactory rating, identify <u>multiple</u> significant event(s) in each category that the contractor had trouble overcoming and state how it impacted the Government. <u>For example:</u></p> <ul style="list-style-type: none"> <li>• Work consistently fails to meet contract requirements.</li> <li>• Close supervision of the contractor was necessary to progress/complete the work.</li> </ul>	<p>A singular problem, however, could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g., management, quality, safety, or environmental deficiency).</p>

**Commented [KSL7]:** Added "For example" before Satisfactory and Unsatisfactory rating bullets to clarify these items are suggestions to be considered.

**Commented [KSL8]:** Added in Board of Water Supply's additional categories to assess timeliness of a contractor's performance.

**Commented [KSL9]:** Added in City and County of Honolulu's Budget & Fiscal Services suggested language as contractors are entitled to changes in price and schedule in clearly defined circumstances under HAR 3-125 and 3-126, and the terms and conditions of the contract, and should be deemed part of the "authorized budget" for performance assessment purposes.

**Commented [KSL10]:** Added in Board of Water Supply's suggested changes to provide additional clarity on what an unsatisfactory rating entails and closes the loop on where a contractor met many minor requirements (more than 50% total requirements), but fails to meet significant or material requirements. Requires recovery to have actually occurred to take a rating beyond unsatisfactory. Also provides more specific, useful language.

	<ul style="list-style-type: none"> <li>Many performance requirements were not met.</li> <li>Did not stay within project's authorized budget.</li> <li>Missed multiple schedule deadlines which negatively impacted cost.</li> <li>Lack of cooperation.</li> <li>Unnecessary changes.</li> <li><a href="#">Delayed-Delays</a></li> <li>Lack of user satisfaction.</li> </ul> <p>NOTE: If a contractor is deemed "unsatisfactory," the rating must be accompanied with <a href="#">multiple lettersdocumentation</a> (department head) sent to the contractor to cure the problem. <del>If no results occur by the contractor, it can be stated that the department will submit its recommendation to SPO for suspension and debarment.</del></p>	
<b>Not Applicable (N/A)</b>	No information or did not apply to contract requirements.	NOTE: Rating will be neither positive nor negative.

**Commented [KSL11]:** Added in City and County of Honolulu's Honolulu Fire Department's suggestion to replace "multiple letters" with "documentation" to provide the flexibility to include documentation that is admissible evidence.

Also deleted second to last sentence, "If no results occur by the contractor, it can be stated that the department will submit its recommendation to SPO for suspension and debarment" as suggested by City and County of Honolulu's Budget & Fiscal Services and Department of Design and Construction because suspension and debarment actions are beyond the intent of the performance evaluation.

**Section 2. ASSESSMENT - To be completed by each Procuring Agency.**

Please provide an adjectival rating for the following questions (the adjectival rating is defined above). In addition, please provide comments to substantiate the assigned rating rate the contractor's project performance for each of the following items. At a minimum, provide comments to substantiate any rating that is checked Unsatisfactory (U).

**Commented [KSL12]:** Added in Board of Water Supply's suggested changes to clarify the rating system to be used and requires notation to justify failures so evaluators can do a further review of the question.

<b>1. <del>Technical (Quality of Work (for Goods, Services, &amp; Construction) Product and/or Service):</del></b>			
	<b>S</b>	<b>U</b>	<b>N/A</b>
Quality of technical data/report preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Met quality standards specified for technical performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness/effectiveness of contract problem resolution without extensive customer guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequacy/effectiveness of quality control program and adherence to contract quality assurance requirements (without adverse effect on performance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please share your experience, at a minimum, provide c <del>o</del> mments to substantiate any rating that is checked Unsatisfactory (U) rating.			
<b>2. Schedule/Timeliness of Performance (for Goods, Services, &amp; Construction):</b>			
	<b>S</b>	<b>U</b>	<b>N/A</b>

**Commented [KSL13]:** Deleted Section 1. Technical in its entirety as suggested by GCA Hawaii.

Changed to "Quality of Work (for Goods, Services, & Construction)" as suggested by UH Systems and have only Satisfactory and Unsatisfactory ratings only throughout Section 2. Assessment.

Complied with contract delivery/completion schedules including any significant intermediate milestones. (If liquidated damages were assessed or the schedule was not met, <a href="#">or delays beyond the contractor's control</a> please address below)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">Submittal of all required close out documents.</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Comments to substantiate Unsatisfactory (U) rating.</a> Please share your experience, at a minimum, provide comments to substantiate any rating that is checked Unsatisfactory (U).			
<b>3. Cost/Financial Management (for Goods, Services, &amp; Construction):</b>			
	<b>S</b>	<b>U</b>	<b>N/A</b>
Met the terms and conditions within the contractually agreed price(s), <a href="#">including approved changes.</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<del>Contractor's timeliness and accuracy in submitting of monthly invoices with appropriate back-up documentation, monthly status reports/budget variance reports, compliance with established budgets and avoidance of significant and/or unexplained variances (under runs or overruns).</del>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contractor managed and tracked costs accurately	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<del>Rate Contractor's financial management abilities to pay subcontractors/suppliers timely</del>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">Comments to substantiate Unsatisfactory (U) rating.</a> Please share your experience, at a minimum, provide comments to substantiate any rating that is checked Unsatisfactory (U).			
<b>4. Management/Personnel/Labor (for Goods, Services, &amp; Construction):</b>			
	<b>S</b>	<b>U</b>	<b>N/A</b>
Management of suppliers, materials, and/or labor force, including subcontractors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<del>Managed Management of Government-Owned Property</del>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<del>Implemented changes in requirements and/or priority</del>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transitioned personnel and operations when taking over from the incumbent Contractor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Comments to substantiate Unsatisfactory (U) rating.</a> Please share your experience, at a minimum, provide comments to substantiate any rating that is			

**Commented [KSL14]:** Took part of Subcontractors Association of Hawaii (SAH) suggested verbiage to provide clarity on delays beyond the contractors control.

**Commented [KSL15]:** Added in UH System's suggested language because many agencies struggle with closing out a project because close-out documents are not timely delivered. This criterion will assist with timely closing of projects.  
  
Also took out verbiage "timely" as it is subjective.

**Commented [KSL16]:** Change made to entire Section 2 Assessment as suggested by the City & County of Honolulu's Budget & Fiscal Services (BFS) because it is impossible to name every criteria to assess for each major category. It is best to allow the agency to take responsibility for providing the exact examples of the actual action/inaction and circumstances that led to an "unsatisfactory" rating in any of the major categories.

**Commented [KSL17]:** Added in Subcontractors Association of Hawaii (SAH)'s suggested verbiage to clarify approved changes are included in assessment.

**Commented [KSL18]:** Deleted 4th assessment item as suggested by City & County of Honolulu's Department of Design and Construction as agency administering construction is unlikely to have information necessary to rate contractor's financial management abilities to pay subcontractors/suppliers timely.

**Commented [KSL19]:** Added in Board of Water Supply's suggested change to provide clarification that the rating is for the contractor's management of government-owned property and not just whether or not such property was managed.

Deleted Item #3 as requested by City & County of Honolulu's Department of Design and Construction as transitioning of personnel and operations when taking over from the incumbent contractor is typically not applicable to construction contracts.

checked Unsatisfactory (U).

**Customer Satisfaction (for Goods, Services, & Construction):**

	S	U	N/A
Contractor cooperated in dealing with your staff (including resolving disagreements/disputes; responsiveness to administrative reports, businesslike and communication)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall customer satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please share your experience, at a minimum, provide comments to substantiate any rating that is checked Unsatisfactory (U).

**5. Safety/Security (for Goods, Services, & Construction):**

	S	U	N/A
Contractor maintained and/or exceeded an overall environment of safety, adhered to its approved safety plan, and responded to safety issues? (Includes: following the user's rules, regulations, and requirements regarding housekeeping, safety, correction of noted deficiencies, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contractor complied with all security requirements for the project and personnel security requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments to substantiate Unsatisfactory (U) rating.  
Please share your experience, at a minimum, provide comments to substantiate any rating that is checked Unsatisfactory (U).

**6. General (for Goods, Services, & Construction):**

	S	U	N/A
Responded to emergency and/or urgent situations (including notifying HOPA Head of the Purchasing Agency, Project Manager, or Procurement Officer in a timely manner regarding urgent contractual issues)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Commented [KSL20]:** Removed original Criteria #5, Customer Satisfaction (for Goods, Services, & Construction) as suggested by GCA Hawaii, Board of Water Supply, and the City & County of Honolulu's Department of Design and Construction as "Customer Satisfaction" does not apply to the construction contractor when the construction project is administered by an agency other than the agency that owns and operates the facility. The user agency's (customer's) input needs to be incorporated into the plans and specifications, which is what the construction contractor is required to comply with.

**Commented [KSL21]:** Added in suggested change of "overall" from Subcontractors Association of Hawaii (SAH) as HIOSH has 1700 pages of safety standards and anyone can be cited for even a minor violation.

Made grammatical change as requested by Board of Water Supply.

**Commented [KSL22]:** Spelt out "HOPA" as suggested by City & County of Honolulu's Department of Design and Construction for clarity and consistency.

Comments to substantiate Unsatisfactory (U) rating.

Please share your experience, at a minimum, provide comments to substantiate any rating that is checked Unsatisfactory (U).

**Section 3. CONTRACTOR COMMENTS - To be completed by the Contractor**

Contractor Name:

Procuring Agency Name:

**Comments, Rebuttals, or Additional Information by Contractor assessed in Section 2.**

**Comments, Rebuttals, or Additional Information from the Contractor**

Please cite specific assessment criteria you are providing comments, rebuttals, or additional information to.

*Pursuant to HAR section 3-122-115.01(c)(1)(D), Contractor shall review the Contractor past performance assessment form within ~~40~~ 20 working days, from the date of notification of the contractor past performance assessment, and submit comments, rebutting statements, or additional information. ~~If the Contractor, or the Contractor fails to do so, the Contractor past performance assessment form shall be considered accepted by the contractor.~~*

**Commented [KSL23]:** Added in GCA Hawaii's suggestion of 20 working days to align with suggested changes to Act 188 HARs.

**Commented [KSL24]:** Added in suggested changes from Board of Water Supply to provide clarity regarding consequences of the contractor's failure to timely respond to the assessment.

**Section 4. PROCUREMENT OFFICER DETERMINATION - To be completed by the Procuring Agency**

*Keep a copy of this assessment in your agency's procurement/contract file.*

Validation of Referenced Project Data assessed herein.

**Comments from Procuring Agency**

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As a Buyer/Contract Administrator/Project Manager, etc. of the Procuring Agency listed above, I approve the responses to the statements and ratings about the performance of the Company/Contractor listed above on the project identified in Section 2 of this Contractor Past Performance Assessment.

Name:

Title:

Signature:

Date:

*Pursuant to HAR sections 3-122-115.02(c)(2)(B), The procurement officer shall update the past performance database system taking into consideration with any contractor comments; (c)(2)(C), The final determination on the contractor's past performance assessment shall be the decision of the head of the purchasing agency or designee shall be final and not subject to any appeal.*

As a Procurement Officer of the Procuring Agency listed above, I approve the responses to the statements and ratings about the performance of the Company/Contractor listed above on the project identified in Section 2 of this Contractor Past Performance Assessment.

Name:

Title:

Signature:

Date:

**Commented [KSL25]:** Added in Board of Water Supply's suggested changes to clarify that the decision of the head of the purchasing agency or designee is not subject to appeal. Also clarifies that the procurement officer's updates should take the contractor comments into consideration, and not simply repeat them.

***Thank you for providing this valuable feedback. Please keep a copy of this assessment in your agency's procurement/contract file.***