

Design-Build Reference Information

Project specific references are a vital part of the evaluation of Proposer's Statement of Qualifications (SOQ). To obtain references, SCDOT utilizes Qualtrics which is a web based survey software. This document will provide information regarding how SCDOT administers this process through Qualtrics. This is valid for external references as well as internal SCDOT employee references.

Reference Process Timeline

- Within a week after a Proposer submits to SCDOT a Statement of Qualifications (SOQ) in response to a Request for Qualifications (RFQ) on a design-build project, emails containing the reference survey will be sent to references identified in the Proposer's SOQs as well as SCDOT internal staff who may have experience working with the Lead Contractor, Design Consultants, and/or Key Individuals identified in the SOQs.
- Response due dates for each procurement will depend on the specific procurement schedule, but generally will be set to one week before SCDOT conducts the SOQ evaluations.
- Weekly reminders will be sent through Qualtrics to references who have not yet responded.

The Proposer should notify non-SCDOT employee references they have listed in their SOQ and educate them on when they should expect to receive the survey. Contact with SCDOT personnel is limited to the Point of Contact (POC), as outlined in section 2.5 of the Request for Qualifications (RFQ). The email containing the reference survey will come directly from Qualtrics' servers.

Reference Survey Distribution

If you are listed as a reference for a contractor or design consultant, you will receive an email containing the following text:

Subject: SCDOT Past Performance Reference Request
Header: Past Performance of Contractor/Designer- Reference Survey

[FirstName],

You have been listed as a reference for [Contractor/Designer Name]'s performance on [Project Name].

Your responses in the survey at the link below will be used for selecting the shortlist of teams that are invited to participate in the design-build procurement process, so we ask that you please take 3-5 minutes to complete the survey. Please include a narrative in response to the final question to support your rating. If you have no experience with this Contractor or Designer, or if the information they have provided is not accurate, please indicate this in the remarks section.

All information provided is strictly confidential and will not be subject to FOIA requests. Thank you for your participation!

If you are listed as a reference for a Key Individual, you will receive an email containing the following text:

Subject: SCDOT Past Performance Reference Request
Header: Past Performance of Key Personnel- Reference Survey

[FirstName],

You have been listed as a key personnel reference for:

Name of key personnel:
Reference project:
Role of key personnel (for proposed project):

This survey will be used for selecting the shortlist of teams that are invited to participate in the design-build procurement process, so we ask that you please take 3-5 minutes to complete the survey. Please include a narrative in response to the final question to support your rating. If you have no experience with this Key Individual or if the information they have provided is not accurate, please indicate this in the remarks section.

All information provided is strictly confidential and will not be subject to FOIA requests. Thank you for your participation!

Design-Build Reference Information

Each email will include a link that will direct the respondent to the reference survey in Qualtrics where they will answer questions pertaining to the performance of the individual or entity for which they were listed as a reference.

Reference Survey Content

Each survey question is answered using the following Scale:

+4	+3	+2	+1	0	-1	-2	-3	-4
Perfect		Outstanding		Satisfied		Weak		Unacceptable

Designer/Contractor Questions

- 1) The designer/contractor provided experienced project personnel with the technical and administrative abilities needed to meet contract requirements.
- 2) The designer/contractor demonstrated ability to maintain and, if necessary, replace qualified personnel during the contract period.
- 3) The designer/contractor followed approved design and/or construction quality control plan and provided effective quality control procedures to meet contract requirements.
- 4) The designer/contractor developed and maintained effective project schedule and met the established milestones.
- 5) The designer/contractor identified issues as they occurred and began resolution at the appropriate level.
- 6) The designer/contractor was responsive to conflict resolution in a cooperative and professional manner.
- 7) The designer/contractor cooperated with their team and with the owner after award of contract.
- 8) How would you rate the designer/contractor overall performance?
- 9) What is the likelihood you would select this designer/contractor for another project?
- 10) General Remarks to support the rating (Text Answer – very important)

Key Personnel Questions

- 1) The key individual submitted, followed, and kept their task schedule up-to-date and met the established task milestones.
- 2) The key individual is familiar with state transportation agency standard practices and procedures.
- 3) The key individual’s task was completed in accordance with the scope of work and was a high quality product.
- 4) The key individual was responsive and available.
- 5) The key individual communicated in a cooperative manner to resolve issues and disputes within their team and with the owner in a professional and timely manner.
- 6) How would you rate the key individual’s overall performance?
- 7) General Remarks to support the Rating (Text Answer – very important)