



# SAN BENITO COUNTY

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## PRE-QUALIFICATION CLIENT INTERVIEW QUESTIONS ***DRAFT*** GENERAL CONTRACTOR

## INTERVIEW QUESTIONS

The following questions will be used to interview randomly selected contacts from at least two completed projects. **San Benito County** will conduct the interviews. No action on the contractor's part is necessary.

First, please give a brief description of the project.

1. Was your project State-funded or overseen by the BSCC or another State agency?
2. Are there any outstanding stop notices, liens, or claims by the contractor that are currently unresolved on contracts for which notices of completion were recorded more than 120 days ago?
3. On a scale of 1-10, with 10 being the best, how well did the contractor provide adequate personnel?
4. Did the personnel introduced at the pre-construction meeting perform the actual work on the project? If not, did the change result in a delay or upheaval to the progress of the project?
5. Did the contractor ensure that the same team performed the actual work throughout the project? If not, did the change in personnel cause a delay or upset in the progress of the project?
6. On a scale of 1-10, with 10 being the best, did the contractor provide adequate supervision?
7. On a scale of 1-10, with 10 being the best, was there adequate equipment provided on the job?

8. On a scale of 1-10, with 10 being the best, was the contractor timely in providing reports and other paperwork, including change order paperwork and scheduling updates?
9. On a scale of 1-10, with 10 being the best, how well did the contractor utilize the RFI process to communicate during the bid phase of the work?
10. On a scale of 1-10, with 10 being the best, how well did the contractor utilize the RFI process to communicate about issues that arose during the construction phase of the work?
11. On a scale of 1-10, with 10 being the best, did the contractor adhere to the project schedule that your [agency] [business] approved?
12. Was the project completed on time? If the answer is “no,” on a scale of 1-10, with 10 being the best, to what extent was the contractor responsible for the delay in completion?
13. On a scale of 1-10, with 10 being the best, rate the contractor on the timely submission of reasonable cost and time estimates to perform change order work.
14. On a scale of 1-10, with 10 being the best, rate the contractor on how well the contractor performed the work after a change order was issued, and how well the contractor integrated the change order work into the existing work.
15. On a scale of 1-10, with 10 being the best, rate how the contractor performed in the area of turning in Operation & Maintenance manuals, completing as-built drawings, providing required training, and taking care of warranty items?
16. On a scale of 1-10, with 10 being the best (i.e., lowest number of unusual claims), rate the contractor on whether there were an unusually high number of claims, given the nature of the project, or unusual difficulty in resolving them.

17. On a scale of 1-10, with 10 being the highest, rate the contractor with respect to timely payments by the contractor to either subcontractors or suppliers.
18. On a scale of 1-10, with 10 being the highest, how well did the Contractor manage to keep the project within budget?
19. On a scale of 1-10, with 10 being the best, how would you rate the level of coordination performed by the Contractor with the Owner, Construction Manager, Architect, and subcontractors during duration of the project in utilizing BIM (Building Information Modeling)?
20. On a scale of 1-10, with 10 being the best, how would you rate the quality of the work overall?