

Attachment E

Past Performance Forms

CLIENT AUTHORIZATION LETTER

Date _____

Dear Client:

We are currently responding to the NASA Glenn Research Center's Request for Offer (RFO) 03-C6D-001 for the procurement of Janitorial Services.

NASA Glenn Research Center is placing increased emphasis in its procurements on experience and past performance as an evaluation factor. A requirement of this solicitation is that clients of firms responding to this solicitation are identified and their participation in the evaluation process is requested. In the event you are contacted for information on work we have performed, you are hereby authorized to respond to those inquiries.

Please complete the enclosed Past Performance Questionnaire and forward it directly to NASA Glenn Research Center, Attn: Marc Hudson, Mail Stop 500-312, 21000 Brookpark Road, Cleveland, OH 44135. (telephone No. (216) 433-2773 or FAX (216) 433-5489.)

Please forward the completed questionnaire by August 15, 2003.

We have identified Mr./Ms. _____ of your organization as the point of contact based on knowledge of our work. Your cooperation is appreciated. Any questions should be directed to _____.

Sincerely,

Enclosure

PAST PERFORMANCE QUESTIONNAIRE

I. CONTRACT IDENTIFICATION

A. Contractor (Offeror): _____

B. Contract No. _____

C. Contract Type: _____

- Competitive Yes No
- Follow-On Yes No
- Prime Contractor to Government? Yes No

If Award Fee, provide overall award fee rating:

D. Total Period of Performance: _____
From: (MM/DD/YY) To: (MM/DD/YY)

E. Place of Performance: _____

F. Contract Cost at Award: _____

G. Current Contract Cost Per No. of Years: _____

H. Total Staffing Level or Work Hours: _____

II. SERVICES PROVIDED

Janitorial Services:

- 1) Did the contractor follow all appropriate regulations regarding the proper storage and handling of cleaning agents? Rate from 1 to 5 with 1 being seldom met the requirements to 5 being always met the requirements. _____
- 2) Did the contractor keep on file all appropriate and required Material Safety Data Sheets (MSDSs)? Rate from 1 to 5 with 1 being seldom met the requirements to 5 being always met the requirements. _____
- 3) Did the contractor provide the required employee training in a timely and consistent way? Rate from 1 to 5 with 1 being seldom provided and 5 being most always provided. _____
- 4) Did the contractor provide the proper level of service based on the available funding? Rate from 1 to 5 with 1 being proper level of service frequently not provided and 5 being proper level of service most always provided. _____

5) Was rework required? Rate from 1 to 5 with 1 being considerable rework was required and 5 being minimal rework was required.

III. EVALUATION

Performance History:

1) Did the contractor meet the overall contract requirements?

- Considerably surpassed minimum requirements ()
- Exceeded minimum requirements ()
- Met minimum requirements ()
- Less than minimum requirements ()

Comment: _____

2) Were there any significant performance problems?

() Yes () No

If yes, briefly describe problem and resolution.

3) How was the contractor's customer service?

- Considerably surpassed minimum requirements ()
- Exceeded minimum requirements ()
- Met minimum requirements ()
- Less than minimum requirements ()

Comment: _____

4) To what extent did the contractor respond accurately, promptly, and in accordance with technical directions, contract change orders, etc.?

- Considerably surpassed minimum requirements ()
- Exceeded minimum requirements ()
- Met minimum requirements ()
- Less than minimum requirements ()

Comment: _____

5) To what extent was the contractor able to solve contract performance problems without extensive guidance from government/industry counterparts?

- Considerably surpassed minimum requirements ()
- Exceeded minimum requirements ()
- Met minimum requirements ()
- Less than minimum requirements ()

Comment: _____

6) How would you rate the contractors staff?

- Considerably surpassed minimum requirements ()
- Exceeded minimum requirements ()
- Met minimum requirements ()
- Less than minimum requirements ()

Comment: _____

7) How would you rate the contractors ability to retain qualified employees?

- Considerably surpassed minimum requirements ()
- Exceeded minimum requirements ()
- Met minimum requirements ()
- Less than minimum requirements ()

Comment: _____

8) Were there any labor/management problems?

() Yes () No

If yes, briefly describe issues(s) and resolution(s).

9) To what extent did the contractor coordinate, integrate, and provide for effective subcontract management?

- Considerably surpassed minimum requirements ()
- Exceeded minimum requirements ()
- Met minimum requirements ()
- Less than minimum requirements ()

Comment: _____

10) To what extent did the contractor achieve effective logistics support (i.e., replacement parts and/or supplies, hiring personnel, purchasing, training, etc.)?

- Considerably surpassed minimum requirements ()
- Exceeded minimum requirements ()
- Met minimum requirements ()
- Less than minimum requirements ()

Comment: _____

11) How would you rate the corporate support provided to the contractors on-site staff, if applicable?

- Considerably surpassed minimum requirements ()
- Exceeded minimum requirements ()
- Met minimum requirements ()
- Less than minimum requirements ()

Comment: _____

12) To what extent was the contractor effective in interfacing with and responding to the Government/corporate staff?

- Extremely effective ()
- Generally effective ()
- Generally ineffective ()
- Extremely ineffective ()

Comment: _____

13) Has this contract been partially or completely terminated for default or convenience?

- () Yes () Default () Convenience
- () No

If yes, explain (i.e., inability to meet cost, performance, or delivery schedules):

14) Are there any pending terminations?

- () Yes () No

If yes, explain and indicate status.

15) Were there any accidents, safety, or environmental violations?

- () Yes () No

If yes, explain and indicate status.

IV. COST MANAGEMENT

1) Were there any cost overruns or underruns?

Yes No

If yes, please explain

2) To what extent did the contractor meet the proposed cost estimates?

- Less than estimated cost
- Comparatively equal to estimate
- Exceeded the costs
- Considerably surpassed estimate

Comment:

V. NARRATIVE SUMMARY

1) Use this section to explain additional information not included above.

2) Based on your overall experience with the contractor, would you select this contractor again to perform your required effort?

Yes No Maybe

Comment:

VI. REPORTING AGENCY OR COMPANY

Name: _____

Position Within Agency or Company: _____

Contracting Agency or Company: _____

Address: _____

City/State/Zip Code: _____

Signature: _____

Telephone Number: _____

Date: _____

Thank you for taking the time to respond to this questionnaire.