

SECTION L-2 PAST PERFORMANCE QUESTIONNAIRE

ATTACHMENT L-2 – PAST PERFORMANCE QUESTIONNAIRE

***Complete one set of letters and forms for each Past Performance reference.
Additional space or blank sheets may be added to answer any question.***

Transmittal Letter to Accompany Present/Past Performance Questionnaire

FROM:

SUBJECT: Present/Past Performance Questionnaire for Contract(s):

We are currently responding to NASA Johnson Space Center's (JSC's) Request for Proposal (RFP). This RFP requires offerors to identify customers and solicit their response regarding our performance.

We are providing present and past performance data to NASA JSC relating to our performance on contract _____ (contract name/number). The RFP instructs that we provide our customers with the attached questionnaire and requests that you provide requested data and submit it by _____ directly to:

Custodial Procurement
Attn: BD/Lee Pagel
NASA Johnson Space Center
2101 NASA Parkway
Houston, TX 77058

You are also encouraged to fax the hardcopy questionnaire(s). The JSC source selection facility fax number is 281.483.1139.

The information contained in the completed Past Performance Questionnaire is considered sensitive and cannot be released to us, the offeror. If you have any questions about the acquisition or the attached questionnaire, your questions must be directed back to the JSC point of contact identified above. Thank you for your timely assistance.

Sincerely,

(Company Official)

ATTACHMENT L-2 – PAST PERFORMANCE QUESTIONNAIRE
Offeror Identification

Please provide the following information:

1. Contractor Information

Company:

Division:

Mailing Address:

2. Contract Number:

3. Contract Type:

4. Product/Service Description:

5. Contract Award Date:

6. Period of Performance (basic and any options):

7. During this contract period of performance, this firm was the:

- Prime Contractor
- Significant Subcontractor
- Team Member
- Other (please describe): _____

What percentage of the Total Contract Value for this contract did the firm perform and what is the Total Contract Value?

Percentage of work performed by contractor _____

Total contract value _____

8. Does a corporate or ownership relationship exist between the contractor being evaluated and your organization?

- No
- Yes – If yes, please describe the relationship: _____

9. Unusual contract features or conditions:

ATTACHMENT L-2 – PAST PERFORMANCE QUESTIONNAIRE**Past Performance Evaluation**

Based on your knowledge of the contract identified above, please provide your assessment of how well the contractor performed on each of the following questions. It is very important to keep in mind that only performance in the ***past 3 years*** is relevant.

Please rate the contractor as described below in the following technical, schedule, cost, and general areas. Please give a short narrative as to why you chose the adjective you did, especially for those answers that are other than “satisfactory.”

Exceptional – Exceeds the established performance requirements to an exceptional degree. Performance is exemplary and accomplished in a timely, efficient, and economical manner. Very minor (if any) deficiencies have no adverse affect on overall performance. Examples include substantial cost under runs due to contractor diligence and cost savings initiatives, technical end products that exceed original Government specifications in critical performance areas, deliverables usually ahead of contract schedule, etc.

Satisfactory – Meets the established performance requirements. Performance is effective and most requirements are met in a timely, efficient, and economical manner. Reportable deficiencies have little identifiable effect on overall performance. Examples include no cost overruns caused by the contractor, technical end products that meet all Government specifications, deliverables delivered on time, schedule, etc.

Unsatisfactory – Fails to meet the established performance requirements. Remedial action required in one or more area. Reportable deficiencies in one or more area adversely affect overall performance. Examples include substantial cost overruns caused by the contractor, technical end products fail to meet Government specifications in critical areas, deliverables usually delivered behind contract schedules, etc.

Not Applicable – Contractor not required to provide the service or product indicated.

ATTACHMENT L-2 – PAST PERFORMANCE QUESTIONNAIRE
Past Performance Evaluation

TECHNICAL PERFORMANCE

1. Overall performance in planning and controlling the program:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

2. Overall quality of technical services and support:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

3. Compliance with technical requirements and performance standards in providing safety and mission assurance support and services:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

4. Insight in understanding customer requirements and priorities:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

5. Initiative in identifying and resolving unforeseen technical and schedule problems (causes, impacts, and resolutions):

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

6. Surveillance and management of major/critical subcontractors:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

7. Contractor's ability to correct performance deficiencies:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

8. Ability to use metrics and other tools to accurately measure and track program:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

9. Record in demonstrating a thorough understanding of the nature of the work required and the disciplines required to accomplish them:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

10. Record in identifying and mitigating risks:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

11. Other particular strong/weak points of contractor's technical performance.

SCHEDULE PERFORMANCE

1. Ability to provide a qualified workforce to fulfill schedule requirements:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

2. Content, accuracy, and timeliness of technical reports:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

3. Adherence to task schedules:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

4. Timeliness and accuracy of cost and business reports:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

5. Record in completing technical tasks/milestones, deliverables within established schedules:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

CONTRACT MANAGEMENT AND COST PERFORMANCE

1. Contract Value:

	Initial Value	Current/Final Value
Estimated Cost	\$ _____	\$ _____
Fee/Fee	\$ _____	\$ _____
Total Value	\$ _____	\$ _____

Briefly describe any change(s) from original contract value:

2. Adherence to estimated costs and contract cost targets:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

3. Was there a cost overrun/under-run?

- No
- Yes – If yes, what was the magnitude? Please explain:

4. Does the contract have ceilings rates?

- No
- Yes – If yes, what are the rates?

Has the contractor exceeded the rates?

- No
- Yes – If yes, please explain:

5. Ability to effectively plan efforts, provide realistic cost and schedule estimates, etc:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

6. Ability to forecast and control costs:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

7. Ability to submit accurately and timely financial reports and credible forecasts of future resource requirements:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

8. Business Management performance (discuss degree of monitoring/guidance required in contract administration):

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

9. Contract change order management (discuss contractor commitment to negotiate and implement contract changes in a timely manner):

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

10. Rate the contractor's record in effectively selecting and managing subcontractors:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

11. If an award/incentive fee type contract, percent of available fee earned? _____%

12. Has the contract been partially or completely terminated for default or convenience?

- No
- Yes – If yes, please explain the reason for termination (i.e., inability to meet cost or delivery schedules, performance, etc:

13. Rate the contractor's history of reasonable and cooperative behavior and commitment to customer satisfaction?

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

14. Rate the contractor's record in reacting quickly and adjusting staffing levels and make-up to meet changing requirements:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

15. Performance in managing problems and implementing corrective actions:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

16. Record in managing multiple and diverse projects/tasks from planning through execution phases:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

17. Record in managing complex projects at multiple, geographically dispersed sites:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

18. Record in adhering to or ability to meet goals for Small Business Subcontracting Goals:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

GENERAL

1. Approximately how many people were/are employed under this contract?

2. Rate the contractor's record in identifying key positions, filling these positions with individuals with required skills, and providing back-ups:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

3. What has been the key personnel turnover rate for this contract?

4. Rate the contractor's record in recruiting, maintaining, and managing a workforce with the required skill mix:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

5. Did any accidents or industrial illnesses resulting in lost time occur under this contract?

- No
- Yes – If yes, please provide details:

6. Rate the contractor's compliance with export control requirements:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

7. Rate the contractor's record in complying with safety, health, and environmental procedures/requirements:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

8. Record in establishing and maintaining an effective quality assurance program and meeting quality improvement requirements:

- Exceptional
- Satisfactory
- Unsatisfactory
- Not Applicable

Comments: _____

9. Would you select this contractor again? No Yes

Comments:



10. In what areas below do you feel the contractor is strong?

- Program/Project Management
- Risk Identification and Mitigation
- Attracting and Retaining Qualified Personnel
- Communication
- Technical Performance
- Technical Innovation
- Small Business Utilization
- Safety and Environmental Performance
- Cost Performance
- Response to Change

11. In what areas below do you feel the contractor is weak?

- Program/Project Management
- Risk Identification and Mitigation
- Attracting and Retaining Qualified Personnel
- Communication
- Technical Performance
- Technical Innovation
- Small Business Utilization
- Safety and Environmental Performance

- Cost Performance
- Response to Change

RESPONDENT INFORMATION

1. Name of evaluator:

2. Position title:

3. Agency/Company

Name:

Mailing Address:

Telephone Number:

Facsimile Number:

E-Mail Address:

4. Your role in the program/contract:

5. Length of involvement in this program/contract:

6. Date questionnaire completed:

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