

CLIENT AUTHORIZATION LETTER

July 9, 2009

Dear Client:

We are currently responding to the NASA Ames Research Center request for proposal (RFP) for the Business Operations and Technical Services (BOATS) procurement. This procurement is a follow-on requirement for administrative and technical support at NASA Ames Research Center.

NASA Ames Research Center is continuing to place increased emphasis on past performance as a source selection factor. As such, a requirement of its solicitation is that past clients of ours be identified and participate in the evaluation process. You are hereby authorized to respond to this and other inquiries.

We have identified _____ of your organization as the point of contact based on his/her knowledge concerning our work.

Please complete the enclosed Past Performance Questionnaire and forward it directly to NASA Ames Research Center, Attn: Starr L. Strong, Code JAC: 241-1, Moffett Field, CA 94035-1000, telephone 650-604-4699. Facsimile responses are acceptable. Please fax to Attn: Starr L. Strong, fax 650-604-0912. E-mail responses may be sent to: Starr.L.Strong@nasa.gov.

A response to this questionnaire is requested to the above address no later than _____.

Your cooperation is appreciated. Any questions may be directed to the undersigned.

Sincerely,

Enclosure

Experience and Past Performance Questionnaire

Offeror:	
Contract Number:	
Agency/Company:	

1. Provide the following information about your contract:
- a. Type of contract: (e.g., CPFF, CPIF, CPAF, FFP or describe); _____
- Competitive? Yes No
- Follow-on or new requirement?
- Please provide the title of the requirement and a brief description: _____
- _____

b. Period of performance (including extensions/options)

From: _____ To: _____

c. Contract dollar value (including all options) \$ _____

d. Was the contractor the Prime or Sub?

e. Size of the contractor's work force (Work Year Equivalent [WYEs]) _____

Total work years provided under the contract (WYEs) _____

f. Type of services provided: Check all contractor-provided functions for this contract	Approximate percent of total contract staff
<input type="checkbox"/> 1. General Administrative Support	
<input type="checkbox"/> 2. Acquisitions	
<input type="checkbox"/> 3. Diversity and Equal Opportunity	
<input type="checkbox"/> 4. Documentation	
<input type="checkbox"/> 5. Education and Outreach	
<input type="checkbox"/> 6. Human Capital	
<input type="checkbox"/> 7. Office of Chief Counsel	
<input type="checkbox"/> 8. Public Affairs and Media Relations	
<input type="checkbox"/> 9. Other relevant contracts that relate to other SOW functional areas	

GENERAL

1. List three of the contractor's major strengths and how contract performance was affected:
- _____
 - _____
 - _____

2. List three of the contractor's major weaknesses and how contract performance was affected:

- _____
- _____
- _____

OVERALL RATING

Using the adjectival ratings below, please assign an overall rating. _____

If the choice were yours alone, would you select this contractor for the follow-on contract?

Yes No

Comments:

SPECIFICS

The past performance evaluation assesses the contractor's performance under previously awarded contracts for the same or similar requirements. The past performance evaluation is an assessment of the government's level of confidence in the offeror's ability to perform the solicitation requirements as described in the statement of work. The past performance evaluation shall be in accordance with FAR 15.305(a)(2) and NFS 1815.305(a)(2).

Use the following adjectival ratings to respond to the questions below. Please select one rating per statement, using the following definitions and provide additional remarks to further explain any Excellent, Very Good, or Poor rating. Please also provide remarks in response to the more detailed questions.

	Adjectival Rating	Definitions
E	Excellent	Of exceptional merit; exemplary performance in a timely, efficient and economical manner; very minor (if any) weaknesses with no adverse effect on overall performance.
VG	Very Good	Very effective performance, fully responsive to contract requirements accomplished in a timely, efficient, and economical manner for most part; only minor weaknesses.
G	Good	Effective performance; fully responsive to contract requirements; reportable weaknesses, but with little identifiable effect on overall performance.
S	Satisfactory	Meets or slightly exceeds minimum acceptable standards; adequate results; reportable weaknesses with identifiable, but not substantial, effects on overall performance.
P	Poor/Unsatisfactory	Does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; deficiencies in one or more areas which adversely affect overall performance.
N/A	Not Applicable	Not applicable to the contract being referenced.

a. RELEVANT TECHNICAL PERFORMANCE

1. Rate the overall quality of this contractor for your contract.

E VG G S P N/A

2. Rate the contractor's ability to resolve unexpected problems in a timely, effective manner .

E VG G S P N/A

3. Rate the contractor's flexibility and effectiveness in dealing with changes to technical requirements.

E VG G S P N/A

4. Rate the quality, accuracy and completeness of technical documentation

E VG G S P N/A

b. CONTRACT MANAGEMENT

1. Rate the qualifications and effectiveness of on-site contract management and the level of autonomy the site manager had to manage the contract.

E VG G S P N/A

2. Rate the contractor's record management of a large number of varied tasks and experience in responding to short-term high demand requirements.

E VG G S P N/A

3. Rate the contractor's record in conformance with the terms and conditions of the contract, including delivery of products and reports.

E VG G S P N/A

4. Rate the contractor's record in subcontract management.

E VG G S P N/A

5. Rate the contractor's record in retaining highly skilled employees to address contract requirements.

E VG G S P N/A

6. Rate the contractor's ability to assess and re-assign staff.

E VG G S P N/A

7. Rate the contractor's processes for negotiating and implementing contract changes.

E VG G S P N/A

8. Rate the contractor's management of the phase-in period to ensure continuation of services, in cases where the offeror was not the incumbent.

E VG G S P N/A

9. Rate the contractor's response to work (or task orders) assigned and the completion of work plans.

E VG G S P N/A

10. Rate the contractor's experience in dealing with increased workload or contract de-scoping.

E VG G S P N/A

11. Rate the Contractor's ability to fill vacant key position(s) appropriately and in a timely manner

E VG G S P N/A

c. CORPORATE MANAGEMENT RESPONSIVENESS

1. Rate the contractor's responsiveness of corporate management to contract problems.

E VG G S P N/A

2. Rate the contractor's availability of corporate resources.

E VG G S P N/A

3. Rate the impact of the contractor's changes to lines of authority during the contract.

E VG G S P N/A

4. Rate the contractor's ability to operate free from organizational conflicts of interest.

E VG G S P N/A

d. ADDITIONAL INFORMATION

1. Did the contractor provide the key personnel proposed?

Yes No

If no, please explain _____

2. How many key personnel resigned during the first 12 months of the contract period of performance?

Key _____ Other _____

If yes, please explain _____

e. NARRATIVE SUMMARY

Use this section to provide additional information about the contractor's overall performance.

Submitted By (Signature) _____ Date: _____

Name (printed) _____

Phone, Commercial: _____ FAX _____

Position/Title: _____

Relationship to, and length of involvement with, requirement: _____