

CLIENT AUTHORIZATION LETTER

INSERT DATE HERE

Dear Client:

We are currently responding to the NASA Ames Research Center Request for Proposal (RFP) for the Aircraft and Airfield Related Services procurement.

NASA Ames Research Center is continuing to place increased emphasis on past performance as a source selection factor. As such, a requirement of their 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: Veronica Llamas, JAC: 241-1, Moffett Field, CA 94035-1000.

E-mail responses may be sent to the following address: Veronica.Llamas-1@nasa.gov.
Fax submissions are not acceptable

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

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

Sincerely,

Experience and Past Performance Questionnaire

Offeror:	
Contract Number:	
Agency/Company:	

GENERAL

1. Provide the following information concerning 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 contract and purpose (e.g., support service, R&D, etc).__

b. Please provide the program title and the nature of the effort (i.e, describe the scope of the effort, the type of tasks involved, labor skills used, and products/support delivered).

c. List the types of aircraft supported during the period of the contract (if any):

- _____
- _____
- _____

d. Period of Performance (including extensions/options)

From: _____ To: _____

This form contains Source Selection Information when completed.

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

f. Was the Contractor the Prime or Sub?

g. Size of the Contractor's work force (Work Year Equivalents [WYEs])_____

Total work years provided under the contract (WYEs)_____

h. Type of services provided: Check all Contractor Provided Functions for this contract	Approximate percent of total contract staff
<input type="checkbox"/> 1. Aircraft Services (<i>Maintenance, Ground Support Equipment, Fabrication, Electronic/Electrical, Aviation Life Support Equipment</i>)	
<input type="checkbox"/> Other _____	
<input type="checkbox"/> 2. Airfield Services (<i>Airfield Logistics, Operations, Dispatch, Planning, Maintenance, Ground Support Services</i>)	
<input type="checkbox"/> Other _____	
<input type="checkbox"/> 3. Safety	
<input type="checkbox"/> 4. Administrative Support	
<input type="checkbox"/> 5. Other_____	

2. If a new contractor, what percentage of the incumbent staff did the Contractor attempt to retain during transition?

Key _____ Other _____

What percent of the incumbent staff did the Contractor attempt to retain?

Key _____ Other _____

Was this appropriate?

What was the amount proposed?

3. Did the Contractor provide the key personnel proposed? Yes No

If no, please explain _____

This form contains Source Selection Information when completed.

4. How many key and other personnel resigned during the first 12 months of the contract period_of performance?

Key _____ Other _____

What was the breakout?

Incumbent _____ New Hire _____

5. Upon their departure, were key personnel replaced appropriately and in a timely manner?

Yes No N/A

If no, please explain _____

6. If hiring was required at any time after the start of the contract, did the contractor identify appropriate vacancy skill sets and fill those vacancies with the appropriate skills and expertise in a timely manner?

Yes No N/A

If no, please explain _____

7. List three of the contractor's major strengths & how contract performance was affected:

- _____
- _____
- _____

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

- _____
- _____
- _____

9. Did the contractor effectively communicate with you and their subcontractors (if any)?

This form contains Source Selection Information when completed.

10. Did the contractor experience lost time injuries? If so, what is the lost time injury rate?

SPECIFIC

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 rating as well as in response to the more detailed questions.

Definition of Ratings

Excellent (E)	Consistent record of exceptional past performance by the offeror and any proposed major subcontractors on work identical or very similar to the work requirements of the proposed contract; indicating exemplary performance in a timely, efficient, and economical manner; very minor (if any) problems with no adverse effect on overall performance.
Very Good (VG)	Consistent record of successful past performance by the offeror and any proposed major subcontractors on work identical or very similar to the work requirements of the proposed contract; demonstrating very effective performance that would be fully responsive to contract requirements with contract requirements accomplished in a timely, efficient, and economical manner for the most part with only minor problems with little identifiable effect on overall performance.
Good (G)	Successful past performance by the offeror and any proposed major subcontractors on work similar to the work requirements of the proposed contract; and it demonstrates effective performance; fully responsive to contract requirements; reportable problems, but with little identifiable effect on overall performance.
Neutral (N)	Neutral score. Assigned to offerors without a record of relevant past performance or for whom information on past performance is not available

Satisfactory (S)	Successful past performance by the offeror and any proposed major subcontractors on work similar to the work requirements of the proposed contract and may be limited in terms of the size, scope and complexity when compared to this contract; demonstrates meets or slightly exceeds minimum acceptable standards; adequate results; reportable problems with identifiable, but not substantial, effects on overall performance.
Poor (P)	The Offeror's relevant past performance demonstrates performance that does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; problems in one or more areas, which adversely affect overall performance.

RELEVANT TECHNICAL PERFORMANCE

Rating (E, VG, G, N, S, P)

	1. Rate the overall technical quality of this contractor for your contract.
	2. Rate the contractor's record in compliance with technical and schedule requirements.
	3. Rate the contractor's record and effectiveness in dealing with unexpected changes to technical requirements.
	4. Rate the contractor's utilization of innovative and resource-efficient solutions to satisfy technical requirements.
	5. Rate the contractor's key personnel's performance and relevant experience.
	6. Rate the contractor's quality, accuracy, and completeness of technical documentation.

1. Please provide specific details regarding aspects of performance that warranted an excellent or poor rating in the area of Technical Performance.

CONTRACT MANAGEMENT

Rating (E, VG, G, N, S, P)

	7. Rate the contractor’s safety record, including ability to protect the environment, ability to protect the safety of its employees, and safe use of Government facilities.
	8. Rate the contractor’s ability to manage multiple, concurrent, and complex technology tasks.
	9. Rate the contractor’s record in conformance with the terms and conditions of the contract, including delivery of products and reports, and adherence to cost and schedule constraints.
	10. Rate the contractor’s record in accurately estimating and controlling costs including overhead, addressing underruns or overruns, if any.
	11. Rate the contractor’s record in recruiting, developing, and retaining a workforce with appropriate skills for contract performance. Describe any issues experienced ((e.g. salary, fringe benefits)?
	12. Rate the contractor’s record in effectively managing subcontractors and adhering to or ability to meet their goals for Small Business, Small Disadvantaged Business, HBCU’s, MI’s, and Women-owned Small Business subcontracting.
	13. Rate the contractor’s record in handling labor, including union, related issues, if any.
	14. Rate the ability of the contractor to retain incumbent contractor employees during first year of contract performance for which the offeror was not the incumbent.
	15. Rate the Contractor’s ability to identify and mitigate risks (including risks associated with cost, schedule, deliverables, and milestones), to ensure mission success.

1. Please provide specific details regarding aspects of performance that warranted an excellent or poor rating in the area of Contract Management.

CORPORATE MANAGEMENT RESPONSIVENESS

Rating (E, VG, G, N, S, P)

	17. Rate the qualifications and effectiveness of on-site contract management and the level of autonomy the site manager had in managing the contract.
	18. Rate the contractor’s corporate management involvement in the contract operations.
	19. Rate the contractor’s availability of corporate resources when required.
	20. Rate the contractor’s ability to avoid increases in direct and indirect overhead rates.
	21. Rate the contractor’s corporate management responsiveness to resolve performance problems.
	22. Rate the contractor’s ability to operate free from organizational conflicts of interest.

1. Please provide specific details regarding aspects of performance that warranted an excellent or poor rating in the area of Corporate Management Responsiveness.

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?

Comments:

Yes No

COMMENTS

Provide any additional positive or negative comments regarding the contractor.

This form contains Source Selection Information when completed.

RESPONDENT INFORMATION:

Submitted By (Name and Title) _____
Date:

Name (printed) _____

Phone, Commercial: _____ FAX _____

Position/Title: _____

Relationship to Program: _____

Length of Involvement in Program _____