

CLIENT AUTHORIZATION LETTER

INSERT DATE HERE

Dear Client:

We are currently responding to the NASA Ames Research Center Request for Proposal (RFP) for the Technical Services for Aerospace Systems Modeling and Simulation II (SimLabs II) 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: Naomi Castillo-Velasquez, JAC: 243-1, Moffett Field, CA 94035-1000. E-mail responses may be sent to the following address: Naomi.Castillo-Velasquez@nasa.gov. Fax submissions are not acceptable

A response to this questionnaire is requested to the above address **NLT January 5, 2012.**

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

Sincerely,

Enclosure

PAST PERFORMANCE QUESTIONNAIRE

1. OFFEROR'S HISTORICAL DATA:

A. OFFEROR IDENTIFICATION

| | |
|------------------|--|
| Offeror: | |
| Contract Number: | |
| Agency Company: | |
| Contract Title: | |

CONTRACT INFORMATION. Please provide the following information for the contractor and contract number identification in 1.A. above:

Contract Type (e.g., CPFF, CPIF, CPAF, FFP, or describe):

Describe 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).

Contract Award Date:

Period of Performance (including extensions and options): From: To:

Total Contract Value: Value of Contractor's Share:

- Was the contractor a prime contractor? yes no
- Was the contractor a subcontractor? yes no
- Competitive? yes no
- Follow-on? yes no

If this is (was) an award fee contract, please provide award fee percentages and adjectival ratings earned for the life of the contract by period.

| Period | Percentage | Rating | Period | Percentage | Rating |
|--------|------------|--------|--------|------------|--------|
| 1 | | | 6 | | |
| 2 | | | 7 | | |
| 3 | | | 8 | | |
| 4 | | | 9 | | |
| 5 | | | 10 | | |

Is the contract currently in an overrun situation? yes no

Is the contract currently in an underrun situation? yes no

If yes, please explain and describe the impact on overall cost performance:

Are there any serious performance problems, any termination for default, any environmental violations, or any safety violations cited?

If yes, please explain:

List the date of the most recent reviews of management system(s) (e.g., purchasing, accounting, property, estimating). Data must identify the type of review, including the results of the review, the cognizant Government agency making the review, systems approvals, if any, and the last date of a system approval.

2. RATINGS AND QUESTIONS:

A. RATINGS. Please review this questionnaire based on the following guidance:

1. Please return the completed questionnaire within five working days. A telephone interview may be conducted to obtain your responses or for clarification purposes.
2. You are urged to read the questionnaire and supplement your own knowledge of the offeror’s performance with the judgment of others (e.g., coordinated effort between the Contracting Officer and the Technical Point of Contact) in your program. In addition to providing the information for the contract or order identified, we solicit your comments on other similar contract or order that your activity has with this offeror.
3. For each item requesting a rating, respond with the rating that best describes the contractor’s performance for the referenced contract or order. If an item is not applicable to your contract order, or if you do not know how the contractor performed/ is performing on that item, please respond N/A. The rating scale is defined as:

| | |
|------------------|---|
| Excellent (E) | Consistent record of exceptional past performance by the offeror and any proposed major subcontractors on work requirements of the 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 requirements of the 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 requirements of the 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 requirements of the 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 recent and 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. |

B. GENERAL QUESTIONS

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

2. What has been the turnover rate for personnel associated with the contract?
If Problematic, High or Medium is checked please explain under comments.

Problematic

High

Medium

Low

Comments:

3. This contract included support in the following areas: (Check all that apply.)

Systems Engineering

Systems Software & Systems Administration

Aerospace Engineering and Applications Programming

Graphics Programming

Real-time Visual Displays/Visual Scene Models

Hardware and Mechanical Systems Engineering

Aviation System Operations

C. RELEVANT TECHNICAL PERFORMANCE

| | | N/A | E | VG | G | N | S | P |
|---|--|-----|---|----|---|---|---|---|
| 1 | Compliance with technical, schedule and cost requirements | | | | | | | |
| 2 | Flexibility and effectiveness in dealing with changes to technical requirements | | | | | | | |
| 3 | Ability to assess and re-assign staff based on technical performance | | | | | | | |
| 4 | Accomplishment of task objectives without constant, direct oversight | | | | | | | |
| 5 | Handling of significant technical performance problem(s) encountered and resolution(s) | | | | | | | |
| 6 | Was the performance innovative and resource-efficient | | | | | | | |

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

D. CONTRACT MANAGEMENT

| | | N/A | E | VG | G | N | S | P |
|----|--|-----|---|----|---|---|---|---|
| 1 | Managing programs of this scope and complexity, including management and mitigation of technical and programmatic risk. | | | | | | | |
| 2 | Conformance with the terms and conditions of contracts, including delivery of products and reports and adherence to cost and schedule constraints. | | | | | | | |
| 3 | Ability to avoid overruns on overall cost. | | | | | | | |
| 4 | Subcontract management, including meeting subcontract goals. | | | | | | | |
| 5 | Resolution of significant management performance problems encountered. | | | | | | | |
| 6 | Ability to retain technically qualified, motivated workforce, including work force fluctuations. | | | | | | | |
| 7 | Management of phase-in in which the Offeror was not the incumbent. | | | | | | | |
| 8 | Ability to quickly obtain necessary resources to perform specialized, short duration or unexpected work. | | | | | | | |
| 9 | Ability to handle and protect its own and third-party proprietary information. | | | | | | | |
| 10 | Protecting the environment during facility operations, maintenance, and repair; protection of employees; and safe use of the facilities. | | | | | | | |
| 11 | Experience with Foreign National Access Requirements and ability to obtain access for Foreign National Staff. | | | | | | | |

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

This form contains Source Selection Information when completed.

E. CORPORATE MANAGEMENT RESPONSIVENESS

| | | N/A | E | VG | G | N | S | P |
|---|---|-----|---|----|---|---|---|---|
| 1 | Responsiveness of corporate management to contract problems. | | | | | | | |
| 2 | Qualifications and effectiveness of on-site contract management. | | | | | | | |
| 3 | Handling of problems experienced as a result of the corporate structure and their resolutions. | | | | | | | |
| 4 | Corporate working relationship between prime and sub management teams. | | | | | | | |
| 5 | Increases in direct and indirect rates from proposed rates, and their impact on overall cost performance. | | | | | | | |

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

F. OTHER QUESTIONS

1. Provide any additional positive or negative comments regarding the contractor.

Comments:

2. Given the choice, would you award to this contractor again? Yes No

Comments:

3. RESPONDENT INFORMATION:

Name (printed):

Telephone: FAX:

Contracting Agency or Customer:

Office Designation:

Position/Title:

Relationship to Program:

Length of Involvement in Program:

Signature: _____ Date: _____