CLIENT AUTHORIZATION LETTER

INSERT DATE HERE

Dear Client:

We are currently responding to the NASA Ames Research Center Request for Proposal (RFP) for the Protective 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: Timothy Marion, JAC: 241-1, Moffett Field, CA 94035-0001. E-mail responses may be sent to the following address: timothy.a.marion@nasa.gov. Fax submissions are not acceptable

A response to this questionnaire is requested to the above address no later than _____, **2012**.

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

Sincerely,

Enclosure

This form contains Source Selection Information when completed.

PAST PERFORMANCE QUESTIONNAIRE

OFFEROR'S HISTORICAL DATA:

I. 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:

Firm Fixed Price	☐	Cost Plus Fixed Fee	☐
Cost Plus Award Fee	☐	Other (Describe): _____	☐

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.		

DESCRIPTION OF SERVICES PROVIDED:

METHOD OF COMPETITION

Non-Competitive	☐
Competitive (provide description—e.g., Full and Open, Small Business Set-Aside, etc.—below) _____	☐
Follow-on?	☐
New requirement?	☐

PERIOD OF PERFORMANCE (including extensions/options):

From:		To:	

CONTRACT VALUE (including all options): $_____

Was the contractor the prime contractor or a subcontractor? Indicate the percentage of overall contract work performed and number of Work Year Equivalents (WYEs) used to perform the work.

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Prime contractor	☐	Subcontractor	☐
% of work performed		# of WYEs provided	

II. 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. 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.
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.
Neutral (N)	Neutral score. Assigned to offerors without a record of relevant past performance or for whom information on past performance is not available

III. RELEVANCY-SCOPE OF CONTRACT

For the "Performance Observed" column, if the contractor provides the services/tasks on a regular or routine basis, enter Y for Yes. If the contractor does not provide the services/tasks regularly enter N for No.

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Services/Tasks	Performance Observed (Y/N)	Comments
Program Management		
Hours of Operations and Handling of Normal Workload Fluctuations		
Contract Management		
Handling of Special Events (e.g., security, badging, etc).		
Records Management		
Effective and Efficient Vehicle Management		
Security Services Program		
Access and Handling of Sensitive Information		
Uniformed Operations		
Traffic Enforcement		
Canine (K-9) Operations		
Criminal Violation Enforcement		
NASA (or equivalent) Emergency Response Team (ERT)		
Security Armory		
Flag Protocol		
NASA ARC/Moffett (or equivalent) Police and Fire Dispatch Center		
NASA SPO/SO (or equivalent) Training		
NASA (or equivalent) Required Protective Services Training & Recertification		
State & Local Education Requirements		
Firearms Training, Range Operations and Maintenance		
Infrastructure Security		
Information Technology (IT) Security and Privacy		
Physical Security		
NASA (or equivalent) Resource Protection Program (RPP)		
Information Security (INFOSEC) and Communications Security (COMSEC)		
Technical Security		
Access Control Support		
Locksmith Services		
Employee & Visitor Processing Offices		
Personnel Security Services Office		
Employee Badging Office, Visitor Registration & Pass Office		
International Visitors Office (IVO)		
Export Control		
Handling of Export Control		
Emergency Management		
Emergency Preparedness		
Emergency Operations		
Continuity of Operations (COOP)		
Test, Training & Exercise (TT&E)		
Disaster Assistance and Rescue Team (DART)		
Fire Services		
Fire Operations & Firefighting		
Aircraft Rescue & Firefighting (ARFF)		
Tactical Rescue		

This form contains Source Selection Information when completed.

Hazardous Material Response Support		
Fire Services Training & Certifications		
Fire Prevention		
Services/Tasks	**Performance Observed (Y/N)**	**Comments**
Other:		
Provide the amounts of and an explanation for any cost underrun or overrun, if any. Explain and describe the impact on overall performance		
Explain any serious performance problems, slips in schedules, any termination for default, or regulatory violations resulting from contractor performance.		
Explain examples of innovative methods implemented that resulted in cost savings to the customer.		

Please provide additional remarks to further explain Excellent, Satisfactory or Poor ratings.

	Place an "**X**" in the appropriate column	E	VG	G	S	P	N
Program Management	Hours of Operations and Handling of normal workload fluctuations						
	Contract Management						
	Handling of special events (e.g., security, badging, etc.)						
	records management						
	Effective and efficient vehicle management						
	Security Services Program						
	Access and Handling of Sensitive Information						

Comments/Remarks:

	Place an "**X**" in the appropriate column	E	VG	G	S	P	N
Uniformed Operations	Traffic Enforcement						
	Canine (K-9) Operations						
	Criminal Violation Enforcement						
	Emergency Response Team (ERT)						
	Security Armory						
	Flag Protocol						
	NASA ARC/Moffett Police and Fire Dispatch Center						
	SPO and SO Training						
	Required Protective Services Training and Recertification						
	State and Local Education Requirements	.	.	.		.	.

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	Firearms Training, Range Operations and Maintenance						

Comments/Remarks:

	Place an "**X**" in the appropriate column	E	VG	G	S	P	N
Infrastrure Security	Information Technology (IT) Security and Privacy						
	Physical Security						
	Resource Protection Program (RPP)						
	Information Security (INFOSEC) and Communications Security (COMSEC)						
	Technical Security						
	Access Control Support						
	Locksmith Services						

Comments/Remarks:

	Place an "**X**" in the appropriate column	E	VG	G	S	P	N
Employee and Visitor Processing Offices	Personnel Security Services Office						
	Employee Badging Office, Visitor Registration and Pass Office						
	International Visitors Office (IVO)						

Comments/Remarks:

	Place an "**X**" in the appropriate column	E	VG	G	S	P	N
Export Control	Handling of Export Control						

Comments/Remarks:

This form contains Source Selection Information when completed.

	Place an "X" in the appropriate column	E	VG	G	S	P	N
Emergency Management	Emergency Preparedness						
	Emergency Operations						
	Continuity of Operations (COOP)						
	Test, Training and Exercise (TT&E)						
	Disaster Assistance and Rescue Team (DART)						

Comments/Remarks:

	Place an "X" in the appropriate column	E	VG	G	S	P	N
Fire Services	Fire Operations and Firefighting						
	Aircraft Rescue and Firefighting (ARFF)						
	Tactical Rescue						
	Hazardous Material Emergency Response Support						
	Fire Services Training and Certifications						
	Fire Prevention						

Comments/Remarks:

	Place an "X" in the appropriate column	E	VG	G	S	P	N
Other	Provide the amounts of and an explanation for any cost underrun or overrun, if any. Explain and describe the impact on overall performance						
	Explain any serious performance problems, slips in schedules, any termination for default, or regulatory violations resulting from contractor performance.						
	Explain examples of innovative methods implemented that resulted in cost savings to the customer.						

Comments/Remarks:

OTHER INFORMATION:

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 performance:

Did the Contractor provide the key personnel proposed? ☐ Yes ☐ No
Did the Contractor provide personnel with the appropriate skills and expertise? ☐ Yes ☐ No

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Was the Contractor proactive/cooperative in resolving issues? ☐ Yes ☐ No

What were the turnover rates for key and other personnel during the first twelve (12) months of the contract period of performance? _____(Key) _____ (Other)

Describe any serious performance problems, schedule slips, termination for default, or regulatory violations resulting from contractor performance.

Provide examples of innovative methods implemented by the contractor that resulted in cost savings to the customer.

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

Comments/Remarks:

IV. RESPONDENT INFORMATION

Name (Print): _____

Telephone: _____

Contracting Agency or Company: _____

Position/Title: _____

Relationship to Contract: _____

Length of Involvement in Contract: _____

Signature: _____ Date: _____

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