

**PAST PERFORMANCE QUESTIONNAIRE INSTRUCTIONS  
(Updated September, 2010)**

Sections I through III provide for contract-related descriptive information and identification of the evaluator.

Section IV lists the major work elements within our Statement of Work (SOW). Please provide your assessment of the “relevant experience” and “performance” associated with our SOW evidenced within the contract for which you are a reference. Your assessment of the relevancy should reflect the fact that the principal purpose of our contract is to provide **aircraft maintenance and operations support**.

“**Significant Experience**” means that a full range of services was routinely performed by the contractor under the associated SOW element. “**Moderate Experience**” describes a contractor who has experience in several aspects of a work element even though the experience may not have been on a continuous basis or directly related to the purpose of our contract. “**Minimal Experience/Did not Perform**” means that, although at least some aspects of the work may have been performed, such performance was limited in scope or frequency, or the work element was not performed under the contract.

Section V evaluates the contractor’s technical, schedule, and cost performance and management. (Additional pages may be used for comments if desired). It is very important to keep in mind that only performance in the **past 5 years** is relevant. If you cannot answer any questions, please circle “N/R” for Not Rated.

The following definitions are offered for your use in assigning a performance rating for each of the factors in Sections IV and V:

Very High (VH)	The Offeror’s relevant past performance is of exceptional merit ; indicating exemplary performance in a timely, efficient, and economical manner; very minor (if any) problems with no adverse effect on overall performance.
High (H)	The Offeror’s relevant past performance demonstrates 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.
Moderate (M)	The Offeror’s relevant past performance demonstrates effective performance; fully responsive to contract requirements; reportable problems, but with little identifiable effect on overall performance.
Low (L)	The Offeror’s relevant past performance meets or slightly exceeds minimum acceptable standards; adequate results; reportable problems with identifiable, but not substantial, effects on overall performance.
Very Low (VL)	The Offeror’s relevant past performance 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.
N/R	Not Rated

Section VI provides for evaluation of the contractor’s management of cost and award/incentive fee history.

RETURN THIS QUESTIONNAIRE TO  
BY **MONDAY, MAY 19, 2014 , 2PM EST.**

NASA/ Goddard Space Flight Center/Wallops Flight Facility  
Attn: Alisha Willis , Code 210.W.  
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**PAST PERFORMANCE QUESTIONNAIRE**

**I. Contract Information**

- A. Name of Company/Division Being Evaluated: \_\_\_\_\_
- B. Address: \_\_\_\_\_
- C. Contractor Cage Code and/or DUNS number
- D. Contract Number: \_\_\_\_\_
- E. Contract Type: \_\_\_\_\_
- F. Period of Performance (including options): From: \_\_\_\_\_ To: \_\_\_\_\_
- G. Total Contract Value: \_\_\_\_\_
- H. Award Information: Competitive: Yes \_\_\_ No \_\_\_  
Basis of Selection: Technical \_\_\_ Cost/Price \_\_\_  
Other (specify) \_\_\_\_\_

**II. Description of Contract**

Briefly describe the services provided under this contract:

During the contract performance being evaluated, this firm was the:

Prime Contractor \_\_\_ Significant Subcontractor \_\_\_ Team Member \_\_\_  
Other (describe) \_\_\_\_\_

Does a corporate or business relationship exist between the firm being evaluated and your organization?

Yes \_\_\_ No \_\_\_. If yes, please describe: \_\_\_\_\_  
\_\_\_\_\_

**III. Evaluator Information**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Agency/Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Date Questionnaire Completed: \_\_\_\_\_  
Role in Program/Contract: \_\_\_\_\_  
Length of Involvement in this Program/ Contract: \_\_\_\_\_

**PAST PERFORMANCE QUESTIONNAIRE**

**IV. SOW Survey: Relevant Experience and Performance Ratings: Please check the appropriate blocks for both Relevance (Significant, Moderate, Minimal/Did Not Perform) and the Performance (VH, H, M, L, VL, N/R) for each SOW Element Listed below (see page 1 definitions and instructions).**

SOW ELEMENT	SIGNIFICANT	MODERATE	MINIMAL/ DID NOT PERFORM	PERFORMANCE RATING (Please circle)					
				VH	H	M	L	VL	N/R
Execution of flight operations				VH	H	M	L	VL	N/R
Execution of planned aircraft maintenance				VH	H	M	L	VL	N/R
Execution of unplanned aircraft maintenance				VH	H	M	L	VL	N/R
Overall performance of logistical support activities (ordering of parts, inventorying parts, shipping, receiving, etc.)				VH	H	M	L	VL	N/R
Overall performance of engineering services to support maintenance and/or flight operations				VH	H	M	L	VL	N/R
Overall performance of project management services to support maintenance and/or flight operations				VH	H	M	L	VL	N/R
Overall performance of quality control activities as related to aircraft maintenance needs				VH	H	M	L	VL	N/R
Tracking, monitoring, and documenting of Aircraft Log books and records by means of Information Technology (IT)				VH	H	M	L	VL	N/R
Tracking, monitoring, and documenting of personnel qualifications/certifications by means of IT				VH	H	M	L	VL	N/R
Timely and efficient execution of Task Orders				VH	H	M	L	VL	N/R
Ability to execute multiple simultaneous Task Orders in a timely and efficient manner				VH	H	M	L	VL	N/R
				VH	H	M	L	VL	N/R
				VH	H	M	L	VL	N/R
				VH	H	M	L	VL	N/R
				VH	H	M	L	VL	N/R
				VH	H	M	L	VL	N/R
				VH	H	M	L	VL	N/R
				VH	H	M	L	VL	N/R
				VH	H	M	L	VL	N/R
				VH	H	M	L	VL	N/R
				VH	H	M	L	VL	N/R

**PAST PERFORMANCE QUESTIONNAIRE**

**V. General Performance Survey**

NO	PERFORMANCE QUESTIONS	PERFORMANCE RATING (Please Circle)					
		VH	H	M	L	VL	N/R
1.	Contractor's ability to identify and correct performance deficiencies in a timely manner	VH	H	M	L	VL	N/R
2.	Compliance with technical process and control requirements (quality assurance, configuration management, etc.)	VH	H	M	L	VL	N/R
3.	Ability to recruit and retain highly skilled personnel, including ability to fill key vacancies in a timely manner.	VH	H	M	L	VL	N/R
4.	Ability to handle fluctuating workloads	VH	H	M	L	VL	N/R
5.	Adherence to safety and health procedures	VH	H	M	L	VL	N/R
6.	Overall Safety and Health injury/illness record	VH	H	M	L	VL	N/R
7.	Demonstrated understanding and compliance with mission safety requirements	VH	H	M	L	VL	N/R
8.	Communicating and interfacing with Government	VH	H	M	L	VL	N/R
9.	Ability to effectively manage subcontractor performance	VH	H	M	L	VL	N/R
10.	Adequacy of Contractor's system(s) for processing task orders and/or changes.	VH	H	M	L	VL	N/R
11.	Overall responsiveness to Government requests	VH	H	M	L	VL	N/R
12.	Timeliness, quality, and accuracy of financial reporting	VH	H	M	L	VL	N/R

**PAST PERFORMANCE QUESTIONNAIRE**

**Section VI:**

What is the Contract Value:

	Initial Value	Current Value
Estimated Cost:	\$ _____	\$ _____
Fee:	\$ _____	\$ _____
Total Value:	\$ _____	\$ _____

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

What are the total contract expenditures to date (cost/fees to date based on invoices, reports, etc)?

What is the **Annual** Contract Value to Date (The current contract expenditures to date divided by the number of years of performance to date)?

Was there a cost overrun? ( ) Yes ( ) No  
If yes, please explain:

EXHIBIT 17: PAST PERFORMANCE QUESTIONNAIRE INSTRUCTIONS

RFP: NNG14446460R

If this was an award fee contract, what are the individual and/or average ratings of performance by your organization? Please attach any available award fee letters or database entries

Please comment on particularly strong/weak points of Contractor's performance (technical, schedule, and/or cost).

Overall Contract Performance Rating (circle one)

Very High      High      Moderate      Low      Very Low

Would you select this Contractor Again?    ( ) Yes      ( ) No

Please add any other comments you may feel are pertinent.

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Rater's Signature

Date