

CLIENT AUTHORIZATION LETTER

INSERT DATE HERE

Dear Client:

We are currently responding to the NASA Ames Research Center Request for Proposal (RFP) for the Aerospace Testing and Facilities Operations and Maintenance (ATOM) procurement. This procurement is a follow-on requirement for Aerospace Testing and Facilities Operations and Maintenance (ATOM) Services providing testing, operations, and maintenance services for Wind Tunnel, Space Transportation, and associated support facilities at NASA Ames Research Center. These facilities include but are not limited to: wind tunnels, Arc Jets, gas guns, shock tubes, laboratories, and support facilities. These facilities are national aerospace test facilities utilized by NASA, private industry, universities, DOD, and other government agencies.

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: Starr L. Strong, Code JAI:227-4, Moffett Field, CA 94035-0001, telephone 650-604-4699. 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 **TBD**.

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

Sincerely,

Enclosure

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.

For any ratings of Excellent, Very Good or Satisfactory, provide a detailed explanation.

a. RELEVANT TECHNICAL PERFORMANCE

1. Rate the overall technical performance and the ability to resolve any technical issues.

E VG G N S P

2. Rate the contractor's record in compliance with technical and schedule requirements. Discuss any contractor-caused schedule slips.

E VG G N S P

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

E VG G N S P

4. Rate the contractor's ability to address problems encountered and their resolutions.

E VG G N S P

5. Rate the contractor's quality, accuracy, and completeness of technical documentation.

E VG G N S P

b. CONTRACT MANAGEMENT

1. 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.

E VG G N S P

2. Rate the contractor's ability to manage multiple, concurrent, and complex tasks.

E VG G N S P

3. Rate the contractor's record in recruiting, developing, and retaining a workforce with appropriate skills for contract performance.

E VG G N S P

4. Rate the contractor's record in filling vacant key personnel positions, if applicable.

E VG G N S P

5. Rate the contractor's record in effectively managing subcontractors and adhering to or ability to meet their goals.

E VG G N S P

6. Rate the contractor's record in handling labor, including union, related issues, if any.

E VG G N S P

7. Rate the contractor's record in handling and resolving Labor Unions Claims or disputes (if any) over the past 5 years with an emphasis placed on the number of claims filed, the outcome of each claim and how it was resolved, in addition to trends of incidences.

E VG G N S P

8. Rate the contractor's management of the phase-in period to ensure continuity of operations during contract turn-over.

9. Rate the ability of the contractor to manage technology transfer including export control Government sensitive, and third-party proprietary data issues.

E VG G N S P

10. Rate the impact of the contractor's changes to lines of authority during the contract if any.

E VG G N S P

11. Rate the contractor's management and resolution of performance problems.

E VG G N S P

Based on the contractors current performance, would you select the contractor for award again? Explain why or why not.

Submitted By (Signature) _____ Date: _____

Name (printed) _____

Phone, Commercial: _____ FAX _____

Position/Title: _____

Relationship to Program: _____

Length of Involvement in Program _____