ATTACHMENT L-02

RELEVANT EXPERIENCE AND PAST PERFORMANCE QUESTIONNAIRE

FOR

KENNEDY ENVIRONMENTAL AND MEDICAL CONTRACT (KEMCON)

Complete one letter and form for each Past Performance reference. Additional space or blank sheets may be added to answer any question.

Transmittal Letter to Accompany Present/Past Performance Questionnaire

FROM:

SUBJECT: Present/Past Performance Questionnaire for Contract(s):

We are currently responding to NASA Kennedy Space Center's (KSC's) Request for Proposal (RFP) NNK14513883R for environmental and medical support services at KSC. This RFP requires Offerors to identify customers and solicit their response regarding our performance. We are providing present and past performance data to NASA KSC relating to our performance on contract [Insert Contract Name/Number]. The RFP instructs that we provide our customers with the attached questionnaire and requests that you provide requested data and submit it by [Insert Date] directly to the following physical or email address:

NASA/Kennedy Space Center
Office of Procurement
Mail Code: SEB-KEMCON
Kennedy Space Center, FL 32899

Email: ksc-kemcon-seb@mail.nasa.gov

The information contained in the completed Past Performance Questionnaire is considered sensitive and cannot be released to us, the Offeror. If you have any questions about the acquisition or the attached questionnaire, your questions must be directed back to the KSC point of contact identified above. Thank you for your timely assistance.

We have identified the following individual from your organization as the point of contact to complete the questionnaire:

POC/TITLE:_____
Phone Number:_____
Email Address:_____

Sincerely,

SECTION 1: GENERAL INFORMATION

OFFEROR IDENTIFICATION	
Offeror address (Name, Division, Address):	
Contract number:	
Contract type:	
Product/service description:	
Contract award date:	
Period of performance (basic and any options):	
During contract performance, offeror was the (e.g., prime, significant subcontractor, team member)	
Percentage of the total contract value performed by offeror	
Total contract value	
Does a corporate or ownership relationship exist between the offeror being evaluated and your firm? If yes, please describe:	
Unusual contract features or conditions:	
RESPONDENT INFORMATION	
Name of evaluator:	
Telephone number and email address of evaluator:	
Position title:	
Agency/Company (Name, Division, Address):	
Your role in the program/contract	
Length of involvement in this program/contract:	
Date questionnaire completed:	

SECTION 2: PAST PERFORMANCE EVALUATION RATINGS

Please provide your assessment of the extent of relevant experience with work performed under the contract for which you are a reference. The following definitions are offered for your use in assigning a relevancy rating:

(a) **Significant Experience** means that a full range of services was routinely performed by the contractor under the associated description.

(b) **Moderate Experience** describes a contractor who has experience in several aspects of an associated description even though the experience may not have been on a continuous basis or directly related to services performed under the contract.

(c) Minimal Experience means that, although at least some aspects of the work may have been performed, such performance was limited in scope or frequency, or the associated description was not performed under the contract.

(d) N/A means not applicable

Performance Ratings: Based on your knowledge of the contract identified above, please provide your assessment of how well the Contractor performed on the questions listed in the table below. It is very important to keep in mind that only performance in the past 5 years is relevant. You are strongly encouraged to give a short narrative indicating why you chose the adjective you did, especially for those answers that are "Good," "Fair," "or "Poor." The following definitions are offered for your use in assigning a performance rating:

(a) **Very High Level of Confidence (VH)**
The offeror's relevant past performance is of exceptional merit and is very highly pertinent to this acquisition, indicates exemplary performance in a timely, efficient, and economical manner and very minor (if any) problems with no adverse effect on overall performance. Based on the offeror's performance record, there is a very high level of confidence that the offeror will successfully perform the required effort. (One or more significant strengths exist. No significant weaknesses exist.)

(b) **High Level of Confidence (H)**
The offeror's relevant past performance is highly pertinent to this acquisition; demonstrating very effective performance that would be fully responsive to contract requirements. Offeror's past performance indicates that contract requirements were accomplished in a timely, efficient, and economical manner for the most part, with only minor problems that had little identifiable effect on overall performance. Based on the offeror's performance record, there is a high level of confidence that the offeror will successfully perform the required effort. (One or more significant strengths exist. Strengths outbalance any weakness.)

(c) **Moderate Level of Confidence (M)**
The offeror's relevant past performance is pertinent to this acquisition, and it demonstrates effective performance. Performance was fully responsive to contract requirements; there may have been reportable problems, but with little identifiable effect on overall performance. Based on the offeror's performance record, there is a moderate level of confidence that the offeror will successfully perform the required effort. (There may be strengths or weaknesses, or both.)

(d) **Low Level of Confidence (L)**
The offeror's relevant past performance is at least somewhat pertinent to this acquisition, and it meets or slightly exceeds minimum acceptable standards. Offeror achieved adequate results; there may have been reportable problems with identifiable, but not substantial, effects on overall performance. Based on the offeror's performance record, there is a low level of confidence that the offeror will successfully perform the required effort. Changes to the offeror's existing

processes may be necessary in order to achieve contract requirements. (One or more weaknesses exist. Weaknesses outbalance strengths.)

(e) **Very Low Level of Confidence (VL)**
The offeror's relevant past performance does not meet minimum acceptable standards in one or more areas; remedial action was required in one or more areas. Performance problems occurred in one or more areas which, adversely affected overall performance. Based on the offeror's performance record, there is a very low level of confidence that the offeror will successfully perform the required effort. (One or more deficiencies or significant weaknesses exist.)

(f) **Neutral (N)**
In the case of an offeror without a record of relevant past performance or for whom information on past performance is not available, the offeror may not be evaluated favorably or unfavorably on past performance.

SECTION 3: PERFORMANCE EVALUATION

Description	Relevant Experience (X)				Performance Rating (X)					
	Signifi -cant	Mode-rate	Mini-mal	N/A	VH	H	M	L	VL	N
TECHNICAL PERFORMANCE										
Ability to support traditional institutional safety areas (e.g., OSHA compliance, facility inspections, identification and effective mitigation of hazards, and mishap reporting, investigation and corrective action) **Comments:**										
Ability to use metrics, risk management, and other tools to accurately measure and track performance **Comments:**										
Responsiveness to changes in technical direction **Comments:**										
Compliance with technical requirements and performance standards **Comments:**										
SPECIFIC TECHNICAL PERFORMANCE AREAS										
Occupational Medicine Clinic **Comments:**										
Employee Assistance Program **Comments:**										
Health Education & Wellness **Comments:**										
Emergency Medicine **Comments:**										
Aerospace Medicine **Comments:**										
Fitness Center **Comments:**										
Clinical Laboratories **Comments:**										
Industrial Hygiene **Comments:**										
Health Physics **Comments:**										

Description	Relevant Experience (X)				Performance Rating (X)					
	Signifi -cant	Mode-rate	Mini-mal	N/A	VH	H	M	VL	N	N/A
Hazardous and Controlled Waste Management **Comments:**										
Sanitation and Public Health **Comments:**										
Environmental Engineering **Comments:**										
Ecological Sciences: **Comments:**										
Environmental Sampling/Analysis (air/soil/water) **Comments:**										
Environmental Spill Response/Mitigation **Comments:**										
Geographic Information System Analysis **Comments:**										
Overall Technical performance **Comments:**										
MANAGEMENT PERFORMANCE										
Ability to build effective working relationships with associate contractors, subcontractors and the Government in a team environment **Comments:**										
Composition of project management team (adequate number of managers) **Comments:**										
Ability to develop and implement management functions to ensure all contracted activities were accomplished in accordance with contract terms and conditions **Comments:**										
Ability to identify problems and propose acceptable solutions in a timely manner **Comments:**										
Ability to work effectively with the customer **Comments:**										
Ability to effectively coordinate, integrate, and manage subcontractors **Comments:**										

Description	Relevant Experience (X)				Performance Rating (X)					
	Signifi -cant	Mode-rate	Mini-mal	N/A	VH	H	M	VL	N	N/A
Ability to provide and maintain management systems for the planning, organization, control, and reporting of all activities required by the contract **Comments:**										
Ability to recruit and retain highly skilled personnel, including ability to fill key vacancies in a timely manner **Comments:**										
Did Contractor provide the proposed key personnel and did they stay for an appropriate amount of time? **Comments:**										
Ability to resolve problems without customer direction/intervention **Comments:**										
Ability to handle fluctuating workloads **Comments:**										
Effectiveness of Contractor phase-in at contract start **Comments:**										
Overall Management performance **Comments:**										
SCHEDULE PERFORMANCE										
Content, accuracy, quality, and timeliness of technical, management, and financial reports and deliverables **Comments:**										
Ability to identify and correct performance deficiencies in a timely manner **Comments:**										
Adequacy of Contractor's system(s) for processing task orders and/or changes **Comments:**										
Overall Schedule performance **Comments:**										

Description	Relevant Experience (X)				Performance Rating (X)					
	Signifi -cant	Mode-rate	Mini-mal	N/A	VH	H	M	VL	N	N/A
COST PERFORMANCE										
Adherence to estimated costs and contract cost targets **Comments:**										
Ability to forecast and control costs **Comments:**										
Ability to provide accurate and timely financial reporting **Comments:**										
Overall Cost performance **Comments:**										

GENERAL CONTRACT INFORMATION

(a) Contract Value:
Initial Estimated Cost:
Initial Fee/Profit:
Initial Total Value:
Current/Final Estimated Cost:
Current/Final Fee/Profit:
Current/Final Total Value:
Briefly describe any change(s) from original contract value:

(b) Was there a cost over-run/under-run?
[ ] Yes
[ ] No
If yes, what was the magnitude? Please explain:

(c) Does the contract have ceilings rates?
[ ] Yes
[ ] No
If yes, what are the rates?

(d) Has the Contractor exceeded the rates?
[ ] Yes
[ ] No
If yes, please explain:

(e) If an award/incentive fee type contract, percent of available fee earned (percent)?

(f) Has the contract been partially or completely terminated for default or convenience?
[ ] No
[ ] Yes
If yes, please explain the reason for termination (i.e., inability to meet cost or delivery schedules, performance, etc:

(g) Approximately how many people were/are employed under this contract?

(h) What has been the key personnel turnover rate for this contract?

(i) Did any accidents or industrial illnesses resulting in lost time occur under this contract?
[ ] No
[ ] Yes
If yes, please provide details:

(j) Would you select this Contractor again?
[ ] No
[ ] Yes
Please explain: