PAST PERFORMANCE QUESTIONNAIRE INSTRUCTIONS

Complete one set of letters and forms for each Present/Past Performance reference. Additional space or blank sheets may be added to answer any question.

Transmittal Letter to Accompany Past Performance Questionnaire

FROM:

SUBJECT: Past Performance Questionnaire for Contract(s)

We are currently responding to NASA Armstrong Flight Research Center's (AFRC) Request for Proposal (RFP) NND15520845R. This RFP requires Offerors to identify customers and solicit their response regarding our performance.

We are providing past performance data to NASA-AFRC 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 TBD, directly to:

NASA Armstrong Flight Research Center
MS: 4811 / Lisa Jackson
P.O. Box 273
Edwards, CA 93523-0273

You are also encouraged to fax the hardcopy questionnaire(s). The AFRC source selection facility fax number is TBD.

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 AFRC point of contact identified above. Thank you for your timely response.

Sincerely,

Name
Title

I. CONTRACT IDENTIFICATION

Section 1 - Basic Contract Information - to be completed by contractor requesting evaluation:

Contract Title
Contract Number
Contract Prime Contractor
Contract Award Date
Contract Period of Performance (basic + any options)
Contract Value (including options)
Contract Type
Product/Service(s) Description

Unusual contract features or conditions

Section 2 – Respondent's Identifying Information - to be completed by individual completing evaluation.

Company Name, Address

Respondent's Name

Phone Number

Your Role in the Program/Contract

Length of involvement in this program/contract

Contracting Officer's Name

Phone Number

E-mail address

Contracting Officer Representative, Task Monitor or Other Name

Phone Number

E-mail address

Date Questionnaire Completed:

CONTRACTOR PERFORMANCE REPORT

Based on your knowledge on the contract identified above, please provide your assessment of how well the contractor performed on each of the following questions. It is very important to keep in mind that only performance in the **past 3 years** is relevant.

In Section II, please rate the contractor as described below in the following technical, management, and cost areas. Choose the adjective that best fits your assessment. Please provide brief comments as to why you chose the adjectives you did, especially for those answers that are other than "good".

Excellent - Of exceptional merit; exemplary performance in a timely, efficient, and economical manner; very minor (if any) deficiencies with no adverse effect on overall performance.

Very Good – Very effective performance, fully responsive to contract requirements; contract requirements accomplished in a timely, efficient, and economical manner for the most part; only minor deficiencies.

Good - Effective performance; fully responsive to contract requirements; reportable deficiencies, but with little identifiable effect on overall performance.

Fair – Meets or only slightly exceeds minimum acceptable standards; adequate results; reportable deficiencies with identifiable, but not substantial effects, on overall performance.

Poor – Does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas, deficiencies in one or more areas which adversely affect overall performance.

N/A – Not applicable.

II.

TECHNICAL PERFORMANCE	**Excellent**	**Very Good**	**Good**	**Fair**	**Poor**	**N/A**
Ability of the contractor to consistently provide quality products for the following:						
Resource Management	☐	☐	☐	☐	☐	☐
Financial Management	☐	☐	☐	☐	☐	☐
Travel Services	☐	☐	☐	☐	☐	☐
Accounts Payable	☐	☐	☐	☐	☐	☐
Small Purchases	☐	☐	☐	☐	☐	☐
Bank Card Processing	☐	☐	☐	☐	☐	☐
Procurement Pre-Award and Post Award	☐	☐	☐	☐	☐	☐
Technical Editing and Writing	☐	☐	☐	☐	☐	☐
Research Library	☐	☐	☐	☐	☐	☐
Reproduction Services	☐	☐	☐	☐	☐	☐
Strategic Communications Services	☐	☐	☐	☐	☐	☐
Internal Assessments, Studies and Documentation	☐	☐	☐	☐	☐	☐
Administrative Office Support	☐	☐	☐	☐	☐	☐
Human Resources Administrative Support	☐	☐	☐	☐	☐	☐
Business Systems	☐	☐	☐	☐	☐	☐
Export Control	☐	☐	☐	☐	☐	☐
Comments Regarding Quality Products (Optional):						
Overall skill level and technical competence of contractor personnel *Comments:*	☐	☐	☐	☐	☐	☐
Compliance with technical requirements and performance standards *Comments:*	☐	☐	☐	☐	☐	☐
Insight in understanding customer requirements and priorities *Comments:*	☐	☐	☐	☐	☐	☐
Ability to identify risk factors and alternatives for alleviating risk *Comments:*	☐	☐	☐	☐	☐	☐
Ability to identify and correct performance deficiencies in a timely manner *Comments:*	☐	☐	☐	☐	☐	☐
Ability to fill vacancies in a timely manner *Comments:*	☐	☐	☐	☐	☐	☐
MANAGEMENT PERFORMANCE	**Excellent**	**Very Good**	**Good**	**Fair**	**Poor**	**N/A**

Ability to build effective working relationships with associate contractors, subcontractors and the government in a team environment *Comments:*	☐	☐	☐	☐	☐	☐
Management team's innovation and pro-active approach in identifying and resolving problems *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 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 quality personnel in a timely manner, and maintain a stable, high-quality and well-trained workforce *Comments:*	☐	☐	☐	☐	☐	☐
Attentiveness to overall safety and health *Comments:*	☐	☐	☐	☐	☐	☐
Ability to handle fluctuating workloads *Comments:*	☐	☐	☐	☐	☐	☐
Effectiveness of phase-in at contract start *Comments:*	☐	☐	☐	☐	☐	☐
Content, accuracy, quality, and timeliness of reports and deliverables *Comments:*	☐	☐	☐	☐	☐	☐
Adequacy of contractor's system for processing task orders/service requests and/or changes *Comments:*	☐	☐	☐	☐	☐	☐
Ability to forecast needs and provide services in a timely manner. *Comments:*	☐	☐	☐	☐	☐	☐
COST PERFORMANCE	**Excellent**	**Very Good**	**Good**	**Fair**	**Poor**	**N/A**
Ability to effectively plan efforts, provide realistic cost and schedule estimates, etc *Comments:*	☐	☐	☐	☐	☐	☐
Ability to anticipate, identify and control cost growth *Comments:*	☐	☐	☐	☐	☐	☐

III. NARRATIVE QUESTIONS:

Discuss the degree of customer's monitoring/guidance required as it relates to contractor's management performance in contract administration.

Briefly describe any change(s) from original contract value that occurred due to contractor underestimating customer's requirements:

Was there a cost overrun/under-run? ___Yes ___No
If yes, what was the magnitude? Please explain:

Provide details of any accidents or mishaps resulting in lost time?

Discuss any particular strong/weak points of contractor's performance.

Has this contract been partially or completely terminated for default or convenience? ___Yes ___No
If yes, please explain the reason for termination (i.e., inability to meet cost or delivery schedules, performance, etc.).

Would you select this contractor again? ___Yes ___No
If "No," please comment: