

ATTACHMENT L-E – PAST PERFORMANCE QUESTIONNAIRE

This evaluation should be completed by the Contracting Officer (CO) and Contracting Officer’s Representative (COR), Task Monitor (TM), or other person identified in the contract by the appropriate Contracting Officer or business manager with monitoring the Contractor’s compliance with the requirements of the contract.

In compliance with the direction in the FAR, the information contained in this evaluation is not subject to view by anyone other than the designated source selection evaluation personnel.

INSTRUCTIONS, DEFINITIONS, AND RATING GUIDELINES

Instructions

This evaluation is to be completed as indicated below. For purposes of these evaluations, the term “project” is intended to mean “contract”. This package consists of the following:

Section	Description	Who completes
Section I	Basic contract information	Contractor being evaluated
Section II	Government /Industry Customer Evaluator identifying information	Government /Industry Customer Evaluator
Section III	Contractor Performance Report	Government/Industry Customer Evaluator

For each contract selected, two separate assessments are required, an assessment by the appropriate CO and one by the cognizant COR or other designee.

In addition, the offeror is responsible for completing Section I of the Attachment before forwarding the questionnaire to the appropriate CO/COR for the evaluations required. The offeror shall request the CO/COR to complete the remainder of the questionnaire and email directly to Patrick A. Whelan at patrick.a.whelan@nasa.gov. If hard copy submission is utilized, seal the submittals and mail them directly to the Source Evaluation Board (SEB) at the address specified below.

NASA/George C. Marshall Space Flight Center
 Attn: Patrick A. Whelan, Contracting Officer
 Building 4244, SEB Area B
 George C. Marshall Space Flight Center, AL 35812

Any questions you might have concerning completion of this form should be addressed to Patrick A. Whelan at (228)813-6636 or patrick.a.whelan@nasa.gov.

**CONTRACTOR PERFORMANCE REPORT
Section I**

To be completed by the Contractor requesting evaluation. Complete either the Prime or Subcontractor section, as applicable.

As the Prime Contractor	
Prime Contract Number:	
Prime Contract Title:	
Prime Contract Period of Performance (including options):	
Prime Contract Value (including options):	
Average number of personnel working under the contract:	
Services Provided:	
Contract Type:	
Competitive or Non-competitive Award:	
If an award fee contract, provide your award fee scores for the past 3 years:	
Was this a follow-on contract?	
As a Subcontractor	
Name of the Prime Contractor:	
Prime Contract Number:	
Subcontract Number:	
Subcontract Period of Performance (including options):	
Subcontract Value (including options):	
Average number of personnel working under the subcontract:	
Services Provided:	
Subcontract Type:	
Was this a competitive or non-competitive subcontract award?	
Was this a follow-on subcontract?	

**CONTRACTOR PERFORMANCE REPORT
Section II**

To be completed by Government and/or Industry Customer performing the evaluation

1. Evaluator's Name:	
2. Evaluator's Signature:	
3. Evaluator's Title:	
4. Evaluator's Email Address:	
5. Evaluator's Phone Number:	
6. Evaluator's Role in Program/Contract:	
7. Evaluator's Length of Involvement in this Contract:	
8. Date:	

Please provide a brief description of the services provided (please include the geographic area in which the services were provided to customers, i.e., local, regional, national, worldwide):

**CONTRACTOR PERFORMANCE REPORT
Section III**

Assessment

Please rate the Contractor utilizing the guide below. Explanatory narratives for as many responses as possible would be appreciated. These narratives need not be lengthy, just detailed. Attach additional pages if more space is needed.

Please read the definitions before rating any of the factors. Also, please ensure that this assessment is consistent with any other assessments that have been done for the same contractor for the same work, such as for payment of fee purposes, exercise of option, other past performance requests, etc.

Assessment Definitions –

The following definitions should be used in the assessment of Contractor performance.

Technical Performance	Cost Control	Timeliness of Performance	Management Effectiveness	Contractual Issues
<i>Exceptional</i>				
Performance meets contractual requirements and exceeds many to the Government’s benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor was highly effective.				
<i>Very Good</i>				
Performance meets contractual requirements and exceeds some to the Government’s benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor was effective.				
<i>Satisfactory</i>				
Performance meets contractual requirements . The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the Contractor appear or were satisfactory.				
<i>Marginal</i>				
Performance does not meet some contractual requirements . The contractual performance of the element or sub-element being assessed reflects a serious problem for which the Contractor has not yet identified corrective actions. The Contractor’s proposed actions appear only marginally effective or were not fully implemented.				
<i>Unsatisfactory</i>				
Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the Contractor’s corrective actions appear or were ineffective.				

CONTRACTOR PERFORMANCE REPORT

Section III (Cont'd)

Item	Factors/Ratings		Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory	Not Applicable
Technical Performance (Please complete if you are/were an end user of the Contractor's product or service or involved in quality assurance evaluation)								
1	How would you rate the overall skill level & technical competence of Contractor personnel?							
2	How would you rate the Contractor's ability to identify and mitigate technical and programmatic risks?							
3	How would you rate the Contractor's initiative in identifying and resolving problems?							
4	How would you rate the Contractor's compliance with technical requirements and performance standards?							
5	How would you rate the Contractor's performance in addressing problems and mitigating recurrence of the problem?							
6	How would you rate the Contractor's accuracy and quality of products?							
7	How would you rate the Contractor's responsiveness to customers?							
8	How would you rate the Contractor's ability to meet or accelerate delivery schedules and cost goals for operations preparation and execution?							
9	How would you rate the Contractor's overall quality of the service provided?							
10	How would you rate the Contractor's employees in development of innovative approaches to produce high quality products on schedule and within estimated contract cost?							
Item	Factors/Ratings		Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory	Not Applicable
Cost Control (Please complete if you are/were an end user of the Contractor's product or service or involved in cost analysis or resources management)								
11	How would you rate the Contractor's ability to accurately estimate and control contract cost (if the contract experienced an overrun, please amplify on the following page)?							
12	How would you rate the Contractor's ability to apply cost efficient practices?							

13	How would you rate the timeliness, accuracy, and completeness of the Contractor's cost reports and documentation?										
14	How would you rate the Contractor's Cost information management tools?										
15	How would you rate the Contractor's ability to respond to customer cost/billing information requests?										
Timeliness of Performance (Please complete if you are/were an end user of the Contractor's product or service)											
16	How would you rate the Contractor's completion of major tasks or key project milestones on schedule?										
17	How would you rate the Contractor's delivery of end items and/or services per the schedule?										
18	How would you rate timeliness, accuracy, and completeness of the Contractor's technical and management reports and documentation submissions?										
19	How would you rate the Contractor's ability to meet suspense dates and milestones?										
Management Effectiveness (Please complete if you are/were an end user of the Contractor's product or service)											
20	How would you rate the Contractor's cooperation and responsiveness to negotiating changes, adjusting to program priorities and supporting Government-led program management exercises?										
21	How would you rate the quality of the management support assigned?										
22	How would you rate the Contractor's ability to effectively coordinate, integrate & manage subcontractors?										
23	How would you rate the quality of the Contractor's assigned personnel?										
24	How would you rate the Contractor's management team's innovation and proactive approach to problem identification and resolution?										
25	How would you rate the Contractor efficiency in interfacing and communicating with the Government's staff?										
26	How would you rate the Contractor's ability to recruit and retain qualified personnel?										
27	How would you rate the Contractor's ability to provide seamless transition between outgoing and incoming employees?										
28	How would you rate the Contractor's responsiveness to changes in technical direction?										
29	How would you rate the Contractor's management effectiveness in dealing with emergency situations?										
30	How would you rate the Contractor's overall safety record?										
31	How would you rate the Contractor's demonstration of a strong commitment to integrity and business ethics?										

32	How would you rate the Contractor's reasonableness, cooperation, and commitment to customer satisfaction?								
33	How would you rate the quality of the Contractor's property management information such as audits, standards, and best practices?								
Contractual Issues (Please complete if you were the contract specialist/officer/administrator)									
34	How would you rate the overall quality of Contractor contract management?								
35	How would you rate the Contractor's accuracy of cost/pricing proposals in relation to ultimate costs?								
36	How would you rate the Contractor's cooperation in negotiating (both initial award and subsequent modifications)?								
37	How would you rate the Contractor's responsiveness to the Contracting Officer?								
38	How would you rate the Contractor's ability to deal with contract changes?								
39	How would you rate the Contractor's ability to address performance problems?								
40	How would you rate the accuracy and completeness of the Contractor's reports and documentation?								
41	How would you rate the Contractor's purchasing and subcontract management practices?								
42	How would you rate the Contractor in keeping abreast of changes in Government regulations (i.e., Federal regulations, local regulations, etc.)?								
Item	FACTORS/RATINGS	Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory	Not Applicable		
Overall Ratings (Please complete if you were the contract specialist/officer/administrator)									
43	How would you rate the Contractor's <u>overall technical performance</u> on this contract?								
44	How would you rate the Contractor's <u>overall cost performance</u> on this contract?								
45	How would you rate the Contractor's <u>overall timeliness of performance</u> on this contract?								
46	How would you rate the Contractor's <u>overall management performance</u> on this contract?								

47	How would you rate the Contractor's <i>overall contract management performance</i> on this contract?								
48	Would you use this Contractor again? (If "No", please comment in the Narrative Summary)	Yes		No					

CONTRACTOR PERFORMANCE REPORT

Section III (Cont'd)

NARRATIVE SUMMARY (Use this section to explain additional information not included above)

Item	Comments

PAST PERFORMANCE FORM LETTER EXAMPLE

Enterprise Applications Service Technologies (EAST 2)
RFP # NNX15530075R

CLIENT AUTHORIZATION LETTER: FORMAT

[Date of Letter]

[Name and Address of proposed offeror's customer]

Attention: *[Name and Designation of Customer's Contract Manager or Appropriate Contact]*

Dear *[Contact Name]*:

We are currently responding to NASA RFP No. **NNX15530075R EAST 2**. NASA requests that clients of entities responding to their solicitation be identified; their participation in the evaluation process is vital. In the event you are contacted for information on work we have performed, you are hereby authorized to respond to those inquiries. Your cooperation with this effort is greatly appreciated. Please direct any questions to *[Name and Phone Number of Offeror's Point-of-Contact]*.

We have included our work for your agency as a past performance reference. A Past Performance Questionnaire is enclosed. Please complete Sections II and III of the enclosed evaluation and return the signed, completed document to:

NASA/George C. Marshall Space Flight Center
Attn: Patrick A. Whelan, Contracting Officer
Building 4244, SEB Area B
George C. Marshall Space Flight Center, AL 35812
Email: patrick.a.whelan@nasa.gov
Phone: (228)813-6636

*Please forward the completed evaluation to NASA at the above address to ensure it is received in accordance with the provision entitled "Due Date for Receipt of Proposals". In order to maintain the integrity of this process, please **DO NOT** return the questionnaire to us. Return it to NASA/MSFC at the address listed above.*

Sincerely,

[Name of Signer]

[Designation of Signer]

cc :