

**FOR OFFICIAL USE ONLY (WHEN COMPLETED)
OCCUPATIONAL HEALTH SERVICES—NNN15AA002S**

SOURCE SELECTION SENSITIVE – See FAR 3.104
FOR OFFICIAL USE ONLY

MEMORANDUM FOR: _____

FROM: _____

SUBJECT: Performance Questionnaire for Contract(s) _____

1. We are currently responding to the Request for Proposal (RFP) for Occupational Health Services (Solicitation # NNN15AA002S) for the NASA Management Office at the Jet Propulsion Laboratory. A requirement of this solicitation is that clients of firms responding to this solicitation be identified and participate in the evaluation process. Relevant experience and past performance is an evaluation factor in this procurement. This RFP is being conducted as an evaluated source selection and requires that we, as an Offeror, do the following: Provide relevant experience and past performance history.

Please mail, fax or email the completed Performance Questionnaire directly to the Government no later than 4:30 p.m. prevailing local California time by July 17, 2015 directly to:

NASA Management Office
ATTN: Nar R. Nazari, M/S 180-802R
4800 Oak Grove Dr.
Pasadena, CA 91109

Responses may be faxed to Nar R. Nazari, (818) 393-2607. Please mark faxed responses: “Source Selection Information”. Thank you.
E-mail: nar.r.nazari@gmail.com

If mailing, the outside envelope must be marked as follows:

NOTE: TO BE OPENED BY ADDRESSEE ONLY
SOURCE SELECTION SENSITIVE – See FAR 3.104
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2. We have identified the subject contract as relevant to this acquisition and you as our POC based on your knowledge concerning our work. As such, please take a few moments of your time to fill out the attached questionnaire and forward it directly to the Government POC listed above. The information contained in the completed Performance Questionnaire is considered sensitive and cannot be released to us, the Offeror. In the event you are contacted for information on work we have performed, you are hereby authorized to respond to those inquiries. If you have any questions about the acquisition or the attached questionnaire, your questions must be directed back to the Government’s POC identified above. Should you have any questions, please do not hesitate to call me at _____. Thank you for your timely assistance.

Sincerely,

Name:
Title:

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PERFORMANCE QUESTIONNAIRE

This questionnaire, when completed, shall be treated as Source Selection Sensitive in accordance with FAR 3.104-3 and shall not be disclosed to anyone outside the government.

Contractor: _____ Prime or Sub? _____

Contract Number: _____ Contract type: _____

Description of Service: _____

Period of Performance: _____

Contract Value at Award: _____ Current: _____

PLEASE FILL IN THE FOLLOWING RESPONDENT INFORMATION

Names of Evaluators: _____

Office Symbol and Organization: _____

Phone (Commercial and/or DSN): _____

Fax Number and E-mail Address: _____

Dates of involvement in Program/Contract: _____

Date Questionnaire Completed: _____

For each question below, please rate the contractor from Unsatisfactory to Exceptional (as defined below) and **please elaborate on the specifics, which explain your rating.** A rating of N/A should be used if either the question is not applicable or the answer is unknown. This rating is neutral and will have no impact on our assessment of Present and Past Performance. The Contracting Officer may contact the respondent for additional information, if needed.

EXCEPTIONAL: 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 were highly effective.

VERY GOOD: 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 were effective.

SATISFACTORY: 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.

MARGINAL: 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.

UNSATISFACTORY: 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 serious problem(s) for which the contractor's corrective actions appear or were ineffective.

N/A: Not applicable or unknown: Did not observe performance in this area.

**E=EXCEPTIONAL VG=VERY GOOD S=SATISFACTORY M=MARGINAL
N=NOT APPLICABLE U=UNSATISFACTORY**

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1. Has the Contractor successfully performed Health and Medical Service and/or Fitness Center Service YES NO

2. How many years has the contractor supported your company? 0 1-2 3-5 6-10 10 or More

3. Were services rendered on schedule and within budget? N U M S VG E

4. Explain whether the Contractor provided stability in his/her workforce, minimizing frequency of personnel changes, turnover/capture rates, etc., to ensure service performance was not negatively impacted. N U M S VG E

5. Did the Contractor establish and maintain an effective working relationship with the Government or industry process owner? N U M S VG E

6. Did the Contractor commit to customer satisfaction by meeting contract milestones, requirements, and submittals with knowledgeable, experienced, motivated workforce personnel and management staff? N U M S VG E

7. Contractor ability and willingness to resolve problems in:

a. Management (relative to the contract)	N	U	M	S	VG	E
b. Personnel (quantity and/or quality)	N	U	M	S	VG	E
c. Scheduling Projects	N	U	M	S	VG	E
d. Quality Control	N	U	M	S	VG	E

8. Did the Contractor demonstrate innovative approaches or creative thinking in resolving issues without relying on extensive Government or industry guidance? N U M S VG E
