

Transmittal Letter to Accompany Past Performance Questionnaire

FROM: [Offeror's Name]

SUBJECT: Past Performance Questionnaire for Contract(s)

We are currently responding to NASA Ames Research Center's (ARC) Request for Proposal (RFP) NNA15538623R. This RFP requires Offerors to identify customers and solicit their response regarding our performance.

We are providing past performance data to NASA-ARC 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 _____, directly to:

NASA Ames Research Center
MS: 241-1 / Uyen K. Tu
Moffett Field, CA 94035
Email: Uyen.K.Tu@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 ARC point of contact identified above. Thank you for your timely assistance.

Sincerely,

PAST PERFORMANCE QUESTIONNAIRE INSTRUCTIONS

Part 1 provides contract-related descriptive information - *to be completed by individual completing evaluation.*

Part 2 provides identification of the evaluator - *to be completed by individual completing evaluation.*

Part 3 lists the critical elements of our contract's Statement of Work. The principal purpose of our contract is to provide Administrative Support Services. Please rate the amount of work for each work element that the contractor performed under your referenced contract - *to be completed by individual completing evaluation.*

Part 4 addresses the quality of performance of the contractor - *to be completed by individual completing evaluation.*

Part 5 addresses the contractor's phase-in experience - *to be completed by individual completing evaluation.*

Part 6 addresses the contractor's contract management and administration - *to be completed by individual completing evaluation.*

Part 7 addresses the contractor's effort toward innovation and standardization on administrative services - *to be completed by individual completing evaluation.*

Part 8 addresses additional information regarding the contract for which you are providing the evaluation - *to be completed by individual completing evaluation.*

Please return this completed questionnaire to the following:

NASA Ames Research Center
 Uyen Tu, Contracting Officer, Mail Stop 241-1
 Building 241, Room 207
 P.O. Box 1
 Moffett Field, CA 94035-0001
 Email: Uyen.K.Tu@nasa.gov

Use the following adjectival ratings to respond to the questions below. Please select one rating per statement, using the following definitions. **Please provide additional remarks and supporting information to further explain any rating of "Excellent," "Very Good" or "Poor."** Also, please provide supporting information for responses to the more detailed questions. If you need any additional room for comments, then please submit them on a separate piece of paper.

DEFINITION OF RATINGS

<p>Excellent (E)</p>	<p>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.</p>
<p>Very Good (VG)</p>	<p>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.</p>

This form contains Source Selection Information when completed.

<p>Good (G)</p>	<p>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.</p>
<p>Neutral (N)</p>	<p>Neutral score. Assigned to offerors without a record of relevant past performance or for whom information on past performance is not available or not applicable.</p>
<p>Satisfactory (S)</p>	<p>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.</p>
<p>Poor (P)</p>	<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.</p>

Additionally, for the table in **Part 3** only, please rate the amount of work for each work element that the contractor performed under your contract, using the following rating scale:

- E** Extensive amount of work was performed under your contract
- M** Moderate amount of work was performed under your contract
- S** Small amount of work was performed under your contract
- N/A** Work was not performed under your contract

PART 1: General Contract Information

Offeror:	
Contract Number:	
Agency/Company:	

Please provide the following information concerning the contract:

a. Type of Contract:

Firm Fixed Price	<input type="checkbox"/>	Cost Plus Fixed Fee	<input type="checkbox"/>
Cost Plus Award Fee	<input type="checkbox"/>	Other (Describe): _____ _____	<input type="checkbox"/>

b. Method of Competition:

Non-Competitive	<input type="checkbox"/>
Competitive Description (Full and Open, Small Business Set-Aside, etc.): _____	<input type="checkbox"/>
Follow-on?	<input type="checkbox"/>
New requirement?	<input type="checkbox"/>

c. Period of Performance (including extensions/options):

From:		To:	
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d. Contract Value (including all options): \$ _____

e. Was the contractor the Prime contractor or a subcontractor (Sub)? Indicate percentage of overall contract work performed and number of Work Year Equivalent (WYEs) used to perform the work.

Prime	<input type="checkbox"/>	% of work		# of WYEs	
Sub	<input type="checkbox"/>	% of work		# of WYEs	

f. Description of services provided:

g. If this was a task order contract, what was the average number of concurrent tasks? _____

h. How many employees are currently assigned to the contract? _____

This form contains Source Selection Information when completed.

PART 2: Evaluator's Identifying Information

Agency/ Company Name, Address:	
Evaluator's Name:	
Phone Number:	
E-mail address:	
Your Role in this program/contract:	
Length of involvement in this program/contract:	
Contracting Officer's Name:	
Phone Number:	
E-mail address:	
Contracting Officer Representative, Technical Monitor or Other Name:	
Phone Number:	
E-mail address:	
Date Questionnaire Completed:	

PART 3: Statement of Work Relevance

Please rate the amount of work for each work section that the contractor performed under your contract, and rate the Contractor's record in supporting tasks related to these works. Please provide additional remarks and supporting information to further **explain any rating of "Excellent," "Very Good" or "Poor."**

Place an 'X' in the appropriate column: Statement of Work Section	Amount of Work Performed (See page 3)				Rating of Quality Work Performed (See page 2)					
	E	M	S	N/A	E	VG	G	N	S	P
Contract Management and Administration – Provided contract administration including detailed task proposals to the Government, management of multiple interrelated task orders, property management, and risk management; Provide a well-defined, stable organizational structure with clear lines of authority; Provided procedures and management supervision to ensure contract compliance and performance quality; Provided resource tracking and acquisition.										
General Administrative Support - Provided support service including office activities coordination, action tracking, preparation of end-user procurement documentation (e.g. purchase requests and purchase card support, contract/grant administration), data entry, travel authorization and voucher processing, visitor processing, correspondence management, metric collection, human resources administration support, staffing relocation, and budget activities.										
Event Support - Provided event management including: administrative, logistical and general conference support services to plan and conduct official conferences, symposia, colloquia, peer reviews, workshops, seminars, classes, receptions, banquets, award ceremonies and other recognition events, and meetings both on and off-site; staff and manage event facilities.										
Technical Writing/Editing - Provided technical support to create, edit, and update documentation in support of various organizations, programs, and projects. This support includes but is not limited to coordinating input, assembling, compiling, organizing, and editing documentation. Provided professional reviews, assessments and recommendations pertaining to the quality of document content in terms of readability and communication of information.										
Technical Library Services - Provided support to a Technical Library to include: the continued development of a digital library; information desk services; processing materials requests; content management; acquisitions/cataloging; digitization; ingest; and dissemination.										
Human Resource Services – Provided services of planning, recruitment and internal placement, position classification, personnel actions, award and recognition, employee development, training, higher education, employee relations, staff relocation, outplacement, function review/integration services and worker's compensation.										
Please describe any other types of support in your contract which are not listed above	E	M	S	N/A	E	VG	G	N	S	P

This form contains Source Selection Information when completed.

a. Changes in the contract dollar value throughout the life of the contract are/were attributable to:

- Government issued changes orders
- Other Government actions
- Claims submitted by contractor
- Other contract action
- Not applicable

Please explain:

PART 4: Quality of Performance

Please provide additional remarks and supporting information to further **explain any rating of “Excellent,” “Very Good” or “Poor.”**

Place an 'X' in the appropriate column:	E	VG	G	N	S	P
Record in responding to requirements and the quality of deliverables						
Thorough understanding of the nature of the requirements and the disciplines (skill mix) required to accomplish them						
Accomplishment of requirements (performance, schedule, deliverables) without constant customer oversight						
Early identification and timely resolution of problems						
Flexibility and effectiveness in dealing with changes in requirements or changes in priority						
Effectiveness of organizational structure, span of control, and escalation procedures in providing successful performance.						
Overall quality of performance						

a. What were the causes of any schedule variances?

b. Did the contractor adhere to the requirements of a Quality Assurance Plan or Performance Based Contracting requirements?

Yes ____ No ____

If no, please explain:

c. Did you have any problem with the contractor’s record in maintaining materials/spares, and current database inventory documentation?

Yes ____ No ____

If yes, please explain:

d. Did you have any problem with the contractor’s record in supporting the implementation of new technology, process or protocol?

Yes ____ No ____

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If yes, please explain:

Comments/Remarks:

PART 5: Contract Phase-In

Please provide additional remarks and supporting information to further explain any rating of “Excellent,” “Very Good” or “Poor.”

Place an 'X' in the appropriate column:	E	VG	G	N	S	P
Contractor's record in generating, defining, and negotiating a large number of contract changes or task orders.						
Qualifications, effectiveness, and authority of on-site contract management during phase-in period						
Contractor's approaches to ensure efficient continuation of operations during contract transition						
Contractor's plan of retention of current contract personnel and the recruitment of new personnel						
Overall quality of Contractor's phase-in plan						

a. Did the Contractor describe a process for responding to contract requirements or task order requests during phase-in?

Yes Please describe the process:

No Please explain:

b. During Phase-in, did the Contractor provide a staffing profile reflecting the skill mix of fully qualified and trained staff capable of meeting the SOW requirements?

Yes Please describe the staffing skill mix:

No Please explain:

c. Did the Contractor provide a weekly schedule of transition activities and completion dates?

Yes Was that schedule helpful in smoothen the phase-in period?

No please explain:

d. Please describe any issue with the Contractor's performance during phase-in period:

This form contains Source Selection Information when completed.

Comments/Remarks:

PART 6: Contract Management and Administration

Please provide additional remarks and supporting information to further explain any rating of “Excellent,” “Very Good” or “Poor.”

Place an 'X' in the appropriate column:	E	VG	G	N	S	P
Qualifications, effectiveness, responsiveness and authority of on-site contract management						
Simultaneous management of multiple and diverse project/tasks from planning through execution phases						
Compliance with the terms and conditions of the contract						
Compliance with subcontracting clauses, including effective flow-down of requirements to subcontracts and method for monitoring subcontract performance						
Provided personnel with the appropriate skills and expertise to complete the contract requirements						
Ability to recruit, manage and maintain a workforce with a mix of various skills.						
Ability to assess and re-assign staff to meet changing requirements						
Ability to operate free from organizational conflicts of interest						
Compliance with safety, health, and environmental procedures						
Compliance with IT security requirements/clauses						
Compliance with handling of data requirements/clauses						

a. Did the contractor exhibit reasonable/cooperative behavior in dealing with problems?

Yes Please elaborate:

No Please explain:

b. Did the contractor provide the key personnel proposed (i.e. Program Manager)?

Yes No

If no, please explain:

c. What has been the key personnel turnover rate for the contract? _____%

d. What has been the contractor personnel turnover rate for the contract? _____%

e. Did you have any issue with the contractor in terms of negotiation at contract and/or task order level?

Yes No

If yes, please explain:

This form contains Source Selection Information when completed.

f. Did the Contractor implement an effective Property Management plan to manage Government provided properties and equipment under this contract?

Yes Please elaborate:

No Please explain:

g. Did the Contractor provide internal training to its employees to meet the contract or task order requirements?

Yes No

If no, please explain:

h. Did the Contractor use Government-provided training?

Yes No

If yes, please provide what type of training:

i. Identify and explain any serious performance problems, any termination for default, any environmental, medical and/or health and safety violations cited.

Comments/Remarks:

PART 7: Standardization and Innovation

Please provide additional remarks and supporting information to further explain any rating of “Excellent,” “Very Good” or “Poor.”

Place an 'X' in the appropriate column:	E	VG	G	N	S	P
Demonstration of organizational innovations to improve contract performance (i.e. ideas, managerial and working concepts, practices, processes, devices, systems, structures, policies)						
Demonstration of standardization of administrative services at organizational and center levels						
Demonstration of streamlining operations to improve efficiency, eliminate duplication, maximize productivity and cost savings						
Ability to communicate a new idea/ concept/ practice/ process/ system/ structure/ policy from management to the entire workforce						
Infusion of best practices and lessons learned						

- a. **Under this contract, were administrative requirements completed by an automation or manual administration system? Please explain how the system affected contract performance.**

- b. **Under this contract, did the contractor use any contractor-provided software to streamline operations to improve contract performance?**

Yes ____ No ____

If yes, please briefly describe the software used:

Comments/Remarks:

PART 8: Additional Information

1- List three of the contractor's major strengths and how contract performance was affected.

- _____
- _____
- _____

2- List three of the contractor's major weaknesses and how contract performance was affected.

- _____
- _____
- _____

3- Describe any contractor's significant awards, certifications, and recognitions received.

4- Would you recommend this Contractor for another contract? Why? Please add any comments you feel pertinent.

10- Are you aware of any other efforts performed by this contractor similar in nature to this contract? Please identify contract/program and point of contact.

Submitted By (Name and Title)

Date