

## **PAST PERFORMANCE INTERVIEW/QUESTIONNAIRE FORM**

This evaluation should be completed by the Contracting Officer (CO), Contracting Officer's Representative or Contracting Officer's Technical Representative (COR or COTR), Task Monitor (TM), or other person identified in the contract by the appropriate Contracting Officer 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:

<b><u>Section</u></b>	<b><u>Description</u></b>	<b><u>Who completes</u></b>
Section I	Basic contract information	Contractor being evaluated
Section II	Government Evaluator identifying information	Government Evaluator
Section III	Contractor Performance Report	Government Evaluator

Any questions you might have concerning completion of this form should be addressed to

### **CONTRACTOR PERFORMANCE REPORT**

#### **Section I**

#### **To be completed by Contractor requesting evaluation.**

Contract Number:	
Contract Title:	
Contract Prime Contractor:	
Contract Award Date:	
Contract Completion Date (including options):	

Contract Type:	Competitive	Non-Competitive
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## Section II

**To be completed by Government person performing the evaluation.**

COTR, COR, TM, or Other Name:	
COTR, COR, TM, or Other Signature:	
Commercial Phone Number:	
Facsimile Phone Number:	
E-mail address:	
Date:	

## CONTRACTOR PERFORMANCE REPORT

### Section III

#### Definitions and Rating Guidelines

The Factors/Ratings tables on the next page summarize contractor performance in each of the following rating areas. Each criteria should be assigned a rating, from highest to lowest, of Excellent Plus, Excellent, Good, Fair, Poor, or Unsatisfactory. If a particular criteria is not applicable, it should be rated in the far right column as N/A. However, the evaluator is encouraged to provide comments on any rating to further support a particular rating.

The following definitions and instructions should be used as guidance to aid in evaluating the criteria in the Factors/Ratings tables. Please read the definitions and instructions before rating any criteria to be sure that each criteria is graded in the context of the definitions. 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.

<b>Technical Performance</b>	<b>Cost Control</b>	<b>Timeliness of Performance</b>	<b>Management Effectiveness</b>
<ul style="list-style-type: none"><li>- Compliance with contract requirement</li><li>- Appropriateness of personnel</li><li>- Technical excellence</li><li>- Responsive to technical direction</li><li>- Effective contractor recommended solutions</li></ul>	<ul style="list-style-type: none"><li>- Within budget (over/under target costs)</li><li>- Current, accurate, and complete cost reporting and billings</li><li>- Cost efficiencies</li></ul>	<ul style="list-style-type: none"><li>- Met interim schedule milestones</li><li>- End items delivered on time</li><li>- Contract administrative activities performed timely</li></ul>	<ul style="list-style-type: none"><li>- Reliable</li><li>- Pro-active</li><li>- Reasonable and cooperative</li><li>- Flexible</li><li>- Prompt notification of problems</li><li>- Effective small and small disadvantaged business subcontracting program</li><li>- Accuracy of reports</li></ul>

The four headings above relate to the actual ratings defined on the following pages.

**CONTRACTOR PERFORMANCE REPORT**  
Section III (Cont'd)

<b>Technical Performance</b>	<b>Cost Control</b>	<b>Timeliness of Performance</b>	<b>Management Effectiveness</b>
<b><i>Excellent Plus</i></b>			
The contractor has demonstrated an exceptional performance level in any of the below categories that justifies additional consideration. This rating will be used only in those circumstances when contractor performance clearly exceeds the Excellent performance level.			
<b><i>Excellent</i></b>			
There are no quality problems.	There are no cost issues.	There are no delays.	Responses to inquiries, technical, service, and administrative issues are effective and responsive.
<b><i>Good</i></b>			
Nonconformances or technical issues do not impact achievement of contract requirements.	Cost issues do not impact achievement of contract requirements.	Delays do not impact achievement of contract requirements.	Response to inquiries, technical, service, and administrative issues is usually effective and responsive.
<b><i>Fair</i></b>			
Nonconformances or technical issues require minor Agency resources to ensure achievement of contract requirements.	Cost issues require minor Agency resources to ensure achievement of contract requirements.	Delays require minor Agency resources to ensure achievement of contract requirements.	Response to inquiries, technical, service, and administrative issues is somewhat effective and responsive.
<b><i>Poor</i></b>			
Nonconformances or technical issues require major Agency resources to ensure achievement of contract requirements.	Cost issues require major Agency resources to ensure achievement of contract requirements.	Delays require major Agency resources to ensure achievement of contract requirements.	Response to inquiries, technical, service, and administrative issues is marginally effective and responsive.
<b><i>Unsatisfactory</i></b>			
Nonconformances or technical issues are compromising the achievement of contract requirements, despite use of Agency resources.	Cost issues are compromising performance of contract requirements.	Delays are compromising the achievement of contract requirements, despite the use of Agency resources.	Response to inquiries, technical, service, and administrative issues is not effective and responsive.

**CONTRACTOR PERFORMANCE REPORT**  
Section III (Cont'd)

Item	FACTORS/RATINGS	Excellent Plus	Excellent	Good	Fair	Poor	Unsatisfactory	Not Applicable
<b>Technical Performance</b>								
1	Overall skill level & technical competence of Contractor personnel?							
2	Ability to identify risk factors and alternatives for alleviating risk.							
3	Ability to identify and solve problems expeditiously							
<b>Cost Control</b>								
4	Ability to accurately estimate and control contract cost (if the contract experienced an overrun, please amplify on the following page).							
5	Did the Contractor diligently search for and apply cost efficient practices?							
6	Were Contractor's reports and documentation accurate and complete?							
<b>Timeliness of Performance</b>								
7	Completion of major tasks or key project milestones on schedule.							
8	Did the Contractor deliver end items per the Contract schedule?							
9	Were the Contractor's reports and documentation submitted timely?							
<b>Management Effectiveness</b>								
10	Was the Contractor able to effectively coordinate, integrate & manage subcontractors?							
11	Did the Contractor management team show innovation and a proactive approach to problem identification and resolution?							
12	Was the Contractor effective in interfacing with the Government's staff?							
13	Was the documentation produced by the Contractor satisfactory to the users?							
14	Ability to meet all subcontracting goals.							
15	Ability to recruit and maintain qualified personnel.							
16	Responsiveness to changes in technical direction.							
17	To what extent did the Contractor display initiative in meeting requirements?							
<b>Overall Evaluation</b>								
18	How would you rate the Contractor's <i>overall management performance</i> on this contract?							
19	How would you rate the Contractor's <i>overall technical performance</i> on this contract?							
20	Would you use this Contractor again? (If "No", please comment in the Narrative Summary)	<b>Yes</b>					<b>No</b>	

**CONTRACTOR PERFORMANCE REPORT**  
Section III (Cont'd)

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

Item	<u>Comments</u>

**PAST PERFORMANCE FORM LETTER EXAMPLE**

*Synopsis Number*

**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 the NASA, George C. Marshall Space Flight Center Request for Proposal (RFP). NASA is requesting that clients of entities responding to their solicitation be identified and their participation in the evaluation process requested. 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

Attention: Iris R. Walter/PS33/MSFC, Alabama 35812

Please forward the completed evaluation to MSFC at the above address to ensure it is received prior to 3:00PM Local Time on

In order to maintain the integrity of this process, please **DO NOT** return the questionnaire to us. Return it to MSFC at the address listed above.

Sincerely,

*[Name of Signer]*

*[Designation of Signer]*

cc: