

ATTACHMENT L-5, FORM SC
RFP NNM15534124R

FORM SC – PAST PERFORMANCE INTERVIEW/QUESTIONNAIRE

This evaluation should be completed by the Contracting Officer (CO) and 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 or business manager who monitors 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 Form SC before forwarding the questionnaire to the appropriate CO for the evaluations required. The Offeror shall request the CO to complete the remainder of the questionnaire, seal their submittals, and mail them directly to the Source Evaluation Board (SEB) at the address specified below or via email to Rita R. James at rita.r.james@nasa.gov on or before TBD, 2015.

NASA/George C. Marshall Space Flight Center
ATTN: PS33/Rita R. James
Building 4203, Room B106
Marshall Space Flight Center, AL 35812

Any questions you might have concerning completion of this form should be addressed to Rita R. James at (256) 961-2136 or rita.r.james@nasa.gov.

ATTACHMENT L-5, FORM SC

RFP NNM15534124R

CONTRACTOR PERFORMANCE REPORT

Section I

To be completed by Contractor requesting evaluation

1. Contractor Name and Address:	2. This past performance questionnaire is relevant to the following ABSS Work Areas (select all that apply): <input type="checkbox"/> Management <input type="checkbox"/> Acquisition Support <input type="checkbox"/> Business Support <input type="checkbox"/> Paralegal Support
3. Contractor DUNS Number:	4. Contractor Cage Code:
5. During the contract performance being evaluated, this firm was a: <input type="checkbox"/> Prime or Team Lead <input type="checkbox"/> Team Member <input type="checkbox"/> Subcontractor <input type="checkbox"/> Other (explain) If the firm performed work under this contract as a team member or subcontractor, information about the subcontract, in addition to the prime information, shall be provided in the following blocks:	
6a. Prime Contract Number: 6b. If the prime contract number is a BPA or IDIQ, list the task order(s) the team member or subcontracted effort was performed under:	7a. Prime Contract Period of Performance: 7b. Team Member or Subcontract Period of Performance:
8a. Prime Contract Type: 8b. Team Member or Subcontract contract type:	9a. Contract Value (with options): 9b. Team Member or Subcontract contract value:
10. Description of contract or subcontract requirements.	

ATTACHMENT L-5, FORM SC
RFP NNM15534124R

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:

ATTACHMENT L-5, FORM SC
RFP NNM15534124R

CONTRACTOR PERFORMANCE REPORT

Section III

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

Definitions and Rating Guidelines

The Factors/Ratings tables on the next page summarize contractor performance in each of the following rating areas. Each criterion should be assigned a rating, from highest to lowest, of Exceptional, Very Good, Satisfactory, Marginal, or Unsatisfactory. If a particular criterion 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 criterion 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.

Work Performance	Cost Control	Timeliness of Performance	Management Effectiveness
<ul style="list-style-type: none"> - Compliance with contract requirement - Appropriateness of personnel - Technical excellence - Product excellence - Responsive to technical direction - Effective contractor recommended solutions 	<ul style="list-style-type: none"> - Within budget (over/under target costs) - Current, accurate, and complete cost reporting and billings - Cost efficiencies 	<ul style="list-style-type: none"> - Met interim schedule milestones - Contract administrative activities performed timely - On-time delivery of products - Quick turnaround capability 	<ul style="list-style-type: none"> - Reliable - Pro-active - Reasonable and cooperative - Innovative - Prompt notification of problems - Accuracy and thoroughness of reports

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

ATTACHMENT L-5, FORM SC
RFP NNM15534124R

CONTRACTOR PERFORMANCE REPORT

Section III (Cont'd)

Technical Performance	Cost Control	Timeliness of Performance	Management Effectiveness
<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.			

**ATTACHMENT L-5, FORM SC
RFP NNM15534124R**

CONTRACTOR PERFORMANCE REPORT

Section III (Cont'd)

Reset Section III

Item	FACTORS/RATINGS	Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory	N/A
<i>Technical Performance</i>							
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.						
<i>Cost Control</i>							
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?						
<i>Timeliness of Performance</i>							
7	Completion of major tasks or key project milestones on schedule.						
8	Did the Contractor deliver end items on schedule/meet established deadlines?						
9	Were the Contractor's reports and documentation submitted timely and accurately?						
<i>Management Effectiveness</i>							
10	Rate the Contractor's effectiveness at directing, controlling and completing all assigned tasks.						
11	Was the Contractor able to effectively coordinate, integrate & manage team members and processes?						
12	Did the Contractor management team show innovation and a proactive approach to problem identification and resolution?						
13	Was the Contractor effective in interfacing with the Government's/Industry Customer's staff?						
14	Was the documentation produced by the Contractor satisfactory to the users?						

ATTACHMENT L-5, FORM SC
RFP NNM15534124R

Item	<i>FACTORS/RATINGS</i>	Exceptional	Very Good	Satisfactory	Marginal	Unsatisfactory	N/A
15	Ability to recruit and retain highly qualified personnel.						
15a	Ability to minimize employee turnover.						
15b	Ability to capture incumbent personnel at contract startup.						
16	Responsiveness to changes in technical direction.						
17	Rate the Contractor's transition or phase-in effectiveness.						
18	Rate your satisfaction with the contractor's Security performance and Security policies.						
19	Was the contractor able to effectively mitigate any organizational conflicts of interest issues that may have been present?						
20	Commitment to Safety as indicated by the content and implementation of the Contractor's safety program including the basic plan as well as any special safety related initiatives.						
21	Degree to which the program manager was given the authority to make the decisions necessary to support specific task requirements that might involve additional cost considerations (i.e., subcontracting for special skills, approving unique travel and training requests).						
22	To what extent did the Contractor display initiative in meeting requirements?						
Overall Evaluation							
23	How would you rate the Contractor's <i>overall management performance</i> on this contract?						
24	How would you rate the Contractor's <i>overall technical performance</i> on this contract?						
25	Would you use this Contractor again? (If "No", please comment in the Narrative Summary)	<input type="checkbox"/> Yes				<input type="checkbox"/> No	
26	If this was an award fee contract, provide the adjective ratings for the last 3 evaluation periods.						

**ATTACHMENT L-5, FORM SC
RFP NNM15534124R**

CONTRACTOR PERFORMANCE REPORT

Section III (Cont'd)

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

Item	Comments

ATTACHMENT L-5, FORM SC

RFP NNM15534124R

PAST PERFORMANCE FORM LETTER EXAMPLE

This form letter is provided for Offerors to use in transmitting the Past Performance questionnaire to customers.

RFP NNM15534124R Acquisition and Business Support Services

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, Marshall Space Flight Center Request for Proposal (RFP) NNM15534124R Acquisition and Business Support Services. NASA is requesting that clients of entities responding to their RFP 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 the address specified below or via email to Rita R. James at rita.r.james@nasa.gov.

NASA/Marshall Space Flight Center
Attention: PS33/Rita. R. James
Building 4203, Room B106
MSFC, Alabama 35812

Please forward the completed evaluation to NASA at the above address to ensure it is received prior to **12:00 PM Central Time on TBD.**

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:

NASA/Marshall Space Flight Center
Attention: PS33/Rita R. James
MSFC, AL 35812