

ATTACHMENT L-3 – Past Performance – Offeror’s Information

The offeror will send a letter to their listed references authorizing the references to provide past performance information to the Government. The offeror will also provide a generic release that can be used, if necessary, in contacting other companies listed in its Contract List or otherwise identified during the course of the evaluation. The offeror will encourage its references to also fax or e-mail the hardcopy questionnaire(s) to the IMCS Source Evaluation Board (contact provided info below).

Sample Transmittal Letter to Accompany Past Performance Questionnaire

FROM:

SUBJECT: Past Performance Questionnaire for Contract(s): NNK0720030R,
Information Management and Communications Support (IMCS) Contract

1. We are currently responding to NASA Kennedy Space Center’s (KSC’s) Request for Proposal (RFP) for the acquisition of Information Management and Communications Support (IMCS). This RFP specifically requires that we, as an offeror, do the following:

The offeror will request that the Customer references complete the attached Past Performance Interview Questionnaire. The forms will be provided to all of the offeror’s most relevant contracts that are currently being performed or have been performed within the last three years. The Government may contact the references directly.

2. We have identified the above subject contract(s) as relevant to this acquisition and you as our point of contact. As such, please take a few moments of your time to complete the attached questionnaire. If you are contacted by the Government, you are hereby authorized to respond to questions the Government may have regarding our past performance. Please send the completed questionnaire directly to the KSC Contracting Officer not later than TBD at the following address:

NASA Kennedy Space Center
Attn: Sean D. Howe, Contracting Officer
Mail Code: SEB-IT
Kennedy Space Center, FL 32899

The outside envelope must be marked as follows:

**NOTE: TO BE OPENED BY ADDRESSEE ONLY
SOURCE SELECTION INFORMATION – See FAR 3.104**

SOURCE SELECTION SENSITIVE – FOR OFFICIAL USE ONLY

In lieu of mailing you are encouraged to send a facsimile copy to the NASA Kennedy Space Center Source Evaluation Building (SEB-2) at fax number 321-867-7191 or an electronic copy via e-mail at ksc-imcs-info@mail.nasa.gov with the subject line, IMCS Past Performance.

3. The information contained in the completed Past Performance Questionnaires 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 NASA/KSC Contracting Officer at 321-867-7358. Thank you for your timely assistance.

Sincerely,

ATTACHMENT L-4 – Past Performance Questionnaire

**Information Management and Communications Support (IMCS) at the
Kennedy Space Center
Past Performance Questionnaire**

I. CONTRACT IDENTIFICATION

1. Contractor (Company/Division/Mailing Address):

2. Contract Number: _____

3. Contract Type: _____

4. Product/Service Description:

5. Period of Performance (basic and any options):

6. During this contract period of performance, this firm was the:

Prime Contractor Major Sub-Contractor Team Member
 Other (please describe) _____

7. Does a corporate or ownership relationship exist between the contractor being evaluated and your organization? Yes No

If yes, please describe the relationship:

8. Unusual contract features or conditions:

II. PAST PERFORMANCE EVALUATION

Based on your knowledge on the contract identified above, please provide your assessment of how well the contractor performed on each of the following questions. It is very important to keep in mind that only performance in the *past three years* is relevant or most relevant contracts that are currently being performed or have been performed within the last three years. Please fill out the below table based on the work the performed on your contract. This information should contain the size and scope of your requirements.

Service	Info Requested	Response	Comments:
Data Center	# of Hosts		
	# Locations		
Application Development	# of Applications		
Cable Plant	#Miles of Cable		
	# Pairs		
Transmission	# SONET Nodes		
	# T-1's		
	# DS-3's		
Networks	# Drops		
	# Buildings		
Telephones	# POTS Lines		
	# VOIP Lines		
Cable TV	# Drops		
	# Stations		
Broadcast TV Production	# Programs/Yr		
	# Studios		
Photography	# Photo Events		
	# Photographers		
Graphics	# Posters		
	# Workstations		
AV VITS Rooms	# Rooms		
	# Operators		
Paging	# Buildings		
Land Mobile Radio	# Base Stations		
	# Mobiles/Handhelds		
Operational Intercom	# Stations		
Voice Recording	# Channels Recorded		
Publications	# Recurring Pub.		
	# Scripts Written		
Printing, Reproductions	# Pages/Yr		
Library	# Volumes		
Forms	# Forms		
	# New Forms/Yr		
IT Security Services	# Intrusions/Day		
	# Scans/Mo		
Webcast	# Webcasts/ Mo		

Please rate the Contractor as described below in the following technical, cost performance, management effectiveness, and schedule effectiveness. Please give a short narrative as to why you chose the adjective you did, *especially* for those answers that are other than “Met”.

Exceeded (E): Exceeded the established performance requirements to an exceptional degree. Performance was exemplary and accomplished in a timely, efficient, and economical manner. Very minor (if any) deficiencies had no adverse affect on overall performance. Examples include substantial cost underruns due to contractor diligence and cost savings initiatives, technical end products that exceeded original Government specifications in critical performance areas, or deliverables usually ahead of contract schedules.

Met (M): Met the established performance requirements. Performance was effective and most requirements were met in a timely, efficient, and economical manner. Reportable deficiencies had little identifiable effect on overall performance. Examples include minor or no cost overruns caused by the contractor technical end products that met all Government specifications, or deliverables delivered on time/schedule.

Failed to Meet (F): Failed to meet the established performance requirements. Remedial action was required in one or more area. Reportable deficiencies in one or more area adversely affected overall performance. Examples include substantial cost overruns caused by contractor, technical end products failing to meet government specifications in critical areas, or deliverables usually delivered behind contract schedules.

Not Applicable (N/A): Without a record of relevant past performance or past performance information is not available.

TECHNICAL	E	M	F	N	COMMENTS:
Overall skill level and technical competence of contractor personnel.					
Quality of services and support provided.					
Compliance with technical requirements and performance standards.					
Identifying and resolving unforeseen technical and schedule problems (causes, impacts, and resolutions) expeditiously.					
Contractor's ability to correct performance deficiencies.					
Ability to identify and implement quality improvements.					
COST PERFORMANCE	E	M	F	N	COMMENTS:
Contractor's control of actual costs versus the negotiated estimated cost (NEC)?					
Ability to develop and apply cost efficient practices.					
Submitted accurate and timely financial reports and forecasts.					

MANAGEMENT EFFECTIVENESS	E	M	F	N	COMMENTS:
Effectiveness of contractor phase-in at contract start.					
Extent to which contractor displayed innovation in meeting requirements.					
Effectiveness in interfacing with the customer					
Ability to recruit and maintain qualified personnel.					

TECHNICAL PERFORMANCE

1. Integrated Subcontractors into the team. Identification, surveillance, and management of subcontractors. Describe the contractor’s relationship with the subcontractor including responsibilities performed, relationships, communications, teaming arrangements and motivation techniques for excellent performance.

Rating _____

Comments:

2. Ability to use metrics, risk management, and other tools to accurately measure and track performance.

Rating _____

Comments:

- 3. Provide details of any accidents or industrial illnesses resulting in lost time.

- 4. Particular strong/weak points of contractor's performance.

SCHEDULE PERFORMANCE

- 1. Completion of major tasks or key project milestones on schedule.

Rating _____

Comments:

- 2. Delivery of end items per the Contract schedule.

Rating _____

Comments:

- 3. Timeliness and accuracy of reports and documentation.

Rating _____

Comments:

COST PERFORMANCE

1. Contract Value:

	Awarded Contract Value	Current/Final Value
Estimated Cost	\$ _____	\$ _____
Fee/Profit	\$ _____	\$ _____
Total Value	\$ _____	\$ _____

Briefly describe any change(s) from original contract value:

2. Ability to effectively plan efforts, provide realistic cost and schedule estimates, etc.

Rating _____

Comments:

3. Ability to anticipate, identify and control cost growth.

Rating _____

Comments:

4. Ability to develop and apply cost efficient practices.

Rating _____

Comments:

MANAGEMENT EFFECTIVENESS

- 1. Extent to which contractor management team demonstrates a proactive approach to problem identification and resolution.

Rating _____

Comments:

- 2. Ability to work with organized labor.

Rating _____

Comments:

- 3. Attentiveness to overall safety and health and ability to control lost time incident rate.

Rating _____

Comments:

- 4. Responsiveness to changes in technical direction.

Rating _____

Comments:

OVERALL EVALUATION

1. Has this contract been partially or completely terminated for default or convenience?
___Yes ___No

2. If yes, please explain the reason for termination (i.e., inability to meet cost or delivery schedules, performance, etc.)

3. Would you select this contractor again? ___Yes ___No
If no, please comment.

III. RESPONDENT INFORMATION

A. Name of Evaluator:

B. Position Title:

C. Agency/Company Name and Mailing Address:

D. Telephone Number:

E. Facsimile Number:

F. E-Mail Address:

G. Your Role in the Program/Contract:

H. Length of involvement in this program/contract:

I. Date questionnaire completed:
