

Attachment J.2-B

Past Performance Questionnaire

CLIENT AUTHORIZATION LETTER

Date: _____

FROM:

SUBJECT: Present/Past Performance Questionnaire for Contract (s):

We are currently responding to the NASA Glenn Research Center's Request for Proposals (RFP) 80GRC022R0016 for procurement of Space Flight Systems Development and Operations Contract III (SPACEDOC III).

NASA Glenn Research Center is placing increased emphasis in its procurements on experience and past performance as an evaluation factor. A requirement of this solicitation is that clients of firms responding to this solicitation are identified and their participation in the evaluation process is requested. In the event you are contacted for information on work we have performed, you are hereby authorized to respond to those inquiries.

Please complete the enclosed Past Performance Questionnaire and email it directly to the following point of contact:

NASA Glenn Research Center
Attn: Paige Foreman
Paige.E.Foreman@nasa.gov

Please forward the completed questionnaire by **XXXXX 2022.**

We have identified Mr./Ms. _____ of your organization as the point of contact based on knowledge of our work. Your assistance is appreciated.

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 GRC point of contact identified above. Thank you for your cooperation.

Cordially,
(Company official)

Enclosure

ATTACHMENT I**PAST PERFORMANCE QUESTIONNAIRE**

NASA Glenn Research Center's Request for Proposals (RFP) 80GRC022R0016 for procurement of Space Flight Systems Development and Operations Contract III (SPACEDOC III). ONCE COMPLETED, THIS DOCUMENT WILL BE CONSIDERED SOURCE SENSITIVE IN ACCORDANCE WITH FAR 3.104

1. The survey should be completed by the individual most knowledgeable of the Offeror's day-to-day operations and overall condition of services being rendered. However, that individual is encouraged to supplement their own knowledge of the Offeror's performance with the judgment of others in the organization, as applicable.
2. Handwritten responses are sufficient, but request they be legible.
3. The following descriptions should be used as guidance in providing ratings.

CODE	RATING	DESCRIPTION
E	EXCEPTIONAL	The Offeror's past performance is of exceptional merit; indicating exemplary performance in a timely, efficient, and economical manner. Performance meets and exceeds many contractual requirements with few minor (if any) problems for which corrective actions taken by the Offeror were highly effective.
VG	VERY GOOD	The Offeror's past performance is of very good merit; indicating performance in a timely, efficient, and economical manner. Performance meets and exceeds some contractual requirements with some minor problems for which corrective actions taken by the Offeror were effective.
S	SATISFACTORY	The Offeror's past performance meets contractual requirements with some minor problems for which corrective actions taken by the Offeror were satisfactory.
M	MARGINAL	The Offeror's past performance does not meet some contractual requirements. The contractual performance of the area being evaluated reflects a serious problem for which the Offeror has either not yet identified corrective actions, or the proposed actions were not fully implemented, or they appear only marginally effective.
US	UNSATISFACTORY	The Offeror's past performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the area being evaluated reflects serious problem(s) for which the Offeror's corrective actions appear or were ineffective.
N	NEUTRAL	No record of past performance or for whom information on past performance is not available.

4. Please provide explanatory narratives for as many responses as possible. These narratives need not be lengthy, just detailed. Space for narrative comments is included with the questions. If more space is needed, use the back of the survey or attach additional pages.
5. This survey relates to an on-going source selection for the solicitation number identified above. All information provided within the survey will be safeguarded against unauthorized disclosure.

6. We appreciate your time and effort in providing this vitally important information.

Name/Company of Reviewer:
Offeror:
Contract No.:
Period of Performance:
Total Contract Value (including option periods):

Type of Contract: ☐ Fixed price ☐ CPFF ☐ CPIF ☐ CPAF ☐ Award term

☐ Competitive ☐ Noncompetitive

☐ Small Business Set Aside ☐ 8(a) Set Aside

If the contract involved fee:

Percentage of fixed fee and/or award fee earned	
Length of evaluation period for the earned fee	

Mark the appropriate box:

	Yes	No
Was the Offeror a prime contractor		
Was the Offeror a subcontractor		

Nature of contractual effort/Project Description/Technical Requirements:

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Rate the Offeror in the following areas, please provide comments:

1. Rate the Offeror's organizational support structure. Did it provide an adequate span of control and supervision?

E	VG	S	M	US		N

Mark appropriate box

Comments

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2. Rate the Offeror's ability to build effective working relationships with associate contractors, subcontractors, and the Government.

E	VG	S	M	US		N

Mark appropriate box

Comments

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3. Rate the Offeror's ability to provide and maintain management systems for the planning, organization, control, and reporting of all activities required by the contract.

E	VG	S	M	US		N

Mark appropriate box

Comments

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4. Rate the Offeror's ability to effectively coordinate, integrate, and manage the workforce including subcontractor performance.

E	VG	S	M	US		N

Mark appropriate box

Comments

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5. Rate the Offeror's commitment to customer satisfaction and willingness to work with the customer to solve problems.

E	VG	S	M	US		N

Mark appropriate box

Comments

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6. Rate the Offeror's contract change order management, including commitment to negotiate and ability to implement contract changes and modify plans to accommodate changes in a timely manner.

E	VG	S	M	US		N

Mark appropriate box

Comments

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7. Rate the Offeror's ability to react quickly and effectively to changing requirements, fluctuating demand for staffing, and contract issues.

E	VG	S	M	US		N

Mark appropriate box

Comments

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8. Rate the Offeror's record in providing and retaining highly qualified personnel and their ability to identify and manage key positions and critical skill needs and recruit in a timely manner.

E	VG	S	M	US		N

Mark appropriate box

Comments

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9. Rate the Offeror's ability to keep the customer fully informed of work status, problems, and/or issues through monthly or other reporting, as well as their cooperation to resolve such problems/issues.

E	VG	S	M	US		N

Mark appropriate box

10. Rate the Offeror's effectiveness of monthly cost reporting and ability to keep the customer fully informed of cost overruns, and/or issues related to budgeting or estimating costs, as well as their cooperation to resolve such problems/issues.

E	VG	S	M	US		N

Mark appropriate box

Comments

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11. Rate the Offeror's record in complying with safety, health and environmental policies and procedures.

E	VG	S	M	US		N

Mark appropriate box

Comments

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12. Rate the Offeror's ability to create an accurate schedule and complete tasks/milestones/deliverables within the established time in the schedule.

E	VG	S	M	US		N

Mark appropriate box

Comments

13. Rate the Offeror's initiative in identifying unforeseen schedule and technical problems and in identifying and mitigating risks.

E	VG	S	M	US		N

Mark appropriate box

Comments

14. Rate the Offeror's ability to recover schedule loss when unforeseen circumstances occur.

E	VG	S	M	US		N

Mark appropriate box

Comments

15. Rate the Offeror's record in the coordination and management of its subcontractors if applicable.

E	VG	S	M	US		N

Mark appropriate box

Comments

16. Rate the Offeror's ability to provide and maintain effective quality control and/or inspection procedures to meet contract requirements?

E	VG	S	M	US		N

Mark appropriate box

Comments

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17. Rate the Offeror's record for submitting administrative requirements (reports, correspondence, etc.) on time and complete.

E	VG	S	M	US		N

Mark appropriate box

Comments

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18. Rate the Offeror's ability to implement a successful contract startup phase and/or a phase-in program from an incumbent contractor that provided continuous workflow.

E	VG	S	M	US		N

Mark appropriate box

Comments

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19. Rate the Offeror's ability to effectively plan efforts and provide realistic cost estimates.

E	VG	S	M	US		N

Mark appropriate box

Comments

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20. Rate the Offeror's ability to effectively manage property and inventory.

E	VG	S	M	US		N

Mark appropriate box

Comments

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21. Did the Offeror manage cost well and did they have any cost overruns or underruns? If so, please state the amount and percentage of overall cost and explain reasons for them.

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22. Provide any particular strong/weak points of Offeror's performance.

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23. Would you do business with the Offeror again? Would you have any reservations about recommending a future contract award to this company? Please elaborate.

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24. As a unit, how would you rate the complete contract performance?

E	VG	S	M	US

Mark appropriate box

25. Please provide any other information you feel is pertinent but was not covered by this questionnaire.

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Respondent Information:

Signature**Date**

Printed name

Organization:
Telephone No.:
Position/Title:
Length of Involvement:

It is stressed that the questionnaire must be filled out by the addressee and not by the Offeror, and that the information is forwarded directly to the individual identified below. The addressee is requested to sign the questionnaire as a validation of your assessment. DO NOT RETURN YOUR RESPONSE TO THE CONTRACTOR THAT FORWARDED THIS QUESTIONNAIRE TO YOU. You may submit the completed questionnaire directly by email to the address shown below by **TBD.**

NASA Glenn Research Center
Attn: Paige E. Foreman
Paige.E.Foreman@nasa.gov

Your time and effort in providing this vitally important information are greatly appreciated. Thank you. ONCE COMPLETED, THIS DOCUMENT WILL BE CONSIDERED SOURCE SENSITIVE IN ACCORDANCE WITH **FAR 3.104**