

**CLIENT AUTHORIZATION LETTER**

INSERT DATE HERE

Dear Client:

We are currently responding to the NASA Ames Research Center Request for Proposal (RFP) for the Aerospace Testing and Facilities Operations and Maintenance (ATOM) procurement. This procurement is a follow-on requirement for Aerospace Testing and Facilities Operations and Maintenance (ATOM) Services providing testing, operations, and maintenance services for Wind Tunnel, Space Transportation, and associated support facilities at NASA Ames Research Center. These facilities include but are not limited to: Subsonic Wind Tunnels, Pressure Wind Tunnels, Transonic Wind Tunnels, Ballistic Range Complex, ArcJet Complex, Fluid Mechanics Laboratory, and Sensor Laboratory. These facilities are national aerospace test facilities utilized by NASA, private industry, universities, DOD, and other government agencies.

NASA Ames Research Center is continuing to place increased emphasis on past performance as a source selection factor. As such, a requirement of their solicitation is that past clients of ours be identified and participate in the evaluation process. You are hereby authorized to respond to this and other inquiries.

We have identified \_\_\_\_\_ of your organization as the point of contact based on his/her knowledge concerning our work.

Please complete the enclosed Past Performance Questionnaire and forward it directly to NASA, Ames Research Center, Attn: Ronnee R. González, Code JAC:227-4, Moffett Field, CA 94035-1000, telephone 650-604-4386. Facsimile responses are acceptable, Attn: Ronnee R. González, fax 650-604-0270. E-mail responses may be sent to: [Ronnee.R.Gonzalez@nasa.gov](mailto:Ronnee.R.Gonzalez@nasa.gov).

A response to this questionnaire is requested to the above address no later than \_\_\_\_\_.

Your cooperation is appreciated. Any questions may be directed to the undersigned.

Sincerely,

Enclosure

## Experience and Past Performance Questionnaire

<b>Offeror:</b>	
<b>Contract Number:</b>	
<b>Agency/Company:</b>	

1. Provide the following information concerning your contract:
- a. Type of Contract: (e.g., CPFF, CPIF, CPAF, FFP, or describe); \_\_\_\_\_  
 Competitive?  Yes  No  
 Follow-on or  new requirement?  
 Please provide the title of the requirement and a brief description: \_\_\_\_\_  
 \_\_\_\_\_
- b. Period of Performance (including extensions/options)  
 From: \_\_\_\_\_ To: \_\_\_\_\_
- c. Contract dollar value (including all options) \$ \_\_\_\_\_
- d. Was the Contractor the  Prime or  Sub?
- e. Size of the Contractor's work force (Work Year Equivalents [WYEs]) \_\_\_\_\_  
 Total work years provided under the contract (WYEs) \_\_\_\_\_

f. Type of services provided: Check all Contractor Provided Functions for this contract	Approximate percent of total contract staff
<input type="checkbox"/> 1. Testing Services ( <i>Test Planning, Preparation, Operation, Post-Test Services in High-Risk, Ground-Based Facilities</i> )	
<input type="checkbox"/> Aeronautical	
<input type="checkbox"/> Aerospace	
<input type="checkbox"/> Other _____	
<input type="checkbox"/> 2. Development Projects ( <i>Test/Diagnostic Techniques, Facilities, Data Systems, Model/Test Apparatus</i> )	
<input type="checkbox"/> Aeronautical/Aerospace Related	
<input type="checkbox"/> Other _____	
<input type="checkbox"/> 3. Utility System Operation	
<input type="checkbox"/> 4. Maintenance and Repair	
<input type="checkbox"/> 5. Administrative Support	
<input type="checkbox"/> Procurement of Task-Related Items or Services	
<input type="checkbox"/> Configuration Management	
<input type="checkbox"/> Calibrations	
<input type="checkbox"/> Other _____	

## GENERAL

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

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

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

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## OVERALL RATING

Using the adjectival ratings below, please assign an overall rating. \_\_\_\_\_

If the choice were yours alone, would you select this Contractor for the follow-on contract?

Yes

No

Comments:

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## SPECIFIC

Use the following adjectival ratings to respond to the questions below. Please select one rating per statement, using the following definitions and provide additional remarks to further explain any rating as well as in response to the more detailed questions.

	<b>Adjectival Rating</b>	<b>Definitions</b>
E	Excellent	Of exceptional merit; exemplary performance in a timely, efficient and economical manner; very minor (if any) weaknesses with no adverse effect on overall performance.
VG	Very Good	Very effective performance, fully responsive to contract requirements accomplished in a timely, efficient, and economical manner for most part; only minor weaknesses.
G	Good	Effective performance; fully responsive to contract requirements; reportable weaknesses, but with little identifiable effect on overall performance.
S	Satisfactory	Meets or slightly exceeds minimum acceptable standards; adequate results; reportable weaknesses with identifiable, but not substantial, effects on overall performance.
P	Poor/Unsatisfactory	Does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; deficiencies in one or more areas which adversely affect overall performance.
N/A	Not Applicable	Not applicable to the contract being referenced.

a. RELEVANT TECHNICAL PERFORMANCE

1. Rate the overall technical quality of this contractor for your contract.

E  VG  G  N  W  P  F  N/A

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2. Rate the contractor's ability to protect the environment.

E  VG  G  N  W  P  F  N/A

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3. Rate the contractor's ability to protect the safety of its employees.

E  VG  G  N  W  P  F  N/A

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4. Rate the contractor's effective and safe use of Government facilities.

E  VG  G  N  W  P  F  N/A

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5. Rate the contractor's record in compliance with technical and schedule requirements.  
Discuss any contractor-caused schedule slips.

E  VG  G  N  W  P  F  N/A

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6. Rate the contractor's record and effectiveness in dealing with unexpected changes to technical requirements.

E  VG  G  N  W  P  F  N/A

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7. Rate the contractor's utilization of innovative and resource-efficient solutions to satisfy technical requirements.

E  VG  G  N  W  P  F  N/A

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8. Rate the contractor's key personnel's performance and relevant experience.

E  VG  G  N  W  P  F  N/A

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9. Rate the contractor's quality, accuracy, and completeness of technical documentation.

E  VG  G  N  W  P  F  N/A

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**b. CONTRACT MANAGEMENT**

1. Rate the contractor's safety record

E  VG  G  N  W  P  F  N/A

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2. Rate the contractor's ability to manage multiple, concurrent, and complex technology tasks.

E  VG  G  N  W  P  F  N/A

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3. Rate the contractor's record in conformance with the terms and conditions of the contract, including delivery of products and reports, and adherence to cost and schedule constraints.

E  VG  G  N  W  P  F  N/A

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4. Rate the contractor's record in accurately estimating and controlling costs including overhead, addressing underruns or overruns, if any.

E  VG  G  N  W  P  F  N/A

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5. Rate the contractor's record in recruiting, developing, and retaining a workforce with appropriate skills for contract performance. Describe any issues experienced ((e.g. salary, fringe benefits)?

E  VG  G  N  W  P  F  N/A

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6. Rate the contractor's record in effectively managing subcontractors

E  VG  G  N  W  P  F  N/A

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7. Rate the contractor's record in adhering to or ability to meet their goals for Small Business, Small Disadvantaged Business, HBCU's, MI's, and Women-owned Small Business subcontracting.

E  VG  G  N  W  P  F  N/A

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8. Rate the contractor's record in handling labor, including union, related issues, if any.

E  VG  G  N  W  P  F  N/A

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9. Rate the ability of the contractor to retain incumbent contractor employees during first year of contract performance for which the offeror was not the incumbent.

E  VG  G  N  W  P  F  N/A

10.. Rate the contractor’s management of the phase-in period to ensure continuity of operations, in cases where the offeror was not the incumbent.

E  VG  G  N  W  P  F  N/A

11. Rate the ability of the contractor to manage technology transfer including export control Government sensitive, and third-party proprietary data issues.

E  VG  G  N  W  P  F  N/A

c. **CORPORATE MANAGEMENT RESPONSIVENESS**

1. Rate the qualifications and effectiveness of on-site contract management and the level of autonomy the site manager had in managing the contract.

E  VG  G  N  W  P  F  N/A

2. Rate the contractor’s corporate management involvement in the contract operations.

E  VG  G  N  W  P  F  N/A

3 Rate the contractor’s availability of corporate resources when required.

E  VG  G  N  W  P  F  N/A

4. Rate the contractor’s ability to maintain high quality contract performance when changes are made to lines of authority.

E  VG  G  N  W  P  F  N/A

5. Rate the contractor’s ability to avoid increases in direct and indirect overhead rates.

E  VG  G  N  W  P  F  N/A

6. Rate the contractor’s corporate management responsiveness to resolve performance problems.

E  VG  G  N  W  P  F  N/A

7. Did the contractor hire foreign nationals for the contract?

Yes  No

If yes, please discuss any issues that arose during the hiring action. \_\_\_\_\_

**c. Additional Information**

1. If a new contractor, what was the percentage of incumbent staff retention during transition?

Key \_\_\_\_\_ Other \_\_\_\_\_

What percent of the incumbent staff did the Contractor attempt to retain?

Key \_\_\_\_\_ Other \_\_\_\_\_

Was this appropriate?

Was this the amount proposed?

2. Did the Contractor provide the key personnel proposed?

Yes  No

If no, please explain \_\_\_\_\_

3. How many key and other personnel resigned during the first 12 months of the contract period of performance?

Key \_\_\_\_\_ Other \_\_\_\_\_

What was the breakout?

Incumbent \_\_\_\_\_ New Hire \_\_\_\_\_

4. Upon their departure, were key personnel replaced appropriately and in a timely manner?

Yes  No  N/A

If no, please explain \_\_\_\_\_

5. If hiring was required at any time after the start of the contract, did the contractor identify appropriate vacancy skill sets and fill those vacancies with the appropriate skills and expertise in a timely manner?

Yes  No  N/A

If no, please explain \_\_\_\_\_

6. If the contract's scope was increased, or decreased, was the contractor proactive in meeting new requirements?

Yes  No  N/A

If no, please explain \_\_\_\_\_

7. Did any regulatory violations occur because of Contractor's actions?

Yes

No

8. Rate the contractor's ability to operate free from organizational conflicts of interest.

E  VG  G  N  W  P  F  N/A

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9. Rate the Contractor's ability to identify and mitigate risks (including risks associated with cost, schedule, deliverables, and milestones), ensuring mission success.

E  VG  G  N  W  P  F  N/A

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Submitted By (Signature) \_\_\_\_\_

Date: \_\_\_\_\_

Name (printed) \_\_\_\_\_

Phone, Commercial: \_\_\_\_\_ FAX \_\_\_\_\_

Position/Title: \_\_\_\_\_

Relationship to Program: \_\_\_\_\_

Length of Involvement in Program \_\_\_\_\_