

CLIENT AUTHORIZATION LETTER

Dear “**CLIENT**”:

We are currently responding to the US Department of Interior, Acquisition Services Directorate, RFQ No. D13PS59998 entitled “Insuring Irrigation.” You have been listed as a past performance reference in our quote. If you are contacted by Acquisition Services Directorate for information on work we have performed under contract for your **company/agency/state or local government**, you are hereby authorized to respond to any Acquisition Service Directorates’ inquiries. Your cooperation is appreciated. Please direct any questions to (**Offeror’s point of contact**).

Sincerely,

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SIGNATURE:

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DATE:

## Contractor Past Performance Questionnaire

Upon a completion of the questionnaire, the reference should send the questionnaires to Contracting Officer, [Melissa Onyszko@nbc.gov](mailto:Melissa_Onyszko@nbc.gov) with a carbon copy to Contracting Specialist [Denise Carrio@nbc.gov](mailto:Denise_Carrio@nbc.gov). The due date for submission of the past performance questionnaires is on or before 2:00 P.M. November 5, 2012, Eastern Time (ET).

### Contract Data

Evaluation Type: Interim <input type="checkbox"/> Final <input type="checkbox"/> (check one)		
Evaluating Organization:	Reporting Period: From	To
Contracting Office:	Contract Number:	Order Number:
Contractor Name:		Contractor Address:
DUNS:	Country: USA	TIN:
Additional or Alternate Contractor Name:		
NAICS:	Commodity Code:	Contract Type:
Contract Award Date:	Contract Expiration Date:	Contract Value: \$
Requirement Description:		

### Ratings

Please rate the contractor's performance by checking the number which corresponds to the rating for each rating category.

#### 1. Quality of Product or Service, including:

- *The degree of usefulness and value to the customer of the services and products delivered.*
- *The degree to which the key objectives and initial intent of the contract was met.*
- *Did the work products contain relatively few substantial deficiencies?*
- *Did the work products contain detailed, logical, and insightful analysis and recommendations, use of appropriate statistical methods, insight into potential program vulnerabilities, etc.?*

Unsatisfactory     Poor     Fair     Good     Excellent     Outstanding

**Comments for Quality of Product or Service** (Note: comments are required for Outstanding ratings—2,000 characters maximum):

#### 2. Cost Control

Unsatisfactory     Poor     Fair     Good     Excellent     Outstanding

**Comments for Cost Control** (Note: comments are required for Outstanding ratings—2,000 characters maximum):

### 3. Timeliness of Performance, including:

- The degree to which the key objectives and initial intent of the contract was met concerning agency program deadlines

Unsatisfactory    Poor    Fair    Good    Excellent    Outstanding

**Comments for Timeliness of Performance** (Note: comments are required for Outstanding ratings—2,000 characters maximum):

### 4. Business Relations, including:

- Were requested corrections to deliverables quickly and correctly made, or satisfactorily explained?

Unsatisfactory    Poor    Fair    Good    Excellent    Outstanding

**Comments for Business Relations** (Note: comments are required for Outstanding ratings—2,000 characters maximum):

## Additional Information

### Customer Satisfaction

Is/was the contractor committed to customer satisfaction?    Yes    No (Check one)

Would you recommend the selection of this firm again?    Yes    No (Check one)

**Government Comments on Customer Satisfaction** (2000 characters maximum):

### Contractor Key Personnel

**Contractor Manager/Principal Investigator** (name):

**Comment on Contractor Manager/Principal Investigator** (2,000 characters maximum):

**Contractor Key Person #2** (name):

**Comment on Contractor Key Person** (2,000 characters maximum):

**Contractor Key Person #3** (name):

**Comment on Contractor Key Person** (2,000 characters maximum):

### Subcontracts

Are subcontracts involved?    Yes    No (Check one)

**Comment on subcontracts** (2,000 characters maximum):

### Small Business Subcontracting Plan

Did the contractor make a good faith effort to comply with its subcontracting plan consistent with the goals and objectives, reporting and other aspects of the plan?    Yes    No    N/A (Check one)

If this is a bundled contract, did the contractor meet the goals and objectives for small business participation?

Yes  No  N/A (Check one)

Government Comments on Small Business Subcontracting Plan (2,000 characters maximum):

### Small Disadvantaged Business Goals

Did the contractor make a good faith effort to comply with its subcontracting plan consistent with the goals and objectives, for small disadvantaged business (SDB) participation, monetary targets for SDB participation, and required notifications?  Yes  No  N/A (Check one)

Government Comments on Small Disadvantaged Business Goals (2,000 characters maximum):

## Administration Information

Project Officer/COTR Name:

Phone:

Fax:

E-mail Address:

Contractor Representative Name:

Phone:

Fax:

E-mail Address:

Alternate Contractor Representative (Required to ensure that at least one person is notified of evaluation)

Name:

Phone:

Fax:

E-mail Address:

Contracting Officer Name:

Phone:

Fax:

E-mail Address:

# Rating Guidelines

## Quality of Product or Service

Unsatisfactory	Non-conformances are jeopardizing the achievement of contract requirements, despite use of Agency resources. Recovery is not likely. If performance cannot be substantially corrected, it constitutes a significant impediment in consideration for future awards containing similar requirements.
Poor	Overall compliance requires significant Agency resources to ensure achievement of contract requirements.
Fair	Overall compliance requires minor Agency resources to ensure achievement of contract requirements.
Good	There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.
Excellent	There are no quality issues, and the Contractor has substantially exceeded the contract performance requirements without commensurate additional costs to the Government.
Outstanding	The contractor has demonstrated an outstanding performance level that was significantly in excess of anticipated achievements and is commendable as an example for others, so that it justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

## Cost Control

Unsatisfactory	Ability to manage cost issues is jeopardizing performance of contract requirements, despite use of Agency resources. Recovery is not likely. If performance cannot be substantially corrected, this level of ability to manage cost issues constitutes a significant impediment in consideration for future awards.
Poor	Ability to manage cost issues requires significant Agency resources to ensure achievement of contract requirements.
Fair	Ability to control cost issues requires minor Agency resources to ensure achievement of contract requirements.
Good	There are no, or very minimal, cost management issues and the Contractor has met the contract requirements.
Excellent	There are no cost management issues and the Contractor has exceeded the contract requirements, achieving cost savings to the Government.
Outstanding	The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where the contractor achieved cost savings and performance clearly exceeds the performance levels described as "Excellent".

## Timeliness of Performance

Unsatisfactory	Delays are jeopardizing the achievement of contract requirements, despite use of Agency resources. Recovery is not likely. If performance cannot be substantially corrected, it constitutes a significant impediment in consideration for future awards.
Poor	Delays require significant Agency resources to ensure achievement of contract requirements.
Fair	Delays require minor Agency resources to ensure achievement of contract requirements.
Good	There are no, or minimal, delays that impact achievement of contract requirements.
Excellent	There are no delays and the contractor has exceeded the agreed upon time schedule.
Outstanding	The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

## Business Relations

Unsatisfactory	Response to inquiries and/or technical, service, administrative issues is not effective. If not substantially mitigated or corrected it should constitute a significant impediment in considerations for future awards.
Poor	Response to inquiries and/or technical, service, administrative issues is marginally effective.
Fair	Response to inquiries and/or technical, service, administrative issues is somewhat effective.
Good	Response to inquiries and/or technical, service, administrative issues is consistently effective.
Excellent	Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.
Outstanding	The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".