**PAST PERFORMANCE ANNEX C**

**SAMPLE LETTER TO BE SENT TO EVALUATOR- (Remove this highlighted header prior to sending)**

Dear Sir/Madam,

The NATO Communications and Information Agency (NCI Agency) is currently in the solicitation phase to award an Indefinite Quantity Indefinite Delivery (IDIQ) Contact for the provision of IT Modernisation (ITM) Recovery Increment 1 for Systems Integration within NATO IT Systems and Networks. The Systems Integration shall cover the integration and testing of the Operational Network (ON) NATO Infrastructure-as-a-Service (IaaS) Private Cloud, Enterprise Core Services (ECS), Client Provisioning Services (CPS) including Virtual Desktop Infrastructure (VDI), Cyber Security Integration, Services Management and Control (SMC) Integration and Systems Integration.  My firm, from this point forward referred to as “Bidder” will be submitting a quotation for this Request For Quotation (RFQ) under RFQ-CO-115714-INTEG.

A key consideration for proposal evaluation is the verification of the Bidders' past and present performance on contracts reflecting the Bidder's ability to perform on the proposed effort concerning the technology to be delivered and role of integrator on those contracts that are similar in scope and complexity. The Bidder does authorize release of past performance information to NCI Agency.

The enclosed questionnaire highlights the areas of interest to NCI Agency. Your response to the enclosed questionnaire should be submitted by the Bid Closing Date and time (Monday, 9 October, 2023, 12:00 hours Central European Time) directly to the email address below and should not be sent to the Bidder to submit on your behalf.

Please submit the past performance questionnaire via email without password protection or encryption to include the name of the firm being evaluated to:

[RFQCO115714INTEG@nato.ncia.int](mailto:RFQCO115714INTEG@nato.ncia.int)

* with subject: *Bidder’s* *Company Name*–Part I–Admin Past Performance Questionnaire

The completed questionnaire is considered “Source Selection Sensitive Information” and will be part of the Bidder’s Administrative Volume for evaluation.

Your participation in responding to this questionnaire is very much appreciated.

Sincerely,

Name

Company/Title

**PAST PERFORMANCE ANNEX C**

**PAST PERFORMANCE QUESTIONNAIRE RATING SHEET**

**RATING SCALE**

Please use the following ratings to answer the questions. If you are unable to rate an item because it was not a requirement, never an issue, or you have no knowledge of the item in question, please mark “Non-Applicable”.

**EVALUATION CRITERIA**

|  |  |
| --- | --- |
| **ADJECTIVAL** | **DEFINITION** |
| **Excellent (E)** | The contractual performance exceeds or exceeded the contractual requirements. The requirement was accomplished with few minor issues for which the Contractor took corrective actions that were very effective. |
| **Very Good (VG)** | 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. |
| **Satisfactory (S)** | The contractual performance of the element or sub-element being assessed contained some minor problems for which corrective actions taken by the contractor appear or were satisfactory. |
| **Marginal (M)** | 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. |
| **Unsatisfactory (U)** | Performance does not or did not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains serious problem(s) for which the contractor's corrective actions appear or were ineffective. |
| **Not Applicable (NA)** | Unable to provide a score. |

***NOTE: When indicating an “Unsatisfactory” rating, please provide a brief explanation in the comments section of the survey referencing the question number.***

**PAST PERFORMANCE ANNEX C**

**PAST PERFORMANCE QUESTIONNAIRE**

|  |  |
| --- | --- |
| SECTION I: CONTRACT IDENTIFICATION (To be filled out by Bidder) | |
| 1. CONTRACTOR’S NAME & ADDRESS: | |
| 2. CONTRACT NUMBER: | 3. AWARD ENVIRONMENT:  COMPETITIVE    NON-COMPETITIVE  SOLE SOURCE |
| 4. CONTRACT TYPE:  FIRM FIXED PRICE  COST + FEE  FIXED PRICE + FEE  LABOR HOUR  COST or COST SHARING  TIME & MATERIALS  OTHER \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | 5. Period of Performance (including options): |
| 6. InItial CONTRACT VALUE (including options): | 7. Current/final CONTRACT VALUE (including options): |
| 8. Reasons for differences between initial contract value and final contract value: | |
| 9. DESCRIPTION OF PRODUCTS/SERVICE PROVIDED: | 10. LOCATION SERVICES PROVIDED (local, worldwide, etc.): |
| **SECTION II. EVALUATOR AND COMPANY/AGENCY IDENTIFICATION (To be filled out**  **by the Evaluator)** | |
| 1. COMPANY or AGENCY (CUSTOMER) NAME: | 2. evALUATOR Name & Title: |
| 3. evALUATOR CONTACT INFORMATION:  TEL NO.:  E-MAIL: | 4. NUMBER OF YEARS EVALUATOR WORKED ON SUBJECT CONTRACT: |

|  | **E** | **VG** | **S** | **M** | **U** | **N/A** |
| --- | --- | --- | --- | --- | --- | --- |
| **TECHNICAL** | | | | | | |
| 1. The Contractor provided a product or service that conformed to contract requirements, specifications, and standards. |  |  |  |  |  |  |
| 1. The Contractor submitted accurate reports. |  |  |  |  |  |  |
| 1. The Contractor utilized personnel that were appropriate to the effort performed. |  |  |  |  |  |  |
| 1. The Contractor's effort to transform operational needs and requirements into an integrated system design solution was achieved according to the parameters stated in the contract. |  |  |  |  |  |  |
| 1. The Contractor was able to understand and integrate/interface the cloud solution with your existing IT and Service Management Capabilities |  |  |  |  |  |  |
| 1. The Contractor was able to automate the release and deployment of applications or configuration changes onto a cloud environment through a CD/CI pipeline. |  |  |  |  |  |  |
| 1. The Contractor was able to describe the technical solution and Interfaces into an as-build documentation. |  |  |  |  |  |  |
| **SUB-CONTRACTOR** | | | | | | |
| 1. How well did the Contractor manage their sub-contractor(s)? |  |  |  |  |  |  |
| **COST CONTROL** | | | | | | |
| 1. The Contractor performed the effort within the quoted price. |  |  |  |  |  |  |
| 1. The Contractor submitted accurate invoices on a timely basis. |  |  |  |  |  |  |
| 1. The Contractor demonstrated cost efficiencies in performing the required effort. |  |  |  |  |  |  |
| **SCHEDULE** | | | | | | |
| 1. The tasks required under this effort were performed in a timely manner and in accordance with the period of performance of the contract. |  |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- |
| 1. The Contractor was responsive to technical and/or contractual direction. |  |  |  |  |  |  |
| **MANAGEMENT** | | | | | | |
| 1. The Contractor demonstrated effective management over the effort performed. |  |  |  |  |  |  |
| 1. The Contractor presented information and correspondence in a clear and concise manner. |  |  |  |  |  |  |
| 1. The Contractor promptly notified the PM and/or Contracting Officer in a timely manner regarding urgent issues. |  |  |  |  |  |  |
| 1. The Contractor cooperated by providing flexible, proactive, and effective recommended solutions to critical project issues. |  |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- |
| **REGULATORY COMPLIANCE** | | | | | | |
| 1. Contractor’s efforts to comply with laws, rules, regulations, as required during performance of the contract |  |  |  |  |  |  |
| **CUSTOMER SATISFACTION** | | | | | | |
| 1. The products/services provided adequately met the needs of the program. |  |  |  |  |  |  |
| 1. The Contractor was able to perform with minimal or no direction. |  |  |  |  |  |  |
| 1. I am satisfied with the performance of the Contractor under this effort. |  |  |  |  |  |  |

1. **Have there been any disputes/claims relative to the contract? If yes, please explain.**

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1. **Briefly describe the Contractor’s strong and/or weak points identified as a result of technical performance and any technical performance risk identified during the life of the contract.**

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1. **If subcontractor(s) were utilized for the Contract:**

**C1. Did the subcontractor(s) perform the bulk of the effort or just add depth on particular technical areas?**

**C2. Why were the subcontractor(s) chosen to work on specific technical areas? What were those areas and why were they accomplished by the subcontractor(s) rather than the Prime Contractor?**

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| --- | --- | --- | --- | --- |
| **OVERALL RATING** | | | | |
| **EXCEPTIONAL** | **VERY GOOD** | **SATISFACTORY** | **MARGINAL** | **UNSATISFACTORY** |
| Additional Comments: | | | | |

|  |  |
| --- | --- |
| **Evaluator’s Signature:** |  |
| **Title:** |  |
| **Date:** |  |