



# NATO SUPPORT AND PROCUREMENT AGENCY AGENCE OTAN DE SOUTIEN ET D'ACQUISITION

PROCUREMENT DIVISION  
DIVISION DES ACHATS

## Enclosure 1 (Part A) – Past Performance Questionnaire

**Section I** – to be completed by the Bidder (for submission within its RFP response)

**Bidder to then submit this Questionnaire (with section I completed) to the Bidder's customer)**

**Section II** - to be completed by the Contract Administrator for the relevant contract, **not by the bidder itself but the bidder's customer.**

- Completed form must be returned by the Contract Administrator directly to NSPA only (email: [dan.isai@nspa.nato.int](mailto:dan.isai@nspa.nato.int))  
Subject: DIS20025 - Bidder's reference (Full Name of the bidder).

### \*BIDDER NOTES:

- Bidder is required to read Part A - Technical Proposal/Capability and Experience instructions carefully before completing this form (specifically 3.3.2).
- Bidder is required to provide the relevant Contract Administrator with both Sections I and II
- Additionally, Bidder is required to submit references for at least five (5) contracts (one questionnaire per contract).

## Section I: Bidder's Contract Details

### To be completed by the Bidder

#### Bidder Identification:

Name of Company

Name (First/Last):

Title:

Address:

Current Telephone – Landline:

Current Telephone – Mobile:

Current Email Address:

#### Contract Number:

Entity for whom the contract was established: (e.g EUNAVFOR, USN, etc)

#### Contractor Administrator Name, Title, and Address:

Name (First/Last):

Title:

Address:

Current Telephone – Landline:

Current Telephone – Mobile:

Current Email Address:

<b>Description, Location, and Relevancy of Work:</b> [Define full scope of services provided under this contract]
<b>Contract Value (specify currency, annual and total value, and contract duration in months):</b>  _____  <b>Date of Award:</b> _____  <b>Contract Completion Date (including extensions):</b> _____
<b>Contract Status:</b> Active/Live_____Completed/expired: _____
<b>Type and Extent of Sub-Contracting:</b>   
<b>Type of Pricing:</b>  Negotiated_____Sealed Bid_____Fixed Price _____  At-cost_____
Other (explain)_____

## Section II: Past Performance Questionnaire

**To be completed by the Contractor Administrator of the Bidder's customer.**

Completed form (section I and II) must be returned directly to NSPA only (email: dan.isai@nspa.nato.int)

Past Performance Questionnaire for Fuel Services	Very Good	Good	Satisfactory	*Poor	*Unsatisfactory	*Not applicable
<b>Notes:</b> *"Poor" or "unsatisfactory" ratings, or "Not Applicable" should be detailed within the comments box						
<b>Fuel Services</b>						
1. Please rate the Contractor's pro-activity, cooperation, flexibility & responsiveness?						
Comment:						
2. Please rate the Contractor's ability to deliver services on time and to the required quality, safety and environmental standards?						
Comment:						
3. Please rate the Contractor's ability to report, investigate, resolve and implement corrective actions for any quality related or operational issue.						
Comment:						
4. Please rate the Contractor's ability to provide effective quality assessment, evaluation, vetting and performance monitoring of its Fuel Services and local agents and/or subcontractors (if applicable).						
Comment:						
5. Please rate the Contractor's ability to support the provision of Fuel Services from a technical perspective (e.g. Subject Matter Expertise in the field of Fuel Services and Delivery and associated services, accurate and timely responses to any technical question, complaint, request for information, etc).						
Comment:						
6. Please rate the management of the Contractor's Supply Chain. Did you experience gaps in service provision or non-compliance and/or non-conformance of the provided services/products?						
Comment:						
<b>General</b>						
7. Is the Contractor forthcoming with providing sufficient transparency for the financial and cost data, to support applicability and validity of any changes to cost?						
Comment:						
8. Does the contractors' technical and price proposal accurately reflect what is/was actually provided during contract execution?						
Comment:						
9. Please rate the Contractor's communication and customer relations both at service provision location and at corporate level.						
Comment:						

10. Please rate the Contractor's ability to perform administrative support. (e.g. transparency and accuracy of invoices and supporting documents, timely transmission and processing of information, documentation and associated paperwork, customer's database management, etc).						
Comment:						
11. Please rate the Contractor's ability to provide pricing for additional services/products during the performance of the contract. Were the received quotations reasonable and provided with a sufficient level of transparency?						
Comment:						
12. Overall, please rate the Contractor's performance on this contract.						
13. Other Comments:						