**LMS PAST PERFORMANCE QUESTIONNAIRE**

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| **Past Performance Questionnaire for Learning Management System (LMS)** | |
| **As the Offeror’s Customer Reference, your assistance is requested in completing this questionnaire (Items). Please submit the questionnaire electronically to the following AOUSC Contracting Officer** | |
| **Ms. Anita Middleton at the following email address:**  **Anita\_Middleton@ao.uscourts.gov** | **Response Date:** |
| When completed, the information on this form is considered **SOURCE SELECTION SENSITIVE** (41 U.S.C. 423) and shall be protected accordingly. | |
| **This Section To Be Completed By Offeror (Contractor)** | |
| 1. Name and Address of Offeror: | a. Contract/Project ID No.: |
| b. Contract/Project Type: |
| c. Contract/Project Value: |
| d. Performed 51 percent of the work:  **Yes** or **No** |
| e. Is performance rating documented in CPARS:  **Yes** or  **No** |
| 2. Scope of Work Performed: | |
| **This Section To Be Completed by the Offeror’s Customer Reference** | |
| 3. Reference’s Name, Position During Contract (Project Manager/COR/COTR/Other) and Reference’s Employer and Address: | |
| 4. Reference’s Phone: | 5. Reference’s Email: |
| 6. Contract/Project Period of Performance (MM/YYYY – MM/YYYY): | |
| 7. Contractor being evaluated performed as the:  Prime Contractor Subcontractor | |
| 8. Provide a description of services performed by Contractor: | |
| 9. Was your requirement for a commercial Learning Management System (LMS)?  Yes or  No | |
| 10. Did your LMS require the use of external 3rd party providers (circle one)?  Yes or  No  If yes, list 3rd party provide name. | |
| 11. Total number of LMS users enrolled per year:  1-5000  5001-10,000  10,001-15,000  15,001-20,000  in excess 20,000 | |
| 12. Which of the following LMS features do you use? (Circle all that apply)  a) Single sign-on  b) Sub-domains  c) Customized main page, email notifications and printable certificates per domain  d) Gaming  e) Badging  f) Pre and post evaluations  f) Help-desk support | |
| **Performance: Using the codes below, please check the appropriate box(s) to rate the Contract’s past performance.** If rating “Marginal” or “Unacceptable” provide explanation for rating**.**  Outstanding Good Acceptable Marginal Unacceptable N/A | |

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| 13. Rate the quality of the Contractor’s help-desk support in terms of troubleshooting, responsiveness, resolutions, testing, documentation and communication.  Outstanding Good Acceptable Marginal Unacceptable N/A |
| 14. Rate the quality of the Contractor’s Program/Account Manager ability to effectively and successfully manage the day-to-day activities under the contract/project.  Outstanding Good Acceptable Marginal Unacceptable N/A |
| 15. Rate the timeliness of the Contractor regarding meeting performance milestones for delivery, implementation, and software patches and updates.  Outstanding Good Acceptable Marginal Unacceptable N/A |
| 16. Rate the consistency of the system’s availability (completely functional without  performance or accessibility issues), post implementation.  Outstanding Good Acceptable Marginal Unacceptable N/A |
| 17. Rate your overall user-friendliness of the product, taking into consideration the average for all user types including administrators.  Outstanding Good Acceptable Marginal Unacceptable N/A |
| 18. Rate your overall satisfaction of the Contractor’s performance.  Outstanding Good Acceptable Marginal Unacceptable N/A |