**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-domainsc) Customized main page, email notifications and printable certificates per domaind) Gaminge) Badgingf) Pre and post evaluationsf) 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 |