



**UNITED STATES TRANSPORTATION COMMAND**  
**508 SCOTT DR**  
**SCOTT AIR FORCE BASE IL 62225-5357**

29 December 2011

FROM: USTRANSCOM TCAQ-CI  
508 Scott Dr.  
Scott AFB, IL 62225-5357

SUBJECT: Past Performance Survey for Solicitation HTC711-11-R-C004

The United States Transportation Command (USTRANSCOM), Commercial International Branch is in the process of evaluating offers for award of the CENTCOM Theater Express II contract. Under this contract, the contractor will provide personnel, training, supervision, equipment, Prior Permission Requests (PPRs), Diplomatic Clearances (DIPS), and customs clearances procedures necessary to perform international commercial cargo transportation services within the Central Command (CENTCOM) Area of Responsibility (AOR) as required by the Air Mobility Division (AMD), Combined Air Operations Center (CAOC), Airlift Control Team (ALCT). Transportation services include the time-definite, port-to-port pick-up and delivery port to port, Intransit Visibility (ITV), and customs processing and clearance of 463L palletized and roll-on/roll-off cargo to/from CENTCOM Forward Operating Base /Forward Operating Locations (FOB/FOL).

One of the significant considerations in proposal evaluation is the verification of the offeror's past and present performance on contracts which reflect the offeror's ability to perform on the proposed effort. We depend on information received from sources such as yours, which have had first-hand experience with an offeror, for the evaluation of the offeror's performance on those contracts. If information on this particular contractor has been entered into the Contractor Performance Assessment Reporting System (CPARS), please annotate that in the appropriate block within Section 2 of the attached questionnaire. We will use this information, as well as the specific information obtained from this questionnaire, to complete our analysis of the offeror's past performance.

Our areas of interest in the offeror are summarized in the enclosed survey. We need your written response no later than **26 January 2012**. This schedule will allow us sufficient time to analyze the data prior to the start of evaluations.

To assist you in preparing your response and expediting your reply, the survey may be typed or handwritten and either scanned and emailed to Jason.Logsdon@ustranscom.mil, "faxed" to 618-220-7909 (DSN 770-7909), Attention: Jason Logsdon. Please call Jason Logsdon (618-220-7090) prior to transmission or if you have any questions. Your completed survey will become a part of the official records.

Your help is greatly appreciated and your prompt response will be one of the keys to the successful and timely completion of this award

////SIGNED////  
KERI LINDSCO  
Contracting Officer

Attachment: Past Performance Questionnaire

**Source Selection Information - See FAR 2.101 and 3.104**

**FOR OFFICIAL USE ONLY**

**Source Selection Sensitive When Filled In**

**Past Performance Questionnaire  
Theater Express**

Please provide concise comments regarding your overall assessment of the contractor's performance on the contract identified below. **Your ratings (i.e., Exceptional, Very Good, etc.) should include comments for any question rated higher or lower than Satisfactory.** Please respond by sending the entire completed questionnaire, including these instructions, via e-mail to the address below.

USTRANSCOM TCAQ-CI  
ATTN: Mr. Jason Logsdon  
508 Scott Drive  
Scott AFB, IL 62225-5357  
E-mail: jason.logsdon@ustranscom.mil  
Phone: 618-220-7090 DSN 770-7090  
FAX : 618-220-7909

**Request response NLT 3:00pm CST, 26 January 2012.**

**NOTE:** PPIRS may be reviewed for the contractors as well as responses to this questionnaire. Although you may have filed a CPARS for the contract listed, we would appreciate your response to this questionnaire because some of the questions relate to areas not covered by CPARS.

**I. WORK PERFORMED IDENTIFICATION**

Contractor (Company/Division):

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Contract Number/Type (FFP, CPFF, etc):

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Work Performed Title: \_\_\_\_\_

Brief Description of Work Performed: \_\_\_\_\_

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Dollar value (include per year cost and life cycle cost): \_\_\_\_\_

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Period of Performance: \_\_\_\_\_

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**II. RESPONDENT(S) TO QUESTIONNAIRE**

Name: \_\_\_\_\_

Position/Title: \_\_\_\_\_

Business Address: \_\_\_\_\_

Relation to Program: \_\_\_\_\_

Phone: (DSN) \_\_\_\_\_ (Commercial) \_\_\_\_\_

**FAX: (DSN)** \_\_\_\_\_ **(Commercial)** \_\_\_\_\_

Other suggested points of contact: \_\_\_\_\_

Give a brief, general description of what the contractor was required to provide/deliver. Please note that if your response indicates a weakness in the contractor's performance, a notification may be submitted to the contractor, and they may be made aware of the comment. The contractor will not be made aware of the commenter's name or office.

**DESCRIPTION:** \_\_\_\_\_

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**III. PERFORMANCE EVALUATION**

**NOTE 1: Remarks may be continued on separate pages. Please identify category and question number.**

**NOTE 2: Rating definitions are provided at the end of this questionnaire.**

1. How would you rate the contractor's knowledge and experience in providing qualified personnel and resources to successfully perform air transportation of full-pallet, less than full-pallet and/or roll-on/roll-off cargo to multiple locations within the US Central Command (CENTCOM) geographical area (Southwest Asia)? The number of locations serviced as well as the general magnitude in terms of volume (pounds) and number of shipments should be considered.

Exceptional \_\_\_\_\_ Very Good \_\_\_\_\_ Satisfactory \_\_\_\_\_ Marginal \_\_\_\_\_ Unsatisfactory \_\_\_\_\_ N/A \_\_\_\_\_

REMARKS: \_\_\_\_\_

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2. How would you rate the contractor's knowledge and experience in adhering to CENTCOM or Middle East Aviation Authority directives and procedures including compliance with NOTAMs, Airfield Managers, Airport Authorities, Prior Permission Required (PPRs) procedures, diplomatic clearances and customs processing to ensure on-time, safe and reliable airmanship practices?

Exceptional \_\_\_\_\_ Very Good \_\_\_\_\_ Satisfactory \_\_\_\_\_ Marginal \_\_\_\_\_ Unstisfactory \_\_\_\_\_ N/A \_\_\_\_\_

REMARKS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. How would you rate the contractor's knowledge and experience in implementing and managing a safety and audit oversight programs on foreign flag carriers?

Exceptional \_\_\_\_\_ Very Good \_\_\_\_\_ Satisfactory \_\_\_\_\_ Marginal \_\_\_\_\_ Unstisfactory \_\_\_\_\_ N/A \_\_\_\_\_

REMARKS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. How would you rate the contractor's knowledge and experience in providing prompt notifications and corrective measures for lost, damaged or astray air cargo shipments?

Exceptional \_\_\_\_\_ Very Good \_\_\_\_\_ Satisfactory \_\_\_\_\_ Marginal \_\_\_\_\_ Unstisfactory \_\_\_\_\_ N/A \_\_\_\_\_

REMARKS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. How would you rate the contractor's knowledge and experience in providing quality control procedures to ensure compliance with contract terms and conditions for time definite delivery of all cargo with minimal or no documented air carrier safety incidents (air or ground related)?

Exceptional \_\_\_\_\_ Very Good \_\_\_\_\_ Satisfactory \_\_\_\_\_ Marginal \_\_\_\_\_ Unstisfactory \_\_\_\_\_ N/A \_\_\_\_\_

REMARKS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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6. How would you rate the contractor's knowledge and experience in providing complete and accurate In-transit visibility?

Exceptional \_\_\_\_\_ Very Good \_\_\_\_\_ Satisfactory \_\_\_\_\_ Marginal \_\_\_\_\_ Unstisfactory \_\_\_\_\_ N/A \_\_\_\_\_

REMARKS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

7. How effective was the contractor in providing service during periods of increased cargo shipment requirements?

Exceptional \_\_\_\_\_ Very Good \_\_\_\_\_ Satisfactory \_\_\_\_\_ Marginal \_\_\_\_\_ Unstisfactory \_\_\_\_\_ N/A \_\_\_\_\_

REMARKS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

8. How would you rate the contractor's knowledge and experience in providing air cargo transportation service to airfields in remote and austere environments with unimproved runways?

Exceptional \_\_\_\_\_ Very Good \_\_\_\_\_ Satisfactory \_\_\_\_\_ Marginal \_\_\_\_\_ Unstisfactory \_\_\_\_\_ N/A \_\_\_\_\_

REMARKS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. Were there any penalties for non-performance assessed against the contractor and if so, to what extent?

Yes \_\_\_\_\_ No \_\_\_\_\_

REMARKS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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10. Contractor's Overall performance

Exceptional \_\_\_\_\_ Very Good \_\_\_\_\_ Satisfactory \_\_\_\_\_ Marginal \_\_\_\_\_ Unsatisfactory \_\_\_\_\_ N/A \_\_\_\_\_

REMARKS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11. Would you award to this contractor in the future?

Yes \_\_\_\_\_ No \_\_\_\_\_

If "no", why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

12. Any additional comments:

REMARKS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Rating Definitions:**

**Exceptional** - Performance meets contractual requirements and exceeds many to the government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor was highly effective.

**Very Good** - Performance meets contractual requirements and exceeds some to the government's benefit. 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** - Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.

**Marginal** - Performance does not meet some contractual requirements. 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** - Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.