NASA- SEWP VI
EXHIBIT 2- PAST PERFORMANCE QUESTIONNAIRE

Instructions:

The Offeror shall provide a questionnaire for each past performance reference submission and be submitted directly by the evaluator to Government Contracting Officer via email PastPerformance@sewp.nasa.gov. Sections 1-4 are to be completed by the Offeror and verified by the evaluator. Sections 5 and 6 are completed by the evaluator.

Sections 1-3

Provide for contract-related descriptive information and identification of the evaluator.

Section 4

Lists the major work elements within SEWP VI Scope Description. Please provide your assessment of the "relevant experience" and "performance" associated with our SOW evidenced within the contract for which you are a reference. "Perform" means a contractor who has completed work in that specific Technical Area. "Did Not Perform" means that the specific technical area was not performed under the contract.

Seection 5

Evaluates the contractor's technical, schedule, and cost performance and management. (Additional pages may be used for comments if desired). If you cannot answer any questions, please circle "N/R" for Not Rated.

The following definitions are offered for your use in assigning a performance rating for each of the factors in Sections 5 and 6.

Very High (VH)	The Offeror's relevant past performance is of exceptional merit; indicating exemplary performance in a timely, efficient, and economical manner; very minor (if any) problems with no adverse effect on overall performance.
High (H)	The Offeror's relevant past performance demonstrates very effective performance that would be fully responsive to contract requirements with contract requirements accomplished in a timely, efficient, and economical manner, for the most part with only minor problems with little identifiable effect on overall performance.
Moderate (M)	The Offeror's relevant past performance meets or slightly exceeds minimum acceptable standards; adequate results; reportable problems with identifiable, but not substantial, effects on overall performance.
Low (L)	The Offeror's relevant past performance meets or slightly exceeds minimum acceptable standards; adequate results; reportable problems with identifiable, but not substantial, effects on overall performance.
Very Low (VL)	The Offeror's relevant past performance does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; problems in one or more areas, which adversely affect overall performance.
N/R	Not Rated

Section 6

Provides for an evaluation of the contractor's management of cost and award/incentive fee history.

NASA- SEWP VI
EXHIBIT 2- PAST PERFORMANCE QUESTIONNAIRE

Section 1. Contract Information

A. Name of Company: _____

B. Address: _____

C. Contractor Cage Code and/or UEI number: _____

D. Contract Number: _____

E. Contract Type: _____

F. Period of Performance (including options): From: _____ To: _____

G. Total Contract Value: _____

H. Award Information:

Competitive: Yes _____   No _____

Basis of Selection:
Technical: ⚪ Yes   ⚪ No
Cost/Price: ⚪ Yes   ⚪ No
Other (Specify): _____

Section 2: Description of Contract

Briefly describe the services provided under this contract:

During the contract performance being evaluated, this company was the:

Prime Contractor ☐ Significant Subcontractor ☐ Team Member ☐

Other (describe)_____

Does a corporate or business relationship exist between the firm being evaluated and your organization?

Yes _____   No _____

If yes, please explain:

Section 3. Evaluator Information

Name:	
Title:	
Agency/Company:	
Email Address:	
Phone:	
Role in Program/Contract:	
Length of Involvement in Program/Contract:	

Section 4. Technical Area Relevance Ratings

Please check the appropriate blocks for Relevance **(Performed or Did Not Perform)**

Category B- Enterprise-wide ITC/AV Service Solutions

Technical Area	Performed	Did Not Perform
1b. IT Managed Services		
Provide, manage, secure, and maintain IT services across the Agency/Enterprise including but not limited to, End-User Compute Device Management, End-User Software Management, Mobile Device Management, Print Device Management, Messaging/Collaboration, Infrastructure Services, Enterprise Services Desk (ESD), Local Services Desks, End-User Standards, and IT Security. The types of support needed for the End User Services Program could include, but not limited to, desktop engineering, project management support, transformation and operation support, continual services improvement and communications, and other program support functions.		
2b.Enterprise-Wide Network Services		
Manage a single end-to-end service provisioning organization that combines and streamlines LAN and WAN communications services for both corporate and mission networks. The enterprise model is to improve the planning and delivery of enterprise-wide IT services and to obtain cost efficiencies resulting from the consolidated delivery structure. Improve the consistency of infrastructure services built and operated in multiple locations (e.g., LANs and WAN management) to better enable intra-agency collaboration, user mobility, and Cybersecurity. Tasks, defined at the task order level, may include, but are not limited to providing continuity of service for legacy custom data network solutions for point-to-point network connections and point-to-point copper and fiber optic circuits; provide Corporate Network Services, Corporate Voice Services, Corporate Data Services, Corporate Collaboration Services, Corporate Management and Operations, Mission Services, Mission Management and Operations, Customer Relationship Management, Service Management, Strategy Generation, Cybersecurity Support, Cable Plant Services, and Unified Communications and Collaboration (UCC).		
3b.Enterprise-Wide Innovation Services		
Innovation Services that include both Innovation efforts of continuous improvement and innovation. Continuous improvement is defined as the ongoing effort to enhance the efficiency and effectiveness of the IT services. Innovation is defined as the process to identify and implement new ideas and break-through solutions that change and/or enhance the services and result in additional Business and/or IT value.		
4b. IT Service Management		
Multiple Office-wide Standardization of IT Service Management (ITSM) processes, tools, and the way services to improve IT efficiency, effectiveness, customer experience, and reduce cost are delivered. Support and enable the service delivery ITSM in order to support necessary integration and cooperation with other service delivery programs and contractors. Utilize cloud-based platforms to provide end users with tools to submit and track service requests, incidents, and feedback, take customer satisfaction surveys, search the knowledge base, and run reports.		

5b. Enterprise Service Program Integration

Support Enterprise IT Services strategy which spans the following services: Network Communications, Cybersecurity support, Data Center, End-user Services, Enterprise Applications, Web Services, and other enterprise-wide services. Work within, and proactively collaborate across independent Enterprise and non-Enterprise service contracts to ensure integration of a seamless IT service delivery environment and capability across an agency. The Contractor shall provide services that facilitate strategic decisions for an organization with respect to its current and future IT structure and program integration. This includes conducting a systematic assessment and redesign of the key technologies, business processes, activity-based costing and organizational structures; streamlining processes, properly aligning the organization to reflect the way work is accomplished and deploying proven supporting technologies where appropriate. The outcome of future studies and assessments may contribute to an overarching IT strategy, aligned with business goals, objectives, and healthcare and benefits initiatives that leverage innovation to define new opportunities for success. The outcome of studies and assessments may also serve as a critical input into designing a set of metrics, which are measurable objectives related to the overall IT strategy and operations.		

6b. Enterprise-Wide Information and Data Analytics Services (IDAs)

The Information and Data Analytics team is a virtually distributed, hybrid team of analysts, data scientists, developers, and technologists working together across an agency to rapidly prototype, develop and deploy solutions to address the most pressing analytic challenges. Provide support for IDAS, including: Data Science, Data Modeling, Big Data and Advanced Analytics, Artificial Intelligence, Machine Learning Methods and Practices to the Agency. Support improving the use, management, and application of data by rapidly prototyping, developing, deploying, and maintaining solutions to address the most pressing analytic challenges.		

7b. Enterprise-Wide Application Services/Software Development

Perform assessment, planning, design, development, testing, integration, administration, maintenance, operational support, decommission, and documentation for new and existing applications defined at the order level for Agency/Enterprise-wide Applications. Track current technologies and trends as they relate to the desktop (native), server, web, Cloud as a Service, and mobile application environment support. Application development may require expertise in various areas including, but not limited to: agile development practices; front and back-end development; automated (unit/integration/end-to-end) testing; Continuous Integration and Continuous Deployment; Application programming Interface (API) development and documentation; Cloud deployment; Product management and strategy; Visual design; Building and testing public-facing sites and tools; etc.		

8b. Enterprise-Wide Cybersecurity Services

Cybersecurity standards, architecture and engineering include assisting in designing and developing cybersecurity architecture and engineering in order to improve an Agency's cybersecurity posture, take advantage of modern technologies such as cloud, meet Federal requirements, and enhance the user experience. Cybersecurity and privacy services includes providing services for continuous monitoring and threat detection, incident response and management, vulnerability management, cyber forensics and analysis, implementation of the National Institute of Standards and Technology (NIST) risk management framework, and cybersecurity posture assessment.		

9b. Enterprise-Wide Cloud Services

Evaluate, recommend, implement and support the Agency's adoption of various cloud technologies such as cloud environments (e.g., AWS GovCloud, Azure Government Cloud, Salesforce Government Cloud); cloud services (e.g., Amazon Web Services, iSite, Snowflake); and cloud service models (e.g., IaaS, PaaS, SaaS). Examples of Cloud services include, but are not limited to: Application Integration Services; Cloud Governance, Security and Compliance; Cloud Strategy and Planning; Cloud Storage and Hosting; X as a Service (XaaS).		

10b. Enterprise-Wide Digital Multimedia and Technical Communications Services

This category includes but is not limited to: Agency-wide Television and Broadcasting services; Agency web site and social media operations; digital communications; institutional audiovisual support; publishing support; and foundational work in graphic, visual, electronic and broadcast arts. Provide multimedia and communication products, systems, and services to support meeting institutional, programmatic and mission requirements (e.g., still and motion imagery in support of center events; multimedia engineering, imagery acquisition and video operations in support of engineering analysis; and mission operations).		

5. **General Performance Survey**

No.	PERFORMANCE QUESTIONS	PERFORMANCE RATING (Please circle/Highlight)					
	QUALITY						
1.	**Quality of services and support provided**	VH	H	M	L	VL	N/R
2.	**Accuracy and timliness of cost reporting**	VH	H	M	L	VL	N/R
3.	**Ability to identify and correct performance deficiencies in a timely**	VH	H	M	L	VL	N/R
4.	**Demonstrated understanding and compliance with mission saftey requirements**	VH	H	M	L	VL	N/R
Comment:							
	SCHEDULE						
5.	**Timeliness, quality, and accuracy of schedule estimates**	VH	H	M	L	VL	N/R
6.	**Ability to meet/exceed schedule milestones**	VH	H	M	L	VL	N/R
Comment:							
	COST						
7.	**Ability to establish realistic cost estimates and adhere to estimated costs**	VH	H	M	L	VL	N/R
8.	**Ability to anticipate, identify and control cost growth**	VH	H	M	L	VL	N/R
Comment:							
	BUSINESS/MANAGEMENT						
9.	**Communicating/interfacing with Government and overall responsiveness to Government requests**	VH	H	M	L	VL	N/R
10.	**Ability to effectively manage the contract including subcontractor performance, if applicable**	VH	H	M	L	VL	N/R
11.	**Ability to recruit and retain highly skilled personnel, including ability to fill key vacancies in a timely manner**	VH	H	M	L	VL	N/R
12.	**Adequacy of Contractor's system(s) for processing task orders and/or changes**	VH	H	M	L	VL	N/R
13.	**Effective and accurate productivity and task status reporting**	VH	H	M	L	VL	N/R
Comment:							

Section 6:

What is the contract value?

	Initial Value	Current Value
Estimated Cost:	$	$
Fee:	$	$
Total Value:	$	$

What are the total contract expenditures to date (cost/fees to date based on invoices, reports, etc)?

What is the **Annual** Contract Value to Date (The current contract expenditures to date divided by the number of years of performance to date)?

For example (note, these example numbers may not relate to this specific procurement):

Assume your contract is a current five year contract, is still ongoing, and the latest cost report reflects a cost/fee of $43,500,000 through the first 2 years and 4 months (to date). In this example, current/total Contract Expenditures incurred to Date are $43,500,000 and associated period of performance for those expenditures, expressed in years, is 2.33 years.

Therefore, the Average Annual Cost/Fee Incurred to Date: $18,669,528 ($43,500,000/2.33 years)

Was there a cost overrun?   Yes   No
If yes, please explain.

If this was an award fee contract, what are the individual and/or average ratings of performance by your organization? Please attach any available award fee letters or database entries.

Please comment on particularly strong/weak points of Contractor's performance (technical, schedule, and/or cost). If the Overall Contract Performance Rating below is less than Very High, please provide some explanation in this section on why a higher rating was not provided.

Overall Contract Performance Rating (circle one)

    Very High   High   Moderate   Low   Very Low

If less than Very High Performance Rating, please explain:

Please add any other comments you may feel are pretinent.

Rater's Signature   Date