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.

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:

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[                                                            ]
```

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 C- ITC/AV Mission-based Service Solutions

Technical Area	PERFORMED	Did Not Perform
1c. Network Services		
Manage a single end-to-end service provisioning organization that combines and streamlines LAN and WAN communications services for mission networks. 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; providing 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).		
2c. Innovation Services		
Mission specific 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 results in additional Business and/or IT value.		
3c. 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 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.		
4c. 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 Mission specific 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.		

Technical Area	PERFORMED	Did Not Perform
5c. Cybersecurity Services		
Cybersecurity standards, architecture, and engineering include assisting in designing and developing cybersecurity architecture and engineering taking advantage of modern technologies such as the cloud, meeting Federal requirements, and enhancing the user experience. Cybersecurity and privacy services include 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.		
6c. Cloud Services		
Evaluate, recommend, implement, and support at the Mission/Program level for the 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). Cloud Services is inclusive of all offerings and services associated with cloud services.		
7c. Digital Multimedia and Technical Communications Services		
This category includes but is not limited to Mission level Television and Broadcasting services; Mission website 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).		
8c. IT Operations and Maintenance / Help Desk/Call Center Support		
Support the operation and maintenance of IT systems. Operations and maintenance on IT systems include all software and hardware associated with mainframes, client/server, web-based applications, XYZ-as-a-Service, virtual desktop infrastructure, and networking. Operational Support includes Infrastructure Management Services (IMS) (Configuration Management; Network/Hardware Support; Resource Management; Backup and Recovery Management; Installation, Configuration, and Tuning; Electronic Software Licensing Services, including license: deployment, management, tracking, upgrading, etc.; System Management; IT Operation and Maintenance Planning; Data Quality Management; Continual Service Improvement; IT Infrastructure Optimization; Hardware Asset Management; Software Management) Provide a full array of services, staff, and expertise to operate and maintain Service Desk/Help Desk/ Call Center functions. Provide software system administration and operational support onsite or remotely as required. Install new software releases to supported locations/facilities/sites as required. This may include, but is not limited to, individual computer and peripheral maintenance and desk-side services.		
9c. Database Services		
Manage database applications and services including database administration, Database Management System (DBMS) software, and associated database tools both on-premises and in the cloud. Database services include but are not limited to: Database creation; Database Monitoring and Alerting; Performance Tuning and Optimization; Database Administration and Security; etc.		
10c. 10. In-Scope Training		
Identify training requirements, obtain, or develop training programs and conduct training for technologies, systems, applications, and products. This includes but is not limited to: IT workforce development and competency-based training; training for personnel to ensure proper operation, maintenance, and testing of systems, applications, and products; training and knowledge transfer to technicians and other staff about services and associated products within the functional scope of the SEWP Contracts.		

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