

**PAST PERFORMANCE QUESTIONNAIRE INSTRUCTIONS**  
(Updated September, 2010)

Sections I through III provide for contract-related descriptive information and identification of the evaluator.

Section IV lists the major work elements within our Statement of Work (SOW). Please provide your assessment of the “relevant experience” and “performance” associated with our SOW evidenced within the contract for which you are a reference. Your assessment of the relevancy should reflect the fact that the principal purpose of our contract is to provide general support services for the NASA Goddard Space Flight (GSFC) Computational and Information Science and Technology Office (CISTO) and High Performance Computing (HPC) and Data systems and services for the NASA Center for Climate Simulation (NCCS).

“**Significant Experience**” means that a full range of services was routinely performed by the contractor under the associated SOW element. “**Moderate Experience**” describes a contractor who has experience in several aspects of a work element even though the experience may not have been on a continuous basis or directly related to the purpose of our contract. “**Minimal Experience/Did not Perform**” means that, although at least some aspects of the work may have been performed, such performance was limited in scope or frequency, or the work element was not performed under the contract.

Section V evaluates the contractor’s technical, schedule, and cost performance and management. (Additional pages may be used for comments if desired). It is very important to keep in mind that only performance in the past 5 years with a minimum average annual cost/fee incurred of \$5M is relevant. 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 IV and V:

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 t demonstrates effective performance; fully responsive to contract requirements; reportable problems, but with little identifiable effect 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 VI provides for evaluation of the contractor’s management of cost and award/incentive fee history.

RETURN THIS QUESTIONNAIRE TO  
BY **TBD**.

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**PAST PERFORMANCE QUESTIONNAIRE**

**I. Contract Information**

- A. Name of Company/Division Being Evaluated: \_\_\_\_\_
- B. Address: \_\_\_\_\_
- C. Contractor Cage Code and/or DUNS 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 \_\_\_ Cost/Price \_\_\_  
Other (specify) \_\_\_\_\_

**II. Description of Contract**

Briefly describe the services provided under this contract:

During the contract performance being evaluated, this firm 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 describe: \_\_\_\_\_  
\_\_\_\_\_

**III. Evaluator Information**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Agency/Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Date Questionnaire Completed: \_\_\_\_\_  
Role in Program/Contract: \_\_\_\_\_  
Length of Involvement in this Program/ Contract: \_\_\_\_\_

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**IV. SOW Survey: Relevant Experience and Performance Ratings: Please check the appropriate blocks for both Relevance (Significant, Moderate, Minimal/Did Not Perform) and the Performance (VH, H, M, L, VL, N/R) for each SOW Element Listed below (see page 1 definitions and instructions).**

SOW ELEMENT	SIGNIFICANT	MODERATE	MINIMAL/ DID NOT PERFORM	PERFORMANCE RATING (Please circle)					
				VH	H	M	L	VL	N/R
Maintaining currency with high performance computing, storage, networking, and data analytics technologies relevant to current and future requirements.									
Partnering with vendors to provide opportunities for the testing and evaluation of advanced technology hardware and software.									
Providing support for development and maintenance of a strategic 5-year architecture.									
Maintaining relationships with vendors in order to prepare for upcoming procurements.									
Competitively acquiring hardware, software, maintenance, services, or supporting materials by issuing the requirements and supporting documentation to relevant vendors.									
Integration and de-installation services including project planning, coordinating equipment delivery, verifying the accuracy of the bill of materials, installation, and burn-in.									
Supporting and maintaining high-end computing equipment, high-end computing support equipment, data publication equipment, mass storage equipment, networking equipment, and services, including but not limited to, servers, disk subsystems, other storage devices, storage servers, networking, and related hardware, software and infrastructure.									
Performing operational system administration duties on IT equipment and software to achieve high levels of availability and functionality, including the installation and testing of software, configuration management, monitoring, metrics gathering and tuning, problem solving and user support.									

Supporting capacity planning and metrics gathering.				VH	H	M	L	VL	N/R
Documenting Standard Operating Procedures (SOPs), the system design as built and implemented, provide best practices information to users, update web site information, and frequently asked questions.				VH	H	M	L	VL	N/R
Documenting, maintaining and operating all systems and services according to FISMA/NIST and NASA IT security guidelines.				VH	H	M	L	VL	N/R
Support the IT Security infrastructure including firewalls, security services, time hosts, log hosts, LDAP servers, disk subsystems, other storage devices, networking, and related hardware, software, and infrastructure.				VH	H	M	L	VL	N/R
Providing a 24x7 monitoring of the operational status of all facilities through automated monitoring (e.g., power, cooling, environmental conditions, leaks) wherever possible.				VH	H	M	L	VL	N/R
Providing on-site help desk support.				VH	H	M	L	VL	N/R
Providing all aspects of account management, including account creations, account deletions, account modifications, and password resets.				VH	H	M	L	VL	N/R
Provide outreach services (e.g. websites, user meetings, brown bags)				VH	H	M	L	VL	N/R
Profiling, porting, migrating, debugging, and optimizing applications across different high performance computing systems.				VH	H	M	L	VL	N/R
Benchmarking specific applications, libraries, and tools on different high performance computing systems.				VH	H	M	L	VL	N/R
Monitor the utilization of the systems by analyzing workload characteristics.				VH	H	M	L	VL	N/R
Supporting and maintaining services that enable data publication through web based services and distribution to community publication systems such as the Earth Systems Grid (ESG).				VH	H	M	L	VL	N/R
Supporting and maintaining services for the user community to perform analysis and visualization of large, complex data sets.				VH	H	M	L	VL	N/R
Developing new methods for data analysis and visualization for use by the user community.				VH	H	M	L	VL	N/R
Applied research and development aimed at large-scale scientific data collections management and high-performance data analytics.				VH	H	M	L	VL	N/R
Data stewardship aimed at large-scale scientific data				VH	H	M	L	VL	N/R

curation; knowledge management; provenance management; data and metadata interoperability; integration of heterogeneous collections of climate simulation, observational, and other types of data; data and information standards; and scientific data collections policy, procedure and workflow.									
Architecting, designing, implementing, operating, and supporting a High Performance Network (10 GigE).				VH	H	M	L	VL	N/R
Investigations of advanced technology, working with vendors to evaluate products, write white papers, and perform demonstrations for technology designed for high performance networking.				VH	H	M	L	VL	N/R
Database schema design and implementation				VH	H	M	L	VL	N/R
Real-time Direct Broadcast Consultative Committee for Space Data System (CCSDS) forward packet processing				VH	H	M	L	VL	N/R
Hierarchical Data Format (HDF) meta-data mining				VH	H	M	L	VL	N/R
TCP-IP-based real-time Channel Access Data Unit (CADU) data packet parsing and streaming				VH	H	M	L	VL	N/R
Database configuration management				VH	H	M	L	VL	N/R
Radio Frequency (RF) acquisition of Direct Broadcast instrument data				VH	H	M	L	VL	N/R
JAVA interface programming for GIS systems				VH	H	M	L	VL	N/R
Geo-registration and Navigation of Direct Broadcast polar-orbiting Earth science instrument image and/or point data				VH	H	M	L	VL	N/R
Reprocessing, archive and distribution system's development for NOAA and/or NASA's Earth science direct broadcast data				VH	H	M	L	VL	N/R
Direct Readout Operational science algorithm sustainment				VH	H	M	L	VL	N/R
Software development to operational deployment process for a Direct Readout environment				VH	H	M	L	VL	N/R

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**V. General Performance Survey**

NO	PERFORMANCE QUESTIONS	PERFORMANCE RATING (Please Circle)					
		VH	H	M	L	VL	N/R
1.	Overall performance in planning and controlling the program	VH	H	M	L	VL	N/R
2.	Quality of services and support provided	VH	H	M	L	VL	N/R
3.	Compliance with technical requirements and performance standards	VH	H	M	L	VL	N/R
4.	Content, accuracy, quality, and timeliness of technical reports and deliverables	VH	H	M	L	VL	N/R
5.	Ability to design and/or deliver a product that meets or exceeds performance requirements within costs and schedule	VH	H	M	L	VL	N/R
6.	Timely identification and mitigation of risks	VH	H	M	L	VL	N/R
7.	Contractor's ability to identify and correct performance deficiencies in a timely manner	VH	H	M	L	VL	N/R
8.	Compliance with technical process and control requirements (quality assurance, configuration management, etc.)	VH	H	M	L	VL	N/R
9.	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
10.	Ability to handle fluctuating workloads	VH	H	M	L	VL	N/R
11.	Adherence to safety and health procedures	VH	H	M	L	VL	N/R
12.	Overall Safety and Health injury/illness record	VH	H	M	L	VL	N/R
13.	Demonstrated understanding and compliance with mission safety requirements	VH	H	M	L	VL	N/R
14.	Communicating and interfacing with Government	VH	H	M	L	VL	N/R
15.	Ability to effectively manage subcontractor performance	VH	H	M	L	VL	N/R
16.	Ability to build effective working relationships with associate contractors, subcontractors and the Government in a team environment.	VH	H	M	L	VL	N/R
17.	Timeliness, quality, and accuracy of schedule reporting	VH	H	M	L	VL	N/R
18.	Adequacy of Contractor's system(s) for processing task orders and/or changes.	VH	H	M	L	VL	N/R
19.	Overall responsiveness to Government requests	VH	H	M	L	VL	N/R
20.	Ability to establish realistic cost estimates	VH	H	M	L	VL	N/R
21.	Ability to establish realistic schedule estimates	VH	H	M	L	VL	N/R
22.	If performance based, how successful was the Contractor in meeting the contract metrics?	VH	H	M	L	VL	N/R
23.	Adherence to estimated costs and contract cost targets	VH	H	M	L	VL	N/R
24.	Ability to anticipate, identify and control cost growth.	VH	H	M	L	VL	N/R
25.	Ability to meet Small Business Subcontracting Plan Goals	VH	H	M	L	VL	N/R
26.	Timeliness, quality, and accuracy of Small Business Subcontracting Plan reporting	VH	H	M	L	VL	N/R
27.	Ability to meet Small Disadvantaged Business Participation targets	VH	H	M	L	VL	N/R
28.	Timeliness, quality, and accuracy of financial reporting	VH	H	M	L	VL	N/R
29.	Overall evaluation of cost performance	VH	H	M	L	VL	N/R

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**Section VI:**

What is the Contract Value:

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

Briefly describe any change(s) from original contract 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)?

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).

Overall Contract Performance Rating (circle one)

Very High      High      Moderate      Low      Very Low

Would you select this Contractor Again? ( ) Yes ( ) No

Please add any other comments you may feel are pertinent.

\_\_\_\_\_  
Rater's Signature

\_\_\_\_\_  
Date