

National Aeronautics and  
Space Administration  
**Goddard Space Flight Center**  
Greenbelt, MD 20771



Reply to Attn of:

May 28, 2013

Ms. Tyler Brooks-Craft  
Senior Vice President, Contracts, Subcontracts & Compliance  
Digital Management, Inc.  
One Rock Spring Plaza  
6550 Rock Spring Drive, 7<sup>th</sup> Floor  
Bethesda, MD 20817

Dear Ms. Brooks-Craft:

NASA has completed the evaluation of your company's technical performance for the first period which ran from October 1, 2012 through March 31, 2013, under NASA Headquarters Contract Number NNH12CF39C, Headquarters Information Technology Support Services (HITSS) Contract.

The result of NASA's evaluation was that your company earned a total incentive fee of (b) (4). The Contracting Officer will prepare and forward the contract modification under separate cover for payment of the earned incentive fee.

This letter conveys a summary of your company's performance for the first 6-month period. The scoring scheme used for evaluating performance is detailed in Attachment K of the contract, Incentive Fee Plan and Incentive Fee Quality Assurance Plan.

#### **TECHNICAL PERFORMANCE**

##### **Metric T&S-1, Completion of Actions from Operational Readiness Review**

For Metric T&S-1, your company received a score of 77% which is in the Minimum Fee range (less than 90%). The fee earned was (b) (4). There were a total of 18 open actions assigned to DMI. Your company successfully closed 14 actions by the agreed upon due dates.

The items not completed by the due date are as follows:

Action #8, Draft all ACA's by March 20, 2013. Partially complete. ACA with CSSC is still outstanding.  
Action #9, Execute all ACA's. Partially complete. ACA with CSSC is still outstanding.  
Action #10, Multimedia Task Orders. Within the first two weeks have a meeting with Mike Crnkovic and Mary Shouse to discuss roles and responsibilities with CSSC and document in ACA. Due date not met.  
Action #16, Develop Integrated Master Schedule (DRD 5). Due date was 12/1/2012 but was delivered on 1/29/2013.

Overall NASA was pleased with the actions leading up to and following the ORR. We also acknowledge that after contract start your company faced additional actions not noted during ORR but essential for successful contract performance. NASA commends your company for the delivery of the mock invoice and 533's. The COTR did grant one extension, however, NASA understands the amount of work required to produce the initial 533 report and invoices for a contract of this size.

**Metric T&S-2, Content of Selected Initial Plans**

For Metric T&S-2, your company received a score of 79% which is in the Minimum Fee range (less than 86%). The fee earned was (b) (4). There were a total of 29 required plan elements and your company met 23 elements.

Below is a matrix which provides summary level data as well as specific comments for each plan.

Plan Name	Element 1	Element 2	Element 3	Element 4	Element 5	Element 6
Application Service Framework	M	F	M	F	N/A	M
Application Service Roadmap & Implementation	M	F	M	M	M	M
Data Center Modernization	M	M	M	M	M	M
Legacy Applications Disposition	F	F	M	F	M	M
Training Program & Outreach	M	M	M	M	M	M

**Legend**

M = Met

F = Failed to Meet

**Applications Service Framework.** The plan did identify goals however, the goals were not discussed with the Information Technology and Communications Division (ITCD) prior to the plan's delivery so this evaluation should not be considered as acceptance and approval of the goals. Although roles were identified to support the framework, the document did not provide the specific skills required. The framework made no reference to additional funds, resources, or tools needed to support execution and maintenance so it is assumed that this can be accomplished within the proposed costs. The document did make reference to general areas where technology maturity is needed, however, it did not outline specific technologies that, if implemented and/or utilized, would move ITCD and HITSS closer to technology maturity in key process areas.

**Applications Service Roadmap and Implementation.** The plan did identify goals, however the goals were not discussed with ITCD prior to the plan's delivery so this evaluation should not be considered as acceptance and approval of the goals. Although roles and responsibilities were identified to implement, manage, and control the roadmap, the document did not provide the skills required for those roles. The plan made no reference to additional funds, resources, or tools needed to support execution and maintenance so it is assumed that this can be accomplished within the proposed costs. The plan did present types of technologies needed to support application services and implementation of the current roadmap and makes reference to general areas where technology maturity is needed to support more robust metrics and monitoring of the plan and effectiveness of the implementation of current roadmap objectives.

Data Center Modernization. Your company met all the requirements for the Data Center Modernization Plan.

Legacy Applications Disposition. The goals were not explicitly stated in the plan. A purpose statement was included but it only provided a description of what the document would address and it did not address the goals that would be accomplished. Although the roles and responsibilities were identified, it did not address the skills required to fulfill the roles. The plan made reference to existing tools intended to be leveraged in support of the execution and updating of the plan. It made no reference to additional funds, resources, or tools needed to support execution and maintenance so it is assumed that this can be accomplished within the proposed costs. The document fails to present specific technology maturity that can be supported in the current NASA IT infrastructure. The plan mentions streamlining HQ websites, GOTS, COTS, O/S platform, hardware, and application portfolio, however, it did not discuss technology maturity.

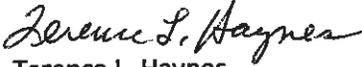
Training Program and Outreach. Your company met all the requirements for the Training Program and Outreach Plan. ITCD does not have any concerns in this area.

Metric T&S-3, Stakeholder Satisfaction with Transition

For Metric T&S-3, your company received a score of 94% which is in the Maximum Fee range (91-100%). The fee earned was (b) (4). ITCD conducted a survey consisting of 39 HITSS contract stakeholders. All but one rating was in the Very Good to Excellent range. Several stakeholders noted that this transition was very seamless and the best transition they had experienced. In addition to resuming the core work, your company met one-on-one with each IDIQ task order owner to ensure that this work continued without a break in service. The level-of-effort executed by all involved in the proposal development process was noteworthy.

In summary, NASA was pleased with your company's performance during this period. We understand the first six months of a contract is very challenging and we commend you for a job well done. As we move into the second period, NASA would like to see better communication and involvement with ITCD in accomplishing the objectives of the five initial plans.

Sincerely,

  
Terence L. Haynes  
Contracting Officer

Cc: HQ/ITCD/Victor Thompson  
HQ/ITCD/Joan Verbeck  
HQ/ITCD/Litेशia Dennis