

< 71%= Unsatisfactory.

Contractor's management performance does not meet expectations for timeliness, quality and process improvement. Staffing and personnel change management needs improvement; overall improvement is necessary to address task order requirements, and Government resources are required to assure that timely corrective actions are taken. Some task order requirements are not being met, in spite of using Government resources. Weaknesses and deficiencies are important and require immediate attention because corrective action is not affective. Customer is not satisfied.

71%-80% = Satisfactory.

Performance meets task order requirements and general expectations. Staffing and personnel change management are adequate. Most of the activities associated with the task order are on or ahead of schedule. Few notable achievements made. Areas of nonconformance are minor, and have a tolerable effect on overall performance or on meeting program objectives. Customer is satisfied.

81%-90% = Good.

Contractor's management performance exceeds general expectations. Areas of nonconformance to expectations are minor, but are offset by other notable achievements. The IP is mostly proactive and results-oriented. The IP's management processes and staffing and personnel change management is timely and effective. Overall, the IP takes corrective action to address management, technical, risk or resource issues in a timely fashion. Customer is highly satisfied.

91%-100% = Excellent.

Almost all expectations regarding management action, staffing and personnel change management, process controls and quality assurances are exceeded. There are no areas of nonconformance to expectations, delays, or cost issues. The IP provides deliverables that are on time, accurate and do not require significant revisions. The IP's performance is exemplary and a model for the industry. The IP is proactive, improvements are continuous, and the IP makes process or staffing improvements where ever possible. Customer is almost completely satisfied.

Technical Rating

Technical Rating Scale Criteria: Evaluators shall use the following Rating Scale to evaluate the technical criteria in Section 6.

< 71%= Unsatisfactory.

Task order requirements are not being met, in spite of using extra Government resources. Technical expertise, consulting or performance meets expectations in some areas but falls short in other major areas; and technical expertise, consulting or performance is unsatisfactory. Government resources are required to assure the IP takes timely corrective actions. Weaknesses or deficiencies in technical expertise are important and require immediate attention because corrective action is not effective. Customer is not satisfied.

71%-80% = Satisfactory.

Technical expertise, consulting and performance meet task order requirements. Few achievements made in areas of technical consulting, technical exchange or quality control of operational efficiencies. Areas of nonconformance to expectations are minor. Customer is satisfied.

81%-90% = Good.

Areas of technical expertise, consulting or operational difficulties are minor, but are offset by the IP's effort to mitigate risk and resolve issues or operational difficulties quickly. Overall, Contractor expertise, communications and performance approaches beyond expectations. The IP continuously monitors program milestones, timeliness and quality control; is proactive in those areas, takes corrective action in a timely fashion, and makes improvements where ever possible. Customer is highly satisfied.

91%-100% = Excellent.

Almost all expectations of technical expertise, consulting, communications, planning and reporting are exceeded. There are no serious technical, consulting, or operational issues regarding budget planning, baseline reviews, informal IV&V, communications or cooperation with the System Prime (within the IP's responsibility). The IP is very proactive in ensuring the SBI is aligned with Federal regulations, guidelines, Information Technology standards and Federal security requirements. Contractor personnel in management or senior-level positions are highly proficient and effective. As far as the IP's responsibilities, the SBI systems and infrastructure meet or exceed requirements and Federal standards. Customer is almost completely satisfied.

Cost Rating Scale Criteria

Evaluators shall use the following rating scale and criteria for evaluating the "Cost" criteria in Section 6, to the best of their knowledge. The percentage (or range) of the award fee that corresponds to these ratings is as follows:

< 71%= Unsatisfactory.

Cost controls are nonexistent or inadequate. Costs reporting requirements are not being met. The customer is not satisfied with the IP's inability to regularly report project costs or control program costs. Cost management requires intervention from the Government.

71%-80% = Satisfactory.

Cost controls appear adequate. Cost performance meets the SPO's expectations. Cost information is reported accurately and timely, with some revisions. Customer is satisfied.

81%-90% = Good.

Cost controls work well. Cost information is reported accurately and timely in reports and for Program Reviews, with infrequent revisions. The IP is proactive controlling costs. Purchases of *cost reimbursables* (i.e., ODCs and Travel) are accomplished in a cost-effective manner, coordinated through the COTR or sub-COTR and IAW task order guidelines and requirements. Customer is highly satisfied.

91%-100% = Excellent.

Purchases of ODCs and Travel are accomplished in a cost-effective manner, coordinated through the COTR or sub-COTR and IAW task order guidelines and requirements. The IP always follows proper procedures for obtaining authorizations for work over 40 hours/week or Long Distance Travel. The IP consistently proposes cost effective approaches to program or technical issues. Customer is almost completely satisfied.

ATTACHMENT 1 - AFEB MEMBER/PERFORMANCE MONITOR'S EVALUATION REPORT

AFEB Member/Performance Monitor’s Evaluation Report

Instructions: Monitors should use a bulleted format for submitting strengths, weaknesses and recommendations. Monitors are encouraged to attach additional supporting data for the final report. Monitors should include in the report methods used to evaluate performance during this period; e.g., observation, technical review and schedule environment; and include any other special conditions that influenced this rating.

Date:

Performance Monitor Name and Title:

Award Fee Period: from _____ to _____

Performance Monitor’s Primary Task Area(s) (check all that apply):

<input type="checkbox"/>	Performance, Planning & Metrics	<input type="checkbox"/>	Logistics Operations Maintenance & Facilities Support
<input type="checkbox"/>	Budget & Financial Management	<input type="checkbox"/>	Planning & Business Operations
<input type="checkbox"/>	Risk Management	<input type="checkbox"/>	Operational Requirements Support
<input type="checkbox"/>	Program Management Support	<input type="checkbox"/>	Quality Management
<input type="checkbox"/>	Environmental Planning & Real Estate Support	<input type="checkbox"/>	Architecture & Systems Engineering Management
<input type="checkbox"/>	Program Control	<input type="checkbox"/>	Organization Management Support
<input type="checkbox"/>	System Program Office (SPO) Support	<input type="checkbox"/>	Administrative Support

*Note: Performance Monitors are NOT limited to evaluating only their own functional areas. Their experiences in other areas should also be evaluated. However, please indicate in the boxes above your **primary (P)** area(s) of responsibility, with a check (✓) for a secondary area..*

Special Circumstances during this period and their impact:

Strengths of the contractor’s performance (with examples and task order references) in Management, Technical and Cost criteria areas:

Weaknesses in the contractor’s performance (with examples and task order references) in Management, Technical and Cost criteria areas:

Performance Monitor's Evaluation Report (Cont'd.)

Impact of the contractor's performance on execution of the program:

Corrective actions recommended, if any:

Award fee rating recommended for this evaluation criteria and period of performance:

CATEGORY	WEIGHT	RATING (Excellent, Good, Satisfactory or Unsatisfactory)	RECOMMENDED SCORE
Management	50%		
Technical	30%		
Cost	20%		

Performance Monitor Signature: _____