

**PAST PERFORMANCE EVALUATION OF CONTRACT
U.S. Customs and Border Protection (CBP) Modernization Program
Program Management Support**

Prime Contractor: _____ Reference: _____
(Participant)

INSTRUCTIONS:

Prime Contractor (Participant)	Reference
1. Fill-in Prime Contractor and Reference names at top of all pages 2. Complete Section A, "Information to be provided by Prime Contractor" 3. Provide all pages of completed form to Reference with envelope. 4. Envelope shall be addressed as described in the RFQ.	1. Complete Section B "Questions to be answered by Reference" 2. Fill out and sign Section B bottom 3. Return completed pages to Contracting Officer in envelope provided by Prime Contractor 4. Contracting Officer receipt date for forms is NLT 1:00 PM, Thursday, August 25, 2005 (Washington DC local time)

SECTION A – INFORMATION TO BE PROVIDED BY PRIME CONTRACTOR

Contract short name: _____

Contract Number: _____

Contractor Name: _____

Check One: Prime Contractor Subcontractor

Short overview of the identified contract that supports the reference (include dollar value, length of contract and description of work performed):

	Yes	No
Is contract currently active?		
Is (was) nature of work similar to CBP' solicitation?		
Has contract or any task been terminated? (If yes, provide details on separate page)		
Is a termination pending for the contract or a task? (If yes, provide details on separate page)		

Name of person completing Section B of form: _____

Name of reference organization: _____

Address: _____

Telephone #: _____ FAX #: _____

Role (Check One): COTR Contracting Officer Other (Specify) _____

**PAST PERFORMANCE EVALUATION OF CONTRACT
U.S. Customs and Border Protection (CBP) Modernization Program
Program Management Support**

Prime Contractor: _____
(Participant)

Reference: _____

SECTION B - QUESTIONS TO BE ANSWERED BY REFERENCE

Please indicate a rating for your satisfaction with the Contractor's performance in the area under question.

Questions	Ratings: 5 = Outstanding 4 3 = Satisfactory 2 1 = Unsatisfactory N/A = Not Applicable
1. How effective was the contractor in performing expert program management service, advice, assessments, and tracking in a variety of program areas?	
2. Did the contractor identify technical problems and solutions when needed?	
3. How effective was the contractor in actively building relationships with your organization to effectively communicate and manage the effort?	
4. How effective was the contractor in providing expert financial management support?	
5. How effective was the contractor in providing expert acquisition management support?	
6. How effective was the contractor in providing expert support for internal and external reporting and program oversight requirements?	
7. How effective was the contractor in delivering products, reports and services to meet the contract schedule?	
8. How effective was the contractor in delivering products, reports and services that were accurate and met expectations?	
9. How effective was the contractor in developing and maintaining program documents, plans, and performance measures?	
10. How effective was the contractor in maintaining databases and tracking/reporting systems?	
11. How effective was the contractor in preparing and supporting templates, models, guides and training?	
12. How effective was the contractor in dealing satisfactorily with unplanned/emergent issues?	
13. How effective was the contractor in providing expert quality key personnel?	

**PAST PERFORMANCE EVALUATION OF CONTRACT
U.S. Customs and Border Protection (CBP) Modernization Program
Program Management Support**

Prime Contractor: _____ Reference: _____
(Participant)

14. How effective was the contractor in staffing the work effort?	
15. How successful was the contractor in selecting personnel to pass security clearance processing?	
16. How successful was the contractor in retaining the staff assigned to the work effort?	
17. How effective was the contractor in providing training to keep its staff current with technology relevant to the work effort?	
18. How effective was the contractor in providing backup support for each function?	
19. How effective was the contractor in managing their contract? (Contract management examples include subcontractor management, management of contractor personnel, management of multiple tasks, timely and accurate invoicing, effective utilization of project staff).	
20. How effective was the contractor in remaining within budget?	
21. How satisfied is your organization with the overall performance of the contractor with regard to service quality and cost?	
22. What is your level of confidence that the contractor would achieve a similar result/satisfaction if you did business with the contractor again?	

Comments: _____

Signature of reference person completing form: _____

Printed name of reference person completing form: _____

Date reference person completed form: _____

Thank you for your time and assistance in this past performance evaluation.

U.S. Customs and Border Protection,

Office of Procurement

7/22/2005