



DEFENSE COMMISSARY AGENCY
HEADQUARTERS
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DeCA Handbook 10-7

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Contract Management Business Unit

CONTRACTOR PERFORMANCE REPORTING SYSTEM (CPRS)

AUTHORITY: Defense Commissary Agency Directives Management Program is established in compliance with DoD Directive 5105.55, Defense Commissary Agency (DeCA), November 9, 1990.

MANAGEMENT CONTROL SYSTEM: This handbook contains procedures that are subject to evaluation and testing as required by DeCAD 70-2 and as scheduled by DeCAD 70-3. The Management Control Review Checklist to be used by assessable unit managers to conduct the evaluation and test management controls is the Contract Management Checklist, a stand alone document.

HOW TO SUPPLEMENT: This handbook may not be supplemented.

HOW TO ORDER COPIES: Commissaries will order from Regions on DeCA Form 30-21; Regions will consolidate Commissary and Region requirements and send to DeCA/SAA, Fort Lee, VA 23801-1800.

SUMMARY: This handbook describes the procedures and responsibilities for recording and maintaining contractor performance information prescribed by Federal Acquisitions Regulation 42.15. This revision includes changes through Under Secretary of Defense, Acquisition and Technology's memorandum, Nov 20, 1997, subject: Collection of Past Performance Information in the Department of Defense.

APPLICABILITY: The use of this handbook is intended for the DeCA, Contract Management Business Unit, Marketing Business Unit and Region Acquisition offices.



BY ORDER OF THE DIRECTOR

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Chapter 1

GENERAL PROCEDURES AND RESPONSIBILITIES

1-1. INTRODUCTION:

a. This handbook describes the procedures for implementation of the requirement to record and maintain contractor performance information in accordance with the following:

(1) Office of Federal Procurement Policy Letter 92-5

(2) FAR 42.15

(3) Under Secretary of Defense, Acquisition and Technology's memorandum, Nov 20, 1997, subject: Collection of Past Performance Information in the Department of Defense.

b. DeCA's Contractor Performance Reporting System (CPRS) serves the following purposes:

(1) Develop an agency database for recording and dissemination of contractor past performance information for all contracts except those awarded under FAR Subparts 8.6 and 8.7. DeCA and other Federal agencies will use this CPRS information when a negotiated procurement includes past performance as an evaluation factor or subfactor in accordance with FAR 15.608(a)(2). By assessing a contractor's performance during a given period of time, CPRS will provide information to source selection officials on a contractor's strengths and weaknesses. Except for summary data compiled for statistical reports, information gathered through CPRS will be used only for this purpose.

(2) Provide information for bench-marking NISH commercial activity contracts and NIB contracts for bags.

c. Although the CPRS is subjective in nature, the evaluation must be based on facts and supported by quality assurance surveillance plan reports, DD Forms 1232, customer input, contract incentives received, etc. The CPRS captures both Government and contractor perspectives with discrepancies reviewed by a level above the contracting officer. Therefore, the CPRS process includes a series of checks and balances to facilitate the objective and consistent evaluation of contractors. The ultimate conclusion on the performance evaluation is a DeCA decision.

d. The CPRS should increase communication between the Government and the contractor concerning the quality of contract performance. However, the CPRS system does not replace open dialogue between quality assurance evaluators, contracting officers and contractors throughout the contract performance period.

1-2. RESPONSIBILITIES:

a. Director of Operational Contracting and Office of the CBU Manager (RA):

(1) Establish and maintain procedures to implement past performance evaluation requirements including determination of what data will be collected, frequency of data collection, and the format for data collection and the database.

(2) Develop and maintain the central CPRS database including control over access to the information.

(3) Release information as requested by other Federal Government entities for use in source selection (see paragraph 1-2.b.(9) also).

(4) The Director of Operational Contracting serves as reviewing official when a chief from either a CBU Division, Region Acquisition Management (RDA) Division, or Area Office is serving as the contracting officer.

b. Contracting Officers:

(1) Determine whether evaluations will be performed on contracts below the required threshold prior to contract start.

(2) Before contract performance begins, notify the contractor of how contract requirements will be evaluated. Address the performance elements of quality of product/service, schedule, business relations, and management of key personnel (Services and Information Technology business sectors only). Include notification documentation in the contracting file.

(3) Maintain communication with the contractor throughout the contract performance period to ensure the contractor is aware of the Government's perception of contract performance.

(4) Establish a suspense system for proper timing of customer surveys and for monitoring the various stages of the evaluation process. Ensure timely completion of each step and the total contractor performance evaluation in accordance with this handbook.

(5) Conduct customer/end user satisfaction surveys to obtain information for the evaluation.

(6) Coordinate evaluation with the quality assurance evaluator (QAE)/ordering officer and functional area personnel with contractor performance knowledge.

(7) Utilize all sources to ensure the evaluation summarizes the contractors work for the evaluation period.

(8) Ensure timely submission of reports for inclusion in the central DeCA data base.

(9) Release information as requested by other Federal Government entities for use in source selection (see paragraph 1-2.a.(3) also).

(10) Maintain back-up information supporting the performance rating with a copy of the final rating in the contract file.

(11) Determine and specify in the solicitation and contract whether the evaluation of an indefinite delivery contract will be based on each order or the contract as a whole.

(12) Complete "for information only" evaluations when transferring contracting officer authority (see paragraph 1-4.d).

(13) Ensure evaluations are marked "Source Selection Information - See FAR 3.104" and requests from outside the Government are processed under FOIA.

c. Chiefs of Contracting Offices:

(1) Serve as reviewing officials to consider disagreements between the contractor and contracting officer regarding the evaluation. (See paragraph 1-2.a.(4) when the Chief of the Contracting Office is also the contracting officer.)

(2) Objectively monitor the program to ensure consistency in the system, and compliance with the FAR and this handbook.

d. Customers (i.e., QAEs, ordering officers, commissary officers):

(1) Maintain awareness of contractor's performance.

(2) Maintain communication with the contractor throughout the contract performance period to ensure the contractor is aware of the Government's perception of contract performance.

(3) Complete customer surveys as requested and return within time frames specified by the contracting officer.

(4) Include information available from patron feedback systems (e.g., Your Action Line, suggestion box) in contractor performance customer survey ratings.

1-3. GENERAL REQUIREMENTS:

a. Historically DeCA's requirement only falls in the Services, Information Technology, and Operations Support key business sectors as described in Appendix A.

b. Thresholds:

(1) Thresholds are based on the DoD Business Sector applicable to the requirement and are shown in Appendix A.

(2) Contract dollar value is the total value including all options. For indefinite delivery contracts, the dollar value is the estimated amount of the contract including any options. Since resale ordering agreements (ROA) are agreements and not contracts, the dollar value is based on each order.

(3) For contracts with the Small Business Administration 8(a) Program, evaluate the first tier subcontractor.

(4) If a contract is modified after award so the "new" face or anticipated value including options is greater than the threshold, complete a contractor performance evaluation, starting with the first contract anniversary.

(5) Contracting officers may elect to complete contractor performance evaluations on contracts below the threshold. The contracting officer should make this determination before contract performance begins.

c. Complete CPRS evaluations on NISH commercial activities and NIB bag contracts with an anticipated value in excess of \$1 million. These evaluations are not for past performance purposes as defined in FAR 42.15 and will be used for DeCA internal administrative purposes only. Mark these NISH/NIB evaluations "Proprietary Information - For DeCA Use Only" and do not release the evaluations outside of DeCA. CPRS evaluation results for these contracts will be maintained in a separate database.

d. Mark evaluations completed under FAR 42.15, "Source Selection Information - See FAR 3.104." Only contracting officers and the Manager of the Contract Management Business Unit (CBU) may release past performance information to other Federal Government entities. Do not release CPRS information completed under FAR 42.15 outside the Government. Process any request from sources outside the Government for CPRS information completed under FAR 42.15 under Freedom of Information Act (FOIA) procedures.

e. Solicitations for indefinite delivery contracts shall specify whether to CPRS evaluation reports will be based on each order or the contract as a whole. Generally the whole contract will serve as the basis for CPRS evaluations for supply indefinite delivery type contracts requiring the contractor to deliver standard goods. Usually each order will serve as the basis for evaluations on task order contracts with separate task order work statements.

f. The administrative data must agree with the information in the contract file (e.g., DUNS+4, extent competed, Federal Supply Code (FSC)). The completion date for contracts with options is the end of the current option year. Therefore, the completion date will change with each option exercised. The contract value is the amount of the contract as modified at the end of the reporting period. Option amounts are not included in the contract value until the option has been exercised.

g. Base all evaluations on input from all functional areas familiar with the contractor's performance.

h. Except for Construction and Architect-Engineer business sector requirements, use the rating guidelines at Appendix B.

i. Subcontractors may provide factual input for the evaluation process but may not have access to the completed evaluation. Use of information from subcontractors should be rare and limited in scope to prevent conflicts of interest.

j. At anytime during the evaluation process, the contracting officer may discuss the rating with the contractor by telephone, face-to-face, or other means. At the discretion of the contracting officer, the contractor may present a briefing.

k. Past performance information for a specific contract will expire three years after the completion of contract performance. Source selections will not use performance evaluations more than three years after the completion of contract performance.

1-4. FREQUENCY OF EVALUATION:

a. The CPRS evaluations are due to the contractor not more than 30 days after the following events:

(1) The annual anniversary of a contract/agreement/ order with options or a performance period exceeding 1 year. (*Interim*)

(2) The date of contract/agreement/order completion/ termination. (*Final*) This evaluation will cover the last contract/order period. A final evaluation is required on all contracts as described in paragraph 1-3., General Requirements. This evaluation will cover only the period of time since the last evaluation.

(3) After the final past performance evaluation, the contracting officer may complete a CPRS evaluation to record contractor performance that becomes apparent after contract completion (e.g., contract close-out and other requirements). (*Addendum*)

b. An interim evaluation is not required if, as of the report due date (annual anniversary), there is less than 60 days of contract performance remaining on the contract. The final evaluation shall cover the period since the last evaluation (maximum of one year plus 60 days).

c. Example: A contract with a base year and three option years would require sending evaluations to the contractor not more than 30 days after each of the following events:

(1) At the end of the base and the first two option years (3 separate evaluations). (Note: An additional interim evaluation would be required if the Government exercised an option to extend services for 6 months.)

(2) A final evaluation at contract completion/termination date. (Note: In this case, the contract completion date and completion of the third option period coincide.)

d. When there will be a change in contracting officers and it has been 3 months or longer performance starting date or the last review, the departing contracting officer shall provide the new contracting officer an evaluation for information purposes only. Do not send this evaluation to the contractor for response and do not include it in the CPRS database. File this report with other backup data (i.e., customer surveys) gathered for the applicable evaluation period.

1-5. PREPARING PERFORMANCE EVALUATIONS FOR CONTRACTS IN THE SERVICES, INFORMATION TECHNOLOGY, OPERATIONS SUPPORT AND FUELS BUSINESS SECTORS:

a. The contracting officer is responsible for coordinating the evaluation and documenting the results on for requirements in the Services, Information Technology, Operation Support and Fuels DoD Business Sectors on DeCA Form 10-17 (Appendix C¹).

(1) Rate the Quality of Product or Service category objectively using information from quality assurance surveillance reports, DD Form 1232, and other reports. The Quality rating should reflect how well the contractor conformed to contract requirements, specifications, and standards of good workmanship (e.g., commonly accepted technical, professional, environmental, or safety and health standards). Customer surveys performed under the Business Relations element may contain additional information, particularly laudatory comments that warrant higher ratings.

(2) Also rate the Schedule category objectively using information from quality assurance surveillance reports, DD Form 1232, and other reports. The Schedule rating should address the timeliness of the contractor against the completion of the contract, task orders, milestones, delivery schedules, administrative requirements (e.g., efforts that contribute to or effect the schedule variance). Customer surveys performed under the Business Relations element may contain additional information, particularly laudatory comments that warrant higher ratings.

(3) The third rating, Business Relations, concerns the integration and coordination of all activity needed to execute the contract. Specifically, the category addresses the timeliness, completeness and quality of problem identification, corrective action plans, proposal submittals, the contractor's history of reasonable and cooperative behavior, customer satisfaction, timely award and management of subcontracts, and whether the contractor met small/small disadvantaged and women-owned business participation goals. To determine the degree of customer satisfaction, the contracting officer shall:

¹DeCA Form 10-17 is not intended for use with cost type contracts. For cost type contracts, modify the form to include the appropriate contract type and add a rating for "Cost Control."

(a) Request input from the quality assurance evaluator(s) and/or the customer(s)/end user(s) of the product or service by providing QAE and customer(s) with a customer survey (see sample at Appendix D).

(b) Request customer surveys sufficiently in advance to allow time for customer response, summarization of the information, and forwarding to the contractor not more than 30 days after the end of the performance period being rated. (Example: For a contract with a one year performance period starting February 1, the rating period would end January 31, and the report provided to the contractor by March 2. Customer surveys should be issued not later than January 1 to allow a 30 day response time.)

(c) For contracts with a large number of end users, establish a system to survey a cross section of customers (i.e., different regions, different store sizes), rotating customers surveyed throughout the life of the contract.

(d) Customers may be unfamiliar with the contract requirements and may hold contractors to an unrealistic standard. The contracting officer must discuss any questionable customer survey response with the submitter to resolve the discrepancy and ensure there is proper substantiation and support.

(e) Recognize that no product or service can satisfy everyone. An excellent rating does not require 100 percent customer satisfaction.

(4) The Management of Key Personnel rating is applicable to the Services and Information Technology business sectors only. This rating shall address the contractor's performance in selecting, retaining, supporting, and replacing, when necessary, key personnel.

b. Limit contracting officer remarks to the space provided in block 22 of DeCA Form 10-17 and one side of one additional 8 1/2 by 11 inch typewritten page. The reviewing official may allow a second additional page in rare circumstances. All authorized pages are part of the CPRS evaluation and included in the database.

1-6. PREPARING PERFORMANCE EVALUATIONS FOR CONTRACTS IN THE SYSTEMS, CONSTRUCTION AND ARCHITECT-ENGINEERING, HEALTH CARE, AND SCIENCE AND TECHNOLOGY BUSINESS SECTORS:

a. Unless the Under Secretary of Defense, Acquisition and Technology's memorandum, Nov 20, 1997, subject: Collection of Past Performance Information in the Department of Defense prescribes a specific form for the Business Sector (e.g., DD Form 2626 for Construction), use plain bond paper for the evaluation.

b. Ensure the document includes the administrative information and the assessment elements required by the Under Secretary of Defense, Acquisition and Technology's memorandum, Nov 20, 1997, subject: Collection of Past Performance Information in the Department of Defense.

c. The evaluation is limited to two single-sided 8 1/2 by 11 inch typewritten pages. The reviewing official may allow a third single-sided page in rare circumstances. All authorized pages are part of the CPRS evaluation and included in the database.

1-7. PROCESSING PERFORMANCE EVALUATIONS

a. Upon completion of the CPRS evaluation, the contracting officer shall sign and forward the original evaluation to the contractor. Transmission of the evaluation may be by hand delivery/pick-up with documented receipt or certified mail. Regardless of the method of transmission, a transmittal letter

(see sample at Appendix E) shall accompany the evaluation. The transmittal shall provide the following guidance to the contractor:

(1) When completed or partially completed, the evaluation is "source selection information." Therefore mark any comments with "Source Selection Information - See FAR 3.104" ("Proprietary Information" for NISH/NIB contracts) and handle accordingly during transmission back to the originating office.

(2) Strictly control access to the evaluation while in the contractor's organization and ensure it is not released to persons or entities outside the contractor's organization.

(3) Prohibit the use of or reference to the evaluation data for advertising, promotional material or similar purposes.

(4) Advise the contractor that comments are optional, but are due to the originating office within 30 calendar days after receipt. Contractor comments are limited to two (2) 8 1/2 by 11 inch typewritten page. (Note: If the reviewing official has approved the use of a second additional page by the Government, the contractor shall be allowed a third page.) Page limits are strictly enforced and extra pages will not be reviewed nor included in the database. Contractor's comments should address the objective portion of the contracting officer's narrative and provide comments on causes and their ramifications on performance. Advise the contractor he/she must check the "Comments Attached" box in the signature block (block 24.d.) when providing a response.

(5) Advise the contractor if he/she elects not to provide comments, to acknowledge receipt of the evaluation by signing and dating the evaluation, then returning it to the originating office.

b. At the end of the 30 day contractor review period the contracting officer shall proceed as follows:

(1) If the contractor does not return the evaluation within the allotted 30 days, the contracting officer shall annotate the contractor's signature block on the file copy with a statement substantially the same as, "This evaluation was delivered/received by the contractor on (date). The contractor neither signed nor offered comment in response to this evaluation." The evaluation is then considered complete.

(2) If the contractor provides comments on the evaluation, the contracting officer shall:

(a) Review the comments and may revise the evaluation, including the narrative. Record the revision on a new DeCA Form 10-17 or plain bond paper as required for the original evaluation. Attach the revision to the original evaluation, and provide a copy to the contractor. The evaluation is then considered complete.

(b) If the contracting officer does not choose to alter the evaluation as a result of contractor comments, the contracting officer shall forward the evaluation to the reviewing official within 5 working days from receipt. Concurrently, the contracting office shall provide the reviewing official with an explanation of the decision and copies of supporting documents. The reviewing official will document on a separate page their consideration and reconciliation, if possible, of any significant discrepancies between the contracting officer's evaluation and the contractor's comments. If revised, record the revised evaluation on a new DeCA Form 10-17 or plain bond paper as required for the original evaluation. The reviewing official shall issue a decision not more than 30 calendar days after the date the Government received the contractor's comments. When the reviewing official signs the evaluation, it will be considered complete. The reviewing official shall provide a copy of the decision to the contractor and the contracting officer. The reviewing official's decision is final.

(3) If the contractor provides timely acknowledgment of the evaluation, but does not make any additional comments, the evaluation is considered complete.

c. Complete the entire process, including Government evaluation, contractor comment, and reviewing official resolution of discrepancies (if required), not later than 90 days after the end of the performance period being reviewed.

d. Upon completion of the evaluation (See paragraph 1-5.f. above), the contracting officer shall forward the original evaluation to Office of the CBU Manager (RA) and place a copy in the contract file.

e. To allow source selection officials to draw their own conclusions about evaluations, CPRS evaluations for each contract will stand alone and will not be averaged or combined with CPRS evaluations for the same or other contracts.

f. CPRS evaluations will be maintained for three years after completion of contract performance. After this date, the evaluations are obsolete.

DOD BUSINESS SECTORS

Systems Sector

KEY BUSINESS SECTORS:

Threshold: \$5,000,000

Evaluation Form: None

Description: Generally, this sector includes products that require a significant amount of new engineering development work. Includes major modification/upgrade efforts for existing systems, as well as acquisition of new systems, such as aircraft, ships, etc. Also includes program budget account code 6.4-funded projects. More specifically-

SUBSECTOR	DESCRIPTION	DeCA Examples
Air Craft	Includes fixed and rotary wing aircraft, and their subsystems (propulsion, electronics, communications, ordnance, etc.)	None
Shipbuilding	Includes ship design and construction, ship conversion, small craft (e.g., rigid inflatable boats) and associated contractor-furnished equipment, as well as ship overhaul and repair.	None
Space	Includes all satellites (communications, early warning, etc.), all launch vehicles strategic ballistic missiles, and all associated subsystems, including guidance and control.	None
Ordnance	Includes all artillery systems (except non-Precision Guided Munition (PGM) projectiles), tactical missiles (air-to-air, air-to-ground, surface-to-air, and surface-to-surface) and their associated launchers, and all PGM weapons and submunitions, such as the Joint Direct Attack Missile, the Sensor-Fuzed Weapon and the "Brilliant Antitank" weapon (BAT).	None

SUBSECTOR	DESCRIPTION	DeCA Examples
Ground Vehicles	<p>Includes all tracked combat vehicles (e.g., tanks and armored personnel carriers), wheeled vehicles (e.g., trucks, trailers, specialty vehicles), and construction and material handling equipment requiring significant new engineering development. Does not include commercial equipment typically acquired from existing multiple award "schedule" contracts (e.g., staff cars, base fire trucks, etc.)</p>	None
Training Systems	<p>Generally, includes computer-based (or embedded) virtual and synthetic environments and systems of moderate to high complexity capable of providing training for air, sea, and land based weapons, platforms, and support systems readiness. Does not include operation and maintenance support services beyond the scope of the initial training system acquisition, or basic and applied research in these areas.</p>	None
Other Systems	<p>Includes technologies and products that, when incorporated into other systems such as aircraft and ships, are often categorized as subsystems. However, many of these products are often acquired as systems in their own right, either as "stand alone" acquisitions or as the object major modification/upgrade efforts for ships, aircraft, etc. Examples of others systems include Command, Control, Communication, Computer and Intelligence (C-4I) systems, airborne and shipborne tactical computer systems, electrical power and hydraulic systems, radar and sonar systems, fire control systems, electronic warfare systems, and propulsion systems (turbine engines-aviation and maritime, diesel engine power installations-maritime and combat vehicle)). Does not include tactical voice radios with commercial equivalents, personal Global Position Satellite (GPS) receivers, non-voice communication systems with commercial equivalents (See Operations Support and Information Technology sectors).</p>	None

Services

Threshold: \$1,000,000

Evaluation Form: DeCA Form 10-17

Description: Generally, this sector includes all contracted services except those which are an integral part of a systems contract or related to "Science & Technology," "Construction & Architect-Engineering Services," "Information Technology," and "Health Care." Services are further defined below:

SUBSECTOR	DESCRIPTION	DeCA EXAMPLES
Professional/ Technical & Management Support Services	Includes all consultant services-those related to scientific and technical matters (e.g., engineering, computer software engineering and development), as well as those related to organizational structure, human relations, etc. Includes office administrative support services (e.g., operation of duplication centers, temporary secretarial support, etc.) Does not include any basic or applied research that will result in new or original works, concepts or applications, but does include contract advice on the feasibility of such research, as well as evaluation of research results.	Task Order Contract
Repair & Overhaul	Services related to the physical repair and overhaul of aircraft, ground vehicles, etc., and any associated subsystems or components. Includes condition evaluations of individual items received for repair or overhaul, but does not include evaluations of the feasibility or the benefits of the overall project. Does not include Ship Repair and Overhaul, which is included in the Shipbuilding sector.	Maintenance and Repair of Commissary Equipment

SUBSECTOR	DESCRIPTION	DeCA Examples
Installation Services	Includes services for grounds maintenance (grass cutting, shrubbery maintenance or replacement, etc.). Includes services related to cleaning, painting, and making minor repairs to buildings and utilities services, etc. Includes contracted security and guard services. Includes installation and maintenance of fencing. It also includes contracted security and guard services. Includes installation and maintenance of fencing. It also includes minor electrical repairs (e.g., replacing outlets, changing light bulbs, etc.), minor road surface repairs (patching cracks, filling in potholes, etc.), relocation of individual telephone lines and connections, snow removal. (See "Construction" for the installation services covered by that sector.)	Shelf Stocking/ Custodial Utilities Armored Car Svc Refuse Collection Linen Rental
DoD Transportation System Services	Includes services related to transportation by all the land, water, and air routes, and transportation efforts which support movement of U.S. forces and their supplies during peacetime training, conflict, or war. Consists of those military and commercial efforts, services and systems organic to, contracted for, or controlled by the Department of Defense.	Vehicle Rental

Information Technology Sector

Threshold: \$1,000,000

Evaluation Form: DeCA Form 10-17

Description: This sector includes any equipment or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission or reception of data or information. Generally, includes all computers, ancillary equipment, software, firmware and similar procedures, services (including support services), and related resources. Does not include any military-unique C4I systems and components included under Systems, such as JTIDS, Aegis, etc. More specifically-

SUBSECTOR	DESCRIPTION	DeCA EXAMPLES
Software	A set of computer programs, procedures, and associated documentation concerned with the operations of a data processing system; e.g., compilers, library routines, manuals and circuit diagrams. Information that may provide instructions for computers; data for documentation; and voice, video, and music for entertainment and education.	Computer Software
Hardware	Physical equipment as opposed to programs, procedures, rules and associated documentation. In automation, the physical equipment or devices forming a computer and peripheral components.	Computer Hardware and Peripherals
Telecommunications Equipment or Services	Circuits or equipment used to support the electromagnetic and/or optical dissemination, transmission, or reception of information via voice, data, video, integrated telecommunications transmission, wire, or radio. The equipment or service must be a complete component capable of standing alone. This includes the following type of items: telephones, multiplexers, a telephone switching system, circuit termination equipment, radio transmitter or receiver, a modem, card cage with the number and type of modem cards installed, etc. This does not include the following type of items: a chip, circuit card, equipment rack, power cord, a microphone, headset, etc.	Telephones Cellular Phones and Service

Operations Support

Threshold: \$5,000,000

Evaluation Form: DeCA Form 10-17

Description: Generally, this sector includes spares and repair parts for existing systems. Also includes products that require a lesser amount of engineering development work that "Systems," or that can be acquired "build-to-print," "non-developmental," or commercial off the shelf. More specifically-

SUBSECTOR	DESCRIPTION	DeCA EXAMPLES
Mechanical	Includes transmissions (automotive and aviation), landing gear, bearings, and parts/components related to various engines (turbine wheels, impellers, fuel management and injection systems, etc.).	Fork Lift Parts
Structural	Includes forgings; castings; armor (depleted uranium, ceramic, and steel alloys); and steel, aluminum, and composite structural components. Does not include "bare" airframes, ships, or combat vehicles (i.e., without engines and electronics).	Shelving
Electronics	Includes parts and components related to digitization, guidance and control, communications, and electro-optical and optical systems. Includes individual resistors, capacitors, circuit cards, etc., as well as "modules" such as radio frequency receivers and transmitters. Includes tactical voice radios, personal Global Positioning System receivers, etc.	Refrigeration Alarms Registers Scales Pricing Machines
Electrical	Includes electric motors, thermal batteries, auxiliary power units, and associated spares and component parts.	Compressors
Ammunition	Includes all small arms ammunition and non-Precision Guided Munitions artillery rounds.	None
Troop Support	Includes all food and subsistence items. Includes all clothing & textile-related items, including uniforms, tentage, personal ballistic protective gear, life preservation devices, etc. Includes all medical supplies and equipment, including medicines and diagnostic equipment (X-ray machines, etc.). Does not include any recreation or morale/welfare items.	Food Meat Cutting and Packaging Equipment
Base Supplies	Includes all consumables and personal property items needed to maintain installations, bases, posts, etc. Includes small tools and cleaning and preservation equipment and supplies (paints, brushes, cleaning solvents, etc.) Does not include any grounds maintenance, construction, security, or other types of services.	Paper/Plastic Bags Gloves Food Trays

UNIQUE BUSINESS SECTORS:

Construction and Architect-Engineering

Threshold: \$25,000

Evaluation Form: None

Description: Includes all non-combat construction and related architect/construction engineering tasks. Includes construction of new buildings, foundation excavation, building/facility-wide upgrades to heating, ventilation and air conditioning systems, electrical systems, etc., Includes all

road, dam and bridge construction and complete road resurfacing. Does not, however, include minor repairs to road, driveway, or parking lot surfaces (e.g., patching cracks or filling in potholes). Also does not include repair or installation of any signage or pavement markings (painting divider lines, etc.). Does include major excavations (e.g., installations of new water mains or sewage systems, or major alteration of landscapes to improve drainage or to create or refurbish surface water storage facilities). Includes major alterations or repairs of installation-wide electrical power grids, trunk telephone lines, etc. Does not, however, include minor excavations related to the repair of individual pipes. Does not include the repair of individual power lines. Does not include the repair or relocation of individual telephone lines or connections. Also does not include service for building cleaning, painting, or minor repairs (fixing leaky pipes, replacing broken hinges, patching holes in plaster, etc.) Does not include any repair or installation of fencing or snow removal. Evaluate as required by DFARs Part 236. PPI is collected and used for acquisitions above \$25,000. USACE, Portland maintains two databases used throughout DoD and other federal agencies:

Architect-Engineer Contract Administration Support System (ACASS)
 Construction Contractor Appraisal Support System (CCASS)

DeCA Examples: None

Health Care

Threshold: \$100,000

Evaluation Form: None

Description: Includes all acquisition and management of health care services. PPI is collected at all dollar thresholds; however collection and use are mandatory for acquisitions over \$100,000. The Health Care Acquisition Performance System (HCAPS), is currently used by the Navy and Army with assessment elements tailored to health care. This automated system is managed by Naval Sea Logistics Center Detachment, Portsmouth, NH.

DeCA Examples: None

Fuels

Threshold: \$1,000,000

Evaluation Form: None

Description: Includes all bulk fuels, lubricants, natural gas, coal, storage, and other commodities and related support services. PPI is collected and used at the dollar thresholds set forth in FAR Parts 15 and 42.

Science and Technology

Threshold: None

Evaluation Form: None

Description: Includes all contracted basic research and some applies research. Includes construction of "proof-of-principle" working prototypes. Includes projects funded by program budget accounts 6.1 (Basic Research), 6.2 (Exploratory Development), and 6.3 (Advanced Technology Development), but does not include projects funded by 6.4 accounts or similarly oriented appropriations. (Those projects are covered by the Systems sector). PPI shall be collected only at the time of the particular acquisition. No dollar threshold or the requirement to maintain an automated database has been established for this category. Collection of science and technology PPI shall be limited to relevant information as determined by the Source Selection team. Requests for PPI shall be tailored to each procurement during the source selection process, with emphasis placed on the expertise of key personnel.

DeCA Examples: None

Common DoD Assessment Rating System

Exceptional. Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.

Very Good. Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.

Satisfactory. Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.

Marginal. Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contract's proposed actions appear only marginally effective or were not fully implemented.

Unsatisfactory. Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.

CONTRACTOR PERFORMANCE EVALUATION <i>(For use of this form, see DeCAH 10-7; OPR is CBU.)</i>					
1. REPORT PERIOD From 9/1/97 To 8/31/98			2. TYPE <input type="checkbox"/> INTERIM <input checked="" type="checkbox"/> FINAL <input type="checkbox"/> ADDENDUM		
3. CONTRACTOR NAME AND ADDRESS ZXY Services, Inc. 1234 Main St. Anytown, USA 12345			4. CAGE CODE 08ML4	5. DUNS#4 001234567	6. CONTRACTOR PHONE (432) 567-9876
9. EXTENT COMPETED <input checked="" type="checkbox"/> SSSA <input type="checkbox"/> SOSSA <input type="checkbox"/> S(a) <input type="checkbox"/> SS-SP SA <input type="checkbox"/> HBCUM SA <input checked="" type="checkbox"/> COMPETITIVE <input type="checkbox"/> NON-COMPETITIVE <input type="checkbox"/> OTHER (Specify) _____			10. CONTRACT TYPE <input checked="" type="checkbox"/> FP <input type="checkbox"/> FPI <input type="checkbox"/> FP-EPA <input type="checkbox"/> IOG <input type="checkbox"/> RTC <input type="checkbox"/> IDIQ <input type="checkbox"/> BOA <input type="checkbox"/> T&M <input type="checkbox"/> LABOR HR <input type="checkbox"/> ROA <input type="checkbox"/> OTHER (Specify) _____		7. CONTRACT NUMBER DECA01-97-C-1234
13. CONTRACT FACE VALUE \$1,234,567.00			14. AWARD DATE 8/15/97	15. DATE COMPLETED 8/31/98	16. PLACE OF PERFORMANCE Fort Anywhere, USA
18. ITEM DESCRIPTION Shelf Stocking, Custodial, and Receiving, Storage, Holding Services at Fort Anywhere Commissary			17. FSC S299	12. DoD BUSINESS SECTOR <input checked="" type="checkbox"/> Services <input type="checkbox"/> Information Technology <input type="checkbox"/> Operations Support <input type="checkbox"/> Fuels	
19. CONTRACT VALUE \$1,234,567.00			18. SIC 7389	8. ORDER NUMBER (if applicable) NA	
20. a. DeCA TECH REP Kwal E. Tee			b. TECH REP PHONE (876) 543-2100		
21. KEY SUBCONTRACTORS & EFFORT PERFORMED (Services and Information Tech Sectors Only) NA					
22. ASSESSMENT ELEMENTS					
a. QUALITY OF PRODUCT/SERVICE 2 CDRs issued for not dusting shelves and 1 CDR issued for failure to clean front windows periodically. Stock consistently stocked IAW PWS. Excellent floor care program.					RATING SAT
b. SCHEDULE Services completed on time IAW PWS. Contractor has cooperated with adjustments necessary to allow for repair and maintenance contractors to accomplish work, and still completed work within normal timeframes.					RATING Very Good
c. BUSINESS RELATIONS Consistently late turning in change proposals. Clear and concise invoices.					RATING SAT
d. MANAGEMENT OF KEY PERSONNEL (Svcs and Info Tech Sectors Only) Project manager and shift supervisors are well qualified, experienced, and trained for their positions. Few changes in key personnel were made promptly and continuity of services was maintained.					RATING Excellent
23. a. CONTRACTING OFFICER'S NAME Kathy Procurement		b. OFFICE SYMBOL RRR	c. PHONE NUMBER (804) 234-5678	d. FAX NUMBER (804) 234-8765	
SIGNATURE			DATE		
24. a. CONTRACTOR OR REPRESENTATIVE'S NAME & TITLE John Doe, President			b. PHONE NUMBER (432) 567-9879	c. FAX NUMBER (432) 567-9880	
SIGNATURE			DATE		
<input type="checkbox"/> COMMENTS ATTACHED					

DeCA CONTRACTOR PERFORMANCE CUSTOMER SURVEY

Contract No: _____ Delivery Order No (if applicable): _____

Product/Service Description: _____

Contractor Name: _____

Period of Performance Being Surveyed: From _____ To _____

Check one box for each question with the response that best describes the contractor's performance. Include any comments that support the reason for the rating. Comments are required for any "generally ineffective" or "extremely ineffective" rating.

1. To what degree did the contractor understand the contract requirements?

Excellent Understanding	<input type="checkbox"/>	Marginal Understanding	<input type="checkbox"/>
Acceptable Understanding	<input type="checkbox"/>	Poor Understanding	<input type="checkbox"/>

Comments: _____

2. How effective were the Contractor's procedures in accomplishing contract requirements?

Extremely effective	<input type="checkbox"/>	Generally ineffective	<input type="checkbox"/>
Generally effective	<input type="checkbox"/>	Extremely ineffective	<input type="checkbox"/>

Comments: _____

3. To what degree did the contract use the right types and quantities of equipment and supplies and right types and numbers of personnel?

Considerably surpassed minimum requirements	<input type="checkbox"/>	Met minimum requirements	<input type="checkbox"/>
Exceeded minimum requirements	<input type="checkbox"/>	Less than minimum requirements	<input type="checkbox"/>

Comments: _____

4. Did the contractor promptly notify the Government of any problems?

Considerably surpassed minimum requirements () Met minimum requirements ()
Exceeded minimum requirements () Less than minimum requirements ()

Comments: _____

5. How well did the contractor complete contract requirements (e.g., delivery of products, completion of services; providing reports) in a timely manner?

Considerably surpassed minimum requirements () Met minimum requirements ()
Exceeded minimum requirements () Less than minimum requirements ()

Comments: _____

6. How effective was the contractor's quality control program?

Considerably surpassed minimum requirements () Met minimum requirements ()
Exceeded minimum requirements () Less than minimum requirements ()

Comments: _____

7. If given a choice, explain why you would or why you would not consider the contractor for this contract again.

Evaluator Name: _____ Title: _____

Organization: _____ Telephone Number: _____

(Date)

(Contractor's Name and Address)

Dear Sir:

Attached is the Contractor Performance Evaluation for contract (*contract number*) for the period (*beginning date*) to (*ending date*). In accordance with FAR 42.15, the final results of this evaluation will be included in the Defense Commissary Agency's (DeCA) past performance data base, Contractor Performance Reporting System, and will be used for negotiated procurements that include past performance as an evaluation factor or subfactor in accordance with FAR 15.608(a)(2).

The following guidance is provided concerning your completion of the evaluation:

- a. Protect the evaluation as "source selection information" ("*proprietary information*" for *NISH/NIB contracts*) including marking comments and handling during transmission back to this office.
- b. Strictly control access to the evaluation while in your organization and ensure it is not released to persons or entities outside your organization.
- c. You are prohibited from using or referring to the evaluation data for advertising, promotional material or similar purposes.
- d. Acknowledge receipt by signing and dating the evaluation. Return the evaluation to this office whether or not you provide comments not later than 30 calendar days after receipt. Should you desire to make comments, check the box in block 24.d. and limited comments to two single-sided (*three if contracting officer was authorized an additional page by the reviewing official*) 8 1/2 by 11 inch typewritten pages. Page limits are strictly enforced. Extra pages will not be reviewed nor included in the data base. Any remarks should address the contracting officer's narrative and provide comments on causes and their ramifications on performance.

The contracting officer will review all comments after receipt. The contracting officer may revise the evaluation and provide you a copy or forward the evaluation with your comments to the reviewing official for reconciliation. If forwarded, the reviewing official will review the evaluation, make the final decision on the evaluation, and forward you a copy of the decision. The reviewing official's decision is final.

If you have any questions, please contact (*Name of contracting officer, specialist, or administrator*) at (*telephone number*).

(Contracting Officer's Signature Block)

Attachment:
As Stated