

APPRAISING CONTRACTOR PERFORMANCE AND PRODUCT QUALITY

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APPRAISING CONTRACTOR PERFORMANCE AND PRODUCT QUALITY

General

1. GENERAL

1.1 Introduction. This Supplement establishes procedures and assigns responsibilities for processing information covering procured technical items, consultative and management studies and services, reports, surveys, and special studies and analyses at all Bureau contracting activities.

1.2 Background. Bureau programs deliver authorized services -- directly or by contract -- to eligible Indian tribal and Alaska Native governments. In addition to providing these diverse municipal, human resource, and trust services to reservation/village members, Bureau managers also augment their own program capabilities by obtaining products from contractors by means of awards for consulting services, management and professional services, and special studies and analyses.

A. Because of the decentralized functional structure of the Bureau, communication and control elements are often lacking for exercising appropriate monitoring of contractor performance and the receipt and dissemination of information on the quality of contractor performance/products Bureauwide.

B. With a view to ensuring optimum value and quality for the expenditure of appropriated Bureau funds, there is a need to acquire management information routinely from all Bureau contracting activities. This information needs to be provided to a single Central Office unit, analyzed, stored, and be made available to assist Bureau managers in planning their contract acquisitions for a particular product or service. For example, a survey or study contracted by one Area Office or a Central Office Directorate usually remains the unique property of the acquisition initiator. Contractor performance or product quality may not be known to other Bureau managers who may be considering a similar acquisition or who need to know the findings or outcomes of the service or study supported by Bureau funds.

C. With regard to the Bureau's acquisition management, Contracting Officers have a major role in coordinating information regarding the quality of performance, goods, or services provided by a contractor. This information -- when compiled Bureauwide and made available to managers by a retrieval system -- can serve to upgrade contractor performance, ensure optimum contractor effort for scarce dollars expended, prevent costly duplication by Bureau managers of contractor work, minimize Bureau and Tribal acquisition requests for deficient contractor work, and enhance product quality. An operational catalog system of this nature is an invaluable tool in minimizing waste, abuse, mismanagement, and other improper conduct.

APPRAISING CONTRACTOR PERFORMANCE AND PRODUCT QUALITY
Policy

2. POLICY

2.1 General. Bureau Contracting Officers shall serve a coordinative role in gathering, analyzing, and transmitting information from Bureau program managers regarding a contractor's performance. Bureau Contracting Officers shall also continue to exercise oversight responsibility for the actual performance of a contractor during the term of a contract.

A. Program (non-procurement) officials are the best assessors of "what" a contract provides under the Statement of Work of the contract. The Statement of Work is developed by the program official to reflect a program need. Thus, the program specialist is the final authority for judging the quality of the contractor's efforts in meeting the program requirement.

B. Contracting Officers emphasize the "when, where, and how" the contractor meets acquisition requirements reflected in the contract document. Coupled with the program specialist's judgment of the contractor's product, both the performance and product outputs can be assessed and ranked for management review and future use by Bureau officials.

2.2 Specific. The information submitted by Bureau program (non-procurement) managers to the cognizant Contracting Officer provides invaluable technical resources regarding contractor performance per se, as well as the services, reports and surveys acquired from consulting services, management and professional services, and special studies and analyses. Prompt action in submitting Bureau management reports will also facilitate replacing deficient services/products; invoking applicable contract warranties; preventing recurrence of similar deficiencies; preparing acquisition packages for new procurements; recognizing design/performance/service problems early; and, exploring alternate supply or service sources.

A. Time-frames for providing and processing of the information protocols are set forth in paragraphs 3.1A and 3.2A below. These time-frames are to be adhered to by all Bureau personnel involved in contracting activities.

B. A data bank which includes information on contractor performance and product quality will be established and maintained by the Division of Contracting and Grants Administration (Central Office). This information will be available to all Bureau Contracting Officers on a periodic basis for technical use in assisting program managers achieve their future acquisition requirements.

APPRAISING CONTRACTOR PERFORMANCE AND PRODUCT QUALITY
Procedures

3. PROCEDURES

3.1 Administrative. All Bureau contracting activities shall provide an individual report (see Illustration 1) on all contract acquisition awards in excess of \$25 thousand dealing with consulting services, management and professional services, and special studies and analyses. This report shall include input from the program activity initiating the Acquisition Request (AR). The Contracting Officer shall have the responsibility of collating and preparing the report. All information provided by the reporting Contracting Officer shall be factual, objective, and substantiated by entries in the Official Contract File.

A. The report on each contractor shall be initiated by the Contracting Officer at the time of contract award and maintained as part of the contract file. The report will be completed when receipt and acceptance of the product has been made by the Bureau. The Contracting Officer Representative (COR) shall provide ongoing information to the Contracting Officer as part of the technical oversight of the contract.

B. The final copy of the report will be prepared by the Contracting Officer with input from the COR and the benefitting program manager. The report will be transmitted to the Division of Contracting and Grants Administration (Central Office) for conversion to the resource file. Periodically, this collection of information will be provided to all Bureau contracting activities for their use in assisting their own and program activities.

C. The cognizant Contracting Officer shall:

(1) Provide technical assistance to Bureau program activities on matters pertinent to this Supplement.

(2) Investigate the report substance and take appropriate acquisition action to preclude recurrence of contractor non-performance or deficiency. If warranted by results of the analysis, take action to preclude further acquisition acceptance and request Bureau activities to monitor/inspect similar items.

(3) Review the reported information to determine action required regarding reliability, maintainability, safety, quality assurance, performance standards, acquisition language, etc.

3.2 Data Collection. Illustration 1 provides the format for the final report to be compiled by each Bureau contracting activity on every contract award in excess of \$25 thousand for consulting services, management and professional services, and special studies and analyses.

APPRAISING CONTRACTOR PERFORMANCE AND PRODUCT QUALITY
Procedures

A. The Contracting Officer shall submit the completed report to the Division of Contracting and Grants Administration (Central Office) in a timely manner no later than ten (10) calendar days after receipt and acceptance of the product or service by the Bureau as required by the specific contract.

B. The Division of Contracting and Grants Administration (Central Office) will analyze the report and prepare a management resource report containing all inputs for distribution to Bureau contracting activities on a periodic basis.

U.S. Department of the Interior
Bureau of Indian Affairs

INSTRUCTIONS FOR PREPARATION OF
INFORMATION ON APPRAISING CONTRACTOR
PERFORMANCE AND PRODUCT QUALITY

Instructions: This Report is to be completed by the Contracting Officer for each contract award in excess of \$25 thousand for procuring consulting services, management and professional services, and special studies and analyses. All items are to be completed. The report is to be submitted to the Division of Contracting and Grants Administration (Central Office) within ten (10) calendar days of receipt and acceptance by the Bureau of the contractor's product/services.

Responses are to be prepared on a separate sheet and in the numbered order listed below.

ITEM

1. Name of Bureau Contracting Activity/Location.
2. Name and FTS Number of Bureau Contact Person Completing this Report.
3. Date this Report Submitted to Central Office.
4. Name and Address of Contractor.
5. Contract Document Number.
6. Dollar Amount of Contract (list and identify modifications, if any).
7. Contract Term (Start-End Dates).
8. Award Authority for Contract.
9. Provide abstract on description and nature of the work (Maximum of 50 words).
10. Indicate type of work effort:
 - (a) Consulting Services (as defined by 365 DM1), or
 - (b) Management and Professional Services, or
 - (c) Special Studies and Analyses.
11. If "type of work effort" in #10 above is "management and professional services", enter one appropriate Code and its designation from Appendix A.

12. If "type of work effort" in #10 above is "special studies and analyses", enter one appropriate Code and its designation from Appendix B.
13. Rating of Contractor Performance during Contract Term. Enter one designation below:
 - (a) Satisfactory (performance met all contract provisions and may have exceeded some).
 - (b) Marginal (performance met contract provisions but with difficulty in terms of meeting schedules, costs, or requirements).
 - (c) Unsatisfactory (performance failed to meet contract provisions).
14. Rating of Contractor's Product Quality. Enter one designation below:
 - (a) Outstanding (product exceeded program office standards/requirements/needs as depicted in Statement of Work).
 - (b) Good (product met program office standards/requirements/needs as depicted in Statement of Work).
 - (c) Poor (product failed to meet program office standards/requirements/needs as depicted in Statement of Work).

Management and Professional Services

<u>FPDS Code</u>	<u>Description</u>
R406	Policy Review/Development Services
R407	Program Evaluation Services
R408	Program Management/Support Services
R409	Program Review/Development Services
R414	Systems Engineering Services
R497	Personal Services
R498	Other Professional Services
R499	Other Management Services
R702	Management Data Collection Services
R799	Other Management Support Services

Source: Product and Service Codes, Federal Procurement Data System, October 1982, p. 18, 19 and 21.

Management and Support Services for R&D

<u>FPDS CODES</u>	<u>Description</u>
A__ 6	All management and support services for research and development activities. (This does not include administrative, maintenance, or custodial services contracts; see page 5 of the "Federal Procurement Data Systems, Product and Services Codes").

Source: Product and Service Codes, Federal Procurement Data System, October 1982.

Special Studies and Analyses

<u>FPDS Code</u>	<u>Description</u>
R502	Air Quality Analyses
R503	Archeological/Paleontological Studies
R504	Chemical/Biological Studies and Analyses
R505	Cost Benefit Analyses
R506	Data Analyses (other than scientific)
R507	Economic/Socio-Economic and Labor Studies
R509	Endangered Species Studies -- Plant and Animal
R510	Environmental Assessments
R511	Environmental Baseline Studies
R512	Environmental Impact Studies
R513	Feasibility Studies (non-construction)
R516	Fisheries Studies and Analyses
R517	Geological Studies
R518	Geophysical Studies
R519	Geotechnical Studies
R520	Grazing/Range Use Studies
R521	Historical Studies
R522	Legal/Litigation Studies
R524	Mathematical/Statistical Analyses
R525	Natural Resource Studies
R526	Oceanological Studies
R527	Recreation Studies
R528	Regulatory Studies
R529	Scientific Data Studies
R530	Seismological Studies
R532	Soils Studies
R533	Water Quality Studies
R534	Wildlife Studies
R537	Medical and Health Studies
R538	Intelligence Studies
R539	Aeronautic/Space Studies
R540	Building Technology Studies
R541	Defense Studies
R542	Educational Studies and Analyses
R543	Energy Studies
R544	Technology Studies
R545	Housing and Community Development Studies
R546	Security Studies (Physical and Personal)
R547	Accounting/Financial Management Studies
R548	Trade Issue Studies

<u>FPDS Code</u>	<u>Description</u>
R549	Foreign Policy/Nat'l Sec. Policy Studies
R550	Organization/Admin./Personnel Studies
R551	Mobilization/Preparedness Studies
R552	Manpower Studies
R553	Communications Studies
R554	Acquisition Policy/Procedures Studies
R599	Other Special Studies and Analyses

Source: Product and Service Codes. Federal Procurement Data System, October, 1982, pp. 19 and 20.