PERFORMANCE ASSESSMENT PLAN

15020000 FACILITIES INVESTMENT FILTER MAINTENANCE SERVICES

NAVAL STATION GREAT LAKES GREAT LAKES, IL

SOLICITATION #N40083-13-R-3104

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Performance Assessment Plan

Introduction

The PAP establishes PA provisions for Contract #N40083-12-R-3016 FILTER MAINTENANCE SERVICES at Naval Station Great Lakes, Great Lakes, IL.

The PAP describes the methodology for assessing the Contractor's performance that will be used to provide Contractor feedback, update Contractor Performance Assessment Rating System (CPARS), and. The PAP includes applicable Functional Assessment Plan (FAP) and standard Performance Assessment Worksheets (PAW) to document and report Government observations and rate Contractor performance. The Government's role is to assess Contractor's work against measurable performance standards, and under PBSA the Contractor's role is to ensure its quality through successful implementation of its QMS. Government PA is intended to ensure payments are made only for services that comply with contract requirements.

A positive relationship between the Government and the Contractor is essential in fulfilling a performance-based requirement. The Government's relationship with the Contractors should be one that promotes a strong and positive business alliance to achieve mutually beneficial goals, such as timely delivery and acceptance of high-quality services, through the use of efficient business practices. It is essential that the Government and the Contractor work together as a team to communicate expectations, agree on common goals, develop a common understanding of measurable standards, and identify and address problems early in the contract to achieve desirable outcomes.

Roles and Responsibilities

The Government's key roles and responsibilities for performance assessment are as follows:

Performance Assessment Representative (PAR). The PAR reviews submittals, periodically assesses and documents Contractor performance, evaluates Contractor's QMS, keeps current records of performance issues and results, and communicates findings as necessary with the Contractor, Senior PAR (SPAR), Contracting Officer (KO), and Contracting Officer Representative (COR), as applicable.

Senior PAR (SPAR). The SPAR reviews documentation for completeness and accuracy before presentation to the Performance Assessment Board (PAB). The SPAR is normally designated as the PAB chairperson.

Contract Specialist (CS). The ACO and/or PCO assigned to the contract.

Contracting Officer (KO). The KO has final responsibility for Contractor PA per FAR Part 42—Contract Administration and Audit Services, non-conformance modifications, and unilateral determination of incentives.

Contracting Officer's Representative (COR). The COR is a PAB member responsible for a variety of duties that assist in performance assessment.

Performance Assessment Board (PAB). The PAB is comprised of key technical and administrative personnel appointed in writing by the KO. The PAB will convene periodically to

review Contractor performance documentation and prepare and forward a summary report of findings and recommendations to the KO.

Training

- To effectively implement the PA Program, individuals who monitor the Contractor's performance should be experienced in the annex/sub-annex areas for which they are assigned and adequately trained.

Safety

Ensure that the Contractor is in compliance with safety requirements specified in Spec Item 2.9. The PAR should be present during any local Safety briefings. If the PAR observes a violation of any safety requirements by the Contractor, the PAR should:

- Report the safety hazard resulting from unsafe acts or conditions, defective tools, materials, or equipment used by the Contractor to the KO.
- When imminent danger is apparent (where, if the hazard is not immediately corrected, there is a high probability that a serious accident will occur, life will be in danger or there will be extensive property damage), immediately inform the Contractor and request immediate action be taken to correct the hazard. If the Contractor does not voluntarily comply with this request, direct the Contractor to stop that portion of the work.

Security

The PAR should become familiar with all security requirements specified in Spec Item 2.8. of the contract and report any observed violations to the KO.

Submittals

The PAR should review reports and other submittals identified in Section F to ensure they comply with applicable requirements and specifications.

Meetings

The PAR should attend and be prepared for required meetings, including partnering sessions. The PAR should be familiar with the Spec Items in Annex 2 titled "Required Conferences and Meetings" and "Partnering."

Methods of Assessment (MOA)

The PAR will periodically assess services for conformance to contract performance objectives and standards using the following MOAs:

- Periodic Sampling (PS)
- Random Sampling (RS)
- Validated Customer Complaints (VCC)

- Unscheduled Visits (UV)
- Customer's Evaluation (CE)

The MOAs used for assessment of each performance objective and standard are identified in each FAP included in Attachment A.

Quality Management System (QMS)

When the Government's assessment of the Contractor's performance reveals that the quality management efforts are not effective in ensuring performance objectives and standards are achieved, further action is required. The PAR will conduct a review of the Contractor's QC records and process for the work item(s) where deficiencies are noted to validate the accuracy and effectiveness of the Contractor's QMS.

For QMS to be considered acceptable, the Contractor must demonstrate to the Government through quality management and QC corrective and preventive actions that the risk of failure to meet performance standards has been satisfactorily mitigated.

Assessment Procedures

Post-Award Planning

The PAR should review and understand contract requirements, performance objectives, and standards, as well as the Contractor's technical proposal, QMS (including QC Plan), work schedules, and submittals. The PAR should develop a planned assessment schedule based upon factors such as selected MOAs, Contractor's recurring performance schedule, population of work, and local priorities and conditions.

Performance Assessment Process

The flowcharts and corresponding descriptions shown below detail the performance assessment process used by the PAR to observe, assess, document, and rate Contractor's performance.

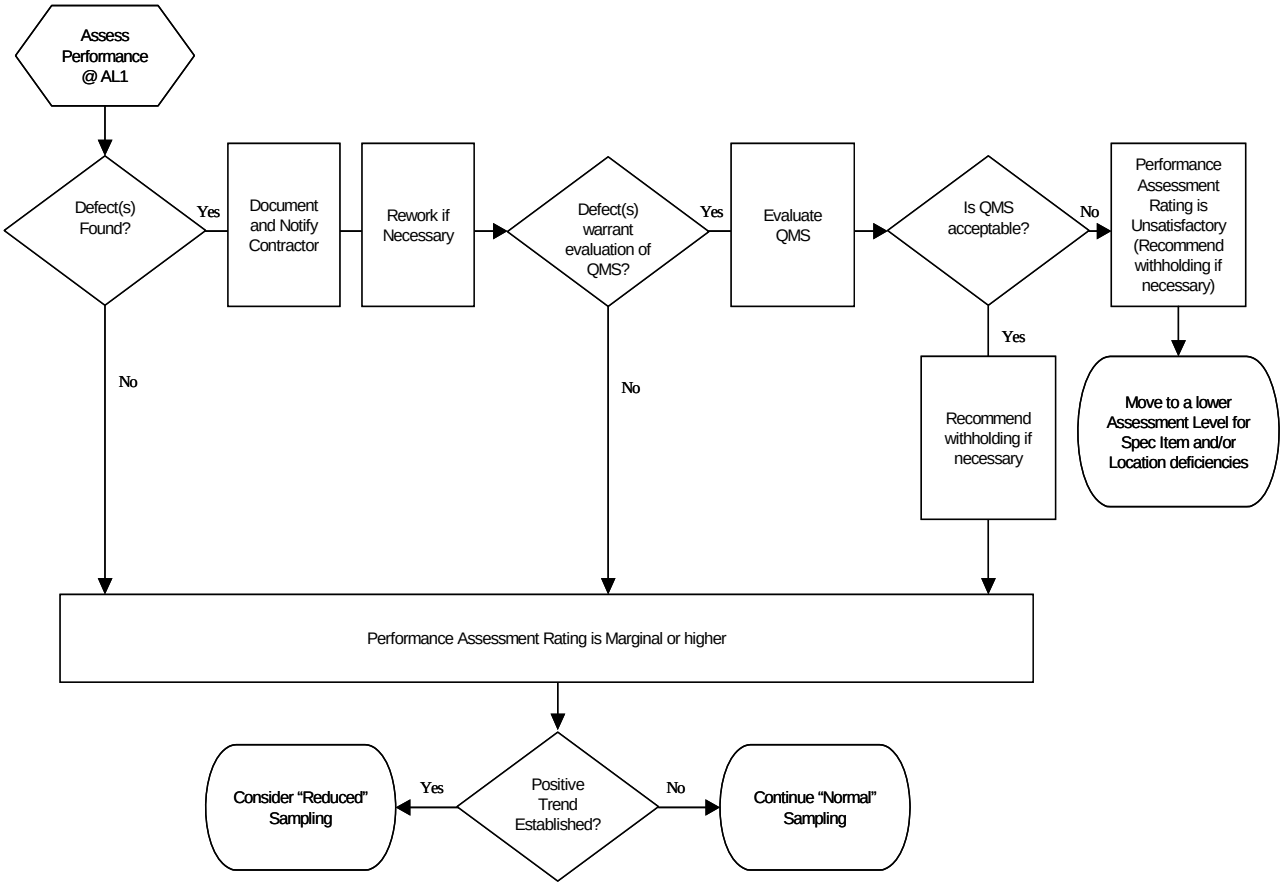


Figure 1. Performance Assessment Process for Assessment Level 1 (AL1)

The following descriptions are provided for the flowchart shown in Figure 1:

Assess Performance at AL1 – Starting point of assessment. Assess the Contractor's performance using the MOA, frequencies, and sample sizes indicated at AL1 of the FAP, Attachment A. The starting point may include additional PA at lower assessment levels for mission critical, safety, or environmental related services.

Defect(s) Found – If the Contractor has performed all work in accordance with the performance objectives and standards, then a performance rating of satisfactory or higher should be assigned. The PAR will document any instances of value-added services or work that exceeds performance standards with supporting narrative on the Performance Assessment Worksheet (PAW), Attachment B. When the assessed work fails to comply with performance objectives and standards, the PAR will document the defect on the PAW and notify the Contractor. Validated

customer complaints (VCC) or instances of non-conforming work discovered during unscheduled visits (UV) should also be documented as defects. Where customer complaints are received, all alleged defects must be evaluated within a reasonable time to validate that the performance standards were not met. Documentation will be completed using the Customer Complaint Record, Attachment C. Documentation of UV will be completed on a PAW.

Document and Notify Contractor – Document instances of value-added performance that exceeds contract performance standards, and negative performance that fails to meet contract performance standards, with supporting narrative on the Performance Assessment Worksheet (PAW). If defects are found, the PAR will forward a copy of the PAW to the Contractor. The Contractor shall sign and return the PAW within 24 hours to acknowledge receipt of the document. The Contractor's signature does not constitute agreement with the Government's assessment, it merely acknowledges that the Contractor has been notified of a Government observed defect. Should the Contractor disagree with the Government's observations, discussions should be conducted to reach a common understanding of performance objectives and standards.

Rework if Necessary – In the case of unsatisfactory or non-performed work, the Government may, at its option, allow the Contractor an opportunity to correct by re-performance at no additional cost to the Government. Rework shall be completed within the timeframe specified in Section E, Consequences of Contractor's Failure to Perform Required Services clause of the contract.

Defect(s) Warrant Evaluation of QMS? – Defects warrant evaluation of QMS if 1) they are "Significant", 2) a "Trend" has been established, or 3) the work is not considered "Substantially Complete". Significant defects include the Contractor's failure to meet performance objectives and standards that result in damage to the Government, or incomplete major or critical work items. Significant defects are subjective and should be discussed in initial partnering sessions with the Contractor. Trends are defects that may be considered minor but are recurring and have not been corrected through the Contractors QMS. Substantially complete means that the performance standard is fully met except for minor or trivial non-conformances per FAR 46.407. A service will be judged to be fully conforming to the contract performance standards if the nonconformance is minor or trivial and there is no omission of essential work, and approximately 95% of the total work (population) assessed meets the performance standard.

Evaluate QMS – The PAR should evaluate the Contractor's QMS to verify proper controls are in place to ensure the delivery of quality services. This review should be limited to the Spec Items and/or location where defects have been found as opposed to a complete audit of the Contractor's QMS. The evaluation should identify corrective actions the Contractor is taking for specific discrepancies and identify any QMS changes the Contractor is implementing to preclude systemic problems, avoid repeat discrepancies, and regain Quality Control (QC).

Is QMS Acceptable? – The Contractor must demonstrate to the Government that they have taken corrective actions and identified QMS changes to preclude systemic problems, avoid repeat discrepancies, and regain QC. QMS is considered "Acceptable" if the Contractor's actions will satisfactorily reduce the risk of continued failure to meet performance standards.

Recommend withholding if necessary – The PAR should document recommendations for withholding of payment on the PAW for non-conforming services when defects cannot be corrected by re-performance. Withholdings should only be taken if the amount withheld exceeds

the cost associated with the Government's administrative effort to withhold funds. This should be performed in conjunction with the review of the Contractor's monthly invoice.

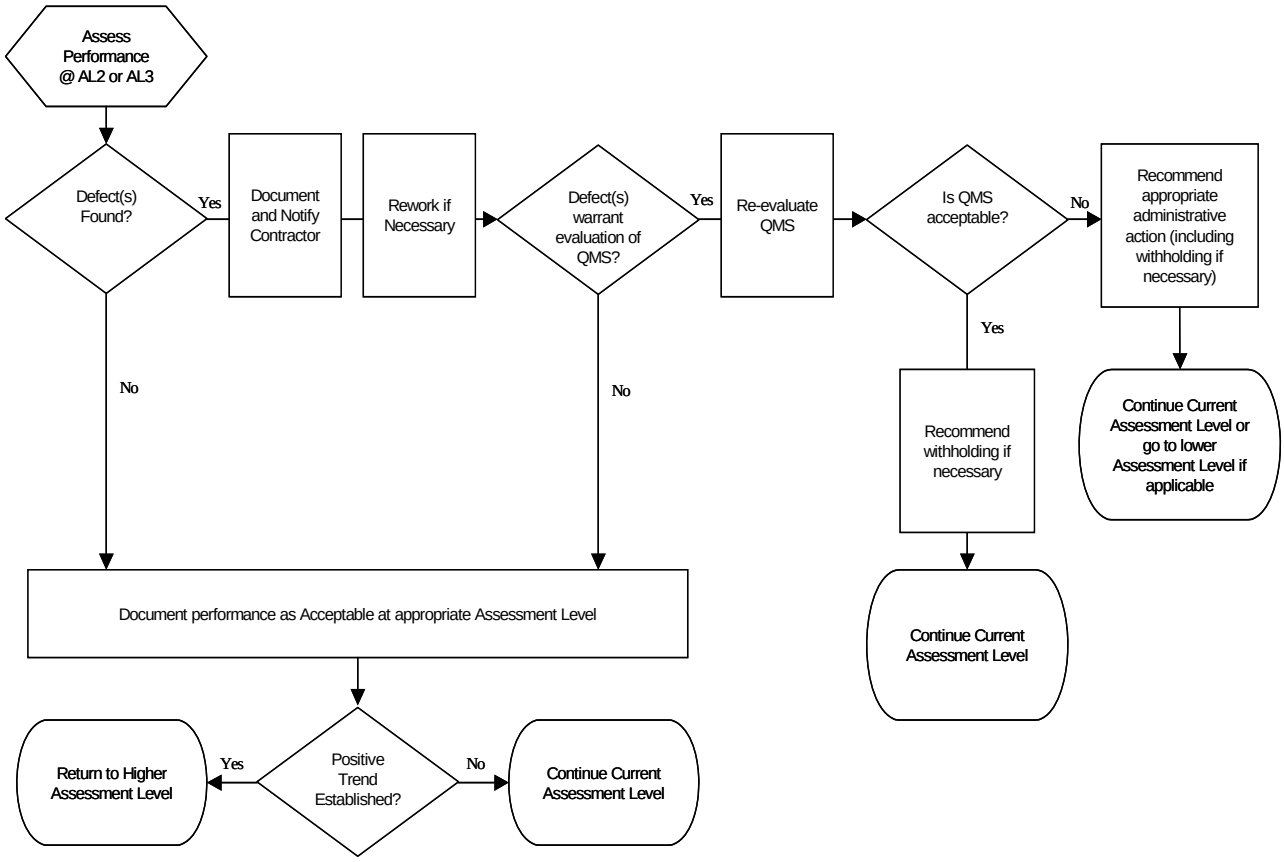
Performance Assessment Rating is Marginal or higher – The PAR shall document all findings, including findings associated with the Contractor's QMS if an evaluation was conducted, on PAW 1. The PAR should rate the Contractor Marginal, Satisfactory, Very Good, or Exceptional in accordance with the PARC adjectival descriptions shown in Attachment D.

Positive Trend Established? – If the Contractor has established a trend of Satisfactory, Very Good or Exceptional performance over a period of time, e.g., three months, the PAR should consider sampling at the reduced level. If a trend has not yet been established the PAR should continue normal sampling.

Continue "Normal" Sampling – The PAR should continue sampling the size identified as "Normal" in the FAP at AL1.

Consider "Reduced" Sampling – The PAR should adjust sampling to the size identified as "Reduced" in the FAP at AL1.

Performance Assessment Rating is Unsatisfactory – If the Contractor's QMS is unacceptable, then the PAR should document all findings, including findings associated with the Contractor's QMS, on PAW 1. The PAR should rate the Contractor Unsatisfactory in accordance with the adjectival ratings included in the PARC.



Move to a lower Assessment Level for Spec Item and/or Location deficiencies – When the Contractor's performance is unsatisfactory at AL1, additional PA at Assessment Level 2 or 3 (AL2 or AL3) should be conducted for the Spec Item and/or location deficiencies as shown in Figure 2.**Figure 2. Performance Assessment Process for Assessment Level 2 or 3 (AL2 or AL3)**

The following descriptions are provided for the flowchart shown in Figure 2:

Assess Performance at AL2 or AL3 – Start additional assessment(s) at a lower level if the rating on PAW 1 was unsatisfactory. Assess the Contractor's performance using the MOA, frequencies, and sample sizes indicated at the appropriate assessment level, e.g., AL2 or AL3 of the FAP.

Defect(s) Found – If the Contractor has performed all work in accordance with the performance objectives and standards, then a performance rating of satisfactory or higher should be assigned. The PAR will document any instances of value-added services or work that exceeds performance standards with supporting narrative on the Performance Assessment Worksheet (PAW). When the assessed work fails to comply with performance objectives and standards, the PAR will document the defect on the PAW and notify the Contractor. Validated customer complaints (VCC) or instances of non-conforming work discovered during unscheduled visits (UV) should also be documented as defects. Where customer complaints are received, all alleged defects must be evaluated within a reasonable time to validate that the performance standards were not met. Documentation will be completed using the Customer Complaint Record, Attachment C. Documentation of UV will be completed on a PAW.

Document and Notify Contractor – Document instances of value-added performance that exceeds contract performance standards, and negative performance that fails to meet contract performance standards, with supporting narrative on the Performance Assessment Worksheet (PAW). If defects are found, the PAR will forward a copy of the PAW to the Contractor. The Contractor shall sign and return the PAW within 24 hours to acknowledge receipt of the document. The Contractor's signature does not constitute agreement with the Government's assessment, it merely acknowledges that the Contractor has been notified of a Government observed defect. Should the Contractor disagree with the Government's observations, discussions should be conducted to reach a common understanding of performance objectives and standards.

Rework if Necessary – In the case of unsatisfactory or non-performed work, the Government may, at its option, allow the Contractor an opportunity to correct by re-performance at no additional cost to the Government. Rework shall be completed within the timeframe specified in Section E, Consequences of Contractor's Failure to Perform Required Services clause of the contract.

Defect(s) Warrant Evaluation of QMS? – Defects warrant evaluation of QMS if 1) they are "Significant", 2) a "Trend" has been established, or 3) the work is not considered "Substantially Complete". Significant defects include the Contractor's failure to meet performance objectives and standards that result in damage to the Government, or incomplete major or critical work items. Significant defects are subjective and should be discussed in initial partnering sessions with the Contractor. Trends are defects that may be considered minor but are recurring and have not been corrected through the Contractors QMS. Substantially complete means that the performance standard is fully met except for minor or trivial non-conformances per FAR 46.407. A service will be judged to be fully conforming to the contract performance standards if the nonconformance is minor or trivial and there is no omission of essential work, and approximately 95% of the total work (population) assessed meets the performance standard.

Document performance as Acceptable at appropriate assessment level – The PAR shall document all findings, including findings associated with the Contractor's QMS if an evaluation was conducted. The PAR should rate the Contractor's performance as Acceptable.

Positive Trend Established? – If the Contractor has established a trend of acceptable performance over a period of time, e.g., three months, the PAR should return to a higher assessment level. If a positive trend has not yet been established the PAR should continue at the current assessment level.

Continue Current Assessment Level – The PAR should continue sampling at the size and frequency identified in the FAP at the appropriate assessment level.

Return to Higher Assessment Level – The PAR should discontinue the additional lower level assessment and move to a higher assessment level or reduce to normal AL1 assessment.

Re-evaluate QMS – The PAR should re-evaluate the Contractors QMS to verify proper controls are in place to ensure the delivery of quality services. This review should be limited to the Spec Items and/or location where defects have been found as opposed to a complete audit of the Contractor's QMS. The evaluation should identify corrective actions the Contractor is taking for specific discrepancies, and identify any QMS changes the Contractor is implementing to preclude systemic problems, avoid repeat discrepancies, and regain Quality Control (QC).

Is QMS Acceptable? – The Contractor must demonstrate to the Government that they have taken corrective actions and identified QMS changes to preclude systemic problems, avoid repeat discrepancies, and regain QC. QMS is considered "Acceptable" if the Contractor's actions will satisfactorily reduce the risk of continued failure to meet performance standards.

Recommend withholding if necessary – If the Contractor's QMS is acceptable, then the PAR may still consider recommending withholding of payment for non-conforming services when defects cannot be corrected by re-performance by documenting on the PAW. Withholdings should only be taken if the amount withheld exceeds the cost associated with the Government's administrative effort to withhold funds. This should be performed in conjunction with the review of the Contractor's monthly invoice.

Continue Current Assessment Level – The PAR shall continue sampling the size identified in the FAP at the current assessment level.

Recommend appropriate administrative action – The PAR should document recommended administrative actions on the Monthly Performance Assessment Summary. Administrative actions may include additional performance review meetings, issuance of a CDR (Attachment C), withholding of payment including liquidated damages, or interim CPARS rating.

Continue Current Assessment Level or go to lower Assessment Level if applicable – The PAR shall continue sampling at the size and frequency identified in the FAP at the appropriate assessment level or can move to a lower level of assessment if applicable.

Assessment Summary and Evaluation Procedures

The PAR and SPAR will collect, review, and evaluate the results of all performance assessments including PAW documentation, validated customer complaints, customer evaluations, trend data, and Contractor QMS corrective and preventive actions. The SPAR summarizes PA information and recommended actions on the MPAS. The MPAS for each annex/sub-annex is included with the applicable FAP, Attachment A. Copies of completed PAWs, VCCs, Customer Evaluation forms, and other assessment documentation should be attached to the MPAS.

The PA information should also be used as part of the validation of the Contractor's monthly invoice amount. The PAR and SPAR will determine the value of the estimated damages to the Government for non-conforming or non-performed work and recommend to the KO the appropriate withholding including liquidated damages (LDs). Documentation must be provided to support the reduced value of services and/or the estimated cost and related profit to correct deficiencies and complete unfinished work.

The PAB will convene monthly to review and evaluate Contractor performance. The PAB reviews the MPAS, recommended performance ratings, basis for withholdings, and other supporting PA information. Each PAB member rates overall Contractor performance using the PARC and then the PAB develops a consensus monthly rating. The PAB will submit a report to the KO for consideration when issuing contract modifications for non-conforming services per FAR Clause 52.246-4, INSPECTION OF SERVICES—FIXED PRICE, assessing contract incentives, and preparing a Contractor Performance Assessment Rating System (CPARS) evaluation per FAR Part 42.

Summary

The PAP is based on the premise that the Contractor is responsible for managing and ensuring that quality controls meet the terms of the contract. The PAP facilitates consistent and effective tiered PA to verify the accuracy and completeness of the Contractor's QMS and to assess overall compliance with performance objectives and standards. The Government will evaluate Contractor performance through appropriate assessment methods to ensure payments are made only for services that comply with contract requirements. This PAP is a "living" document that will be revised or modified as circumstances warrant.

FUNCTIONAL ASSESSMENT PLAN (FAP)

FACILITY INVESTMENT

1502000

FACILITY INVESTMENT FAP		
Assessment Levels (AL) AL1 **Start assessment at this Level** AL2 **Add this Level if Contractor performance for AL1 is Unsatisfactory** AL3 **Add this Level if Contractor performance at AL1 or AL2 is Unsatisfactory**	**Assessment Frequency (Freq)** **A – Annually** **Q – Quarterly** **M – Once per month** **BW – Once every 13-16 days** **W – Once per week** **R – As required**	**Method of Assessment (MOA)** **PS – Periodic Sampling** **RS – Random Sampling** **VCC – Validated Customer Complaints** **UV – Unscheduled Visits** **CE – Customer's Evaluation**
Note: Return to appropriate Assessment Level wh		Note: The first method listed in the MOA column below is the primary assessment method.

Spec Item	Performance Objective	Performance Standard	MOA	Assessment Level			Sample Size		Freq
				AL1	AL2	AL3	Normal	Reduced	
3.1	The Contractor shall perform filter maintenance work in a timely manner and ensure the filters are in a safe, operable condition and function properly	Filters are maintained within the specified time. Filters are in an operable condition and function properly in accordance with OEM specifications. Work is accomplished per Spec Item 2.3, Workmanship and Material Standards. When filter maintenance is complete there is no any hazard or danger to personnel, equipment or system.	PS VCC		N/A	N/A	10%	5%	M

Spec Item	Performance Objective	Performance Standard	MOA	Assessment Level			Sample Size		Freq
				AL1	AL2	AL3	Normal	Reduced	
3.1.1	The Contractor shall replace Type "C" (permanent) air filters for systems, and equipment to ensure systems, and equipment are restored to a safe, clean, operable condition with a clean Type "C" (permanent) air filter and all associated hardware for the filter(s) are in place and working properly.	Filters are maintained in accordance with the approved filter maintenance schedule and submitted work schedules. Filters are in an operable condition and function properly in accordance with OEM specifications. Work is accomplished per Spec Item 2.3, Workmanship and Material Standards. When filter maintenance is complete there is no any hazard or danger to personnel, equipment or system.	PS VCC	N/A		N/A	10%	N/A	M
3.1.2	The Contractor shall replace all air filters (except Type "C" permanent air filters) for systems, and equipment to ensure systems, and equipment are restored to a safe, clean, operable condition with a clean disposable air filter and all associated hardware and the filters are in place and working properly.	Filters are maintained in accordance with the approved filter maintenance schedule and submitted work schedules. Filters are in an operable condition and function properly in accordance with OEM specifications. Work is accomplished per Spec Item 2.3, Workmanship and Material Standards. When filter maintenance is complete there is no any hazard or danger to personnel, equipment or system.	PS VCC	N/A		N/A	10%	N/A	M
4	**IDIQ Work** IDIQ work may be ordered utilizing DoD EMALL in accordance with Section H or on a task order in accordance with the PROCEDURES FOR ISSUING ORDERS clause in Section G. The order will specify the exact locations and types of work to be	Refer to IDIQ ELINs for task listings, descriptions and related requirements. All periods of performance are measured from issue date of order to acceptance of the work. Performance Standards for IDIQ work will be the same as those in Spec Item 3 where applicable.	PS	N/A	N/A	N/A	As Required	N/A	R

Spec Item	Performance Objective	Performance Standard	MOA	Assessment Level			Sample Size		Freq
				AL1	AL2	AL3	Normal	Reduced	
	accomplished. The period of performance will be specified in each order.								

MONTHLY PERFORMANCE ASSESSMENT SUMMARY

Annex/sub-annex: 1502000 Facility Investment Month/Year:

Spec Item	Title	AL1 Rating						AL2/AL3 Rating			VCC
		E	VG	S	M	U	# Samples	A	U	# Samples	
3.1	**Filter Maintenance**										
3.1.1	Emergency Service Calls Type "C" (Permanent) Air Filters										
3.1.2	Routine Service Calls All Other Air Filters										

MONTHLY PERFORMANCE ASSESSMENT SUMMARY

Annex/sub-annex: 1502000 Facility Investment (cont) Month/Year: _____

Comments:

Recommended Actions:

SPAR Signature: _____ Date: _____

PERFORMANCE ASSESSMENT WORKSHEET

ANNEX/SUB-ANNEX: _____

PAW (Indicate Level)	☐ 1	☐ 2	☐ 3
CONTRACT NO:		PAR NAME:	
SAMPLE ID:		DATE:	
SAMPLE LOCATION:			
SPEC ITEM:	TITLE:		

COMMENTS: (Document findings/observation of value-added and negative performance, and trends)

RATING: **(For PAW-2/3 only)**	☐ Acceptable	☐ Unacceptable

PAR (signature): _____ DATE: _____

CONTRACTOR (signature): _____ DATE: _____

REWORK:	☐ Acceptable	☐ Unacceptable	☐ N/A

QMS EVALUATION: (Document effectiveness of contractor's QMS to detect/correct negative performance and reverse trends)

QMS RATING:	☐ Acceptable	☐ Unacceptable	☐ N/A

PERFORMANCE ASSESSMENT RATING: (FOR PAW-1 ONLY)

☐ **Exceptional**	☐ **Very Good**	☐ **Satisfactory**	☐ **Marginal**	☐ **Unsatisfactory**

CUSTOMER COMPLAINT RECORD

ANNEX/SUB-ANNEX: _____

CONTRACT NO:		DATE/TIME RECEIVED: RECEIVED BY:	
SOURCE OF COMPLAINT ORGANIZATION:		INDIVIDUAL:	PHONE:
LOCATION:			
SPEC ITEM:	TITLE:		
DETAILS OF COMPLAINT:			
COMMENTS:			
Complaint Validation:	☐ Valid	☐ Non-valid	
PAR (signature): _____		DATE: _____	
CONTRACTOR (signature): _____		DATE: _____	
REWORK:	☐ Acceptable	☐ Unacceptable	☐ N/A
QMS EVALUATION: (Document effectiveness of contractor's QMS to detect/correct negative performance and reverse trends)			
QMS RATING:	☐ Acceptable	☐ Unacceptable	☐ N/A

Attachment D: Performance Assessment Rating Criteria (PARC)

Adjectival Rating with Description	Percent Rating
Exceptional: The Contractor demonstrates a high level of performance and quality that meets all and exceeds most performance objectives and standards. QMS is presumed effective based on little or no minor performance inconsistencies, all of which have been corrected/resolved. All work is performed in a timely manner and Customer needs are met.	95 to 100
Very Good: The Contractor demonstrates a high level of performance and quality that meets all and exceeds some performance objectives and standards. QMS is presumed effective based on some minor performance inconsistencies, all of which have been corrected/resolved. Vast majority of work is performed in a timely manner and Customer needs are met.	90 to 94.9
Satisfactory: The Contractor demonstrates a level of performance and quality that meets all performance objectives and standards. QMS is acceptable; however, there have been some discussions of management and quality control. Customer needs are predominantly met.	85 to 89.9
Marginal: The Contractor demonstrates a level of performance and quality that meets most but not all performance objectives and standards. Periodic input required from the Government to initiate corrective action. QMS is adequate with Government reminders. Customer needs are usually met.	75 to 84.9
Unsatisfactory: The Contractor demonstrates a level of performance and quality that fails to meet many performance objectives and standards and/or those that have a substantial impact on quality. The Contractor's performance is inadequate or inferior with an excessive number of inconsistencies. Substantial input is required from the Government to acquire corrective actions. QMS documentation and preventive actions are inadequate. Customer feedback indications are unsatisfactory.	Below 75

Note: This table shows two columns, Adjectival and Numerical. Adjectival ratings provide CPARS equivalent descriptions, and, numerical ratings provide comparable values for use in summary performance evaluations where applicable, e.g., Award Fee.

Attachment E: Contract Discrepancy Report (CDR)

CONTRACT DISCREPANCY REPORT		1. CONTRACT NUMBER
GOVERNMENT ACTION		
2. TO (Contractor and Manager Name)	3. FROM (Name of Government Representative)	
4. DISCREPANCY OR PROBLEM		
5. CONTRACTOR NOTIFIED (Date, Time, Contact Name)		
6. SIGNATURE OF CONTRACTING OFFICER		7. DATE
CONTRACTOR ACTION		
8. TO (Contracting Officer)		9. FROM (Contractor)
10. CONTRACTOR RESPONSE (Cause, corrective actions to prevent recurrence. Attach continuation sheet if necessary.)		
11. SIGNATURE OF CONTRACTOR REPRESENTATIVE		12. DATE
GOVERNMENT CLOSE OUT		
13. GOVERNMENT EVALUATION (Acceptance, partial acceptance. Attach continuation sheet if necessary.)		
14. GOVERNMENT ACTIONS (Payment deduction, cure notice, show cause, other.)		
15. SIGNATURE OF CONTRACTING OFFICER		16. DATE
17. SIGNATURE OF REVIEWING OFFICIAL		18. DATE