

STATEMENT OF WORK

FRCSE, JACKSONVILLE, FL

INDUSTRIAL AND LOGISTICS MAINTENANCE PLANNING/SUSTAINMENT DEPARTMENT AIR-6.7

ADDENDUM

QUALITY SURVEILLANCE AND PERFORMANCE STANDARDS

The government will conduct quality surveillance in accordance with the following Surveillance Activity Checklist (SAC).

SURVEILLANCE ACTIVITY CHECKLIST

Quarterly Surveillance:

The COR will perform a quarterly assessment of Quality of Product or Service, Schedule, Cost Control, Management, Regulatory Compliance, and Other Areas as applicable utilizing the current Contractor Performance Assessment Reporting System (CPARS) evaluation rating definitions as listed at the end of this Addendum.

Description	Surveillance Method/Measure	Date Planned	Date Complete	Quality of Product/ Service	Schedule	Cost Control	Business Relations	Mgmt.	Other Areas
Provide technically complete logistics and technical support as provided in the SOW for all active T.O.s	100% review and inspection by COR	TBD							
Contractor's Progress, Status, and Management Report	100% review and inspection by COR	TBD							
All remaining data submissions, as outlined per task order	100% review and inspection by COR	TBD							

CPARS Evaluation Ratings Definitions (retrieved from the CPARS website on 11 January 2016)

Exceptional

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

To justify an Exceptional rating, identify multiple significant events and state how they were of benefit to the Government. A singular benefit, however, could be of such magnitude that it alone constitutes an Exceptional rating. Also, there should have been NO significant weaknesses identified.

Very Good

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

To justify a Very Good rating, identify a significant event and state how it was a benefit to the Government. There should have been no significant weaknesses identified.

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.

To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract/order. There should have been NO significant weaknesses identified. A fundamental principle of assigning ratings is that contractors will not be evaluated with a rating lower than Satisfactory solely for not performing beyond the requirements of the contract/order.

Marginal

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

To justify Marginal performance, identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the Government. A Marginal rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g., management, quality, safety, or environmental deficiency report or letter).

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 a serious problem(s) for which the contractor's corrective actions appear or were ineffective.

To justify an Unsatisfactory rating, identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the Government. A singular problem, however, could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g., management, quality, safety, or environmental deficiency reports, or letters).

NOTE: N/A (not applicable) should be used if the ratings are not going to be applied to a particular area for evaluation.