

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR) INFORMATION TECHNOLOGY

INCOMPLETE-RATED OPERATIONS SUPPORT

1. NAME/ADDRESS OF CONTRACTOR (Division) PERFORMANCE SUPPORT, INCORPORATED 5775 CARMICHAEL PARKWAY MONTGOMERY, AL 36117-2345 USA		2.	INITIAL	INTERMEDIATE	<input checked="" type="checkbox"/>	FINAL REPORT	OUT OF CYCLE	ADDENDUM
3. PERIOD OF PERFORMANCE BEING ASSESSED 12/01/2006 - 06/30/2007								
CAGE CODE 0XWX8	DUNS + 4 NUMBER 803674530	4a. CONTRACT NUMBER				4b. DOD BUSINESS SECTOR & SUB-SECTOR PROF/TECH/MNG SUPPORT		
FSC OR SERVICE CODE 0STF	NAICS 541511	5. CONTRACTING OFFICE (Organization and Code) HQ 754 ELSG/KA FA8771						
6. LOCATION OF CONTRACT PERFORMANCE (If not in item 1) HQ 754 ELSG/ILMM 200 East Moore Drive MAFB-Gunter Annex AL 36114-3004		7a. CONTRACTING OFFICER SHARON STALLINGS				7b. PHONE NUMBER (334) 416-1659		
8a. CONTRACT AWARD DATE 03/25/2002		8b. CONTRACT EFFECTIVE DATE 04/01/2002		9. CONTRACT COMPLETION DATE 06/30/2007				
10. N/A								
11. AWARDED VALUE				12. CURRENT CONTRACT DOLLAR VALUE				
13.	<input checked="" type="checkbox"/>	COMPETITIVE				NON-COMPETITIVE		

- 1 CONTRACT TYPE
- 2 KEY SUBCONTRACTORS AND DESCRIPTION OF EFFORT PERFORMED
- 3 PROGRAM TITLE AND PHASE OF ACQUISITION (If applicable)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MIXED: FFP/Labor Hours
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Integrated Maintenance Data Systems (IMDS) is an umbrella program providing the AF logistics community the functionality and capabilities for the future needs of maintainers worldwide. IMDS employs a component-based architecture and integration and enterprise data management technologies while fostering technological advancements in computing and networking, multimedia, communications, and remote sensing. All of this is

(continued...)

17. CONTRACT EFFORT DESCRIPTION (Highlight key components, technologies and requirements; key milestone events and major modifications to contract during this period.)

The IMDS Performance Support, Incorporated (PSI) contract was awarded to the IMDS Program Management Office (PMO) located at HQ 754 ELSG/ILMM. At time of award, the IMDS PMO was not equipped to handle the amount of increased workload and new skill sets, so it contracted for functional, test, security, acquisition, and program management support required to stand-up the IMDS program management office (PMO) in support of the IMDS development and sustainment efforts. The objective was to procure support personnel that were knowledgeable of processes and solutions to integrate a modernized cost-effective, flexible system, evolved from current operational and sub-systems into one integrated

(continued...)

18. EVALUATE THE FOLLOWING AREAS		CURRENT RATING					
		PAST RATING	Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional
a. QUALITY OF PRODUCT OR SERVICE	Exceptional					X	
b. SCHEDULE	Exceptional					X	
c. COST CONTROL	Exceptional					X	
d. BUSINESS RELATIONS	Exceptional					X	
e. MANAGEMENT OF KEY PERSONNEL *	Exceptional					X	
f. OTHER AREAS							X
(1)							X
(2)							X
(3)							X
(4)							X
(5)							X
(6)							X

(7)								X
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DD Form 2846, September 2002 FOR OFFICIAL USE ONLY (When Filled In)
* Not applicable to Operations Support

19. N/A		
20. ASSESSING OFFICIAL (i.e. PROGRAM MANAGER OR EQUIVALENT INDIVIDUAL RESPONSIBLE FOR PROGRAM, PROJECT, OR TASK/JOB ORDER EXECUTION) NARRATIVE (See PARA. 1.3)		
<p>QUALITY OF PRODUCT OR SERVICE: PSI's delivery of quality products and services was exceptional. As part of this task order, the Contractor was required to provide operational functional support and test support, Level 2 Help Desk support, and IMDS system and users documentation and interface control documents. During this evaluation period, the Contractor successfully handled over 7,000 field calls on all subsystems of the IMDS. These field calls were passed to the IMDS functional team from the Field Assistance Service (FAS) and had a 99% resolution rate. The Contractor successfully implemented the IMDS CDB/CV-22 AMEGS ICI interface at Kirtland AFB, NM, and Hurlburt Field, FL. No defects were detected in either the software or the written implementation procedures. The Contractor skillfully provided the functional and security support</p>		
(continued...)		
21. NAME AND TITLE OF ASSESSING OFFICIAL (See PARA. 1.3) LESTER REAGAN DIR, INSTALLATION & LOGISTICS	ORGANIZATION AND CODE HQ 754 ILSG/IL	PHONE NUMBER 334-416-1943
EMAIL ADDRESS Lester.Reagan@gunter.af.mil		FAX NUMBER
SIGNATURE		DATE 09/14/2007
22. CONTRACTOR COMMENTS (Contractor's Option)		
23. NAME AND TITLE OF CONTRACTOR REPRESENTATIVE		PHONE NUMBER
EMAIL ADDRESS		FAX NUMBER
SIGNATURE		DATE
24. REVIEW BY REVIEWING OFFICIAL (Comments Optional)		
25. NAME AND TITLE OF REVIEWING OFFICIAL		PHONE NUMBER
EMAIL ADDRESS		FAX NUMBER
SIGNATURE		DATE

16. PROGRAM TITLE (...continued)

being done through an evolutionary approach to lead the transformation and migration of Air Force IT systems from a set of related, but decisively different custom development efforts, to a Commercial Off-The-Shelf (COTS) Enterprise Resource Planning (ERP) solution. The initial capabilities will provide the Air Force with web-based asset management systems for global views of the entire aircraft fleet and critical equipment. They will also provide GCSS-AF compliant automated training records and career field management, and standard mission support applications for wing-level tool management and aircraft production and flying schedule execution. While assisting in the transition of these and other maintenance capabilities to an ERP solution, the IMDS program shall continue to sustain existing maintenance capabilities.

17. CONTRACT EFFORT (...continued)

seamless retail and wholesale maintenance system. This contract also provided acquisition and program support to HQ AF/A4MM through taskings sent through the IMDS PMO. In accordance with the ITSP BPA, this contract was awarded to three contractors, two of which were small businesses, for the A&AS support, in order to obtain credit toward socio-economic goals.

20. ASSESSING OFFICIAL NARRATIVE (...continued)

necessary to facilitate 11 software releases to the operational bases. These releases consisted of 5 ITSRD releases, 3 scheduled maintenance releases, 2 emergency releases, and 1 priority release. The IMDS CDB Program Manager received high praise due to the delivery of these quality products. As a direct result of the Contractor's high level of professional support and skilled workforce, the Enhanced Maintenance Operations Center (EMOC) task was chosen by HQ 754 ELSG/IL to be the pilot program to enter IT Lean Security, Interoperability, Supportability, Sustainability, Usability (SISSU) as a complete institutionalized process from start to finish. This resulted in many new processes and procedures being documented in the SISSU Guide and used by follow-on 554 ELSW applications. Many of the improvements have streamlined the overall process, while others provided clarification of the requirements for SISSU. The quality of the Contractor's products and services has been noted by the Portfolio Manager as being top notch and beyond reproach. An "Exceptional" rating is justified.

SCHEDULE: PSI did an exceptional job meeting contractual requirements for product deliveries and delivery schedules. The Contractor delivered the Funds and Man-hours Expenditure Reports and Monthly Report of Services Rendered 2-3 days ahead of required delivery contractual date, providing the program office with useful data on contract expenditure information in a timely manner. When unscheduled TDY requirements surfaced, the Contractor helped expedite travel request approvals by providing the proper paperwork and necessary data and links required to complete TDY worksheets, ensuring the IMDS PMO had the right people in the field at the right time. Additionally, the Contractor was very helpful in scheduling resources during critical path events. The Contractor evaluated taskings provided by the Government and ensured the proper resources were available during crisis times. This allowed the Government to turn its most critical system problems around quickly to minimize Air Force user downtimes. The Contractor kept the program office apprised of situations that could impact the overall master schedule by tracking the progress of scheduled Systems Engineering Process (SEP) events. This allowed Air Force managers at all levels to have a clear picture of the status of the program and its subsystems. Thus, an "Exceptional" rating is justified.

COST CONTROL: PSI provided exceptional support in its efforts to manage and control cost. When the IMDS PMO suffered withhold of funds by the OSD Comptroller, the Contractor used its personnel resource scheduling to maximize program office support. The Contractor worked tirelessly with the Government to find ways to do more with the resources placed on contract, assisting in providing recommendations for cost control and cost efficiencies in order to support the program office during critical months. Due to the exceptional cost control methods and cooperation of the Contractor, the program office suffered little to no impact to the mission. These cost control procedures prevented loss of critical assets and reduced overall contract expenditures. The Contractor has maintained a positive balance during the year while meeting and exceeding contractual requirements. An

(continued...)

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(continued...)

20. ASSESSING OFFICIAL NARRATIVE (...continued)
"Exceptional" rating is justified.

BUSINESS RELATIONS: PSI exhibited exceptional business relations with the program office during this evaluation period. This was evident in the Contractor's excellent communication with government personnel and its own employees. The Contractor ensured open and continuing dialog through monthly meetings with the IMDS Program Manager. Additionally, the Contractor often met with the subsystem program managers to see if they had any needs requiring their attention and to maintain dialogue about current and future planned events. Many of these events were on the critical path and this communication ensured contractor personnel were repositioned to apply more emphasis on the work to ensure no schedule slips. Another major benefit the Government received was from the communications during funding delays. Without the open dialogue, the Government would have experienced delays in three of our IMDS subsystems. These communication pathways have provided for excellent teaming relationships and early resolution of any issues. A rating of "Exceptional" is justified.

MANAGEMENT OF KEY PERSONNEL: PSI was exceptional in the management of key contractor personnel and provided high quality contractor personnel to support the mission. The Contractor worked tirelessly with government personnel to find ways to keep key personnel on contract to meet critical program needs. The Contractor worked with the Government during contractual growth, shrinkage, and surge times. The Contractor always provided the right expertise at the right time. Although it was not a requirement of the contract, the Contractor ensured all personnel notified the Government before and during planned and unplanned absences. This was critical especially since the Government was in "barebones" status on many of its IMDS subsystems. All key contractor personnel were readily available to answer questions immediately or took immediate action to get the correct answers. These key contractor personnel assisted the IMDS PMO in maintaining great standing with its users and its Portfolio Manager. Lastly, in addition to providing the right expertise, the Contractor sought out feedback on its personnel's performance from the IMDS Program Manager to ensure the Government was more than satisfied with the services being provided. The Contractor provided quality personnel with excellent expertise, allowing the Government to meet the warfighter's capabilities in a timely manner. An "Exceptional" rating is justified.

RECOMMENDATION: Given what I know today about the contractor's ability to execute what they promised in their proposal, I definitely would award to them today given that I had a choice.