

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)										SERVICES INFORMATION TECHNOLOGY OPERATIONS SUPPORT			
INCOMPLETE-RATED		1. NAME/ADDRESS OF CONTRACTOR (Division) PERFORMANCE SUPPORT, INCORPORATED		2.	INITIAL	X	INTERMEDIATE	FINAL REPORT	OUT OF CYCLE	ADDENDUM			
5775 CARMICHAEL PARKWAY MONTGOMERY, AL 361172345 USA		3. PERIOD OF PERFORMANCE BEING ASSESSED 04/01/2004 - 11/30/2005											
CAGE CODE 0XWX8	DUNS + 4 NUMBER 803674530	4a. CONTRACT NUMBER					4b. DOD BUSINESS SECTOR & SUB-SECTOR PROF/TECH/MNG SUPPORT						
FSC OR SERVICE CODE OSTF	NAICS 541511	5. CONTRACTING OFFICE (Organization and Code) HQ OSSG/KA FA8771											
6. LOCATION OF CONTRACT PERFORMANCE (If not in item 1) DFSG/LR 201 East Moore Drive MAFB-Gunter Annex AL 36114		7a. CONTRACTING OFFICER ROSEMARY BARNES					7b. PHONE NUMBER (334) 416-1970						
		8a. CONTRACT AWARD DATE 03/25/2002			8b. CONTRACT EFFECTIVE DATE 04/01/2002			9. CONTRACT COMPLETION DATE 11/30/2005					
		10. N/A											
		11. AWARDED VALUE					12. CURRENT CONTRACT DOLLAR VALUE						
		13. X COMPETITIVE					NON-COMPETITIVE						
14. CONTRACT TYPE													
FFP	FPI	FPR	CPFF	CPIF	CPAF	X	OTHER	MIXED: FFP/Labor Hours					
15. KEY SUBCONTRACTORS AND DESCRIPTION OF EFFORT PERFORMED													
16. PROGRAM TITLE AND PHASE OF ACQUISITION (If applicable) 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 PSI contract was awarded after the functions of the IMDS Program Management Office (PMO) were transferred to HQ SSG/ILM (now DFSG/LR and HQ OSSG/LR) without program support. At that time, the now OSSG/LRM 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 effort, including sustainment of the legacy system-Core Automated Maintenance System (CAMS). This contract effort provided program management and technical assistance to OSSG/LRM for the sustainment and (continued...)													
				CURRENT RATING									
18. EVALUATE THE FOLLOWING AREAS		PAST RATING	Unsatisfactory	Marginal	Satisfactory	Very Good	Exceptional	N/A					
a. QUALITY OF PRODUCT OR SERVICE		N/A					X						
b. SCHEDULE		N/A				X							
c. COST CONTROL		N/A					X						
d. BUSINESS RELATIONS		N/A					X						
e. MANAGEMENT OF KEY PERSONNEL *		N/A				X							
f. OTHER AREAS								X					
(1)								X					
(2)								X					
(3)								X					
(4)								X					
(5)								X					
(6)								X					
(7)								X					

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: QUALITY OF PRODUCT OR SERVICE: PSI worked well with Government personnel to ensure quality products and services were provided to the IMDS CDB program manager. As part of this delivery order, the Contractor was required to conduct operational functional support, test support, provided IMDS CDB system and users documentation and provides level 2 Help desk support.</p> <p>Some examples of quality service provided to the program office were: (1) 99.9% resolution of users trouble calls, only 0.01 were tuned into software application difficulty reports, (2) Prepared and released 23 User Manuals for the initial IMDS CDB release, (3) modified and submitted 13 user manuals change packages dues to modification required for F-22 and CV-22 Interface releases, (4) The highly successful delivery of the</p>		
(continued...)		
21. NAME AND TITLE OF ASSESSING OFFICIAL (See PARA. 1.3) COLONEL KENNETH FIELDING DIRECTOR, LOGISTICS SYSTEMS DIVISION	ORGANIZATION AND CODE OSSG/LR	PHONE NUMBER (334) 416-1943
EMAIL ADDRESS kenneth.fielding@gunter.af.mil	FAX NUMBER	
SIGNATURE	DATE 01/31/2006	
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	ORGANIZATION AND CODE	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, 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. At the present time, the AF is actively pursuing the realignment of this program under the Expeditionary Combat Support System (ECSS) program.

17. CONTRACT EFFORT (...continued)

modernization of CAMS; supported IMDS by providing Advisory and Assistance Services in the areas of engineering, technical, functional, and acquisition support necessary to acquire, develop, evaluate, test, field, and sustain IMDS. 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 legacy and sub-systems into one integrated seamless retail and wholesale maintenance system. This contract provided acquisition and program support to HQ USAF- ILMM Maintenance Management, OSSG/LR Logistics Systems Division, OSSG/LRP Program Control to support over-arching GCSS-AF/IMDS integration requirements. The objective was to provide the Air Force with a modernized logistics system.

20. ASSESSING OFFICIAL NARRATIVE (...continued)

IMDS CDB that was declared Fully Operational Capable, 31 March 2005. This was accomplished by effective communications of test problems between functional and programmers, functional, interface, and QT&E I and QT&E II test efforts, (5) The successful fielding of the F-22 IMIS and IMDS CDB at the first Air Force F-22 operational base, and the testing of two follow-on releases (6) The successful fielding of the CV-22 Interface that enable the bed-down of CV-22 Test Aircraft at Kirkland AFB, NM. The program manager has received high praise, due to the delivery of these quality products. The Program Manager and Team were recognized by the CV-22 PMA-275 office for their outstanding support to this highly visible program by the presentation of a plaque on Jan 18, 2006. The Contractor provided quality personnel with excellent expertise which allowed the program manager to meet the war-fighter's capabilities in a timely manner. A rating of "Exceptional" is justified.

SCHEDULE: SCHEDULE: PSI has met contractual requirements for product deliveries and delivery schedules to the Government's benefit. During this evaluation period, the Funds and Man-hours Expenditure Reports and monthly report of services rendered were delivered 2-3 days ahead of required delivery contractual date, providing the program office with useful data on contract expenditure information. In addition, the Contractor kept the program office apprised of situations that could impact the overall master schedule so that Air Force managers at all levels had a clear view of the program status. A rating of "Very Good" is justified.

COST CONTROL: COST CONTROL: PSI has provided exceptional support in its efforts to manage and control cost and expense. During this evaluation period, the IMDS program office suffered withhold of funds by the OSD Comptroller for approximately 5 months, pending Business Modernization Management Program (BMMP) certification for IMDS. Due to limited funding, only key Contractor personnel were able to support the program office. The Contractor's Task Leader worked tirelessly with Government personnel 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 these critical months. In addition, the program office was able to benefit from the expertise of additional personnel immediately upon notification of OSD(C) release of IMDS funds due to the exceptional cost control methods and cooperation of this Contractor, suffering little to no severe impact to this program office's mission. An "Exceptional" rating is

(continued...)

20. ASSESSING OFFICIAL NARRATIVE (...continued)
justified.

BUSINESS RELATIONS: BUSINESS RELATIONS: PSI has exhibited excellent business relations with the program office during this evaluation period. This is evident in the Contractor's excellent communications with Government personnel and its own employees. The Contractor established monthly meetings with the IMDS Program Manager to ensure open and continuing dialog between all parties. Further, the IMDS CDB, Program Manager established weekly meetings with contractor personnel to ensure open and continuing dialog between all parties. The IMDS CDB, Program Manager and Contractor Task Leads also communicate on program issues and concerns. These communication pathways have provided for excellent teaming relationships and early resolution of any issues. An "Exceptional" rating is justified.

MANAGEMENT OF KEY PERSONNEL: MANAGEMENT OF KEY PERSONNEL: PSI was responsive to program office needs and provided qualified personnel at various stages of the program. The Contractor was proactive in the management of key contractor personnel and provided high quality contractor personnel to support the mission. The Contractor's Task Leader worked tirelessly with Government personnel to find ways to keep key personnel on contract to meet critical program needs during withhold of program funds due to waiting for approval of the BMMP package. Assisting in providing recommendations for what resources would be required to support the program office during these critical months. These actions allowed for contractor personnel to be easily moved from Contractor overhead to program critical support based on skills sets required at this time. In addition to providing the right expertise, this Contractor sought out feedback on their personnel's performance from the IMDS Program Manager. A rating of "Very Good" 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.