

FOR ON CALL, CWN & ARA - RETURN COMPLETED FORM TO:
 DEPARTMENT OF THE INTERIOR
 AVIATION MANAGEMENT
 300 E. MALLARD DRIVE, SUITE 200
 BOISE, IDAHO 83706-3991
 Fax 208-433-5030 - Questions, call 208-433-5026

EVALUATION REPORT ON
 CONTRACTOR PERFORMANCE
 ""CPARS Compatible Format""

SOURCE SELECTION INFORMATION
NOT FOR PUBLIC RELEASE (see FAR 3.104 & 42.1503)

BUREAU / USER _____

ADDRESS _____

CITY / STATE / ZIP _____

CONTRACT COR _____

CONTRACT NO. _____ **IN** _____

CONTRACTOR _____

PERIOD OF PERFORMANCE FROM _____ TO _____

LOCATION OF PERFORMANCE _____

PROGRAM TITLE AIRCRAFT FLIGHT SERVICES: AIRPLANE SEAT HELICOPTER AIR TANKER OTHER-specify 

AIRCRAFT TYPE _____

CONTRACT EFFORT DESCRIPTION (check all that apply)

Exclusive Use On Call Call When Needed (CWN) Aircraft Rental Agreement (ARA)

FIRE MANAGEMENT RESOURCE EXTERNAL LOAD MAINTENANCE OFF-SHORE

OTHER MISSION-specify: _____

INSTRUCTIONS: This Excel form can be completed on the computer or printed and completed by hand. Use the mouse to navigate. To check or uncheck a box, 'left click' the box. If further direction is required on how to complete this evaluation or where to submit it, please contact your Contracting Officer. Comment boxes are formatted to automatically wrap the entered text. Check the box that best describes the level in which the Contractor supported the area described. Comments are essential and must substantiate your rating selection. N/A = not applicable. If additional space is required, use page 2 of the form or attach additional page(s).

SEE PAGE 3 FOR EVALUATION RATINGS DEFINITIONS

1. Quality of Service. Contractor was professional and conformed to contract requirements. Was capable, efficient and effective in supporting the programs of this contract. Provided well maintained equipment and highly qualified personnel.

N/A Exceptional Very Good Satisfactory Marginal Unsatisfactory

Comments 

2. Schedule. Contractor was prepared and available to begin work on contract start date and provided daily coverage during the contract period with little to no disruption or unavailability. Contractor kept COR informed of crew exchanges, maintenance issues, etc.

N/A Exceptional Very Good Satisfactory Marginal Unsatisfactory

Comments 

3. Business Relations. Contractor was cooperative and customer oriented, provided sufficient field support, satisfactorily addressed any issues or concerns, and identified corrective action as necessary.

N/A Exceptional Very Good Satisfactory Marginal Unsatisfactory

Comments 

4. Management of Key Personnel. Contractor and on-site representatives were professional, well qualified, and committed to customer satisfaction and safety of operations. Contractor provided necessary support for key personnel and if applicable, took necessary action to correct or replace any personnel.

- N/A
 Exceptional
 Very Good
 Satisfactory
 Marginal
 Unsatisfactory

Comments 

5. Other - Safety. Contractor and on-site representatives attitude and efforts, as well as actual application, towards aircraft safety and general safety of operations.

- N/A
 Exceptional
 Very Good
 Satisfactory
 Marginal
 Unsatisfactory

Comments 

6. Customer Satisfaction. Identify to what level you were satisfied with the services provided under this contract. If given the opportunity, would you hire this Contractor again to accomplish a similar project?

- N/A
 Exceptional
 Very Good
 Satisfactory
 Marginal
 Unsatisfactory
- NO
 YES

Comments 

Additional comments to support your response to any item above or other items (include additional page if needed)

Name and Title of Individual
Completing this Form

Signature

Telephone Number

Date

RATING	DEFINITION	NOTE
Exceptional	Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor was 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 being assessed 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 being assessed 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. There should have been NO significant weaknesses identified.
Marginal	Performance does not meet some contractual requirements. The contractual performance of the element being assessed 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 has 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. quality, schedule, business relations, management of key personnel, safety 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 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, etc.)