

ADVISORY & ASSISTANCE SERVICES
Privatization Real Estate Support Services (PRESS)
CONTRACT PERFORMANCE PLAN

Revised
7 November 2008

PURPOSE:

This Contract Performance Plan is developed in accordance with FAR 46.103(a), AFI 63-124, and AFFARS MP5346.103/IG5346.103 to establish the procedures for monitoring, reporting, and evaluating the performance of Privatization Real Estate Support Services (PRESS) contractors under contracts FA8903-05-D-8756/8757/8758/8759. The Contract Performance Plan's objectives, results to be achieved, roles and responsibilities (to include the contractor performing services), strategy to assess contractor performance, and management approach, methods and tools used to validate the objectives and goals are delineated in subsequent paragraphs.

1.0 OBJECTIVE:

The objective of the PRESS is (1) to facilitate the Military Housing Privatization Initiative (MHPI) process by which the Air Force solicits and evaluates proposals and engages in the execution of real estate transactions in support of privatization projects for single and/or groups of Air Force bases; **and** (2) to facilitate and determine the feasibility of utilizing Enhanced Use Leasing (EUL) to leverage the Air Force's underutilized real estate assets to maximize their potential returns; **and** (3) to facilitate and determine the feasibility of utilizing other authorities for public/private partnerships as they become available to the Air Force for the development, management, and utilization of its real estate assets.

2.0 RESULTS TO BE ACHIEVED:

The Contractor shall perform Advisory and Assistance Services (A&AS) in accordance with the requirements specified in each Task Order (TO) Performance Work Statement (PWS). The services provided by the Contractor shall be evaluated in accordance with this Contract Performance Plan. The services shall be performed with no more than one valid customer complaint per month per task order that has a material effect on performance, which could not be resolved in a timely manner by the contractor.

3.0 ROLES AND RESPONSIBILITIES

The goals are: (1) to highlight the overall services to be provided by the contractor and (2) to ensure the appropriate government team members are assessing the contractor's performance, supporting a strategy that encourage a higher level of contractor performance, and managing the requirements over the life of each task order.

3.1 CONTRACTOR:

The contractor is tasked to provide Advisory & Assistance Services (A&AS) support to the Air Force Center for Environmental Excellence (AFCEE) mission of assisting Air Force MAJCOMs and individual bases in executing their Military Housing Privatization programs, Enhanced Use Leasing (EUL), and Leasing of Lodging Facilities (LLF). This A&AS support shall include program and project-level A&AS to support the AFCEE in its role as a national service center for developing and providing environmental and design services. The contractor shall support AFCEE's Air Force Military Housing Privatization Initiative (MHPI). The contractor shall perform feasibility studies and concept development; Request for Proposal (RFP) development, project acquisition, and transaction closure. Additionally, regarding EUL (includes LLF) scope, the contractor shall perform project file plan and project identification, project definition, project acquisition, and transaction closing. Also, the contractor shall provide litigation support to the Air Force, as needed, along with post-transaction closing support. Efforts include but are not limited to preparation of concept packages and conducting site orientation visits (SOVs), facilitating Project Development Team (PDT) workshops, proposal evaluations, preparing financial documents, scheduled milestone updates, and other associated documents and reports as specifically contracted in each task order. The contractor shall perform tasks, which require knowledge of federal, state and/or local regulations and statutes, as well as Air Force and DOD regulations and documentation.

3.1.1 The above support is provided to AFCEE through the issuance of TOs against the basic contract. The contractor shall perform no work until a written contract document has been approved and signed by the Contracting Officer (CO). The TO establishes the parameters of the work to be performed and obligates funds. Before the Government asks contractor personnel to travel, travel must first have been negotiated on the TO.

3.2 GOVERNMENT TEAM:

Labor support will be negotiated for each TO. A Functional Area Evaluator (FAE) will be assigned to perform surveillance at the TO level and is required to prepare and maintain a "Performance Folder" for their TO. The FAE is ideally the AFCEE Contracting Officer's Representative (COR) for that TO, however, in some instances; a field COR may be the FAE. Therefore, the contents of the performance folder may be incorporated with TO/COR files to reduce duplication. The folder and organization files are used to maintain the Performance Plan, correspondence, quarterly evaluation reports from the FAE to the Functional Area Chief (FD), A&AS Program Manager, and contract documentation related to the assigned tasks and task orders. The folder shall have the following divisions:

3.2.1 FAE appointment letter or COR designation letter, and training record.

3.2.2 Performance Work Statement (PWS) and other pertinent parts of the contract.

3.2.3 Performance Plan.

3.2.4 Quarterly Evaluation Reports and Quarterly Contractor Report Cards.

3.2.5 Other applicable documents, such as:

- (a) Correspondence and contract performance inquiries
- (b) Contract modifications
- (c) Customer and user comments
- (d) Progress reports

TEAM MEMBER	ROLES and RESPONSIBILITY
HPM Multi-Functional Team	Developing Performance Based Services Acquisition requirements. Provide Senior Leadership contractor performance briefings through the Contract Business Board and other venues
HPM PM and COR HPM PM and CO	Assessing and documenting contractor Performance in accordance with this QASP Assessing/managing contractor performance Data, to include submitting Contractor Performance Assessment Reporting System (CPARS) reports.

4.0 STRATEGY TO ASSESS CONTRACTOR PERFORMANCE

4.1 The contractor will be evaluated by the appointed FAE/COR in the following areas: Technical Performance, Schedule and Timeliness of Deliverables, and Management. The evaluation criteria that will be used to assess contractor performance is as outlined in 5.0, Evaluation Methods/Tools. Acceptable/Green performance is defined as performance that meets the requirements of the TO's tasks. The FAEs may identify Exceptional/Blue performance, but it must be greater than Acceptable/Green and specific exemplary work performed must be delineated in the comments area of the report (without reference to any specific individual's name), and note the Government's benefit. Unacceptable/Red performance is defined as a deficiency in any of the three evaluated areas that could cause--for example and not limited to--additional effort for re-work; performance of work that was not tasked at additional cost to the government; late or incomplete deliverables; or any other non-performance of TO tasks. Unacceptable performance must identify the problem area, cite actual deficiency, and address any adverse impact on the Government. All discrepancies will be brought to the attention of the FAC for inclusion in the quarterly report. Each TO will be evaluated on a quarterly basis using the form found at Attachment #1.

4.2 Technical Performance. The contractor will be evaluated on the quality of work produced. The contractor's personnel shall be technically competent in the tasks identified in the statements of work or other tasking documents under this contract. Included in the technical performance are contractor support at meetings and reviews, the quality of technical reports, productivity, and the overall quality of the technical support provided. Technical performance will be evaluated and considered satisfactory if reports are submitted on-time, accurate and complete upon submission; and in conformance with other

indicators, as identified in the task written for the specific report required. Each TO will be evaluated on a quarterly basis using the form found at Attachment #1.

4.3 Schedule and Timeliness of Deliveries. The contractor shall be responsive to Government taskings and submit deliverables (when required) in a timely manner. Reports and deliverables will be considered timely when submitted in accordance with the established TO schedule. Each TO will be evaluated on a quarterly basis using the form found at Attachment #1.

4.4 Management. The contractor's management procedures shall ensure adequate systems are in place to most efficiently and satisfactorily perform the contract requirements while protecting the Government's interests. Working relationships between the contractor and the government representatives (including: cooperativeness in resolving problems, ability to resolve unanticipated difficulties, and responsiveness to making adjustments to schedules, products or services) shall be evaluated in this area. Each TO will be evaluated on a quarterly basis using the form found at Attachment #1.

SERVICES DELIVERY SUMMARY

PERFORMANCE OBJECTIVE	PWS PARA	PERFORMANCE THRESHOLD	SURVEILLANCE METHOD
Provide excellent technical performance	3.1.1/3.1.2/3.1.3/3.1.4	In accordance with the requirements of the task order with no more than one valid customer complaint per month per task order	Periodic, Quarterly
Submit deliverables in accordance with the schedule and in a timely manner	3.1.1/3.1.2/3.1.3/3.1.4	In accordance with the task order deliverable schedule with no more than one valid customer complaint per month per task order	Periodic, Quarterly
Provide responsive personnel to complete requirements of task order	3.1.1/3.1.2/3.1.3/3.1.4	In accordance with the requirements of the task order with no more than one valid customer complaint per month per task order	Periodic, Quarterly

5.0 EVALUATION METHODS/TOOLS:

A determination of performance must be made for each area. In addition, "positive" and "negative" comments may be provided if appropriate. It is beneficial that FAEs provide as much information as possible to the FAC for consolidation and final editing into the quarterly report. The evaluation criteria to be used are as defined in the table below:

COLOR	RATING	DEFINITION
BLUE	EXCEPTIONAL	Exceeds specified minimum performance, or capability requirements in a manner beneficial to the Air Force.
YELLOW	MARGINAL	Does not clearly meet some specified minimum performance, or capability requirements necessary for acceptable performance

6.0 CONTRACTING TEAM FEEDBACK:

If applicable, the performance report may contain the contracting teams' comments regarding TO/contract compliance/performance.

7.0 TIMELY FEEDBACK TO THE CONTRACTOR:

FAEs will provide a copy of the quarterly performance evaluation to the FAC by the 10th day of the following quarter (all days referenced are calendar days). Feedback will be documented and provided to the contractor's Program Manager (PM) by the 15th day of the following quarter with a copy to the CO and each FAE/COR. The contractor's PM is responsible for any additional distribution copies within their company. If a contractor's corrective action plan is necessary, it shall be provided to the FAC 12 days after receipt of the performance feedback report. The FAC will provide a copy to the FAEs and the CO so the status of corrective action can be monitored. Any change in frequency of reporting will be implemented with a modification to the performance plan.

PREPARED BY:

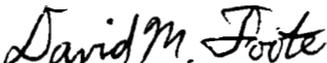

Robert T. Gelmann, Lt. Col, USAF
Program Manager

DATE: 7 NOV 08


Carolyn R. Rubottom
QAPC

DATE: 10 Dec 2008

APPROVED BY:


David M. Foote
Contracting Officer

DATE: 7 NOV 2008


Ian C. Smith, PE
Functional Director

DATE: 12 Nov 08

Atch:
Quarterly Performance Evaluation Feedback Report

A&AS CONTRACTOR QUARTERLY PERFORMANCE EVALUATION FEEDBACK REPORT

Privatization Real Estate Support Services (PRESS)

CONTRACT NUMBER:

TASK ORDER:

CONTRACTOR:

EVALUATION PERIOD:

1. **Significant Issues of Contractor's Performance:** (Document significant performance either positive or negative, comment on special functions, or contract specifications applicable only to this period.)

TECHNICAL PERFORMANCE:

SCHEDULE AND TIMELINESS OF REPORTS:

MANAGEMENT:

2. **Problems Encountered:** (Describe problems, specific deficiency, possible causes, impact and resolution.)

3. **Other Comments:** (Comment on any area requiring improvement or action by either the contractor or government.)

Based on my review and evaluation as documented above, it is my opinion that the contractor's performance for this time period was:

- Exceptional/Blue,
- Acceptable/Green
- Marginal/Yellow
- Unacceptable/Red

Functional Area Evaluator (FAE)

Date