



George C. Marshall Space Flight Center
Marshall Space Flight Center, Alabama 35812

FPD-OI-FD40.13
March 12, 2004

ORGANIZATIONAL INSTRUCTION

**Flight Projects Directorate
Ground Systems Department
FD40**

Huntsville Operations Support Center (HOSC) Contractor Performance Evaluation

Revision B

APPROVAL

<u>NAME</u>	<u>TITLE</u>	<u>ORG</u>	<u>DATE</u>
<u>Original Signed by</u> _____	Manager, Ground Systems Department	FD40	March 12, 2004
Ann R. McNair			

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		9/14/99	Baseline version
Revision	Rev. A	3/14/01	Document reformatted to Flight Projects Directorate standard template.
Revision	DCN1	3/28/01	Section 8: Corrected Quality Records table.
Revision	Rev. B	3/12/04	Updated to reflect changes from the Utilization and Mission Support (UMS) Contract to the new Huntsville Operations Support Center (HOSC) Contract. Also updated the Applicable documents to include MWI 5116.1.

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1. SCOPE

1.1 Scope

This procedure outlines the process used in the Ground Systems Department (GSD) of the Flight Projects Directorate (FPD) for evaluating the Huntsville Operations Support Center (HOSC) contractor performance.

1.2 Purpose.

The purpose of this instruction is to establish the responsibilities and procedures for evaluating contractor performance and reporting to the Performance Evaluation Board.

1.3 Applicability

This instruction is applicable to those employees of the Ground Systems Department who evaluate the performance of the Huntsville Operations Support Center (HOSC) contractor.

2. APPLICABLE DOCUMENTS

MWI 5100.1	Procurement Requisitioners Guide
MWI 5116.1	Evaluation of Contractor Performance Under Contracts with Award Fee Provisions

3. ACRONYMS and DEFINITIONS

3.1 Acronyms

COTR	Contracting Officer's Technical Representative
FD/FPD	Flight Projects Directorate
FDO	Fee Determination Official
FRC	Federal Records Center
GSD	Ground Systems Department
HOSC	Huntsville Operations Support Center
MSA	Management Support Assistant
PEB	Performance Evaluation Board

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3.2 Definitions

Alternate Contracting Officer's Technical Representative An Alternate COTR is a qualified Government employee appointed by the Contracting Officer to act as their technical representative in managing the technical aspects of a particular contract when the COTR is out of the office on leave or travel. An Alternate COTR must meet the same requirements as the COTR.

Contracting Officer's Technical Representative A COTR is a qualified Government employee appointed by the Contracting Officer to act as their technical representative in managing the technical aspects of a particular contract. The technical organization is responsible for ensuring that the individual they recommend to the Contracting Officer possesses training, qualifications, and experience commensurate with the duties and responsibilities to be delegated and the nature of the contract.

Coordinator An individual appointed to provide continuous evaluation of a contractor's performance and is also appointed as the Contracting Officer's Technical Representative (COTR).

Monitor An individual appointed to provide continuous evaluation of the contractor's performance in specifically assigned areas of responsibility.

Performance Evaluation Board A group of senior MSFC officials appointed by the Center Director to evaluate a contractor's overall performance for the award fee evaluation period which leads to a recommended award fee amount to the Fee Determination Official (FDO) and recommend changes, if any, to the FDO. The PEB is composed of a Chairperson, Alternate Chairperson, members and their alternates, and one ad hoc (non-voting) member, i.e., the executive secretary. PEB voting members shall not be appointed as a coordinator or monitor

4. INSTRUCTIONS

4.1 Procedures and Formats

The Contracting Officer's Technical Representative (COTR) distributes the procedures and formats to the Monitors for the documentation of contractor performance.

4.2 Schedule

The COTR establishes a schedule for submission of performance evaluation reports from each of the Monitors.

4.3 Performance Monitoring

The Monitors maintain knowledge and understanding of the contractors' performance in the monitors' designated area. This is done through:

- Observation
- Report/Product Review
- Interaction with Contractor
- Discussion with Users
- Metrics Evaluation

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4.4 Communications

The Monitors and the COTR establish and maintain open communication and good working relations with their contractor counterparts.

4.5 Evaluation Report

The Monitors prepare a quarterly evaluation report of the contractor's performance in the designated area in accordance with the HOSC Performance Evaluation Plan; the report is submitted to the COTR.

4.6 Quarterly Discussions

The Monitors participate in informal quarterly discussions with the contractor relative to contractor performance.

4.7 Inform COTR

The Monitors inform the COTR of matters related to the contractors performance and provide operational assistance and support to COTR/Alternate COTR.

4.8 Notification of Irregularities

The Monitors notify the COTR of any irregularities that may disrupt services or constitute violations of labor laws or other regulations or statutes.

4.9 Award Fee Determination

The COTR develops the report of contractor performance and determine the recommended award fee, based on the evaluation score and submits the report to the PEB secretary.

4.10 Report to Performance Evaluation Board

The COTR presents the report to the PEB.

4.11 Report Approval

The PEB approves the report or sends it back to the COTR for rework (step 4.9).

4.12 Closure of Performance Evaluation

If the PEB approves the report it is closed.

5. NOTES

None

6. SAFETY PRECAUTIONS AND WARNING NOTES

None

7. APPENDICES, DATA, REPORTS, AND FORMS

None

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8. QUALITY RECORDS

The Quality Records for this Organizational Instruction are given in the table below.

Record Title	Description of Record	Authority	Retention	Notes
Performance Evaluation Report	COTR develops report of contractor performance and award fee.	MWI 5116.1, paragraph A.5	Retire to FRC 2 years after completion, termination, or cancellation of program. Destroy when 10 years old.	A copy of the report is kept and maintained by the COTR. Official copy is maintained by the PEB Executive Secretary.
Special Training	Memorandum for record with COTR Training listing employee and training date.	MWI 5100.1, paragraph 3.3.2	Forever, updated as employees transfer in or out of the organization.	Memorandum is kept and maintained by FD40 Dept MSA.

9. TOOLS, EQUIPMENT, AND MATERIALS

None

10. PERSONNEL TRAINING AND CERTIFICATION

All employees who serve as Contracting Officer's Technical Representatives are required to complete the COTR training course to become certified.

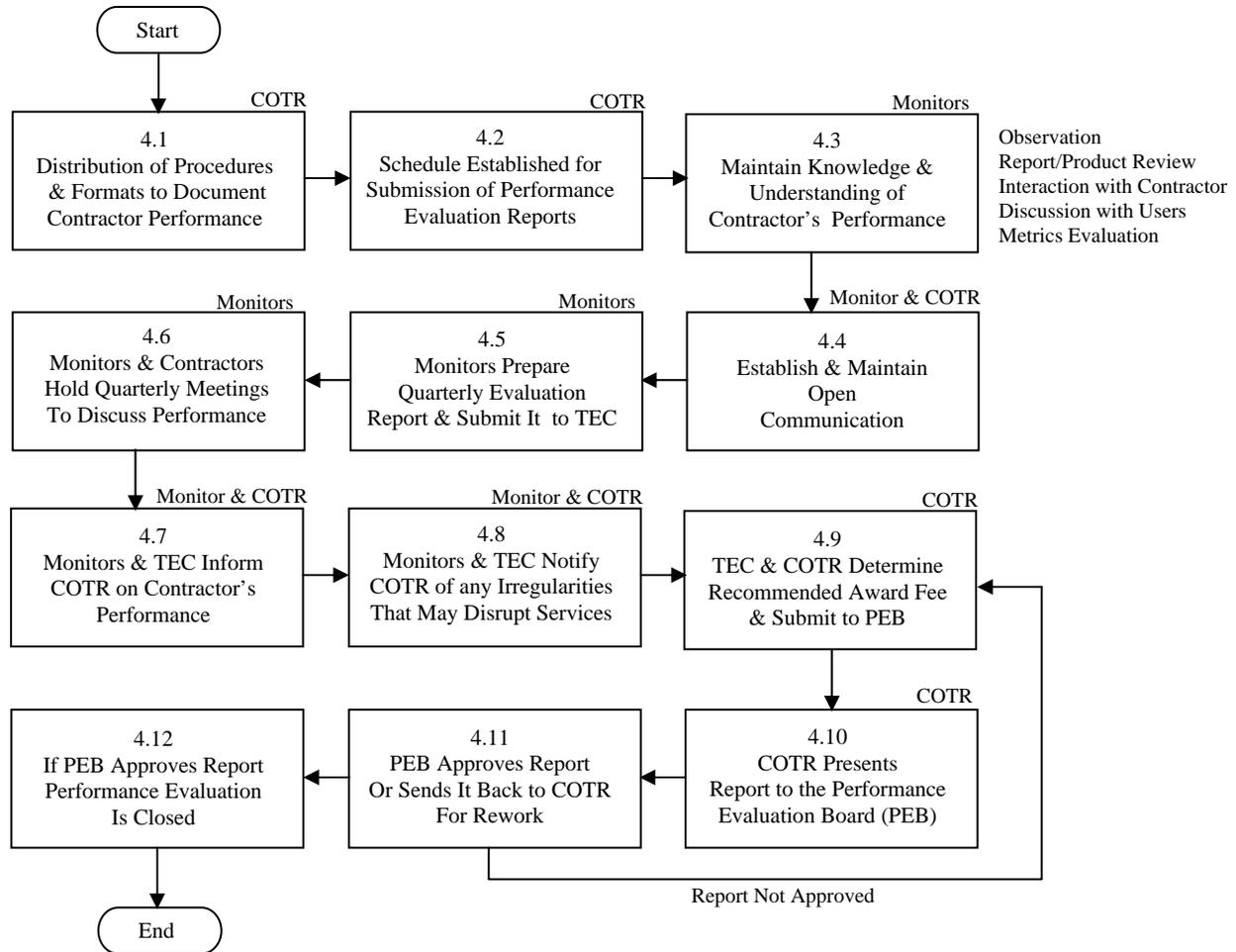
11. FLOW DIAGRAM

The following diagram depicts the process for Utilization and Mission Support Contractor Performance Evaluation as outlined in Section 4.0 of this OI.

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FIGURE 1: HOSC Contractor Performance Evaluation Process



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