



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

FPD-OI-FD40.14  
March 12, 2004

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# ORGANIZATIONAL INSTRUCTION

**Flight Projects Directorate  
Ground Systems Department  
FD40**

## **Integrated Support Services Contract - Contractor Performance Evaluation**

**Revision B**

**APPROVAL**

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

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<b>Marshall Space Flight Center Organizational Instruction</b> <b>OPR FD40</b>		
<b>Title -</b> <b>Integrated Support Services</b> <b>Contract - Contractor</b> <b>Performance Evaluation</b>	<b>FPD-OI-FD40.14</b>	<b>Revision: B</b>
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### **DOCUMENT HISTORY LOG**

<b>Status (Baseline/ Revision/ Canceled)</b>	<b>Document Revision</b>	<b>Effective Date</b>	<b>Description</b>
Baseline		9/14/99	Baseline version
Revision	Rev. A	3/14/01	Document reformatted to Flight Projects Directorate standard template.
Revision	Rev. B	3/12/04	Document updated to current title and reference for MWI 5100.1. Also added definition for Statement of Work rather than referencing procurements procedures. Also updated the Applicable Documents to include MWI 5116.1.

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## 1. GENERAL INFORMATION

### 1.1 Scope

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

### 1.2 Purpose

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

### 1.3 Applicability

This procedure applies to all personnel in the Ground Systems Department of the Flight Projects Directorate.

## 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

CO	Contracting Officer
COTR	Contracting Officer's Technical Representative
FAR/NFS	Federal Acquisition Regulations/NASA FAR Supplement
FPD/FD	Flight Projects Directorate
GSD	Ground Systems Department
KSAOC	Knowledge, Skills, Abilities, and Other Characteristics
MSA	Management Support Assistant
NASA	National Aeronautics and Space Administration
SOW	Statement of Work

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### 3.2 Definitions

**Contracting Officer** A person, appointed in accordance with the FAR/NFS, with the authority to enter into, administer, change and/or terminate Government contracts and make related determinations and findings.

**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.

**Knowledge, Skills, Abilities, and Other Characteristics** KSAOC's are attributes the employee needs to possess to fulfill the requirements for a given position and are established by the applicable supervisor or manager who has a detailed subject matter knowledge of the duties to be performed.

**Statement of Work** A document that establishes and defines all technical requirements that the contractor must fulfill during performance of the contract.

## 4. INSTRUCTIONS

### 4.1 Monthly Review

In accordance with the definition of the deliverables and frequency of their delivery, as specified in the contract statement of work, the Contracting Officer (CO) and the Contracting Officer's Technical Officer (COTR) shall physically review all deliverables on a monthly basis for accuracy, completeness, and timeliness.

RESPONSIBLE PARTIES: CO and COTR

### 4.2 Fee Amount Determination

The CO and the COTR shall determine the fee amounts based on the contractor's performance and in accordance with the objective standards specified in the contract statement of work.

RESPONSIBLE PARTIES: CO and COTR

## 5. NOTES

None

## 6. SAFETY PRECAUTIONS AND WARNING NOTES

None

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## **7. APPENDICES, DATA, REPORTS, AND FORMS**

None

## **8. QUALITY RECORDS**

The official Quality Records for a contract are held by the Contracting Officer. However the COTR should maintain a file of all contract deliverables, contract modifications, and contract fee calculations for his/her records (these are not Quality Records). These should be maintained in the COTR's office for the duration of the contract. They may be maintained longer if either specified by the contract or as deemed necessary by the Contracting Officer and/or the COTR. These records must be destroyed by shredding.

The table below contains the Quality Record for this Organizational Instruction.

<b>Record Title</b>	<b>Description of Record</b>	<b>Authority</b>	<b>Retention</b>	<b>Notes</b>
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 into or out of the organization	Memorandum is kept and maintained by the 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.

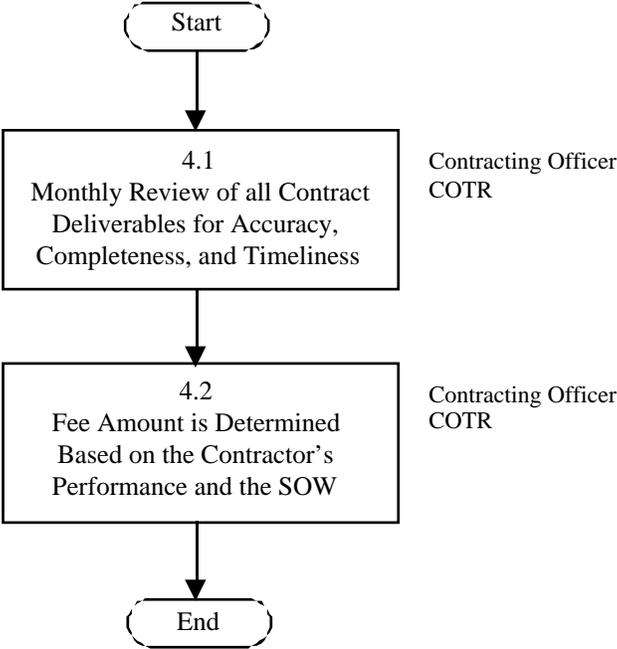
## **11. FLOW DIAGRAM**

Figure 1 graphically depicts the procedure stated in Section 4.0 of this document.

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**FIGURE 1:** Integrated Support Services Contract – Contractor Performance Evaluation Process



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