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WORKING DRAFT

DEPARTMENT OF THE ARMY PROTOTYPE (PART II)

PERFORMANCE BASED PERFORMANCE ASSESSMENT PLAN

FOR FULL FOOD SERVICE (FFS) DINING FACILITY ATTENDANT (DFA) SERVICE COOK SUPPORT & DINING FACILITY ATTENDANT (CS+DFA) SERVICE PERFORMANCE –BASED CONTRACTS

Office of the Deputy Chief of Staff G4

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INSTRUCTIONS FOR DEVELOPING THE PERFORMANCE ASSESSMENT PLAN

(NOTE: These instructions should not be included in the assessment plan or PWS)

General. This Performance Assessment Plan (PAP) is a component of the Department of the Army's Prototype Performance Work Statement (PWS) for developing and administering food service contracts. This plan, when tailored to meet the requirements of the PWS, should define **what the Government must do** to ensure that the Contractor has performed IAW specified performance standards. The final plan should provide procedures for rendering quality assurance actions and assessing contract performance. It must be used during the life of the contract to ensure that products and services tendered by the contractor meet contract requirements. Your plan should focus on the level of performance required by the contract rather than the methodology used by the Contractor to achieve the performance outcome.

Policy. The PWS writing team is required to develop the performance assessment plan following the development of the PWS (reference FAR Subpart 46.4). A copy of the final document is required to be provided, or available, to all interested contractors prior to award. This Prototype must be tailored to meet the requirements of your PWS. Upon completion, it must be clearly marked "**For Information Purposes Only. This Performance Assessment Plan is not part of the solicitation nor will it be made a part of any resulting contract or modification.**" Your completed plan will be used to evaluate performance of the successful contractor, and the results collected over the life of the contract used as qualification/evaluation criteria for award of future Army food service contracts.

The plan will be provided to prospective offerors (contractors) for information and guidance prior to contract award to detail the Government's methods of evaluating, assessing performance and enforcing the contract. The performance assessment plan should never be a part of the contract because the Government must retain the right and flexibility to change or modify its inspection frequency and methods as needed.

Developing Your Plan. This Prototype contains provisions for the development of an assessment plan for each type service; i.e.; full food service, dining facility attendant service, and cook support & dining facility attendant service. ***The source document for the development of the performance assessment plan is the Performance Requirements Summary (ies) contained at TE 1 of your PWS.***

Note that this document **cannot be reproduced** or used as it is written to administer your contract. Tailor this prototype to meet the requirements and standards specified in your PWS. Use only the applicable sections and forms that are needed to complete your performance assessment plan. This prototype includes provisions for four PRSs (Annex A), Inspection Plans (Annex B), Other Inspections (Annex C), Diner Comment Program (Annex D), Contract Discrepancy Report (Annex E) and a Memorandum – Performance Assessment Report (Annex F). Remember, if you have multiple services there should be a PRS for each which will require modifications of the forms contained within this prototype. **Informational notes; i.e. ((NOTES:)), have been included throughout this prototype to assist you, the drafter, in developing your installation plan. These notes must be removed prior to completing your PAP.**

Value Analysis. You must conduct an analysis of the services, AQLs and the value percentage listed on each PRS. The AQL and payment percentages (values) will differ with each type of food service requirement. The decision will depend on the workload in your PWS and the type of contract used at your installation. Care must be taken to ensure services are not clustered together under general headings. AQLs must be set at levels fair and reasonable to both the government and the contractor. Payment percentages (fixed-price contracts) or award fee percentages (cost reimbursement plus award fee contracts) represent the value of the cost of work that will be performed by the contractor or the proposed award fee percentage for each major service. Recommendations for these elements have been included in the prototype PWS (See TE: 1). Factors to be considered are: the relative value of each service listed on the PRS to the total of all services, the criticality and time sensitivity of each service, and which tasks of each service can be re-performed or corrected to the benefit of the government. The recommended AQLs have been established to coincide with the level of effort required, needs of the government, and contract cost. You and your writing team must document the file and be able to support the rationale used to establish these PRS elements.

**PERFORMANCE ASSESSMENT PLAN
FOR
(Insert the name of your installation here)**

1. **Introduction.** This Performance Assessment Plan (PAP) has been developed in conjunction with the Performance Work Statement (PWS) to assist the Contracting Officer's Representative (COR) in evaluating contractor performance. This plan will serve as a guide for the COR to: develop a monthly inspection plan, perform evaluations, assess and document performance, and recommend actions to the Contracting Officer (KO) throughout the life of the contract. It is designed to provide an effective method of monitoring performance for each service listed on the Performance Requirements Summary (PRS) as well as infrequent or intermittent requirements in the contract. The plan is based on the premise that the contractor is responsible for delivering quality products and services to the government. The plan will assist the COR in filing reports and making recommendations to the KO. The paperwork generated by this plan will provide an audit trail for the government.

1.1. **Internal Control.** Contract administration and performance assessment functions are subject to the internal control and review process IAW paragraph 1-4, AR 11-2. This will be accomplished through Contract Management Reviews (CMR), examination and evaluation of documented evaluations, reports and quality assurance actions.

1.2. **Objective.** The objective of this plan is to identify the government's role, procedures and forms for specific use in rendering evaluations and assessing performance during the life of the contract. Further, the plan is designed to assist personnel in measuring both the strengths and the weaknesses in performance of both fixed-price and cost reimbursement contracts.

1.3. **PRS Evaluations.** Random and planned evaluations will be the primary methods of measuring performance using the Inspection Guides for those services identified on the PRS. The American National Standard Sampling Procedures and Tables for Inspection by Attributes (ANSI/ASQCZ1.4) shall be the basis of determining compliance to the specified Acceptable Quality Level (AQL) of performance. These inspections will include assessing performance through review of the contractor's documented performance records and evaluating quality control records.

1.4. **Other Planned Evaluations.** Planned evaluations will be conducted at the CORs direction for infrequently performed tasks/services using the contractor's cleaning schedule and an approved Inspection Guide.

1.4.1. The COR will program planned evaluations for those services identified on the PRS IAW ANSI/ASQCZ1.4. Inspection Guides will be used to evaluate and document performance of these services.

1.4.2. In addition, other planned inspections will be performed using Inspection Guides for tasks performed less frequently than daily; e.g., infrequent cleaning, training and miscellaneous services. Evaluations using this form of inspection technique will be used to determine compliance with the

contract standards, detect changes in contractor performance and serve as supporting documentation for contract enforcement actions.

1.4.3. Unscheduled evaluations will be used at the discretion of the government to monitor problem areas in contract performance, recurring deficiencies or those requirements that have no specific inspection procedures. The COR may use either the Inspection Guides or a Contact Discrepancy Report to evaluate and document performance. These inspection results will serve only as supporting documentation for contract enforcement actions as stated above.

1.5. Diner Comments. Diner Comment Cards or Diner Surveys will be used as a means of documenting diner satisfaction; e.g., menus, temperature and quality of food, menu choices, portion sizes, cleanliness of the facility, friendliness of personnel, etc. Valid comments and complaints will be analyzed as an alternative means of evaluating contract performance and will be used as supporting documentation to enforce this contract. Customer comments will not be used to supplement or replace required random or planned inspections.

1.6. Contractor Performance Assessment Reporting System. The COR will use compiled evaluation results to develop required periodic Contractor Performance Assessment Reports. These reports will be submitted to the contracting officer for review, comment, and approval. See Annex F of this plan.

2. Use of this Plan. The COR will use this plan and the contract to develop monthly inspection schedules to administer this contract until termination. This plan may be modified without the contractor's approval whenever necessary; e.g., changes in requirements, changes in contractor performance and changes in quality assurance resources. *The source documents for this plan are the Performance Requirements Summaries contained in TE 1 of the PWS.*

2.1. Responsibilities. The COR is responsible for the development, implementation, maintenance and continued use of this plan. The COR will develop a comprehensive monthly inspection schedule using the contract PRS, the contractor's approved QC Plan and the infrequent cleaning schedule. The inspection schedule for the following month should be developed prior to the last day of the current month and submitted to the KO for information purposes. Once the schedule has been developed, it must be marked "**FOR OFFICIAL USE ONLY**" and be maintained under cover by the COR.

2.1.1. Evaluations. The COR and Performance Assessment Evaluators (PAEs) must be consistent, fair and reasonable when inspecting and evaluating contractor performance. The government does not expect, nor can afford to pay for, perfect performance. **Whenever a deficiency in service is identified, the COR/PAE must determine if the government contributed to the cause of the problem. If any government action caused or contributed to the contractor's unacceptable performance, the COR/PAE will appropriately document the inspection and proceed to have the situation/problem corrected within the government. The contractor will not be found at fault nor held liable in these situations. These defects while requiring resolution will not be counted as defects against the established AQL.**

2.1.1.1. Random Inspections. The COR will develop an Inspection Plan (Figures B-1 to B-4) for all performance indicators (services) listed in column 1 of the contract PRS using the American National

Standard Sampling Procedures and Tables for Inspection by Attributes (ANSI/ASQCZ1.4). *The Army standard for determining the lot size (population) for random inspection is: “the total number of operational days for all facilities each month” (see column 3 of the PRS).* To determine the sample size (number of evaluations/inspections) start with **single, normal degree of inspection** until such time contract performance dictates otherwise. The COR will use **General Inspection Level II** unless human resources are not adequate to perform the number of given evaluations in addition to other required evaluations. The contracting officer must concur with any changes in the level or degree of inspection, which deviates from this standard.

2.1.1.2. **Unscheduled Evaluations.** The COR may conduct unscheduled evaluations whenever the need arises. These evaluations are similar to planned evaluations, with the exception that they are not identified on the Inspection Schedule. Results of these evaluations will serve as further documentation and support for other evaluations that can be used to enforce the contract.

2.1.2. **Definitions.** The following terms are defined for the purpose of this plan and for use in administering the contract:

2.1.2.1. **Defect:** Non-conformance of a service listed on the PRS as a result of one inspection; e.g., service does not conform to the standards of the contract. Services will be accepted or rejected on the basis of performance of critical and non-critical tasks stated on each Inspection Guide IAW the standards in the contract. **Only the total number of monthly defects, identified during inspections conducted as part of the Army Food Management Information System (AFMIS) random survey or Random Inspection Plan, whichever is used, will count against the number of allowable defects (AQL for each PRS item) in determining overall performance of each service, each month.**

2.1.2.2. **Deficiency:** Unacceptable performance of a specific task as a result of an inspection. A deficiency may be critical or non-critical. Individual deficiencies will not count as defects against the AQL unless the deficiency is part of the critical criteria stated on the Inspection Guide, which results in a defect for the inspection period.

2.2. **Inspection Schedule.** Prior to the end of each month, the COR will develop a comprehensive Inspection Schedule (**Figure B-6**) for use during the following month. **The COR may use the Random Survey Function within AFMIS to develop the Inspection Schedule.** If AFMIS is not available, then the COR will develop the Inspection Plan described above. The COR will use the information provided by the Inspection Plan to develop the Random Inspection Worksheet, Figure B-5. The results of the AFMIS random survey or Random Inspection Plan, whichever is used, will become the basis for developing the Inspection Schedule. Once the random inspections have been determined and identified on the schedule, the planned inspections for the infrequent tasks and services can be scheduled. The completed schedule will be submitted to the contracting officer prior to the end of the current month.

2.3. **Inspection/ Assessment.** Random or planned inspections will be performed for all services listed on the PRS using detailed Inspection Guides (**Figures B-7 - 19**). It is essential that the exact number of required inspections for each listed service on the PRS be performed. **If less than the required number of samples is drawn, the ability to project from the lot size results is destroyed.**

2.4. Inspection Guides. The COR will ensure that the Inspection Guides (**Figures B-7 through B-19**) are used to conduct random and planned evaluations of services listed on the PRS. The performance criteria listed in paragraph 2 of each Inspection Guide will determine if performance is satisfactory or defective. Any service rated defective, and associated tasks rated deficient, must be fully documented IAW the applicable contract paragraph(s). **All recorded defects in service during Random or Planned Inspections required by the monthly inspection plan will count against the allowable number of defects** Some of these deficiencies may require the initiation of a Contract Discrepancy Report (CDR) (see Annex E) to enforce the contract and prevent recurrence.

2.4.1. Additional use of Guides. The COR may also use the inspection guides to conduct unscheduled and planned evaluations of tasks that are performed less frequently than daily. These evaluations will be rated as satisfactory or defective. All defective ratings must be fully documented for appropriate use by the KO to enforce the contract. Defective evaluations recorded on these guides during other than the scheduled Random or Planned inspections will not count against any established AQL. Deficiencies may also be documented in the form of a memorandum, or Contract Discrepancy Report which cites the specific contract paragraph. (See Annex E).

2.6. Random Inspection Record. The COR will maintain a monthly Random Inspection Record (**Figure B-21**), by dining facility, of all PRS evaluation results. Evaluations will be monitored for satisfactory results, defects in service and trends in contractor performance. The total number of recorded defects will be tabulated and compared to the number of allowable defects indicated by the Inspection Plan. Information generated by the Random Inspection Record will be used to complete the Monthly Performance Assessment Report (**Figures B-21 to B-24**).

2.7. Monthly Performance Assessment Report. The COR will complete and forward a comprehensive report along with DD Form 250, Acceptance and Receiving Report, to the contracting officer monthly. A sample format for the report is provided at (**Figure B-25**). This report will indicate the quality of performance as related to the acceptance level for each listed service. When the performance of any service listed on the PRS is defective (the number of defects exceeds the acceptable level) the COR will compute any recommended payment reductions to the contracting officer and/or another remedy available under the “Inspection of Service” clause of this contract.

2.7.1. Payment Reductions. For fixed-price contracts, the COR will compute any appropriate reduction recommendations IAW the sample reduction computations contained in TE 1 of the contract.

2.7.2. Fee Considerations: For cost reimbursement contracts, recorded defects can result in the loss of the award fee and recommended reductions to the base fee.

2.8. Critical Deficiencies. The COR may immediately initiate a course of corrective action through the contracting officer anytime the contractor fails to perform any of the critical quality control and sanitation/safety control tasks which are identified on the Inspection Guides.

2.8.1. Contract Discrepancy Reports (CDR). The CDR at Annex E will be used whenever necessary in the administration of the contract to formally document unacceptable performance. The use of CDRs

becomes supporting documentation for contract payment reductions, fixed fee deductions, award fee nonpayment, or other actions deemed necessary by the contracting officer. The COR will initiate a CDR (complete the form and attach the supporting documentation), forward it to the contracting officer and review/ approve the contractor's response. The COR will initiate a CDR, as a minimum, whenever the number of monthly recorded defects for a PRS service exceeds the allowable number of defects or trends develop in unacceptable performance (repetitive deficiencies) are recorded and require correction.

2.9. Diner Comment/Survey Program. As part of this PAP the COR will establish and maintain a diner comment program and/or a diner survey program as a method of obtaining feedback. The program must be advertised and promoted within the organizations utilizing each DFAC. The COR may conduct diner surveys or use a Diner Comment Card (**Figure D-1**). If cards are used, then lock boxes and pens/pencils must be available for use in each facility. All diner comments/complaints must be validated by the COR IAW specific requirements of the contract. Once a comment/complaint has been validated and acted upon, the card with a reply should be posted in conspicuous place for diner who initiated it. The diner comment program should be utilized in determining a portion of the award fee of cost reimbursement contracts.

3. COR Files. The COR will, in addition to providing documentation and recommendations to the contracting officer maintain a complete file IAW their Letter of Designation. Files will be established and maintained IAW the Army Record Information Management System, (ARIMS) AR 25-400-2. The COR will transfer all contract compliance records generated as part of his/her performance IAW the contracting officer's instructions. The COR's files should as a minimum contain:

3.1. Copies of the COR and Alternate COR Letters of Designation.

3.2. A copy of the contract with attachments and all modifications.

3.3. Copies of all evaluations.

3.4. Copies of all Contract Deficiency Reports (CDRs).

3.5. Copies of all correspondence; e.g. letters to/from KO and Contractor, memorandums to/from the COR and KO, and memorandums of record, to include telephone calls.

3.6. Copies of Contractor's invoices.

3.7. Copies of receipt and acceptance document (DD Form 250).

3.8. Copies of the Contractor's approved Quality Control plan.

3.9. Names of individuals authorized entry in facilities for the purpose of performance assessment (PAEs).

3.10. All other correspondence, results, records, photographs and reports to support documentation of performance.

ANNEX A

PERFORMANCE REQUIREMENTS SUMMARIES (PRS)

((NOTE #1: INSERT A COPY OF YOUR CONTRACT PRS or multiple PRSs as required here. You may use the PRS of your solicitation when developing your PAP and must then extract the PRS (PRSs) from your contract once signed and awarded. The PRS is and remains a part of the contract and can only be changed by the KO through the changes clause. The PRS published here must be the exact same (MIRROR) as Technical Exhibit 1 of the PWS.

ANNEX B INSPECTION PLAN

General. The Inspection Plan, when completed, is a document which will tell the COR how much inspection is required to be performed on each service each month. In addition, it becomes the yardstick for measuring performance and establishing the acceptance or rejection levels for each service.

Source of Information. The source document used to obtain the necessary information to complete the monthly Inspection Plan is the contract Performance Requirements Summary (PRS). An Inspection Plan is required for each type of service; i.e., FFS, DFA Service, and CS & DFA Service.

Procedures. The COR will develop the Inspection Plan each month for all services listed in column 1 (Performance Indicators) of the contract PRS. The American National Standard Sampling Procedures and Tables for Inspection by Attributes (ANSI/ASQCZ1.4) will be used to determine the number of samples (Inspections) along with the numerical accept and reject level of each service

Determining the Lot Size. The lot size is determined from the formula in column 3 of your PRS. *The Army standard for determining the lot size (population) for Random Inspection is expressed in the formula: “The total number of operational days for all facilities each month” (ref column 3 of the PRS). An individual formula was established for those items not suitable for random sampling. Those items will be subjected to planned sampling to assess contractor performance.* The COR must determine how many days each facility is anticipated to be closed each month and subtract that number from the maximum number of operational days available during the month.

Determining the Sample Size. To determine the sample size (number of inspections) the **single, normal degree of inspection** will be used until such time as contract performance dictates otherwise. The COR will use **General Inspection Level II** unless human resources are not adequate to perform the number of given evaluations in addition to other required evaluations. **The contracting officer must concur with any changes in the level and degree of inspection that deviates from this standard.**

Obtaining the AQL. The Acceptable Quality Level (AQL) is established and stated in column 3 of the PRS. The AQL is expressed as a percentage derived from ANSI/ASQCZ1.4 Standard (see above). The AQL percentages will remain the same throughout the contract life unless changed by contract modification.

Accept/Reject Levels. Each service listed on the PRS will be measured against the AQL % expressed as a number of defects allowed. The accept/reject numbers are obtained by using the ANSI/ASQCZ1.4 Standard applying the AQL to the sample size (see above).

INSPECTION PLAN

Full Food Service

NOTE: THE SOURCE DOCUMENT FOR THIS PLAN IS THE PRS. YOU MUST DEVELOP A SEPARATE PLAN FOR EACH SERVICE BASED ON ITS PRS. ONLY USE THOSE APPLICABLE TO YOUR CONTRACT.

Date Prepared: _____ Inspection Period:(Month): _____
 Contract No: _____ Prepared by: _____

PERFORMANCE INDICATOR PRS NO. – SERVICE	LOT SIZE	SAMPLE SIZE	AQL	ACCEPT NO.	REJECT NO.
1. Menu Planning & DFAC Administration					
2. Receiving & Storage					
3. Fd Prep–Reg Menu					
4. Fd Prep–Short Order					
5. Fd Prep–B/S Bar					
6. Fd Prep–Desserts & Baked Goods					
7. Headcount/Cashier					
8. Food Serving					
9. Dining Room					
10. Fd Svc Equipment & Utensil Cleaning					
11. Facility Maintenance & Sanitation					
12. Quality Control					
13. Meals for Remote Site Feeding					

Figure B-1

INSPECTION PLAN

Dining Facility Attendant Service

NOTE: THE SOURCE DOCUMENT FOR THIS PLAN IS THE PRS. YOU MUST DEVELOP A SEPARATE PLAN FOR EACH SERVICE BASED ON ITS PRS. ONLY USE THOSE APPLICABLE TO YOUR CONTRACT.

Date Prepared: _____ Inspection Period:(Month): _____
 Contract No: _____ Prepared by: _____

PERFORMANCE INDICATOR PRS NO. – SERVICE	LOT SIZE	SAMPLE SIZE	AQL	ACCEPT NO.	REJECT NO.
1. Subsistence Storage					
2. General Services					
3. Headcount/Cashier					
4. Food Serving					
5. Dining Room					
6. Fd Svc Equipment & Utensil Cleaning					
7. Facility Maintenance & Sanitation					
8. Quality Control					

Figure B 3

INSPECTION PLAN

Cook Support and Dining Facility Attendants

NOTE: THE SOURCE DOCUMENT FOR THIS PLAN IS THE PRS. YOU MUST DEVELOP A SEPARATE PLAN FOR EACH SERVICE BASED ON ITS PRS. ONLY USE THOSE APPLICABLE TO YOUR CONTRACT.

Date Prepared: _____ Inspection Period:(Month): _____
 Contract No: _____ Prepared by: _____

PERFORMANCE INDICATOR PRS NO. – SERVICE	LOT SIZE	SAMPLE SIZE	AQL	ACCEPT NO.	REJECT NO.
1. Subsistence Storage					
2. Fd Prep–Reg Menu					
3. Fd Prep–Short Order					
4. Fd Prep–Breakfast/Salad Bars					
5. Fd Prep–Desserts & Baked Goods					
6. Headcount/Cashier					
7. Food Serving					
8. Dining Room					
9. Fd Svc Equipment & Utensil Cleaning					
10. Facility Maintenance & Sanitation					
11. Quality Control					

Figure B-4

RANDOM INSPECTION PLAN (WORKSHEET)

General. The Random Inspection Worksheet, when completed, is a document which will tell the COR both the day and location (DFAC) random evaluations are to be conducted throughout the month of evaluation. This information is then carried forward to develop the monthly Inspection Schedule. This form should be designed as a matrix using the number of dining facilities and the days of the month to reflect the total possible population (lot size). A separate worksheet will be required for each type of service.

Source of Information. The information needed to complete this form comes from the Inspection Plan and the numbers generated by a computer random number generator or a random numbers table. Numbers may be drawn various ways so long as they are variable and are not predictable.

Procedures. First, using the Inspection Plan, determine the number of samples (evaluations/ inspections) required to be performed during the coming month. Next line out the numbers that are associated with the facilities and days when it is anticipated a DFAC will be closed. Remember that weekend days must not be lined out if service is provided under this contract. Next, generate the required amount of numbers using a computer number generator within the lot size range. Plot the numbers generated by circling the corresponding numbers on the worksheet. The circled numbers will identify the date and DFAC when random evaluations should be conducted.

NOTE; YOU MUST ENSURE RANDOMNESS IN THE SELECTION OF FACILITIES FOR EVALUATION. YOU ARE NOT INSPECTING DINING FACILITIES YOU ARE EVALUATING CONTRACTOR OVERALL PERFORMANCE. BY LETTING THE “SYSTEM” DETERMINE THE NUMBER OF INSPECTIONS (BASED ON YOUR LOT SIZE) AND THE ACTUAL DATE AND FACILITY TO BE EVALUATED YOU REMOVE ANY POSSIBILITY FOR BIAS TO ENTER THE SELECTION PROCESS.

SAMPLE - RANDOM INSPECTION PLAN WORKSHEET

Date Prepared: _____ Inspection Period:(Month): _____
 Contract No: _____ Prepared by: _____

Day of Month	DFAC #:	DFAC #:	DFAC #:	DFAC #:
1	1	2	3	4
2	5	6	7	8
3	9	10	11	12
4	13	14	15	16
5	17	18	19	20
6	21	22	23	24
7	25	26	27	28
8	29	30	31	32
9	33	34	35	36
10	37	38	39	40
11	41	42	43	44
12	45	46	47	48
13	49	50	51	52
14	53	54	55	56
15	57	58	59	60
16	61	62	63	64
17	65	66	67	68
18	69	70	71	72
19	73	74	75	76
20	77	78	79	80
21	81	82	83	84
22	85	86	87	88
23	89	90	91	92
24	93	94	95	96
25	97	98	99	100
26	101	102	103	104
27	105	106	107	108
28	109	110	111	112
29	113	114	115	116
30	117	118	119	120
31	121	122	123	124

Figure B-5

Instructions: First, strike through the numbers that correspond with the days a facility is closed all day. Next, select the required number of samples (sample size - number) using a computer random number generator and circle those numbers on this form. The results provide both the day and facility where evaluations should be conducted. The COR will determine the meal period for the evaluation.

INSPECTION SCHEDULE

General. The Inspection Schedule, when completed, is a document that the COR uses as a management tool to schedule both random and planned inspections throughout the month of evaluation. **Remember, if the installation is using AFMIS, the COR may use the Random Survey Function to develop the Inspection Schedule.** The schedule should be used for planning the work schedule of the individuals who will perform the evaluations.

Source of Information. The information needed to complete this form comes from the Random Inspection Worksheet, the Inspection Plan and the COR's decisions as to where and when other planned evaluations are to be conducted.

Procedures. Using the Random Inspection Worksheet, first plot the DFACs and dates selected randomly and write them on the schedule. The COR will select the meal periods for these evaluations. Mark or code these as Random Evaluations. Next, the COR will select the DFACs, dates and the meal period or time for the planned evaluations. Mark or code these as Planned Evaluations. Remember that planned evaluations allow the COR flexibility to schedule evaluations at will and when infrequent services are performed. This allows this COR latitude to fill-in the monthly inspection schedule around the random evaluations while considering the individual work schedules.

Evaluations. The Inspection Guides contained in this plan will be used to evaluate performance of services contained on the PRS. Separate Guides may be developed and used to evaluate performance of miscellaneous and infrequent services such as window cleaning, floor stripping, and drapery removal and cleaning, pre-cleaning of closed facilities scheduled to reopen or scheduled cleaning items such as ceiling hoods, loading docks or outside areas.

INSPECTION SCHEDULE

MAY 2008						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Figure B-6

INSPECTION GUIDES

1. **Inspection Guides.** When used IAW the Monthly Inspection Plan the results will be used to evaluate contractor performance levels of those services IAW the stated AQL. These guides will also be used for other planned and unscheduled evaluations; however, the results of those evaluations will not be used to satisfy samples required by the Sampling Plan nor will they count against the established AQL. The results of these inspections will be submitted to the KO as supporting documentation that substantiates contractor performance levels.

NOTE: One set of Inspection Guides has been developed for the 13 performance indicators (10 Random, 3 planned) listed on the PRS for full food service. **Separate inspection guides must be developed for each type of service (FFS, DFA, and CS&DFA) and tailored to the applicable contract standards for each. Each type of service must be evaluated separately since the value of each, compared to the total contract, is different.**

2. **COR Responsibilities.** The COR will:

2.1. Develop the Monthly Inspection Schedule to identify DFACs, dates and times of evaluations.

2.2. Schedule PAEs and the time/meal period to conduct all evaluations.

2.3. Review all evaluation reports for completeness, clarity and compliance to the contract. Ensure that reports, if necessary, are properly changed and a copy furnished to the Contractor.

2.4. Determine if initiation of a CDR is required for immediate correction of a defective service.

2.5. Use the Random Inspection Record to post all defective ratings by the day of the month for each service. The COR will total the number of defects for each service for the month and compare that total to the number of allowed defects on the Inspection Plan to determine the Contractor's monthly performance level. Individual deficiencies will not be counted as defects when determining the Contractor's performance level.

3. **PAE Responsibilities.** The PAE will:

3.1. Visit the scheduled DFAC or performance site and using the appropriate Inspection Guide, evaluate the Contractor's performance for each required service.

3.2. Evaluate the performance of services for conformity to the standards stated in the contract.

3.3. Rate the performance of each service for the day as either satisfactory or defective using the performance criteria stated in paragraph 2 on each Inspection Guide.

3.4. Fully document the deficiencies by line item number and the applicable contract requirements and standards. Determine and state if any government action contributed to the contractor's deficient rating. The COR will document the overall evaluation for the day as either satisfactory or defective. The documentation must be specific as to the actual finding or quality of work required by the contract.

3.5. Provide a copy of the evaluations and ratings of each service to the Contractor's representative prior to leaving the dining facility. Obtain the signature of the DFAC Manager, DFA Supervisor or a Contractor's representative on each inspection guide to acknowledge receipt of a copy prior to departing the facility/site. This acknowledgment does not, however, indicate agreement with the findings.

3.6. Submit all completed Inspection Guides to the COR by the close of business on the day of the evaluation.

INSPECTION GUIDE FOR:

PRS 1 MENU PLANNING & DINING FACILITY ADMINISTRATION SERVICE	Building Number: _____ Date: _____ Time of Evaluation: From: _____ To: _____			
PROCEDURES: 1. Use this inspection guide to evaluate Menu Planning & Dining Facility Administration Service for the day of operation. 2. Review all menus planned for the day and evaluate each menu/task to the standard or referenced contract paragraph. 3. Document all deficient ratings in detail on this guide. 4. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.				
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or defective (DEF). Performance will be rated as satisfactory if not more than 1 Menu reviewed is not IAW Para C.5.1.1 and not more than 1 of the remaining critical tasks is deficient and if not more than 4 of the remaining non-critical tasks are found deficient. Performance will be rated defective if more than 1 menu is deficient.				
CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
All menus reviewed for the day are 100% IAW C.5.1.1				
Subsistence ordered IAW menu requirements (C.5.1.7)				
Food production & usage recorded on Production Schedule				
Cash Meal Payment Books, DD Form 1544, cash collected accounted for 100% (AR 30-22)				
Cash deposits are made IAW the contract (C.5.1.7)				
Headcount record documents are supported with signatures & cash (AR 30-22)				
Facilities & equipment in need of repair reported to DPW & recorded, Maintenance Request Register, DA Form 2405, & maintained 100% accurate (AR 30-22)				
Cleaning supplies on-hand are adequate to perform to standards (C.5.1.7)				
Complete prepackaged meals & enhancements when requested are issued 100% of the time (C.5.1.7)				
Not more than 4 of the remaining standards are deficient.				
OTHER STANDARDS				
Special menus are 100% IAW approved requests C.5.1.				
Caloric values of menus developed, clearly visible & posted (AR 30-22)				
Seasonal & special occasion items planned (AR 30-22)				

Menu consists of variety of color, shape, spices & texture (AR 30-22)				
Files are established & maintained current (C.5.1.7)				
Cleaning schedule maintained current & followed (C.5.1.7)				
Publications listed at C.6. are on-hand at each DFAC				
Headcount data & cash meal payment data entered in AFMIS prior to the scheduled lunch meal the next day (C.5.1.7)				
Subsistence inventories have been reconciled & are on file				
Submittals & reports listed at TE 4 have been submitted & are on file (C.5.1.7)				
Monthly Financial Worksheet completed on the last day or the month & on file				
Statement of Cause/Remedial Action to correct DF account status completed & on-hand				
Inventory dollar value IAW AR 30-22 and contract (C.5.1.2)				
Shopping lists submitted on time (prior to AFMIS end of day run)				
Ration Control Sheets, DA Form 5914-R, are accurate & complete				
Response provided & action taken on diner comments				
Equipment Inventory Report, DA 3988-R, is maintained to-date (C.5.1.7)				
SVCD Reports on file				
COR notified when DPW fails to respond to service requests (C.5.1.7)				
Invoices 100% accurate & conform to Bid Schedule (C.5.1.7)				
Labor reports, employee records & pay/benefits are in compliance with Service Contract Act (C.5.1.7)				
When AFMIS-DFO subsystem fails - manual transactions are dated, stamped & entered in AFMIS within 48 hrs (C.5.1.7)				
REMARKS:				

EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory: _____ Defect _____	
PAE Signature _____	Contractor's Representative Signature _____

Figure B-7

INSPECTION GUIDE FOR:

PRS 2 RECEIPT & STORAGE SERVICE	Building Number: _____ Date: _____			
Time of Evaluation: From: _____ To: _____				
PROCEDURES:				
<ol style="list-style-type: none"> 1. Use this inspection guide to evaluate Receipt & Storage Service. 2. Observe the delivery/receipt/acceptance process of subsistence on the date/time of delivery to the dining facility. 3. Compare performance to the specified standard referenced by contract paragraph. 4. Document all deficient ratings in detail on this guide. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. 				
Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.				
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or defective (DEF). Performance will be rated as satisfactory if not more than 2 critical standards are deficient and not more than 2 of the non-critical tasks are deficient. Performance will be rated defective if more than 2 of the critical standards are found to be deficient.				
CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Designated individual oversees deliveries (CH 13, FM 10-23-2)				
Subsistence is checked for count, condition & identity (CH 13, FM 10-23-2)				
Temperature of subsistence is randomly inspected using accurately calibrated thermometers (CH 13, FM 10-23-2)				
Numerically scaled indicating thermometers are used to monitor refrigeration & freezer temps (TB MED 530) Chilled items stored at 34°F to 41°F				
PHF items are received at 40°F or below. Rejected if above 40°F. (TB MED 530)				
Milk & egg products are received a 45°F or below. Rejected if above 45° F (TB MED 530)				
Perishable items are free of evidence of pest, rot & mold, evidence of re-freezing, thawing, slime, off color & odor				
Perishable subsistence is refrigerated within 30min of receipt (Para C.5.1.2)				
Frozen items received frozen & stored at 0°F or below				
Not more than 2 of the remaining standards from the list below are found deficient during the evaluation period.				

INSPECTION GUIDE FOR:

PRS 2 RECEIPT & STORAGE SERVICE (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Semi perishable items are free from severe dents, swells, severe rust, leaks, moisture & discoloration on packing				
Stored subsistence protected from cross contamination				
Items/products with expired dates rejected				
Bulk food items stored in original containers or in food-grade plastic liner/ingredient bin & labeled (TB MED 530)				
Bread codes posted; bread for recipes used IAW FIFO, products for immediate consumption used IAW LIFO				
Receiving documents correctly annotated & signed				
Invoice (delivery document) compared to subsistence order				
Subsistence stored in separate location from chemicals (TB MED 530)				
Personnel in clean & proper uniforms practicing good hygiene (TB MED 530)				
Subsistence Vendor Contract Discrepancy Reports initiated when required.				
REMARKS: 				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory:_____ Defect_____				
PAE Signature_____ Contractor's Representative Signature_____				

Figure B-8

INSPECTION GUIDE FOR:

PRS 3 FOOD PREPARATION SVC – REGULAR MENU	Building Number: _____ Date: _____			
Time of Evaluation: From: _____ To: _____				
PROCEDURES:				
<ol style="list-style-type: none"> 1. Use this inspection guide to evaluate Food Preparation Service of the Regular Menu.. 2. Observe the food/ingredient staging, preparation & cooking/baking process, and personnel hygiene & sanitation practices. 3. Compare performance to the specified standard referenced by contract paragraph. 4. Document all deficient ratings in detail on this guide. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. 				
Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.				
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or defective (DEF). Performance will be rated as satisfactory if not more than 2 critical standards are deficient and not more than 2 of the non-critical tasks are deficient Performance will be rated defective if more than 2 of the critical standards are found to be deficient.				
CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Approved recipes/ SOP's used for all products (AFMIS, TM 10-412, local approved recipe)				
PHFs progressively prepared/cooked close to serving time (TB MED 530) & protected from cross contamination				
Poultry, dressings, & stuffed meats- fish- pastas cooked to 165°F or above for 15 sec (TB MED 530)				
Pork, comminuted fish & ground meats cooked to 155°F or above for 15 sec (TB MED 530)				
Whole muscle beef , fish filets or lamb cooked to 145°F or above for 15 sec or IAW Table 2-1 (TB MED 530)				
Raw fruits & vegetables washed prior to cooking & serving (TB MED 530) & protected from cross contamination				
Leftover's held at safe temperatures & properly protected (TB MED 530) & protected from cross contamination				
Leftovers to be served hot are reheated to 165°F or above within 2 hrs (TB MED 530)				
Temperatures of cooked items are tested using accurately calibrated thermometers (TB MED 530)				
Not more than 2 of the remaining standards from the list below are found deficient during the evaluation period.				

INSPECTION GUIDE FOR:

PRS 3 FOOD PREPARATION SVC- REGULAR MENU (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
All items prepared IAW established menu (C.5.1.3)				
Cooks minimize time PHFs are kept in TDZ during preparation (TB MED)				
Frozen foods tempered IAW (TB MED 530) & protected from cross contamination				
Pre-prepared foods (in house) are labeled (TB MED 530)				
Hot PHF's held for service at 140°F or above (TB MED 530) Hot leftovers held at 140°F or above for no more than 5-hrs from production, then discarded (TB MED 530)				
Leftovers to be served cold are offered for service once within 24 hrs & discarded				
Personnel in clean & proper uniforms practicing good hygiene (TB MED 530)				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory:_____ Defect_____				
PAE Signature_____ Contractor's Representative Signature_____				

Figure B-9

INSPECTION GUIDE FOR:

PRS 4 FOOD PREPARATION SVC – SHORT ORDER MENU	Building Number: _____ Date: _____			
Time of Evaluation: From: _____ To: _____				
PROCEDURES:				
<ol style="list-style-type: none"> 1. Use this inspection guide to evaluate Food Preparation Service of the Short Order Menu. 2. Observe the food/ingredient staging, preparation & cooking process, and personnel hygiene & sanitation practices. 3. Compare performance to the specified standard referenced by contract paragraph. 4. Document all unsatisfactory ratings in detail on this guide. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. 				
Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.				
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or defective (DEF). Performance will be rated as satisfactory if not more than 2 critical standards are deficient and not more than 2 of the non-critical tasks are deficient. Performance will be rated defective if more than 2 of the critical standards are found to be deficient.				
CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Approved recipes/ SOP's used for all products (AFMIS, TM 10-412, local approved recipe)				
PHFs progressively prepared/cooked close to serving time (2-22, TB MED 530) & protected from cross contamination				
Poultry, dressings, & stuffed meats- fish- pastas cooked to 165°F or above for 15 sec (TB MED 530)				
Pork, comminuted fish & ground meats cooked to 155°F or above for 15 sec (TB MED 530)				
Whole muscle beef , fish filets or lamb cooked to 145°F or above for 15 sec or IAW Table 2-1 (TB MED 530)				
Raw fruits & vegetables washed prior to cooking & serving (TB MED 530) & protected from cross contamination				
Leftover's held at safe temperatures & properly protected from cross contamination(TB MED 530)				
Leftovers to be served hot are reheated to 165°F or above within 2 hrs (TB MED 530)				
Temperatures of cooked items are tested using accurately calibrated thermometers (TB MED 530)				
Not more than 2 of the remaining standards from the list below are found defective during the evaluation period.				

INSPECTION GUIDE FOR:

PRS 4 FOOD PREPARATION SVC - SHORT ORDER MENU (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
All items prepared IAW established menu (C.5.1.3)				
Cooks minimize time PHFs are kept in TDZ during preparation (TB MED)				
Frozen foods tempered IAW (TB MED 530) & protected from cross contamination				
Pre-prepared foods (in house) are labeled (TB MED 530)				
Hot PHF's held for service at 140°F or above (TB MED 530) Hot leftovers held at 140°F or above for no more than 5-hrs from production, then discarded (TB MED 530)				
Leftovers to be served cold are offered for service once within 24 hrs & discarded				
Personnel in clean & proper uniforms practicing good hygiene(TB MED 530)				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory:_____ Defect_____				
PAE Signature_____ Contractor's Representative Signature_____				

Figure B-10

INSPECTION GUIDE FOR:

PRS 5 FOOD PREPARATION SVC – BREAKFAST & SALAD BAR	Building Number: _____ Date: _____			
Time of Evaluation: From: _____ To: _____				
PROCEDURES:				
<ol style="list-style-type: none"> 1. Use this inspection guide to evaluate Food Preparation Service of the Breakfast & Salad Bar Menus. 2. Observe the food/ingredient preparation & cooking operations, and personnel hygiene & sanitation practices. 3. Compare performance to the specified standard referenced by contract paragraph. 4. Document all unsatisfactory ratings in detail on this guide. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. 				
Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.				
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or defective (DEF). Performance will be rated as satisfactory if not more than 2 critical standards are deficient and not more than 1 of the non-critical tasks are deficient. Performance will be rated defective if more than 2 of the critical standards are found to be deficient.				
CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Approved recipes/ SOP's used for all products (AFMIS, TM 10-412, local approved recipe)				
Poultry & leftovers cooked to 165°F or above for 15 sec (TB MED 530)				
Pork, ground meats & bulk eggs cooked to 155°F or above for 15 sec (TB MED 530)				
Made to order eggs cooked to 145°F or above for 15 sec or IAW Table 2-1 (TB MED 530)				
Raw fruits & vegetables washed prior to cooking & serving (TB MED 530) & protected from cross contamination				
Leftover's held at safe temperatures & properly protected from cross contamination(TB MED 530)				
Leftovers to be served hot are reheated to 165°F or above within 2 hrs (TB MED 530)				
Temperatures of cooked items are tested using accurately calibrated thermometers (TB MED 530)				
Not more than 1 of the remaining standards from the list below is found defective during the evaluation period.				

INSPECTION GUIDE FOR:

PRS 5 FOOD PREPARATION SVC – BREAKFAST & SALAD (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
All items prepared IAW established menu (C.5.1.3)				
Cooks minimize time PHFs are kept in TDZ during preparation (TB MED)				
Frozen foods tempered IAW (TB MED 530) & protected from cross contamination				
Pre-prepared foods (in house) are labeled (TB MED 530)				
Leftovers to be served cold are offered for service once within 24 hrs & discarded				
Personnel in clean & proper uniforms practicing good hygiene(TB MED 530)				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory:_____ Defect_____				
PAE Signature_____ Contractor’s Representative Signature_____				

Figure B-11

INSPECTION GUIDE FOR:

PRS 6 FOOD PREPARATION SVC – BAKED GOODS & DESSERTS	Building Number: _____ Date: _____ Time of Evaluation: From: _____ To: _____
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- PROCEDURES:**
1. Use this inspection guide to evaluate Food Preparation Service of Baked Goods and Desserts.
 2. Observe the food/ingredient staging, preparation & cooking/baking process, and personnel hygiene & sanitation practices.
 3. Compare performance to the specified standard referenced by contract paragraph.
 4. Document all unsatisfactory ratings in detail on this guide.
 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt.
- Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.**

PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or defective (DEF). Performance will be rated as satisfactory if not more than 1 critical standard is deficient and not more than 1 of the non-critical tasks are deficient. Performance will be rated defective if any one of the critical standards is deficient.

CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Recipes/SOP's used for all products (AFMIS TM 10-412)				
Baked items prepared within 24 hrs of service (C.5.1.3.5)				
Thermometers used for cooking (TB MED 530)				
Raw fruits & vegetables washed prior to cooking & serving (TB MED 530)				
Not more than 2 of the remaining standards from the list below are found defective during the evaluation period.				

INSPECTION GUIDE FOR:

PRS 6 FOOD PREPARATION SVC – BAKED GOODS & DESSERTS (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
All items prepared IAW menu standards (C.5.1.3)				
Cooks minimizing time PHF's are kept in TDZ during preparation (TB MED)				
Only individually wrapped items offered for service are retained as leftovers				
Products prepared & protected from cross contamination (TB Med 530)				
Frozen foods tempered IAW (TB MED 530)				
Cooked or sliced fruit held at 40°F or below (TB MED 530)				
Personnel in clean & proper uniforms practicing good hygiene (TB MED 530)				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory:_____ Defect_____ PAE Signature_____ Contractor's Representative Signature_____				

Figure B-12

INSPECTION GUIDE FOR:

PRS 7 HEADCOUNT/CASHIER SERVICE	Building Number: _____ Date: _____ Time of Evaluation: From: _____ To: _____																									
PROCEDURES: 1. Use this inspection guide to evaluate Headcount/Cashier Service. 2. Observe the employees at each headcount/cashier station, evaluate the operational procedures and flow rate to the stated requirement of the contract. 3. Document all unsatisfactory ratings in detail on this guide. 4. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.																										
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or defective. Performance will be rated as satisfactory if the critical standards are met and not more than 1 of the non-critical standards are deficient. Performance will be rated defective if any one of the critical standards is unsatisfactory..																										
CRITICAL STANDARDS:	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 10%;">SAT</th> <th style="width: 10%;">DEF</th> <th style="width: 10%;">N/A</th> <th style="width: 10%;">EXPLANATION</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">BAS, DOD & employees paying cash for meals & signing DD Form 1544</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="padding: 5px;">Headcounters performing duties IAW App D, AR 30-22 & Contractor developed SOP</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="padding: 5px;">Headcounters/Cashiers maintaining diner flow rates (C.5.1.4)</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="padding: 5px;">Not more than 1 of the remaining standards from the list below is found defective during the evaluation period.</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		SAT	DEF	N/A	EXPLANATION	BAS, DOD & employees paying cash for meals & signing DD Form 1544					Headcounters performing duties IAW App D, AR 30-22 & Contractor developed SOP					Headcounters/Cashiers maintaining diner flow rates (C.5.1.4)					Not more than 1 of the remaining standards from the list below is found defective during the evaluation period.				
	SAT	DEF	N/A	EXPLANATION																						
BAS, DOD & employees paying cash for meals & signing DD Form 1544																										
Headcounters performing duties IAW App D, AR 30-22 & Contractor developed SOP																										
Headcounters/Cashiers maintaining diner flow rates (C.5.1.4)																										
Not more than 1 of the remaining standards from the list below is found defective during the evaluation period.																										

INSPECTION GUIDE FOR:

PRS 8 FOOD SERVING	Building Number: _____ Date: _____			
Time of Evaluation: From: _____ To: _____				
PROCEDURES:				
<ol style="list-style-type: none"> 1. Use this inspection guide to evaluate Food Serving, to include set-up and break-down of serving lines. 2. Evaluate the meal serving period, record the diner flow rates, observe the sanitation practices, & compare the food items on the serving line to the planned menu. 3. Compare performance to the specified standard referenced by contract paragraph. 4. Document all unsatisfactory ratings in detail on this guide. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. 				
Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.				
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or defective (DEF). Performance will be rated as satisfactory if more than 2 critical standards are deficient and if more than 3 of the non-critical items are deficient. Performance will be rated defective if more than 2 of the critical standards are deficient.				
CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Serving lines set-up IAW time specified at C.5.1.5.				
All menu items recorded on the Production Schedule are available for diner selection at the start of the meal period				
Complete meals available to all diners during scheduled meal serving period				
Two items from each food group are available throughout the meal period (C.5.1.5)				
Hot foods served at 140°F or above (TB MED 530)				
Cold foods served at 40°F or below (TB MED 530)				
Products reheated to 165°F or above when internal temperature falls below 140°F (TB MED 530)				
Regular & short order meals served at the flow rate specified at C.5.1.5.				
Leftovers removed, cooled to 40°F within 4 hrs, labeled & properly stored (TB MED 530)				
Not more than 4 remaining standards from the list below are found defective during the evaluation period.				

INSPECTION GUIDE FOR:

PRS 8 FOOD SERVING (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Menus with caloric values posted for all items prior to the meal period (AR 30-22)				
Dinnerware (Trays, plates, bowls, cups, glasses & utensils available to all diners without waiting)				
Food items garnished				
Spills cleaned as they occur				
Food covered until service begins				
Separate serving utensils used for each product				
Foods temperature monitored throughout the meal period				
Foods items are progressively replenished				
Food portions IAW AFMIS TM 412				
Food protected from contamination				
Appropriate condiments available without diner delay (C.5.1.6)				
All self-service items available to diners without delay throughout meal period				
Minimum desserts available throughout the meal period				
Break down & clean serving lines IAW time specified at C.5.1.5.				
Nutrition posters, branding literature & tips on good eating displayed				
Personnel in clean & proper uniforms practicing good hygiene (TB MED 530)				
Employees are courteous & polite				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory:_____ Defect_____				
PAE Signature_____ Contractor's Representative Signature_____				

Figure B-14

INSPECTION GUIDE FOR:

PRS 9 DINING ROOM SERVICE	Building Number: _____ Date: _____			
Time of Evaluation: From: _____ To: _____				
PROCEDURES:				
<ol style="list-style-type: none"> 1. Use this inspection guide to evaluate Dining Room Service. 2. Evaluate the set-up & cleanliness of the dining area prior to the meal period. 3. Compare performance to the specified standard 4. Document all unsatisfactory ratings in detail on this guide. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. 				
Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.				
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or defective (DEF). Performance will be rated as satisfactory if not more than 1 critical standards is deficient and if not more than 3 of the non-critical standards are deficient. Performance will be rated defective if any one of the critical standards is deficient.				
CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Dining areas are clean prior to the scheduled start of meal periods & upon closing for the day (C.5.1.6)				
Each diner has a clean table & chair to eat without waiting (C.5.1.6)				
Tables, chairs & spills cleaned during meal periods (C.5.1.6)				
Sufficient soil tray drop off area is available to allow diners to exit without waiting (C.5.1.6)				
Not more than 3 remaining standards from the list below are found defective during the evaluation period.				

INSPECTION GUIDE FOR:

PRS 9 DINING ROOM SERVICE (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Dinnerware protected from contamination (TB MED 530)				
Table tops cleaned between diners (TB MED 530)				
Salt, pepper & sugar shakers are visibly clean & product available (TB MED 530)				
Napkins holders visibly clean & napkins available (C5.1.6)				
Accidental spills are cleaned within 5 min of occurrence (C5.1.6)				
Soiled trays bussed with 5 minuets when occasionally left by diners (C5.1.6)				
Table covers changed when soiled (C5.1.6)				
Diner comment cards available for diner use (C.1.7)				
Personnel in clean & proper uniforms practicing good hygiene (TB MED 530)				
Employees are courteous & polite to diners				
REMARKS: 				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory: _____ Defect _____				
PAE Signature _____ Contractor's Representative Signature _____				

Figure B-15

INSPECTION GUIDE FOR:

PRS 10 FD SVC EQUIPMENT & UTENSIL CLEANING SVC	Building Number: _____ Date: _____
Time of Evaluation: From: _____ To: _____	
PROCEDURES:	
<ol style="list-style-type: none"> 1. Use this inspection guide to evaluate Food Service Equipment & Utensil Cleaning Service. 2. Evaluate the overall cleanliness of the facility & equipment, observe the dishwashing & pot pan cleaning during the meal period, & check the facility for cleanliness prior to closing. 3. Compare performance to the specified standard referenced by contract paragraph. 4. Document all unsatisfactory ratings in detail on this guide. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. 	
Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings	
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or defective (DEF). Performance will be rated as satisfactory if not more than 2 of the critical standards are deficient and if not more than 3 of the non-critical standards are deficient. Performance will be rated defective if more than 2 critical standards are deficient.	
CRITICAL STANDARDS:	SAT DEF N/A EXPLANATION
Dinnerware from previous meal cleaned NLT the scheduled start of the following meal serving period (TB MED 530)	
Baking equipment (pots/pans/utensils) clean NLT 30 minutes after the scheduled start of the breakfast meal (TB MED 530)	
Dishwashing/pot & pan washing performed without cross contamination (TB MED 530)	
Mfg's recommended chemicals & detergents used during mechanical ware washing (C.5.1.8)	
Hot water sanitizing rinse for mechanical ware washing yields minimum contact temperature of 160°F (TB MED 530)	
Sanitizing rinse during manual ware washing meets one of the following: (TB MED 530) a. Hot water at 171°F with a 30 second complete immersion b. Approved chemical sanitizer used IAW Mfg's label c. Chlorine solution at 100-PPM; water 75-110°F, complete immersion for 15 seconds	
In-place equipment sanitized with approved agent at proper concentration or chlorine solution at 100-PPM (TB MED 530)	
Cleaned/sanitized equipment & utensils protected from contamination between uses (TB MED 530)	
Not more than 3 remaining standards from the list below are found defective during the evaluation period	

INSPECTION GUIDE FOR:

PRS 10 FD SVC EQUIPMENT & UTENSIL CLEANING SVC (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Food contact surfaces cleaned & sanitized using proper procedures for mechanical, manual, or in-place method (TB MED 530)				
Non-food contact surfaces cleaned after each meal period (TB MED 530)				
Oil in fryers is free of food particles & odors (no smoke during cooking) prior to daily cooking (TB MED 530)				
Daily quantities of dishwashing & pot/pan cleaning products on-hand C.5.1.7)				
Thermometers & chemical test kits on-hand & used to verify temperatures & sanitizing agent concentration C.5.1.8)				
Cleaned & sanitized equipment & utensils air dried (TB MED 530)				
Dish machine drained & cleaned after each use (C.5.1.8)				
De-scaling agent on-hand & used to reduce the accumulation of lime deposits on dishwashing machine (C.5.1.8)				
Personnel in clean & proper uniforms practicing good hygiene (TB MED 530)				
COR notified 100% upon occurrence when final rinse water can not be maintained at 171°F (C.5.1.8)				
Single use dinnerware items provided during power/mechanical failures (C.5.1.8)				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory: _____ Defect _____				
PAE Signature _____ Contractor's Representative Signature _____				

Figure B-17

INSPECTION GUIDE FOR:

PRS 11 FACILITY MAINTENANCE & SANITATION SERVICE	Building Number: _____ Date: _____
Time of Evaluation: From: _____ To: _____	
PROCEDURES:	
<ol style="list-style-type: none"> 1. Use this inspection guide to evaluate Facility Maintenance & Sanitation Service. 2. Evaluate the overall cleanliness of the facility & floors., Observe the operation of the equipment during the meal period, & check the facility for cleanliness prior to closing. 3. Compare performance to the specified standard referenced by contract paragraph. 4. Document all unsatisfactory ratings in detail on this guide. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. 	
Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.	
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or deficient (DEF). Performance will be rated as satisfactory if the critical standards are met. Performance will be rated defective if any one of the critical standards is deficient.	
CRITICAL STANDARDS:	SAT DEF N/A EXPLANATION
Chemicals & cleaning supplies on hand and stored separately from subsistence (C.5.1.9.2)	
100% compliance with CFR 1910.1200 hazard communication standards in each facility (C.5.19): a. Warning labels on hazards chemicals b. Material Safety Data Sheets available for all chemicals c. Hazard chemical inventory current & on-hand	
Garbage, refuse & grease disposed of within one hour following the end of each meal period (C5.1.9.2)	
Restrooms & hand washing stations clean.(C.5.1.9.4) Hand washing sinks equipped with soap & paper towels (TB MED 530)	
Not more than 4 remaining standards from the list below are found defective during the evaluation period	

INSPECTION GUIDE FOR:

PRS 11 FACILITY MAINTENANCE & SANITATION SERVICE (CONTINUED)					
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION	
Floors & floor coverings are clean to sight by the schedule start of each meal period & prior to closing each day (C.5.1.9.1)					
Floors waxed & buffed IAW C.5.1.9					
Interior grease traps cleaned & grease discarded prior to start of daily operations (TB MED 530)					
Mop racks used to store mops (TB MED 530)					
Hoods & filters cleaned IAW cleaning schedule (TB MED 530)					
No signs of infestation detected (holes in bulk packages, rodent droppings, visible pests) (TB MED 530)					
No signs of gross accumulation of dirt, dust, grease, food particles or debris around equipment (TB MED 530).					
Grass/weeds within 25 ft of facility cut (TB MED 530)					
Outside grounds clean to sight by the scheduled start of lunch meal (C.5.1.9)					
Loading docks free of excess pallets, debris & equipment (TB MED 530)					
Spilled food debris on floors, shelves and in refrigerators & freezers routinely cleaned (TB MED 530)					
Recycling items deposited in appropriate containers NLT the start of the next meal period (C.5.1.9.7)					
Snow/ice partially removed from sidewalks during precipitation & completely removed within 2 hrs after precipitation stops (C.5.1.9.6)					
Personnel in clean & proper uniforms practicing good hygiene (TB MED 530)					
REMARKS:					
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory: _____ Defect _____					
PAE Signature _____ Contractor's Representative Signature _____					

Figure B-17

INSPECTION GUIDE FOR:

PRS 12 QUALITY CONTROL SERVICE	Building Number: _____ Date: _____ Time of Evaluation: From: _____ To: _____			
PROCEDURES: 1. Use this inspection guide to evaluate Quality Control Service. 2. Visit the Contract Manager’s office and review the records and reports since the last evaluation. Determine the overall quality control effort by reviewing the number & location of inspections, inspection records/reports and the corrective action taken. Review the contractor’s file and specifically note any repeated deficiencies. 3. Use the contract performance criteria and the Contractor’s approved QC plan to evaluate each item to determine if performance is in compliance. 4. Document all deficient ratings in detail on this guide. 5. Upon completion of the evaluation, explain the findings to the Contract Manager and obtain signature to acknowledge copy receipt. Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.				
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or defective (DEF). Performance will be rated as satisfactory if not more than 1 critical standard is deficient and if not more than 2 of non-critical standards are deficient. Performance will be rated defective if more than one of the critical standards is unsatisfactory.				
CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Evidence of the Contractor’s approved QC plan being implemented (C.5.1.15)				
Services listed on the PRS are scheduled/planned for inspection IAW ANSI/SQCZI.4 (C.5.1.15)				
Performance is documented 100% at the time of inspection (C5.1.15)				
Reports indicate corrective action taken and deficiencies have been corrected (C.5.1.15)				
Records on file of Government reported deficiencies (C.5.1.15)				
Not more than 2 remaining standards from the list below are found defective during the evaluation period				

INSPECTION GUIDE FOR:

PRS 12 QUALITY CONTROL SERVICE (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Evaluations/inspection conducted in conjunction with work performed infrequently (C.51215)				
Employee training conducted, records on file IAW C.5.1.15 (C.1.8)				
Training conducted IAW the approved program of instruction (C.1.7)				
Copy of QC reports being sent to the Corporate (home) office (C.5.1.15)				
Diner comments processed & returned to the DFAC (C.1.7) Diner surveys conducted & documented (C.1.7)				
Monthly synopsis of diner comments submitted to the COR (C.5.1.7)				
Documentation/CDR of some action being taken to prevent recurring deficiencies (C.5.1.15)				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory:_____ Defect_____				
PAE Signature_____ Contractor's Representative Signature_____				

Figure B-18

INSPECTION GUIDE FOR:

PRS 13 MEAL SERVICE FOR REMOTE SITE FEEDING	Building Number: _____ Date: _____ Time of Evaluation: From: _____ To: _____			
PROCEDURES: 1. Use this inspection guide to evaluate Meals for Remote Site Feeding Service. 2. Observe the food/ingredient staging, preparation & cooking process, and personnel hygiene & sanitation practices. Observe the pre-heating/pre-chilling, packaging and labeling operation of the insulated food containers/vacuum jugs. 3. Compare performance to the specified standard referenced by contract paragraph. 4. Document all unsatisfactory ratings in detail on this guide. 5. Upon completion of the evaluation, explain the findings to the Manager/Assistant Manager and obtain signature to acknowledge copy receipt. Note: Signing the guide acknowledges receipt of this evaluation and does not indicate agreement with the findings.				
PERFORMANCE CRITERIA: Overall performance of this service for the day of the evaluation will be rated as either satisfactory (SAT) or defective (DEF). Performance will be rated as satisfactory if not more than 1 critical standard is deficient and if not more than 2 of the non-critical standards are deficient. Performance will be rated defective if more than one of the critical standards is deficient.				
CRITICAL STANDARDS:	SAT	DEF	N/A	EXPLANATION
Recipes/SOP's used for all products (AFMIS TM 10-412)				
Minimizes time PHF's are kept in TDZ during preparation (TB Med 530)				
PHF's progressively prepared/cooked close to staging time (TB Med 530)				
Products prepared & protected from cross contamination (TB Med 530)				
Raw fruits & vegetables washed prior to staging (TB Med 530)				
Cold food products remain chilled at 40°F or below during preparation (TB Med 530)				
Poultry, dressings, stuffed meats, fish & pastas cooked to 165°F or above for 15 sec (TB Med 530)				
Pork, fish & grounds meats cooked to 155°F or above for 15 sec (TB Med 530)				
Whole muscle beef or lamb cooked to 145°F or above for 15 sec or IAW Table 2-1 (TB Med 530)				
Complete meals, utensils, & instructions ready for pick-up at requested time (C.5.1.16)				
Not more than 2 of the remaining standards from the list below are found defective during the evaluation period.				

INSPECTION GUIDE FOR:

PRS 13 MEAL SERVICE FOR REMOTE SITE FEEDING (CONTINUED)				
OTHER STANDARDS	SAT	DEF	N/A	EXPLANATION
Meal request cleared through COR (C.5.1.16)				
All items prepared IAW established menu. (C.5.1.3)				
Frozen foods tempered IAW (TB MED 530)				
Inserts/containers pre-heated/pre-chilled (FM 10-23)				
Food containers properly labeled (contents, servings, time of pack & serve by time) (C.5.1.16)				
Single use items equal to the number of meals requested are available for pick-up (C.5.1.16)				
Leftovers discarded (TB MED 530)				
Refuse & trash bags provided with meals and ready for pick-up (TB MED 530)				
Personnel in clean & proper uniforms practicing good hygiene (TB MED 530)				
REMARKS:				
EVALUATION RESULTS: Overall Rating of This Evaluation: Satisfactory: _____ Defect _____				
PAE Signature _____ Contractor's Representative Signature _____				

Figure B-19

MONTHLY PRS PERFORMANCE RECORD

Full Food Service

Contract Number: _____

Month: _____

Dining Facility Number _____

Prepared by: _____

Instructions: Place a “D” for defect in the appropriate space below corresponding with the recorded defect on the inspection guides.

DAY OF THE MONTH																															
SERVICE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	25	28	29	30	31	TOTAL
PI-1 Menu Planning & DFAC Admin																															
PI-2 Receiving & Storage																															
PI-3 Fd Prep – Reg Menu																															
PI-4 Fd Prep - S/O Menu																															
PI-5 Fd Prep-B/Salad Bar																															
PI-6 Fd Prep–BG/Desserts																															
PI-7 Headcount/Cashier																															
PI-8 Food Serving																															
PI-9 Dining Room																															
PI-10 Equip & Utensil Clng																															
PI-11 Fac Maint & Sanitation																															
PI-12 Quality Control																															
PI-13 Meals for Remote Site																															

Figure B-20

MONTHLY PERFORMANCE ASSESSMENT REPORT

General. The Monthly Performance Assessment Report is the primary document used to report the Contractor's overall performance of the services listed on the PRS to the KO. It provides a visual comparison of the inspection results at the end of each month to the Inspection Plan developed prior to the beginning of the month. The inspection results, when compared to the established AQLs, provide instant indicators of how well the Contractor has performed each service on the PRS.

Source of Information. The information needed to complete this form comes from the Inspection Plan, Inspection Guides and the Monthly PRS Performance Records..

Procedures. The COR will transpose all information from the Inspection Plan to this form, then total the number defects recorded for each service for the month and document this information in column 7, and analyze the results.

Analyzing the Results. The COR will identify by line item all services where the recorded number of defects (column 7) exceeds the acceptable number of defects (column 5).

Payment Computation. For fixed-price type contracts the COR will compute recommended payment reductions as remedies for the KO. When the actual number of defects exceeds the allowable number of defects the COR must compute the applicable recommended payment reduction (fixed-price) IAW the sample calculation in TE 1 of the contract.

Fee Adjustments. For cost reimbursement type contracts, the COR will use the information on PRS Report to make recommendations to deduct from the fixed fee or with-hold a part of, or the entire award fee. All final decisions are the purview of the KO.

Documentation and Reporting. The COR will include the Performance Assessment Report as an attachment to the monthly memorandum to the KO.

MONTHLY PERFORMANCE ASSESSMENT REPORT

Full Food Service

Date Prepared: _____ Inspection Period:(Month): _____
 Contract No: _____ Prepared by: _____

PERFORMANCE INDICATOR PRS NO. – SERVICE	LOT SIZE	SAMPLE SIZE	AQL	ACCEPT NO.	REJECT NO.	DEFECTS	RECOMMENDED PAYMENT REDUCTION
1. Menu Planning & DFAC Administration							
2 Receiving & Storage							
3 Fd Prep–Reg Menu							
4 Fd Prep–Short Order							
5 Fd Prep–B/S Bar							
6. Fd Prep–Baked Goods & Desserts							
7 Headcount/Cashier							
8 Food Serving							
9 Dining Room							
10 Food Service Equipment & Utensil Cleaning							
11 Facility Maintenance & Sanitation							
12 Quality Control							
13 Meals for Remote Site Feeding							
Re Inspection Fee (NOTE: MAY NOT BE APPLICABLE- SEE TE 1)							
Total Recommended Payment Reduction							

Figure B-21

MONTHLY PERFORMANCE ASSESSMENT REPORT

Dining Facility Attendant Service

Date Prepared: _____ Inspection Period:(Month): _____

Contract No: _____ Prepared by: _____

PERFORMANCE INDICATOR PRS NO. – SERVICE	LOT SIZE	SAMPLE SIZE	AQL	ACCEPT NO.	REJECT NO.	DEFECTS	RECOMMENDED PAYMENT REDUCTION
1. Subsistence Storage							
2. General Services							
3. Headcount/Cashier							
4. Food Serving							
5. Dining Room							
6 Administrative							
7 Food Service Equipment & Utensil Cleaning							
8 Facility Maintenance & Sanitation							
9 Quality Control							
Re Inspection Fee (NOTE: MAY NOT BE APPLICABLE- SEE TE 1)							
Total Recommended Payment Reduction							

Figure B -23

MONTHLY PERFORMANCE ASSESSMENT REPORT

Cook Support and Dining Facility Attendant Service

Date Prepared: _____ Inspection Period :(Month): _____

Contract No: _____ Prepared by: _____

PERFORMANCE INDICATOR PRS NO. – SERVICE	LOT SIZE	SAMPLE SIZE	AQL	ACCEPT NO.	REJECT NO.	DEFECTS	RECOMMENDED PAYMENT REDUCTION
1 Subsistence Storage							
2 Fd Prep–Reg Menu							
3 Fd Prep–Short Order							
4 Fd Prep–Breakfast & Salad Bars							
5. Fd Prep–Baked Goods & Desserts							
6 Headcount/Cashier							
7 Food Serving							
8 Dining Room							
9 Food Service Equipment & Utensil Cleaning							
10 Facility Maintenance & Sanitation							
11 Quality Control							
Re Inspection Fee (NOTE: MAY NOT BE APPLICABLE- SEE TE 1)							
Total Recommended Payment Reduction							

Figure B-24

**MEMORANDUM – MONTHLY CONTRACT PERFORMANCE
REPORT
(SAMPLE)**

(Insert date)

(Insert office symbol)

MEMORANDUM FOR DIRECTOR OF CONTRACTING, ATTN: **(insert office symbol,**
KO's name), (insert address including building number)

SUBJECT: Monthly Contract Performance Report.

1. References:

A. Installation Food Service Contract **(insert number)**.

b. Memorandum **(insert date)** subject: Letter of Designation, KO's Representative.

2. The following report summarizes the performance assessment activities and results noted during the month of **(insert month)**. Contract inspections have been conducted in accordance with the Inspection Plan submitted the Directorate of Contracting **(insert date)**. Other inspections were performed as deemed necessary by the COR throughout the month. Overall contractor performance of this contract for this evaluation period was (Insert Adjectival rating (Good, excellent, fair, etc...)) Recommend contract payment in the amount of \$ **(insert dollar amount)** be paid the Contractor based on the following supporting documentation:

3. The following attachments are provided as supporting documentation:

- a. DD Form 250, Materiel and Receiving Report
- b. Performance Assessment Report
- c. Payment computation for reduction of payment/fee
- d. Additional supporting documentation: Planned or unscheduled inspections, valid Diner Comment Cards and memorandum(s) of record/meeting(s)
- f. Contract Discrepancy Report(s)

4. Recommend that contract payment be expedited IAW prompt payment clause of reference contract and the appropriate remedies as determined by the contracting officer (reference "Inspection of Services" clause) are taken.

CF: DOL,
FPM

(insert your name)
Contracting Officer's Representative

Figure B-25

ANNEX C

OTHER PERFORMANCE INSPECTIONS

General. The COR may initiate inspections for other than PRS items or performance problem areas as required. These inspections may address items listed on the PRS and be conducted in addition to monthly inspection plan. To ensure consistency the Inspection Guides of this PAP will be used when conducting any evaluation of PRS listed services. The COR may develop individual inspection guides to perform evaluations of areas/items not listed on the PRS yet required by the contract. This would include items such as: window cleaning, drapery cleaning, maintenance of outside areas, floor stripping, pre-cleaning of facilities, and infrequent cleaning tasks listed on the contractors cleaning schedule. A copy of all evaluations will be provided to the Contractor on the day of inspection.

Source of Information. Information to complete additional inspection guides will be derived from the contract.

Procedures. The COR will list, those requirements of the contract to be evaluated using the PWS and paragraph number. (See Sample at Figure C.1) The inspection guides of this PAP may be used as format guides in the development of additional (Non-PRS) inspection guides. Each inspection guide will list all requirements of the specific area to be evaluated. (ie: Cleaning of air transfer hoods over food service equipment and serving lines).

Use. These inspection guides are to be used in addition to the PRS Item Inspection Guides to:

- Evaluate the effectiveness of the Contractor's Quality Control program.
- Evaluate infrequent tasks when they are performed.

Analyzing the Results. The COR will analyze and verify the results of these inspections to determine trends in performance. This information will be used in the scheduling and conduct of inspections the following month. Properly documented inspections will provide supporting documentation to recommended remedies to enforce the contract.

Contract Enforcement. The COR will determine when a course of corrective action through the KO should be initiated to address deficiencies noted on these inspections.

Payment Computation. For fixed-price type contracts the COR will prepare an Independent Government Estimate (IGE) to claim compensation for any deficiencies that have been properly documented on these inspection guides. Any contract payment reductions for these deficiencies will be made under the "Inspection of Services" clause of the contract and will be in addition to those taken using the PRS. The COR will estimate independently all material, transportation, supplies, and labor equal to the value of what was not received by the government or not performed by the contractor. The Department of Labor Wage Determination will serve as the basis for labor costs. The recommended amount of adjustment must equal the government estimate of loss of service value and will not constitute or be treated as a penalty. The contracting officer will make all final decisions relative to contract payments.

Fee Adjustments. For cost reimbursement type contracts, the COR will use these inspection results to support recommendations to relative to contract fees, fixed fee or award fee whichever is applicable.

Documentation and Reporting. The COR will verify inspection documentation is complete and accurate before determining if any contract remedy is required. The COR will analyze the results of these inspections to determine trends in performance, repeated deficiencies and non performance of any one time requirement. The COR will furnish results of these inspection to the KO, as a part of the Monthly Performance Assessment Report

OTHER INSPECTIONS (SAMPLE)

	CHECKLIST PWS REQUIREMENT	REF	FREQUENCY			FINDINGS			REMARKS
			D	W	M	SAT	UNSAT	N/A	
C.1 GENERAL									
1	All managers have sanitation certificates								
3	DFAC Mgr or Alt present during operational hrs								
5	DFA supervisor present during operational hrs								
6	Uniforms								
7	Hair restraints								
8	Identification badges								
9	Jewelry								
10	Personal hygiene – hands and nail								
11	Cross contamination by duty assignment								
12	Alcohol & drugs								
13	Vehicle registration & driver licenses								
16	Headcount – contractor personnel meals								
17	Quality assurance approved & used								
18	Smoking in designated areas								
19	Safety plan submitted & approved								
20	HAZCOM plan implemented – MSDS in DFAC								
21	Key control record on file & current								
22	AFSEM plan on file & implemented								
23	Infrequent cleaning plan on file & used								
24	Annual labor report submitted								
25	All training completed IAW schedule								
26	Training records/certificates on file								
C.3 GOVERNMENT FURNISHED PROPERTY (GFP) AND SERVICES									
27	Property control plan on file & current								
28	Annual GFP report submitted & on file								
29	Inventories conducted & records forwarded to GPA								
30	Inventory discrepancies identified & reported								
31	Closing inventories conducted, accurate & on file								
32	Equipment manuals on hand in DFAC								

Figure C-1

ANNEX D

DINER COMMENT/SURVEY PROGRAM

1. **General.** A customer comment program should be used for monitoring Full Food Service. It can provide the COR an additional method of obtaining performance results through diner feedback during the evaluation period. A diner survey program can also be used in addition to, or in lieu of, a diner comment program. The Contractor should have an independent program as part of their quality control program. Each organization receiving service under this contract should be briefed and advised on the completion and use of the form.

1.1. Valid comments can serve as an effective source of determining trends in performance in which to evaluate overall Contractor performance. Valid comments that are determined to be contract deficiencies will not count against the AQL nor will they be used to support payment deductions in a fixed-price contract.

2. **Diner Comment Form.** The comment form should be designed around contract requirements so that results can be used as supporting documentation for deficiencies that are identified using other inspection methods. A sample form is provided. The government should provide locked boxes, diner comment forms and pencils in each dining facility located in a convenient place for the diner. A bulletin board should be made available in a prominent location (queuing area near the front entrance) of each facility for the posting of replies to diner comments.

3. **Validating Comments.** Each comment received must be validated to determine if the service is required by the contract and if the service met the standard stated in the contract. The COR should respond to all diner comments and post completed forms (response to the comment) in a prominent location for diners to review.

4. **Using Valid Diner Comments.** The COR will summarize monthly valid diner comments and determine by DFAC if there are any trends, both positive and negative, that affect the diner. All valid deficiencies should be noted, citing the applicable paragraph number in the contract. Valid comments should be used as supporting documentation when remedies are recommended.

DINER COMMENT CARD (SAMPLE)

<i>DINER COMMENTS</i>					
Building No: _____ Time _____ Breakfast _____ Lunch _____ Dinner _____ Brunch _____ Supper _____					
Where hot foods hot? Yes ___ No ___ Product: _____					
Where cold foods cold? Yes ___ No ___ Product: _____					
Where servers polite & helpful? Yes ___ No ___ Comment: _____					
Where condiments available? Yes ___ No ___ Comment: _____					
How long did you wait after you got in line? ___ Minutes					
Weekday vs. weekend service? Same: ___ Better: ___ Worse: ___ Don't eat here on weekends: ___					
AREAS	EXCELLENT	GOOD	FAIR	POOR	COMMENT
Appearance of food					
Taste of food					
Variety of menu					
Cleanliness of facility					
Speed of service					
Overall rating for this meal					
Remarks:					
Name:			Unit:		
Response:					

Figure D-1

ANNEX E CONTRACT DISCREPANCY REPORT

CONTRACT DISCREPANCY REPORT <i>For uses of this form see DA PAM 715-15; the proponent agency is DCSLOG</i>	1. CONTRACT No.
--	------------------------

2. TO: (Contractor and Manager Name) **3. FROM:** (Name of COR)

DATES

PREPARED	ORAL NOTIFICATION	RETURNED BY CONTRACTOR	ACTION COMPLETE

4. DISCREPANCY OR PROBLEM (Describe in detail: include PWS reference /directive: attach continuation Sheet if necessary.)

5. SIGNATURE OF KO:

6. TO: (KO)

7. FROM: (Contractor)

8. CONTRACTOR RESPONSE AS TO CAUSE, CORRECTIVE ACTION, AND ACTIONS TO PREVENT RECURRENCE. Attach Continuation Sheet if Necessary (Cite applicable QA program procedures or new A. W. procedures.)

9. SIGNATURE OF CONTRACTOR REPRESENTATIVE

10. FROM: (Contractor)

11. GOVERNMENT EVALUATION (Acceptance, partial acceptance, and rejection: attach continuation sheet if necessary)

CLOSE OUT

ACTION	NAME AND TITLE	SIGNATURE	DATE
CONTRACTOR NOTIFIED			
COR: REVIEWED/ACCEPTED			
CONTRACTING OFFICER			

DA FORM 5479-R, Nov 85

ANNEX F

CONTRACTOR PERFORMANCE ASSESSMENT REPORTING SYSTEM (CPARS)

Note: This Annex is extracted from the June 2008 edition of the Installation Contracting Command, Northern Region Contracting Center's COR Newsletter and is printed here to provide CORs with a technically correct description of the CPARS requirements.

- **CPARS – Contractor Performance Assessment Reporting System, a library of automated contractor performance reports.**

1. Users in the CPARS Process

- a. ALL eligible contracts must be registered within 30 days after award and prior to assessment by the Contracting Officer (KO) or Contract Specialist (CS).
 - Focal Point Ensures that all users have access rights. Maintains CPARS Program.
 - Contract Data Entry
 - Completed by the KO and/or CS
 - Information completed in Blocks 1–17 of DD FM 2846
 - Registers contractor information such as name, address, DUNS, NAICS, FSC, and CAGE Code.
- b. Assessing Official: Role of The KO who initiates the CPAR.
 - Reviews and approves COR narratives
 - Validates ratings input by the COR
 - Sends to contractor for concurrence/rebuttal
 - Finalizes assessment
 - Modifies assessments if supported with evidence
- c. Assessing Official Representative: Contracting Officer Representative (COR)
 - Evaluates contractor performance
 - Completes Blocks 18 & 20 of DD FM 2846
 - Sends ratings to KO for review and approval
- d. Contractor:
 - Has 30 days to respond to evaluation
 - All disputes must be in writing

2. Frequency & Types of Reports

CPARS are due within 30 days after the performance period ends.

- a. Initial Reports. For new contracts > 365 days.
- b. Intermediate Reports.
 - Required each 12 months
 - May be completed when exercising the option
 - May be completed at the time of award fee determinations
- c. Out-of-Cycle Reports.
 - Used in-between 12 month reporting period
 - Used if significant changes in performance occur

- Used to record unsatisfactory performance
- Used to update an assessment if requested by the contractor
- d. Final Report.
 - Required for contracts < 365 days
 - Required at contract completion
 - Required upon contract termination
- e. Addendum Report. Records the contractor’s performance related to contract close-out.

3. Before You Write Your CPARS Narrative:

- a. Discuss areas to be evaluated with the contractor. Communication gives the contractor the opportunity to correct any deficiencies for better performance.
- b. Avoid using words that appear as bias opinions such as the following:
 - In our Opinion
 - It appeared
 - It is our hope
 - We did not like
 - Could be
 - We hope
 - We believe
 - We think
- c. Negative performance should be brought to the contractor’s attention at the time of occurrence, not at assessment time.
- d. Narratives should be very descriptive supported by clear, concise, and verifiable documentation.
- e. Narratives must convey to the contractor and other readers why the rating was assigned.
- f. Ensure the rating provided for each factor is consistent with the rating definition.
- g. The further the rating is from a “satisfactory”, the more detailed the narrative.
- h. Narratives must relate to performance requirements.
- i. The contractor will dispute an unsatisfactory rating.
- j. Address any changes in ratings from the prior assessment.
- k. Show all improvements.
- l. Indicate if strengths and/or weaknesses were major or minor.
- m. Document any corrective action taken.
- n. COR may be asked to present data to justify ratings.
- o. Maintain all documentation to back-up evaluations.
- p. CPARS ratings should not be a surprise.
- q. Mark assessments “FOR OFFICIAL USE ONLY”.
- r. No more than two CPARS assessments per year.

4. Assessing Official Representative:

- a. The Contracting Officer’s Representative (COR) is considered the “Assessing Official Representative” in the CPARS process. Because the COR works so closely with and knows more about the contractor’s work efforts, he/she is designated to complete the contractor performance assessment report.

b. All CPARS users must have a USERID and PASSWORD to log into CPARS. The KO/CS will instruct the Focal Point to provide CPARS access using the contract number as the access item. The COR will receive a system-generated email with a temporary password. The COR will log-in using the PRODUCTION menu with their temporary password. Once logged-in, the CPARS system will prompt the COR to change their password. First-time users must complete the New User Information screen.

c. The Assessing Official Representative is responsible for initiating and updating assessments; creating a contractor performance narrative, assigning an exceptional, very good, satisfactory, marginal, or unsatisfactory rating to the contractor; and forwarding the evaluation to the KO for approval.

d. The CPARS To-Do List provides a list of contracts under the responsibility of the Assessing Official Representative. He/she can update and send to the Assessing Official (KO) for validation. The To-Do List will also include assessments that have been returned by the Assessing Official for rework.

e. The CPAR Status Report allows the Assessing Official Representative to monitor the status of assessments that have been started or completed for each contract that he/she has been authorized access. It displays information such as number of assessments started and completed. The COR will have read-only access to completed assessments.

f. The Contract Status Report allows the Assessing Official Representative to monitor the status of contracts that he/she has been authorized access. The Contract Status Report will display the number of contracts due for an assessment or as a list of contracts that identifies the status of each contract as current, due, or overdue.

5. Performance Areas of Evaluation and the DD Form 2846.

a. The COR will rate the contractor in Blocks 18a thru 18f and Block 20 of the DD Form 2846. The Assessing Official Representative must have objective factual data to support each specific area of evaluation. There are six (6) assessment factors in which to rate contractor performance:

- Technical Performance - Quality of Service
- Schedule – Timeliness
- Cost Control
- Business Relations
- Management of Key Personnel
- Other areas

b. There are five (5) evaluation areas to rate contractor performance:

- Exceptional
- Very Good
- Satisfactory
- Marginal
- Unsatisfactory

6. Assessing Official Representative Narrative.

The final statement in the narrative should discuss whether you would award to this contractor again: EXAMPLE: “Given what I know today about the contractor’s ability to execute what he promised in the contract, I (definitely would, probably would, might) or (definitely would not, probably would not, might not) award another contract to him if I had a choice”. The Assessing Official Representative is not only making an assessment as to how well the contractor performs when things are going well, but also how

well he handled things that were not going too well - **Actual Performance and Recovery**". All ratings must be supported by a detailed narrative that will allow readers to understand that the ratings given are credible and justified with some risk to the government. **RISK** is defined as the "degree of failure that will jeopardize the mission". The risks taken by the government in awarding contracts include awarding to poor performers, loss of government property, and additional, unnecessary contract costs.

a. Evaluation Areas.

- Quality of Product or Service. Assesses the contractor's conformance to contract requirements, development, and standards of good workmanship.
 - ✓ Are all reports and data accurate?
 - ✓ Did the service provided meet the specifications of the contract?
 - ✓ What was required to resolve problems that arose during performance?
 - ✓ Did the contractor fulfill contract requirements?
 - ✓ Did the contractor meet commonly acceptable standards for good workmanship?
- Schedule. Assesses timeliness of the contractor against the completion of the contract, task orders, milestones, delivery schedules, and administrative requirements, including any efforts that contribute to or affect the schedule.
- Cost Control. Assesses the contractor's effectiveness in forecasting, managing, and controlling contract costs, including reports and analyzing variances.
 - ✓ Did the contractor keep within the total estimated cost?
 - ✓ Did the contractor do anything innovative that resulted in cost savings?
 - ✓ Were billings current, accurate, and complete?
- Business Relations/Management. Assesses the contractor's history of reasonable and cooperative behavior, timeliness, and customer satisfaction, quality of problem identification, corrective action plans, and management of subcontracts.
 - ✓ Did the contractor successfully coordinate all contract activities, identify and resolve problems, exhibit reasonable and cooperative behavior, and manage subcontracts effectively?
 - ✓ Evaluates the business relationship between the contractor and the government.
- Management of Key Personnel. Assesses the contractor's performance in selecting, retaining, supporting, and replacing key personnel when necessary.
 - ✓ Did the contractor experience a big turnover of key personnel?
 - ✓ Did key personnel stay on the contract and did they manage their portion of the contract?
 - ✓ How did the contractor handle work with the reduction of personnel?
- Other Areas. Specify additional evaluation areas that may be unique to the contract, those that cannot be captured elsewhere on the DD Form 2846. Each should be separately labeled.

b. Supporting Rationale. The Assessing Official Representative must include credible and justifiable support rationale for each narrative. All performance successes and/or problems should be documented. Include a description of the problem experienced, the cause, (Government or contractor), whether or not the problem was resolved, and whether the contractor worked well with the Government to resolve the problem. Include successes or new ideas by the contractor as best practices or innovative ideas. Contractor assessment reports shall be maintained for no longer than three years.

7. Evaluation Ratings and Definitions.

The narrative is the most important part of the CPARS report. CORs should be fair when providing their ratings; however, do not give the company a “**very good**” rating when they legitimately deserve only a “**satisfactory**”. The COR must identify multiple significant events in each category in which the contractor had a problem to overcome. State how it impacted the government and what was used to notify the contractor of his deficiencies (deficiency reports, letters, etc).

- a. **Exceptional.** Performance meets contractual requirements and exceeds many to the Government’s benefit. There must be **NO** significant weaknesses identified in an exceptional rating. Exceptional ratings indicate:

- No quality problems,
 - No cost control problems,
 - No delays on work,
 - All responses were effective and responsive,
 - Any minor problems were addressed immediately and resolution was highly effective.
- Descriptive words and phrases that may be used to describe **EXCEPTIONAL** contractor performance are as follows: Contractor performance exceeds many requirements (list at least 3) and benefits the Government.
- ✓ Services provided were above and beyond Government expectations. Significantly exceeded expectations.
 - ✓ Few minor problems with this contract. Contractor responded immediately, and problems were corrected expeditiously.
 - ✓ Attention to detail is evident and he takes pride in his work.
 - ✓ Highly effective corrective action (describe the action).
 - ✓ Quickly resolved cost issues with a substantial reduction in cost/price benefit to the Government.
 - ✓ Improved performance with quality results (briefly describe the results)
 - ✓ Significantly exceeded delivery requirements
 - ✓ Quickly resolved delivery issues (briefly describe the issues)
 - ✓ Highly professional, very responsive to Government needs, and very proactive
 - ✓ Significantly exceeded Small Business /Small Disadvantaged Business subcontractor goals

b. **Excellent and Very Good.** Performance meets contractual requirements and exceeds some to the Government’s benefit. Descriptive words and phrases that may be used to describe **EXCELLENT** and **VERY GOOD** contractor performance are as follows:

- Excellent
- Outstanding
- Dynamic
- Superior
- Very aggressive to get job completed
- Corrective action was effective (describe the affect)
- No significant weaknesses
- A few minor problems (list the minor problems)
- Reduction in overall cost/price while meeting all contract requirements

- Quickly resolved cost/price issues (describe the issues)
- Exceeds some of the requirements (list at least 2) to the Government's benefit
- On-time deliveries with some early deliveries to the Government's benefit
- Highly professional, responsive to Government needs
- Exceeded Government expectations
- Limited change proposals
- Very proactive cross-feed program by sharing problem resolutions with other sites

NARRATIVE EXAMPLE: Repeat personnel problems lowered this rating from Exceptional (FY 2006) to Very Good (FY 2007).

c. **Satisfactory.** Performance meets contractual requirements with some minor problems. Descriptive words and phrases that may be used to describe **SATISFACTORY** contractor performance are as follows:

- Adequate
- Sufficient
- Average
- Minor problems occurred but actions taken by the contractor appear to be satisfactory.
- Displayed a tendency to be tardy with reports and payments to suppliers
- No significant weaknesses identified
- Satisfactory corrective actions
- Professional
- Reasonably responsive to government's needs
- Met subcontractor goals

NARRATIVE EXAMPLE: Performance for this period was considered Satisfactory for customer support with few minor problems. Corrective actions taken by the contractor were effective. Turnover of personnel was somewhat disruptive, but not a significant weakness. This rating has been raised from MARGINAL (FY 2006) to SATISFACTORY (FY 2007).

d. **Marginal.** There are some contractual requirements that the contractor did not meet. Serious problems have occurred throughout the contract. Descriptive words and phrases that may be used to describe **MARGINAL** contractor performance are as follows:

- Ineffective corrective actions
- Contractor still has not identified effective corrective actions
- Did not meet cost/price estimates
- Inadequate corrective action plans
- No innovative techniques to bring overall expenditures within limits
- Proposed actions appear to be only marginally effective and were not fully implemented
- Some late deliveries
- Less professionalism and responsiveness
- Low user satisfaction
- Unsuccessful in meeting subcontractor goals
- Unnecessary change proposals

e. **Unsatisfactory.** Performance does not meet most contractual requirements. Descriptive words and phrases that may be used to describe **UNSATISFACTORY** contractor performance are as follows:

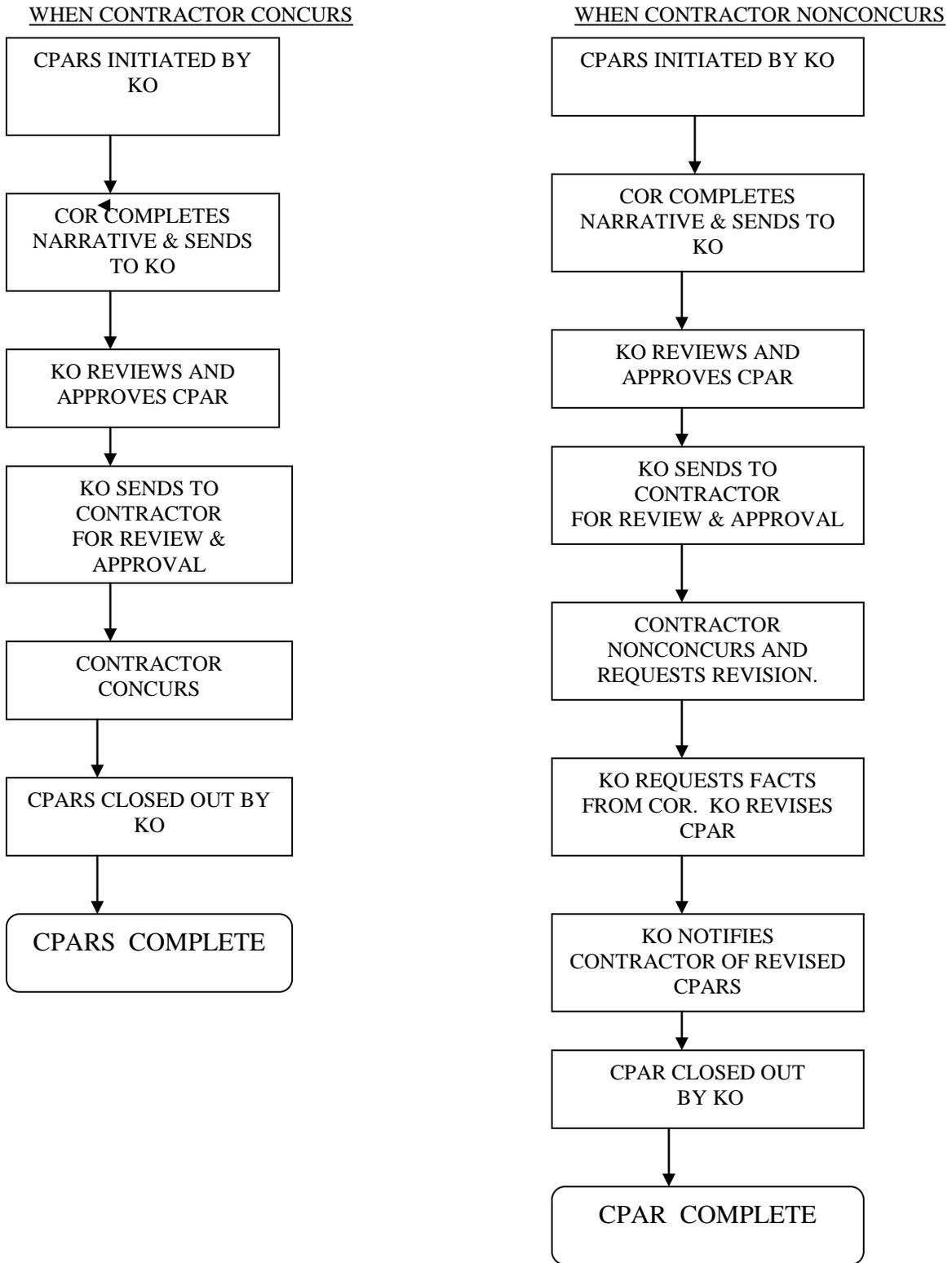
- Deficient
- Failed to meet any acceptable standards of performance
- Serious problems with the contract
- Recovery is not likely in a timely manner
- Contractor's effort's to correct the problem were ineffective
- Significant cost overruns - Not likely to recover
- Negative cost impact
- Many late deliveries
- Delinquent responses
- Lack of cooperative spirit
- Significantly under subcontractor goals
- Excessive and unnecessary change proposals to correct poor management

8. CPARS AUTOMATIC EMAIL NOTIFICATIONS.

The CPARS application will send the following automatic email notifications:

- WHEN – The Focal Point assigns users to a contract prompting them with a temporary password.
- TO – The Assessing Official (KO) and Focal Point 30 days prior to when the assessment is due to be started. This email is weekly and continues until the assessment is initiated.
- TO – The Assessing Official (KO) and Focal Point when an assessment has not been completed within the 120-day goal (overdue). This email is weekly and continues until the assessment is completed.
- WHEN – The Focal Point auto-registers a contract but no users are assigned. This email is weekly and continues until users are assigned.
- WHEN – The Focal Point assigns users to a contract but the contract has not been registered. This email is weekly and continues until the contract is registered.
- WHEN – The Assessing Official Representative (COR) forwards an assessment to the Assessing Official.
- WHEN – The Assessing Official (KO) forwards an assessment to the Contractor Representative.
- WHEN – The Contractor Representative returns an assessment to the Assessing Official (KO).
- WHEN - The Assessing Official (KO) sends an assessment to the Reviewing Official (KO).
- FROM – The Assessing Official (KO) to Contractor Representative when the assessment is completed.
- TO – The Assessing Official and Contractor Representative identifying assessments forwarded to the Contractor Representative for review and comment, but have not been returned to the Assessing Official (KO). This email is weekly and continues until the assessment is returned by the Contractor Representative or is retrieved by the Assessing Official after the 30-day comment period has expired.
- TO – The Assessing Official (KO) when the contractor 30-day comment period expires. This email is weekly and continues until the assessment is returned by the Contractor Representative or is retrieved by the Assessing Official (KO).
- TO – The Focal Point identifying assessments that are archived because the contract completion date is over one year old.

CPARS FLOW PROCESS



SAMPLE CONTRACTOR PERFORMANCE REPORT

NOTE: This form may be used for the interim monthly, quarterly, or semi-annual report to document unsatisfactory contractor performance before the end of the performance period.

1. DATE OF REPORT: _____

2. CONTRACT NO / SERVICE: _____

3. CONTRACTOR: _____

4. Performance problems brought to the contractor's attention (PLEASE EXPLAIN):

5. Has the Contracting Officer been notified of the contractor discrepancies? _____ NO _____ YES

Date of notification: _____

6. Action(s) taken by contractor to correct discrepancies (PLEASE EXPLAIN):

7. Have these corrections caused the contractor's performance to improve?

_____ N/A (PLEASE EXPLAIN) _____ NO CHANGE _____ YES _____ NO (PLEASE EXPLAIN)

8. Are there other issues that should be brought to the KO's attention?

_____ YES (PLEASE EXPLAIN) _____ NO

9. COR COMMENTS: _____

CONTRACTING OFFICER'S REPRESENTATIVE / DATE