

TITLE: CIB 99-4 Guidance on Evaluating Contractor Performance and Past Performance Information in Source Selection

MEMORANDUM FOR ALL CONTRACTING OFFICERS AND NEGOTIATORS

FROM: M/OP/OD, Marcus L. Stevenson, Procurement Executive

SUBJECT: Guidance on Evaluating Contractor Performance and Past Performance Information in Source Selection

CONTRACT INFORMATION BULLETIN 99 - 4

The purpose of this CIB is to update the guidance in CIB 97-28 for conducting past performance evaluations and for using past performance information in source selection.

M/OP has subscribed to the NIH Contractor Performance System, an interagency system for preparing and disseminating past performance reports over a secure Internet connection. USAID contracting office personnel will be able to access over 2,000 contractor past performance Reports on contracts for eight federal departments and agencies, and several additional agencies will be putting their contract performance reports on the system in the near future.

The NIH system largely parallels the current USAID system in the form and content of the performance information being collected, but there are certain differences that USAID will accommodate in the interests of a common, intergovernmental approach and for economy of operation.

Most notably, customer satisfaction is not a rated factor in the NIH system, but the concerns being addressed under this criterion in USAID reporting seem readily amenable to coverage under NIH's business relations criterion. Additionally, under the NIH system, it should be noted that descriptions have been assigned to the rating criteria on a zero to five point scale that approximate, but do not exactly duplicate, the criteria used in the USAID rating scale.

Transition to the NIH system will be made incrementally, as expeditiously as contracting office personnel can be given access to it and instructed in its operation; and the currently used USAID Past

Performance System and the NIH system will be run in tandem during the transition. The existing database of USAID contractor performance reports is being converted to the new system, and reports that are in preparation should continue to be processed under the current system until the contracting office personnel preparing the past performance information have been given access to and trained on the new system.

The currently used evaluation form, AID 1420-66, is being converted from WordPerfect to Word 97 in the concurrent Windows 95 implementation, and it will also be modified to more closely follow the format used in the NIH system and made accessible on the USAID Intranet; but it will be discontinued once the transition is completed.

Access to the NIH System

Access to the NIH system and the confidential source selection information that it contains is controlled by USG Level 3 computer security measures, and system users are responsible for any access of the system that is made under their user ID's.

User ID's and passwords have been assigned for USAID/W and FSO contracting office personnel whose functions will require them to have access to the system, and this access information is being distributed prior to user training for the system. After receiving access and instruction on the system themselves, mission contracting officers may obtain access for their FSN direct-hire contracting staff by E-mailing a list of their names, job titles, office addresses, and phone numbers to Past_Performance@OP.SPU@AIDW.

Subsequent changes in staffing, both additions and deletions of personnel who require access, will require additional E-mail notices, to provide the additional access and to maintain the security of the system.

Further, contracting office personnel may give cognizant technical officers (CTO's) one-time access for the purpose of drafting an individual contract performance report on-line, but they will not have direct access to any other information on the system.

Note: Contractors and other non-governmental personnel may not be permitted access to the system or its data. Limited exceptions are made for 1) a contractor being given access to the data that is maintained on its own performance, and 2) non-governmental personnel serving on source evaluation panels being given access to the relevant contractor performance data necessary for evaluating offerors in contention for an award, but these non-governmental personnel are not to be given access to the system.

NIH is not currently authorizing any PSC's who are performing contracting office functions to access the system; but provision for their access is being given further consideration, and a supplement to this CIB will be issued if NIH changes its position on this point.

After they have received user ID's and passwords, contracting office personnel may access the NIH system from hyperlinks on the M/OP Policy Division homepage on the USAID Intranet, under the Past Performance listing.

These web sites are available continuously except for daily maintenance from 1:15 AM to 3:00 AM, Washington, DC time, making them unavailable for some missions during part of the work day.

Training for the NIH System

Training opportunities in USAID/W and at the NIH Computer Center are being offered to USAID/W contracting office personnel and CTO's by separate notices. Training in the field for mission personnel is still under consideration; and we hope to provide instructions on using the system to mission contracting officers at a conference sometime in the spring of 1999. In the meantime, mission contracting officers passing through M/OP should make a point to schedule a briefing with Kenneth Monsess, the USAID Past Performance Coordinator, on the operation of the system and to obtain the user identification to access it.

M/OP staff may access detailed user and training publications from the following files on the LAN:

User's Guide to NIH Contractor Performance System (USAID Ed):

p:\oppub\poldocs\pastperf\cpsgde~1.wp

USAID Training Exercises:

p:\oppub\poldocs\pastperf\atrgexer.wp2

Project Officer/COTR Instructions for Completing the Evaluation:

p:\oppub\poldocs\pastperf\pousergd.wp

These publications are being E-mailed to mission personnel upon issuance of this CIB under separate transmission, and they are being furnished in hard copy prior to the NIH training sessions. Generic versions of them (not USAID-specific) may also be downloaded from the system's info web page.

The system also incorporates an extensive on-line help function that explains much of its operation.

New SDB Evaluation Factor

When past performance is evaluated in source selection procedures under solicitations that are issued on or after January 1, 1999, FAC 97-07 has added a new requirement, in FAR 15.305(a)(2)(v), i.e., the contractors' performance will be evaluated in their meeting of:

1) their goals for (a) small disadvantaged business (SDB) subcontracting plans and (b) monetary targets for SDB participation, and

(2) their compliance with the FAR 19.1202-4(b) requirement for notification of any substitutions of other than SDB concerns. Until past performance information in support of this requirement can be incorporated into the NIH system, contracting office personnel searching the system for information in support of a source selection action are instructed to supplement the information on the system. They should make inquiries to the contracting office contacts indicated on the reports and by requesting the contractors' SF-294 and SF-295 subcontracting reports from OSDBU at (Internet) OSDBU@USAID.GOV or (AIDNET) Betty Briscoe@OSDBU@AIDW;

Please allow three business days for OSDBU to respond to such inquiries. During USAID's transition to the NIH system, the Past Performance Coordinator will furnish the subcontracting reports, along with the Form AID 1420-66 performance reports, to requesting contracting office personnel who have not yet been furnished access to and instruction on the NIH system.

These SDB considerations should also be addressed when reference checks of the contractors' reported past performance are conducted by using offeror-furnished lists of contacts.

Liaison with NIH

The above-referenced User's Guide and Training Exercises list NIH contacts for application and technical assistance in the use of its Contractor Performance System. Questions and comments on the collection and use of past performance information and requests to initiate or terminate user access to the NIH system should be E-mailed to the USAID Past Performance Coordinator at Past_Performance@OP.SPU@AIDW