

NASA SEWP Contract Holder Program

Performance

Program Performance is a system the SEWP Program Office will use to track the day-to-day performance of companies holding SEWP contracts. Program Performance is not to be confused with the Contract Performance Assessment Reporting System (CPARS) rating, which is done at the delivery order level.

The NASA SEWP Program Office reserves the right to make changes to these categories and ratings as needed. The program office will also give Contract Holders at least 2 weeks' notice via email before any changes are officially made.

The categories and explanations of what constitutes strikes and downgrades are as follows:

Categories

- 1. Customer Satisfaction** – Refers to customer satisfaction with Contract Holder performance including but not limited to: (1) quality of products and services, (2) responsiveness, (3) problem resolution.
- 2. Information Distribution** – Refers to information provided by Contract Holders to Customers through company employees, sales agents, associated companies, website, handouts, etc.
- 3. Contract Adherence** – Refers to adherence to all contractual requirements, including but not limited to, (1) following quote procedures, (2) reporting accuracy and timeliness, and (3) following contract training and meeting requirements.
- 4. Reports** – Refers to meeting all contractual reporting requirements.
- 5. Delivery** – Refers to (1) meeting the original user expected delivery date, (2) timeliness and reasonableness of requests to change expected delivery dates.

Ratings

Program Performance will have a tiered system, which is shown below:

Color Blue = Excellent

Color Green = Very Good

Color Yellow = Good

Color Orange = Fair

Color Red = Poor

Color White = Neutral (Insufficient Data to provide rating)

Explanation of Downgrades

Any negative rating change will be preceded by information flow between the Program Office and the Contract Holder. The following describes the final steps in handling a negative rating change:

A decision by the Program Office to change a rating from Excellent to Very Good will be preceded by an e-mail message to the Contract Holder Program Manager (PM). The Contract Holder PM will have the option to respond via email, request a telephone or face-to-face meeting with the SEWP Contract Holder Relationship Manager (CHRM).

A decision by the Program Office to change a rating from Very Good to Good will be preceded by an e-mail message to the Contract Holder Program Manager (PM). The Contract Holder PM will have the option to respond via email, and will be required to hold a telephone or face-to-face meeting with the SEWP Contract Holder Relationship Manager (CHRM).

A decision by the Program Office to change a rating from Good to Fair will require at least a telephone or face-to-face meeting with the SEWP CHRM and the Contract Holder PM. The Contract Holder PM will have the option to request a telephone or face-to-face meeting with the SEWP PM and/or Deputy PM. The Contract Holder will also be required to present a corrective plan of action to resolve said issues.

A decision by the Program Office to change a rating from Fair to Poor will be preceded by a face-to-face meeting (or teleconference if the Contract Holder is not in the area) with the SEWP PM, Deputy PM and CHRM. Since a Poor rating could indicate a Contract level action may occur, the SEWP Contracting Officer may also be involved.

The Program office may downgrade the Contract Holder based upon the severity of the issue. Which could result in downgrade from Excellent to Good or Poor. Before any such downgrade occurs, the contractor holder will be notified and will be given the opportunity to explain why the incident occurred.

Explanation of Upgrades

This rating is based on the business activities of each Contract Holder for each category and its matrix of program performance. Issues are tracked on a rolling 3 month basis with evaluations to improve a current rating done monthly based on the past 3 month activities.

Depending on the number and type of infractions the Contract Holder rating will drop down one color for each set of infractions. If a Contract Holder has a rating at the low end of the rating scale and they are successful in solving the issue and have no further issues in that category for 3 months, then the Contract Holder will move up one color. For each additional color, the Contract Holder will be upgraded once per month until the Contract Holder has returned to Excellent (Blue), barring any further issues.

Example:

Date of Incident: May 20, 2015

Red Downgrade: May 20, 2015

If no other infractions occur from date of latest incident which resulted in color downgrade the upgrade schedule will be as follows:

Orange Upgrade: August 20, 2015

Yellow Upgrade: September 20, 2015

Green Upgrade: October 20, 2015

Blue Upgrade: November 20, 2015

Appeals Process

Either during the communications described previously or at any other time, the Contract Holder may request the opportunity to respond via email or phone to any strike or downgrade. The SEWP Program Office will review the explanation and provide a decision to the Contract Holder as to whether the infraction stands. If the Program Office determines that the request does not warrant a re-consideration, the Contract Holder's response will be documented along with the Program Office's determination and be provided to any requests for information on the Program Performance rating.

Category 1: Customer Satisfaction

Program Performance ratings for Customer Satisfaction will be based on the quality of products and services, responsiveness, and interaction with customers and problem resolution.

Quality of products / services

The Contract Holders are required to provide quality products and services to the Customer. Providing products which require constant repair, replacement or are simply not acceptable upon delivery will be tracked. Similarly, providing inferior personnel to staff product services, such as installation and training, will also be rated.

Interaction and Responsiveness to Customers

This rating of Program Performance will reflect the ability, in which, the sales staff as front line responders and the Contract Holder's Program Management team passes on information and responds to questions and concerns from the customer. All such interaction should be done in a

timely fashion. Customer complaints of, not receiving call-backs or e-mail responses, and excessive request on the status of an RFQ award would fall under this category.

Interactions must also be professional and respectful in nature.

Problem Resolution

Not only must responsiveness to a customer be timely and professional, it must have a goal of satisfying the customer.

Problems can occur for a variety of reasons including miscommunications, customer misunderstandings or misplaced expectations, and Contract Holder's mistakes. Whatever the cause, the Contract Holder will be rated on their willingness and ability to work quickly to resolve all issues in the best possible manner. While it is not always possible to have a satisfactory conclusion to all problems, all reasonable effort has been made to resolve any issue.

Numerous Requests to Delay an Order

As a means to ensure contract adherence and communicating with the customer any issues with acceptance of an order's terms and conditions, Contract Holders may initially reject an order while awaiting negotiations and/or modifications from the customer. However, excessive use of order rejection will be considered in Program Performance if such usage indicates issues with quoting and ordering procedures by the Contract Holder; (e.g. if the Contract Holder provides unrealistic time estimates and then waits for the order to adjust the time.)

Ratings

- **Excellent**= 0-1 reports of quality issues or concerns and all resolved to customer satisfaction with little or no delay
- **Very Good** = 2-3 reports of minor issues; all are resolved to customer satisfaction with little or no delay
- **Good** = 4-5 reports of issues not all fully resolved and/or a continuing pattern of delayed response to a customer
- **Fair** = 6-7 reports of issues that are not fully resolved and/or a continuing pattern of delayed response to a customer
- **Poor** = 7+ reports of issues that are not fully resolved and/or a continuing pattern of delayed response to a customer
- **Neutral** = Contract Holder has not received any orders or performed any work on the SEWP contracts to date

Category 2: Information Distribution

This section refers to information provided by Contract Holder to Customers through sales agents, associated companies, website, handouts and etc.

The Contract Holder is responsible for communicating correct information on all business aspects that apply to the SEWP Program.

Customer Communication

When providing information to customers and potential customers, sales agents must provide correct and appropriate information on the SEWP contracts including scope, fair opportunity, and the quoting and ordering process. Knowingly providing any false information is a serious offense. Statements such as *“You can just do a sole source...”*; *“You can order, the items just haven’t shown up on the website...”*; *“The SEWP Program Office is holding things up (when it is the Contract Holder’s fault)”*; *“You can skip that process because the SEWP system was down ...”* are all examples of false statements that have been made in the past and will be dealt with quickly and severely.

Electronic and Paper-based Communication

The Contract Holder’s Website must be up to date and accurately reflect the SEWP contracts and the procedures associated with SEWP. A link to the NASA SEWP website must be provided. If the company is utilizing sales agent companies, the Contract Holder is also responsible in ensuring the sales agent companies’ websites, correctly identifies the company as a sales agent and not a SEWP Contract Holder and otherwise displays correct information on the SEWP contracts and their relationship to the Contract Holder.

Similarly, handouts at conferences, ordering guides, information on quotes, etc., must provide correct information on the SEWP contracts.

Zero-Tolerance Downgrades

There are several instances where a Contract Holder will be immediately downgraded for an infraction, they are as follows:

- Directing a customer to another contract when the RFQ has already been issued via SEWP
- Asking a customer to include your company on an RFQ in which your group was not originally selected.
- Sharing RFQ information with non-interested parties
 - o Contract Holders are also responsible for making sure those companies with whom they share RFQ information, keep said information confidential.

Ratings

- **Excellent** = 0-1 instance of incorrect or partial information provided to customer
- **Very Good** =2-3 instances of incorrect or partial information and Contract Holder quickly resolved situation
- **Good** = 4-5 instances of incorrect or partial information and Contract Holder quickly resolved situation or instances of incorrect or partial information were not resolved and/or were repeated
- **Fair** = 6 instances of incorrect or partial information and Contract Holder quickly resolved situation or instances of incorrect or partial information were not resolved and/or were repeated
- **Poor** = 7+ requests to fix incorrect or partial information continuously ignored\

- **Neutral** = Contract Holder has not received any orders or performed any work on the SEWP contracts to date

Category 3: Contract Adherence

This section refers to adherence to contract requirements, including but not limited to, following quote and ordering procedures, sales training and meeting.

Quotes

The quoting process must be adhered to when the customer utilizes the SEWP on-line Quote-Request-Tool, this includes:

- All quotes must be provided through the on-line Contract Holder Only Page (CHOP) quote tool. E-mailing or faxing quotes is not allowed.
- When an RFQ or MRR is issued, the quote must be accompanied by a CLIN verification file that accurately reflects the quote (i.e. the same CLINs and prices on the quote must be reflected in the verification file and the totals should match)
- All items on a quote in response to an RFQ or MRR must be on contract at the time the quote is issued
- Pricing must be at or below the contract price at the time of the quote.
- The Contract Holder must honor their quote; meaning if the customer places an order against a valid quote, the Contract Holder must honor the price they quoted and provide all items on that quote.

Additionally, regardless of the RFQ origin, Contract Holders must:

- Not attempt to circumvent SEWP rules and procedures.
- Not respond with quotes for other Contracts if the customer has specified that it is a SEWP opportunity.
- Not include any additional fees on their quotes.
- Not pass on personal information or otherwise or publish information about the RFQ except where needed in order to provide a quote; (i.e. RFQs should be treated as proprietary information. Do not tell non-SEWP companies about the quote unless that company is the manufacturer who is providing your quote information)

Ordering Procedure

The Contract Holder must not process any order over \$3,000 until the SEWP Program Office has assigned a SEWP tracking number (STN) and sent a copy to the Contract Holder. Only credit card orders under \$3,000 may be processed prior to the assignment of an STN. Failure to process any order over \$3,000, without it having first been assigned an STN, may result in a strike.

If a customer sends a delivery order directly to the Contract Holder, the Contract Holder must fax or e-mail the order to the SEWP Program Office and must receive an STN before beginning fulfillment of the order. Failure to send a delivery order to the SEWP office may result in a strike.

If at time of issuing order or order modification and the order or modification does not match the verification file submitted at quoting, Contract Holder must submit an updated verification file within 1 business day to match order. Failure to provide an updated CLIN Verification file at time of order may result in a negative rating.

Training and Meetings

Contract Holders must have their sales team trained. On a regular basis, and at least annually, the Contract Holder should determine if new staff has arrived since the last training and request a new training session.

Contract Holders must also ensure any associated companies' sales staff, such as those of a sales agent company, are adequately trained. This may be done either by the Contract Holder or the SEWP Program Office.

Contract Holders must send at least one representative to the Quarterly SEWP PM meetings, including the annual SEWP Conference.

Zero Tolerance Downgrades

There are instances where a Contract Holder will be immediately downgraded for an infraction, they are as follows:

- Sending the customer a quote directly via email or fax when the customer has initiated the request using the SEWP Quote-Request- Tool.
- The CLIN checker file clearly does not match the quote provided.

Ratings

- **Excellent** = ≤ 2 issues occurred, and/or 100% - 91% of verification files on time over 90 day period
- **Very Good** = 3 issues occurred and Contract Holder quickly resolved situation, or issues occurred and several not resolved and/or were repeated, and /or 90% - 81% of verification files on time over 90 day period
- **Good** = 4 issues occurred and Contract Holder quickly resolved situation, or issues occurred and several not resolved and/or were repeated, and /or 80% - 71% of verification files on time over 90 day period
- **Fair** = 5 issues occurred and Contract Holder quickly resolved situation, or issues occurred and several not resolved and/or were repeated, and /or 70% - 61% of verification files on time over 90 day period
- **Poor** = ≥ 6 issues occurred and/or request to fix issues continuously ignored, and or $\leq 60\%$ of verification files on time over 90 day period
- **Neutral** = Contract Holder has not received any orders or performed any work on the SEWP contracts to date

Category 4: Reporting

This section refers to contract reporting requirements. The Contract Holder is responsible for ensuring that all required reports are submitted in a timely manner and accurate. The reports include, but are not limited to, the following contract requirements:

Reports are as defined in section A.1.1. of the SEWP contracts

Report Schedule

| Item | Description | Reference | Schedule | Shipping Classification | Delivery Method/Addressee(s) |
|------|--|---------------------------------------|--|-------------------------|--|
| 01 | Annual Self-Certification Base | Section A.1.19 | Annually | IV | SEWP Contracting Officer |
| 02 | Small Business Subcontracting Reports - SSR | Section A.1.45 | Annually - September 30 | IV | http://esrs.gov |
| 03 | Certificate of Maintainability | Section A.1.17 | Within 20 calendar days of the issuing Contracting Officer's request | IV | Issuing Contracting Officer |
| 04 | Administrative Handling Fee Report | Attachment D (D.6) and Section A.1.27 | Quarterly | IV | Electronically to the SEWP Program Management Office (PMO) |
| 05 | Small Business Program Representation | Section II: 52.219-28 | 60 to 120 calendar days prior to the end of the fifth year of the contract | IV | SEWP Contracting Officer |
| 06 | Limitations on Subcontracting Certification | Section A.1.41 | Annually on October 15 | IV | SEWP Contracting Officer |
| 07 | IT Security Management Plan (NASA Delivery Orders Only, when applicable) | Section A.1.49 | Within 30 calendars days of the issuing Contracting Officer's request | IV | SEWP Contracting Officer |

All reports are tracked and the Contract Holder is notified when reports are overdue or incorrect. If action is taken immediately to rectify the situation, the Contract Holder will typically not be rated

Ratings

- **Excellent** = All items 100% on time and accurate
- **Very Good** = Average timeliness and accuracy between 90-99%
- **Good** = Average timeliness and accuracy between 80-89%
- **Fair** = Average timeliness and accuracy between 70-79%
- **Poor** = Average timeliness and accuracy < 70%
- **Neutral** = Contract Holder has not received any orders or performed any work on the SEWP contracts to date

Category 5: Delivery

This section refers to the Contract Holder meeting the expected delivery date as agreed upon by both the Contract Holder and ordering agency during the quoting period of a SEWP request.

Note: Unlike other performance ratings, delivery will be rated on a monthly basis.

It is the responsibility of the SEWP Contract Holder to properly indicate the expected delivery time at the time the quote is provided to the customer. If there are shortages or delays, they must be made known to the customer in advance, not after award.

Three types of situations will be used to calculate each Contract Holder's delivery rating:

- 1) Changes to the current expected delivery date:
 - a. Every change will count – so if a single order's delivery date is changed multiple times, it will have multiple counts.
 - i. Not counted: Order modifications, canceled orders, POPONLY orders
 - ii. If documented on the CHOP order update page when date is changed, the following will also not count:
 - Delays due to user request; e.g. user cannot accept the order and have asked for a delay
 - If the incorrect date entered when order was processed – the note must indicate the date that should have been used and that info must either be on the order or on the quote.
 - Delays due to communications/changes in requirements or other user-originated issue such as not providing a credit card number
 - Delays due to a previously documented delayed status
 - Shortages due to a natural disaster that occurred after the order was placed.
 - Other extenuating circumstances will be considered on a case by case basis
- 2) Orders that were supposed to have been delivered but have not yet done so. This should not happen if the delivery status is kept up to date. Therefore, these situations will count as two delays – a delay in delivery and a delay in updating the status

- 3) Orders that were delivered after the expected delivery date. This should not happen if the delivery status is kept up to date. Therefore, these situations will count as two delays – a late delivery and a delay in updating the status.

The number of late orders will be counted as noted above and compared with the total number of orders delivered in the past month and those that are still to be delivered.

**Any company with less than 10 orders will be considered as having insufficient data to provide a rating.*

Calculation:

Total Number of delays + (2 x (# of orders in entered state but have missed delivery this month + # of orders that have shipped late this month))

Total number of orders awarded for the month

Example:

$$\frac{7 + (2 \times (4+2))}{134} = 14\%$$

| Percentage | Rating |
|------------|------------------------------------|
| 0 – 10% | No Downgrade or Strike (Excellent) |
| 10 – 15 % | 1 Strike |
| 15 – 25 % | 1 Downgrade (Very Good) |
| 25 – 35% | 1 Downgrade + 1Strike |
| 35 – 45 % | 2 Downgrades (Good) |
| 45 – 55 % | 2 Downgrades +1 Strike |
| 55 – 65 % | 3 Downgrades (Fair) |
| 65 – 75% | 3 Downgrades + 1 Strike |
| >75% | 4 Downgrades(Poor) |
| <10 Orders | Insufficient Data (Neutral) |

The average delay will be considered and strikes will be added to the above as follows:

- 30 – 45 Days: 1 strike
- 45 – 60 Days: 2 strikes
- >60 Days 3: Strikes

** Note that if an order cannot be filled (e.g. items are end of life), that will count as a contract adherence strike.*