

2. AMENDMENT/MODIFICATION NO. 1	3. EFFECTIVE DATE 19 September 2008	4. REQUISITION/PURCHASE REG. NO.	5. PROJECT NO. (if applicable) N.A.
6. ISSUED BY CODE	7. ADMINISTERED BY (if other than item 6) SCD-C		CODE

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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)	(3)	9.A. AMENDMENT OF SOLICITATION NO. GS-00V-08-PD-0102
	<input checked="" type="checkbox"/>	9B. DATED 16 Sep 2008
	<input type="checkbox"/>	10A. MODIFICATION OF CONTRACT/ORDER NO.
		10B. DATED (SEE ITEM 13)
CODE		FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers is extended is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and data specified in the solicitation or as amended, by on of the following methods: (a) By completing items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of the amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED ITEM 14.

(3)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify Authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
<input type="checkbox"/>	C. SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: Mutual Agreement of the Parties
<input type="checkbox"/>	AUTHORITY FOR OTHER THAN FULL AND OPEN COMPETITION:
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this amendment is to provide offerors with a copy of the past performance form that references will be asked to complete. The Government will directly provide the form to references. Accordingly, offerors should still comply with the past performance instructions as stated in the RFP. No other changes are made to the subject solicitation by this amendment.

Except as provided herein, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)
15B. CONTRACTOR/OFFEROR	16B. UNITED STATES OF AMERICA
(Signature of person authorized to sign)	BY (Signature of Contracting Officer)
15C. DATE SIGNED	16C. DATE SIGNED

GENERAL SERVICES ADMINISTRATION

CONTRACTOR PERFORMANCE INFORMATION

Contractor Name and Address (Identify Division) (Please correct the above as needed.)	1. Contract Number:
	2. Type of Contract:
	3. Contract Value (Current plus any unexercised options):
	4. Period of Performance (including any option periods):

5. Description of Requirement:

6. **Ratings.** Summarize contractor performance and circle or type in the number below that corresponds to the performance rating for each category. Please see the attachment, which explains the rating scale.

Quality:	0 1 2 3 4	Comments:
Problem Resolution:	0 1 2 3 4	Comments:
Cost Control:	0 1 2 3 4	Comments:
Timeliness:	0 1 2 3 4	Comments:
Business Relations:	0 1 2 3 4	Comments:
Customer Service:	0 1 2 3 4	Comments:

7. Total score:

Evaluated by:

Name:

Title:

Agency/Organization:

Phone:

E-mail:

Please return this form to the following address:

Adam Goldstein
Contract Specialist (Contractor-CACI)
General Services Administration
E-mail: adam.goldstein@gsa.gov
Phone: (202) 219-1441

SOURCE SELECTION INFORMATION—SEE FAR 3.104

Information entered on this form will be used in source selection decisions and is protected under subsection 3.104 of the Federal Acquisition Regulation. Do not disclose information entered on this form to the contractor or to any other person except as authorized by the General Services Administration contracting officer or contract specialist.

Contractor Performance Evaluation

Instructions for Completing Contractor Performance Information Form

Based on the rating area elements presented below and the rating guidelines on the back of this sheet, please evaluate contractor performance in each of the rating areas. On the "Contractor Performance Information" form, circle (or type in the "Comments:" area) the rating from 0 to 4 that most closely matches your evaluation of the contractor's performance. Please add written comments for each rating. If you wish, you may attach additional comments or information. We would also appreciate your answers to the specific questions, if any, on the back of the form. Please return the form to the address indicated on the back of the form. Thank you for your time and your cooperation.

The Department of Education will use the information from this form to evaluate offerors competing for contract awards. We may release the information from this form to the contractor during negotiations or debriefings. If we release information from this form, we will not release your name to the contractor.

Elements within Each Rating Area

Quality of Product or Service

- Compliance with contract requirements
- Accuracy of reports
- Appropriateness of personnel
- Technical excellence

Problem Resolution

- Anticipates and avoids or mitigates problems
- Satisfactorily overcomes or resolves problems
- Prompt notification of problems
- Pro-active
- Effective contractor-recommended solutions

Cost Control

- Within budget
- Current, accurate and complete billings
- Costs properly allocated
- Unallowable costs not billed
- Relationship of negotiated costs to actual
- Cost efficiencies

Timeliness of Performance

- Meets interim milestones
- Reliable
- Stays on schedule despite problems
- Responsive to technical direction
- Completes work on time, including wrap-up and contract administration
- No liquidated damages assessed

Business Relations

- Effective management
- Use of performance-based management techniques
- Business-like concern for the customer's interests
- Effective management and selection of subcontractors
- Effective small/small disadvantaged business subcontracting program
- Reasonable/cooperative behavior
- Effective use of technology in management and communication
- Flexible
- Minimal staff turnover
- Maintains high employee morale
- Resolves disagreements without being unnecessarily litigious.

Customer Service

- Understands and embraces service and program goals
- Team approach with the customer
- Satisfaction of end users with the contractor's service
- Positive customer feedback
- Prompt responses
- Courteous interactions
- Effective escalations and referrals
- Initiative and proactive improvements
- Creative service strategies

Rating Guidelines

Quality of Product or Service

- 0 - Unsatisfactory
- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Excellent

Nonconformance jeopardizes the achievement of contract goals; default.

Nonconformance requires major agency intervention to ensure achievement of contract goals; show cause or cure notices.

Quality meets specifications in most cases, however, some agency intervention required to ensure achievement of contract requirements.

Quality meets specifications in all cases.

Quality exceeds specifications in some cases.

Problem Resolution

- 0 - Unsatisfactory
- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Excellent

Inadequately resolved problems jeopardize contract goals.

Significant agency intervention required to resolve problems jeopardizing contract goals.

Some agency intervention required to resolve problems jeopardizing contract goals.

Successfully overcomes or resolves all problems and achieves contract goals with minimal agency intervention.

Anticipates and avoids most problems and successfully overcomes all unforeseen problems.

Cost Control

- 0 - Unsatisfactory
- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Excellent

Cost increases jeopardize achievement of contract goals; or billings routinely include unallowable costs.

Significant cost increases; or some inaccurate billings including some with unallowable costs.

Minor cost increases; or some inaccurate billings, but a minimal (1-2) number with unallowable costs.

Contractor performed within costs; but some late billings, none with unallowable costs.

Costs were less than the amount cited in the contract; and billings accurate and timely.

Timeliness of Performance

- 0 - Unsatisfactory
- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Excellent

Delays jeopardize the achievement of contract goals.

Other significant delays.

Minor delays.

All deliverables on time.

All deliverables on time with some ahead of schedule; or stays on schedule despite unforeseen circumstances.

Business Relations

- 0 - Unsatisfactory
- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Excellent

Unethical or illegal business practices.

Business practices are not attuned to customer support.

Business practices are somewhat attuned to customer support.

Business practices focus on customer support.

Highly effective, proactive business practices focused on customer support.

Customer Service

- 0 - Unsatisfactory
- 1 - Poor
- 2 - Fair
- 3 - Good
- 4 - Excellent

Response to service requests is routinely late, ineffective, or rude; customers express frustration or anger about many interactions; complaints are unresolved; contractor seems unaware of service issues.

Response to service requests is often late, ineffective or rude; some complaints are resolved.

Response to service requests is uneven in timing or effectiveness; customer interactions are tenuous; contractor is trying hard and understands service issues.

Response to service requests is timely, effective and courteous; customers express positive feedback; delivery of service is smooth and organized; collects customer feedback; customer problems are resolved well.

Response to service requests is timely, effective and courteous; the contractor is proactive in building good relations with customers, proposing new service strategies, analyzing and reporting on service loads and collecting and using customer feedback.