Contractor Performance Metrics

For

AMCOM Field Maintenance (AFM) – East & West Regions

Contractor Performance Metrics

Change History

Revision	Changes

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Summary

This document identifies some of the methodologies used to measure, track, and trend Contractor performance. These methodologies are provided for information only and may change as the Government chooses to improve or adjust oversight of this Contract.

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1. Contractor Performance Assessment Reporting System (CPARS) Metrics

1.1. Metrics will be collected for Quality, Schedule, Cost Control, Management, Utilization of Small Business, and Regulatory Compliance. These will be reported monthly within the Government and consolidated to form an overall CPARS report in coordination with the PCO.

1.2. CPARS Guidance is given at https://www.cpars.gov/documents/CPARS-Guidance.pdf

1.3. All other metrics for performance as identified in this attachment or elsewhere, although not required for CPARS, may be used in CPARS at the discretion of the COR as examples of performance.

2. Aviation Program Teams (APT) Surveys

2.1. Government Flight Representative (GFR) will regularly oversee Contractor operations for compliance to AR 95-20 requirements.

2.2. At predetermined intervals and with prior notice, the Government will conduct APT surveillance (surveys) activates to assess the risk levels and measure the effectiveness of the contractor flight and ground operations, programs, and procedures implemented to protect Government resources.

2.3. Findings will be documented and scored to determine an overall survey score quantifying the observed risk level.

2.4. This survey score is gauged against a predetermined value relational to an acceptable risk level set by the Government and a Pass or Fail is assigned to the APT survey.

2.5. Survey performance will be reported in Program Management Review (PMR) events and CPARS reports.

3. Mission Design Series (MDS) Reset Metrics (PWS 3.2.1.30)

3.1. Turn-Around Time (TAT)

3.1.1. TAT will start upon approval to induct from the Government and work begins on an aircraft.

3.1.2. TAT stops when the Maintenance Test Flight (MTF) is complete, and the aircraft is Fully Mission Capable (FMC) IAW AR 700-138 excluding special mission equipment not available.

3.1.3. CH47F – 115 Calendar Days

3.1.4. AH64D – 90 Calendar Days

3.1.5. AH64E – 90 Calendar Days

3.1.6. UH60V – 80 Calendar Days

3.1.7. UH60L – 87 Calendar Days

3.1.8. HH/UH60M – 80 Calendar Days

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3.2. Pass or fail quality criteria will be according to paragraph 11, Final Tail Number Quality Score.

3.3. TAT adjustment may be authorized if sufficient evidence is provided by the contractor and approved by the COR via CDRL, for significant depot repairs of 500 labor hours or more, Modification Work Order (MWO) in conjunction or delays not within the control of the contractor (Contractor shall mitigate all scheduling slippages to the best of their ability).

3.4. This performance will be reported in PMR events and CPARS reports.

4. Modification Work Orders (MWO) Metrics (PWS 3.2.3.2)

4.1. Contractor shall meet ACEF agreed to schedule, and man-hours defined during the estimating process and incorporated in section B of the contract line narrative for MWO efforts.

4.2. Final Quality Scores will be calculated per paragraph 11, Final Tail Number Quality Score.

4.3. This performance will be reported in PMR events and CPARS reports.

5. Phase Metrics (PWS 3.2.3.3)

5.1. Metrics for 40-hour work week

5.1.1. CH47D/F Preventative Maintenance Service (PMS)

5.1.1.1. The 320-hour/360-day C-Check shall not exceed 45 calendar days

5.1.1.2. The 640-hour/ C-Check shall not exceed 70 calendar days

5.1.1.3. The 1920-hour C-Check shall not exceed 90 calendar days.

5.1.2. AH64D/E Preventative Maintenance Service (PMS)

5.1.2.1. The 250-hour/270-day inspections shall not exceed 14 calendar days

5.1.2.2. The 500-hour phase inspection shall not exceed 65 calendar days

5.1.3. UH60A/L/M/V Periodic Maintenance Inspection (PMI)

5.1.3.1. The PMI I shall not exceed 50 calendar days

5.1.3.2. The PMI II shall not exceed 65 calendar days

5.1.4. Light Utility Helicopter (LUH) Preventative Maintenance Service (PMS)

5.1.4.1. Calendar days by task:

Task	Calendar Days
30 Hour Inspection	1
50 Hour Inspection	1
100 Hour Inspection	4
72106-100 Hour & Supplementary Inspections	7
72029-100 Hour & Supplementary Inspections	4

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300 / 100 Hour Inspection	7
400 Hour Inspection	4
800 Hour Inspection	10
1200 Hour Inspection	32
1600 Hour Inspection	10
1800 Hour Inspection	4
2400 Hour Inspection	19
12 Month Inspection	32
72097-12 Month Inspection	19
72098-12 Month Inspection	13
72106-12 Month Inspection	19
72029-12 Month Inspection	19
Supplementary Inspections Attached to 12 Month	7
AD & ASB Inspections Attached to 12 Month	4
MOC FCF Post 12 Month Inspection	2
800 Hour Engine Inspections Attached to 12 Month	3
Intermediate Inspections Attached to 12 Month	3
6 Year Inspections Attached to 12 Month	3
36 Month Inspection	32
Engine Inspections Attached to 36 Month	3
AD, ASB and STC Inspections Attached to 36 Month	2
Supplementary Inspections Attached to 36 Month	3
FCF Pre-36 Month Inspection	1
FCF MOC Post 36 Month Inspection	3
6 Year 36 month	58

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5.2. Over and Above Allowances.

5.2.1. Over and above maintenance identified prior to induction shall be approved by COR for additional calendar days via CDRL prior to induction.

5.2.2. Additional days for over and above maintenance discovered after induction, that cannot be mitigated, must be requested NLT calendar day 10 via CDRL and approved by COR.

5.3. Phase Official Start and Stop.

5.3.1. Phase will start upon induction and work begins on an aircraft.

5.3.2. Phase will stop and is considered complete when the MTF or Functional Check Pilot (FCP) process is complete, unless coordinated otherwise by local COR.

5.3.3. Pass or fail quality criteria will be IAW paragraph 11, Final Tail Number Quality Score.

5.4. Contingency operation phase metric calendar days will be agreed to at the time of the phase briefing, as is dependent upon number of hours worked per day.

5.5. The Phase/PMI metrics are measured in calendar days which include all maintenance phase/faults/limited DEPOT repairs to include MTF completion based on historical data.

5.6. This performance will be reported in PMR events and CPARS reports

6. Financial Burn Metrics (PWS 3.1.4)

6.1. Metric will measure Funding Provided vs. the Funding Used to Date by effort as compared to time.

6.1.1. Excellent – 90-100%

6.1.2. Very Good –85-89%

6.1.3. Satisfactory – 80-84%

6.1.4. Marginal – 75-79%

6.1.5. Unsatisfactory – 74% or below

6.2. This performance will be reported in PMR events and CPARS reports.

7. On Condition Sustainment Maintenance (OCSM) /Airframe Inspection & Maintenance (AIM) /Airframe Structural Evaluation & Repair (ASER) Metric (PWS 3.2.1.31)

7.1. Contractor shall meet ACEF agreed to schedule, and man-hours defined during the estimating process and incorporated in contract section B of the SLIN narrative for OCSM/AIM/ASER efforts.

7.2. Final Quality Scores will be calculated per paragraph 11, Final Tail Number Quality Score.

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7.3. This performance will be reported in PMR events and CPARS reports.

8. Inventory Metrics and Loss, Damage, Destruction, or Theft (LDDT) (PWS 3.1.7.4 & 3.1.7.5)

8.1. LDDT information will be collected according to the PWS

8.2. This performance will be reported in PMR events and CPARS reports.

9. Government Furnished Property (GFP) Management Metrics (PWS 3.1.7)

9.1. The management performance of GFP can be derived from the Contractor performance reported through monthly cyclical inventories.

9.2. This performance will be reported in PMR events and CPARS reports.

9.3. GFP management may also be demonstrated through the LDDT reports.

10. Contract Data Requirements List (CDRL) Metrics (PWS 3.1.6)

10.1. The Government will monitor the delivery of CDRL according to those requirements in the Contract. Percentage received on-time and percentage received error free will be graded based on the total number of CDRLs received within the reporting period, excluding any corrected and revised submissions.

10.1.1. Excellent – 98-100%

10.1.2. Very Good – 95-97%

10.1.3. Satisfactory – 90-95%

10.1.4. Marginal – 85-90%

10.1.5. Unsatisfactory – 84% or below

10.2. The COR and PCO will be notified of any discrepancies to facilitate immediate correction.

10.3. This performance will be reported in PMR events and CPARS reports.

11. Final Tail Number Quality Score

11.1. A Quality Score will be grouped by tail number or end item number. Quality scores may apply to items other than aircraft.

11.2. All findings will be documented, and a severity value is given to each finding.

11.3. Severity values are deducted from a starting score of 100%.

11.4. Severity values (deductions):

11.4.1. Record errors and diagonal(s): -1% per incident.

11.4.2. Red X: -4% per incident

11.4.3. Circle Red X: -2% per incident.

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11.5. The sum of all the findings is collected from the Functional Quality Acceptance (FQA), which includes all findings/rejections from Quality Surveillance Stops completed prior to FQA, MTF, and Final Acceptance (FA) on a given tail number (aircraft or end item). This total is the Tail Number Quality Score.

11.6. The Government will set an acceptable quality level used to define pass and fail. If not otherwise defined in the contract requirements, a pass will be 90% or higher.

11.7. Each tail number score will be identified as pass or fail in monthly reporting.

11.8. This performance will be reported in PMR events and CPARS reports.

12. De-Obligation of Remaining Funding (PWS 3.1.5.10)

12.1. De-obligations will be provided to the Government no later than 45 calendar days of work completed, Period of Performance (PoP) end date, or written request of the Government, whichever date comes first.

12.2. Remaining labor, travel, material/non-material, and any other SLINs associated to the labor SLIN will be de-obligated per below unless documented justification for withholding of funds is adequately provided to the PCO. Dollar amount will be the sum of the labor and all associated SLINs.

12.2.1. $ 0 - $100,000.00 No less than 92%

12.2.2. $100,001.00 - $200,000.00 No less than 94%

12.2.3. $200,001.00 - $300,000.00 No less than 96%

12.2.4. $300,001.00 and greater No less than 98%

12.3. The Government will review the de-obligated amount and calculate percentage based on General Fund Enterprise Business System (GFEB) amounts. The Contractors remaining amount should be within 10% of the GFEBs amount. If amount exceeds 10% of the GFEBs amount the remaining balance will be negotiated between the Government and the contractor (a good check point to identify potential billing issues).

12.4. Metric: Monthly Safe-De-Obligation submissions by effort are on time and no less than de-obligation request percentage by dollars remaining per paragraph 12.2:

12.4.1. 96% or greater = Excellent

12.4.2. 90% - 95% = Very Good

12.4.3. 85% - 89% = Satisfactory

12.4.4. 80% - 84% = Marginal

12.4.5. 79% and below = Unsatisfactory

12.4.6. Any de-obligation(s) not submitted during the reporting month will be submitted the following month.

12.5. This performance will be reported in PMR events and CPARS reports