



CONTRACTOR PERFORMANCE REPORT

Report Type: Interim Report		Reporting Period: From: 04/27/2004 To: 03/31/2005	
Host Agency: EPA	Evaluating Organization: EPA	Contracting Office: CPOD	
Contract Number: GS-23F-0135N		Order Number: EPA-BPA	
Contractor Name and Address: TRACK GROUP, INC (MARKETING) 85 S BRAGG ST STE 301 ALEXANDRIA, VA 22312-2793		TIN: 521754868 DUNS: 793239500 SIC/NAICS: 541613 Commodity Code: Contract Type: Fixed-Price	
Contract Award Date: 04/01/2004	Contract Expiration Date: 03/31/2007	Contract Value: \$819,489.20	Order Value: \$165,033.11
Description of Requirement: Office of Ground Water and Drinking Water Communications and Outreach Activities - Marketing and Media Needs - Task Orders 1100, 1101, 1102, 1103, 1104, 1105, 1107, 1108, 1112, and 1113			

RATINGS

Quality of Product or Service

0=Unsatisfactory 1=Poor 2=Fair 3=Good 4=Excellent 5=Outstanding

Rating: **5 - Outstanding**

The contractor has demonstrated an outstanding performance level that was significantly in excess of anticipated achievements and is commendable as an example for others, so that it justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

Government Comments for Quality of Product or Service

Track showed a very innovative approach on deliverables, suggesting changes, that clearly improved the products.

Cost Control

0=Unsatisfactory 1=Poor 2=Fair 3=Good 4=Excellent 5=Outstanding

Rating: **5 - Outstanding**

The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where the contractor achieved cost savings and performance clearly exceeds the performance levels described as "Excellent".

Government Comments for Cost Control

Track has performed all tasks orders within budget. They have never exceeded the available funding nor requested additional funding on any of the task orders, which shows Track accurately estimates the costs of the task orders when preparing their responses to the requests for quote.

Timeliness of Performance

0=Unsatisfactory 1=Poor 2=Fair 3=Good 4=Excellent 5=Outstanding

Rating: **5 - Outstanding**

The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

Government Comments for Timeliness of Performance

All products have been delivered on time or ahead of schedule.

Business Relations

0=Unsatisfactory 1=Poor 2=Fair 3=Good 4=Excellent 5=Outstanding

Rating: **5 - Outstanding**

The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

Government Comments for Business Relations

See comments under "Contractor Key Personnel." The Contractor has tailored all services provided under the BPA around the Government's needs, e.g., look and feel of web site, a one-hour free consultation, training courses, etc. Track is professional, easy to work with, and very responsive to any inquiries or administrative requests.

Subcontracts

Are subcontracts involved ? **Yes**

Government Comments for Comment on subcontracts

Contractor is especially sensitive to Government's translation requirements (particularly Spanish dialect (s)) and consistently delivers excellent translations.

Contractor Key Personnel

Contractor Manager/Principal Investigator

Minton, Alan

Government Comments for Contractor Manager/Principal Investigator

Alan Minton is very flexible, eager to solve any potential problems in a cost effective, efficient way; shows a lot of initiative; consistently works to find new ways to meet Government needs; anticipates potential

problems and advises Government well in advance.

Contractor Key Person

Fox, Matt

Government Comments for Contractor Key Person

Primarily acts as Project Manager; eager to please, very responsive; very open to changing direction when things aren't working.

Contractor Key Person

Ehrlich, David

Government Comments for Contractor Key Person

Dave is an innovative and visionary thinker, who is able to express his ideas in "bite-size" ways to people who are unfamiliar with social marketing; makes new topics very accessible; gets people to focus on how to meet our customers more effectively; always looks for ways to streamline and increase efficiencies.

Small Business Subcontracting Plan

Did the contractor make a good faith effort to comply with its subcontracting plan consistent with the goals and objectives, reporting and other aspects of the plan? **N/A**

If this is a bundled contract, did the contractor meet the goals and objectives for small business participation? **N/A**

Government Comments for Comments on Small Business Subcontracting Plan

None entered - Contractor does not reply

Small Disadvantaged Business Goals

Did the contractor make a good faith effort to comply with its subcontracting plan consistent with the goals and objectives, for small disadvantaged business (SDB) participation, monetary targets for SDB participation, and required notifications? **N/A**

Government Comments for Meeting SDB Subcontracting Requirements

None entered - Contractor does not reply

Customer Satisfaction

Is/was the contractor committed to customer satisfaction? **Yes**

Government Comments for Customer Satisfaction

Contractor has completed or is working on 38 task orders under this Blanket Purchase Agreement, totaling nearly \$1 Million. I HAVE RECEIVED NO COMPLAINTS ABOUT THIS CONTRACTOR'S PERFORMANCE, only praise. The best evidence of customer satisfaction is that Task Order Project

Officers come back with more work for Contractor.

Project Officer/COTR

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Summary Ratings:

Quality of Product or Service Rating : 5

Cost Control Rating : 5

Timeliness of Performance Rating : 5

Business Relations Rating : 5

CONTRACTOR COMMENTS

Contractor's Comments for Quality of Product or Service

Contractor has elected not to comment

Contractor's Comments for Cost Control

Contractor has elected not to comment

Contractor's Comments for Timeliness of Performance

Contractor has elected not to comment

Contractor's Comments for Business Relations

Contractor has elected not to comment

Contractor's Comments for Comment on subcontracts

Contractor has elected not to comment

Contractor's Comments for Contractor Manager/Principal Investigator

Contractor has elected not to comment

Contractor's Comments for Contractor Key Person
Contractor has elected not to comment

Contractor's Comments for Contractor Key Person
Contractor has elected not to comment

Contractor's Comments for Comments on Small Business Subcontracting Plan
No Government Comments. Contractor does not reply

Contractor's Comments for Meeting SDB Subcontracting Requirements
No Government Comments. Contractor does not reply

Contractor's Comments for Customer Satisfaction
Contractor has elected not to comment

Contractor's Comments for Overall Comment
Contractor has elected not to comment

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