



SOCIAL SECURITY ADMINISTRATION Contractor Performance Report

Report Type: Interim Report		Reporting Period: From: 09/30/2005 To: 08/11/2006	
Host Agency: SSA	Evaluating Organization: SSA	Contracting Office: SSA	
Contract Number: SS00-05-40033		Order Number:	
Contractor Name and Address: TRACK GROUP, INC (MARKETING) 85 S BRAGG ST STE 301 ALEXANDRIA, VA 22312-2793 UNITED STATES		DUNS: 793239500 SIC/NAICS: 541890 Commodity Code: Contract Type: Fixed-Price	
Contract Award Date: 09/30/2005	Contract Expiration Date: 09/30/2010	Contract Value: \$0.00	
Description of Requirement: Marketing and Outreach support services.			

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

The Track Group always provided recommendations to ensure that products were adequate for our needs and as well as immediate service.

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

We were always aware of where we stood in the costing of products and services and Track provided continuous updates of the budget.

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

In spite of many new additions to their GSA schedule (due to the scope of expectations), Track always performed in a timely manner.

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

The Track people are very professional in their dealings with both the client and the subcontractors.

Subcontracts

Are subcontracts involved ? **Yes**

Government Comments for Comment on subcontracts

Subcontractors were necessary for the types of goods that we needed. All communications were handled well and in a very professional manner.

Contractor Key Personnel

Contractor Manager/Principal Investigator

Ehrlich, Dave

Government Comments for Contractor Manager/Principal Investigator

Dave Erlich played more of the budgetary role with us. His constant status reports are invaluable to our planning.

Contractor Key Person

Minton, Alan

Government Comments for Contractor Key Person

Alan has a great understanding of government contracting procedures and was an invaluable resource.

Contractor Key Person

Webber, Jennifer

Government Comments for Contractor Key Person

Jennifer was our daily contact for deliverables and has a demeanor that invites communications and deals well with changes.

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

Absolutely

Project Officer/COTR**Michael redford**

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Contractor Representative**David Ehrlich**

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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 did not submit comments within the time limit specified****Contractor's Comments for Cost Control****Contractor did not submit comments within the time limit specified****Contractor's Comments for Timeliness of Performance****Contractor did not submit comments within the time limit specified****Contractor's Comments for Business Relations****Contractor did not submit comments within the time limit specified****Contractor's Comments for Comment on subcontracts****Contractor did not submit comments within the time limit specified****Contractor's Comments for Contractor Manager/Principal Investigator****Contractor did not submit comments within the time limit specified****Contractor's Comments for Contractor Key Person****Contractor did not submit comments within the time limit specified****Contractor's Comments for Contractor Key Person****Contractor did not submit comments within the time limit specified****Contractor's Comments for Comments on Small Business Subcontracting Plan****No Government Comments. Contractor does not reply****Contractor's Comments for Comments on Small Business Subcontracting Plan**

Contractor did not submit comments within the time limit specified

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

Contractor's Comments for Meeting SDB Subcontracting Requirements
Contractor did not submit comments within the time limit specified

Contractor's Comments for Customer Satisfaction
Contractor did not submit comments within the time limit specified

Contractor's Comments for Overall Comment
Contractor did not submit comments within the time limit specified

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