

INCOMPLETE-RATED	CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)	SERVICES INFORMATION TECHNOLOGY OPERATIONS SUPPORT
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1. Name/Address of Contractor (Division):

Company Name: PRO-MARK SERVICES, INC.
 Division Name:
 Street Address: 417 MAIN AVE
 City, State, Zip Code: FARGO ND 581031956
 Province/Country: USA
 CAGE Code: 3DX67
 FSC: S205

DUNS+4 Number: 033621645
 NAICS Code: 562111

2. Report Type: Initial**3. Period of Performance Being Assessed:** 04/01/2009 - 03/31/2010**4a. Contract Number:** FA465909DV004**4b. DoD Business Sector & Sub-Sector:** Troop Support**5. Contracting Office:** 319TH CONTRACTING SQUADRON / 319 CONS / FA4659**6. Location of Contract Performance:**

Grand Forks AFB, North Dakota

7a. Contracting Officer: SHANE LIND**7b. Phone Number:** 701-747-5287**8a. Contract Award Date:** 03/31/2009**8b. Contract Effective Date:** 04/01/2009**9. Contract Completion Date:** 03/31/2014**10. N/A****11. Awarded Dollar Value:** \$3,452,538**12. Current Contract Dollar Value:** \$697,781**13. Non-Competitive****14. Contract Type:** FFP**Mixed/Other:****15. Key Subcontractors and Effort Performed:**

1MEK0 50% +, Waste Management is Sub-contractor.

16. Program Title and Phase of Acquisition:

Refuse & Recycling Services. Contract is now in its first year of a total five years (contains four one-year options).

17. Contract Effort Description:

The contractor shall provide all personnel, equipment, tools, materials, vehicles, supervision and other items and services necessary to perform refuse and recycling services at Grand Forks AFB, ND. Service areas include both the base industrial/admin areas and military family housing.

Small Business Utilization

Does this contract include a subcontracting plan? No

Is small business subcontracting under this contract included in a comprehensive small business subcontracting plan? N/A

Is small business subcontracting under this contract included in a commercial small business subcontracting plan? N/A

Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): N/A

18. Evaluate the following Areas:

	Past Rating	Rating	Trend
a. Quality of Product or Service	N/A	Exceptional	N/A
b. Schedule	N/A	Very Good	N/A
c. Cost Control	N/A	N/A	N/A
d. Business Relations	N/A	Exceptional	N/A
e. Management of Key Personnel	N/A	Exceptional	N/A
f. Utilization of Small Business	N/A	N/A	N/A
g. Other Areas:			
(1):		N/A	
(2):		N/A	
(3):		N/A	
(4):		N/A	
(5):		N/A	
(6):		N/A	
(7):		N/A	
(8):		N/A	

19. N/A**20. Assessing Official Narrative:**

QUALITY OF PRODUCT OR SERVICE: Pro mark and Waste Management (Sub) provide exceptional service to GFAFB. Very few validated customer complaints that are corrected within hours...All unscheduled containers delivered/serviced and final pick-up IAW PWS.

SCHEDULE: MFH housing 100% completed as scheduled on time, every time. Base side containers are performance based, contractor keeps containers servicable/usable 97% of the time. Contractor responds the same day a call is made if container is full.

COST CONTROL: Firm Fixed Price

BUSINESS RELATIONS: Sub contractor interacts daily with QAE personell. Pro-mark very responsive when an issue presents itself. Reports are submitted and correct on time each month. A great team that provides exceptional service.

MANAGEMENT OF KEY PERSONNEL: Professional and easy to work with, customer is always right! Management is involved and ensures all requirements in PWS are completed as required. Contractor willing to go the extra mile for customer satisfaction. Recycle center continues to be orderly/servicable and operates as describe in PWS.

ADDITIONAL/OTHER: Would definitely award another contract to this team, professional and results are their model! Dependable people and equipment.

RECOMMENDATION: Given what I know today about the Contractor's ability to execute what they promised in their proposal, I definitely would

award to them today given that I had a choice.

21. Name and Title of Assessing Official:

Name: JOHN BEGER

Title: CHIEF, QUALITY ASSURANCE

Office: 319 CES

Phone Number: 7017476644

Fax Number: 7017476336

Email Address: john.beger@grandforks.af.mil

Date: 04/19/2010

22. Contractor Comments:

23. Name and Title of Contractor Representative:

Name:

Title:

Phone Number:

Fax Number:

Email Address:

Date:

24. Review by Reviewing Official:

25. Name and Title of Reviewing Official:

Name:

Title:

Office:

Phone Number:

Fax Number:

Email Address:

Date: