PHASE II: CONTRACT ADMINISTRATION

Activity 35: Performance Management

- Monitor contracting officer's representatives (CORs) and other government support personnel.
- Respond to contractor requests for approval or other government action.
- Perform duties related to first article testing (if applicable).
- Obtain feedback on contractor performance or deliverables.
- Verify and document evidence of actual or potential performance problems, constructive changes, or other breaches.
  - Determine potential impact of any identified performance problems, constructive changes, or other breaches on cost, delivery, and other requirements.
  - Resolve problems informally (where possible).
  - Invoke formal contractual remedies to resolve identified problems.
- Investigate potential or actual delays (if any).
  - Obtain and verify evidence of delay in contract performance.
  - Determine whether the delay was caused by the Government or by the contractor.
    - **Contractor-Caused Delay**
      - Identify the type of delay.
        - If the delay is non-excusable,
          - Invoke formal contractual remedies to resolve the delay.
        - If the delay is excusable or commingled,
          - Prepare a findings of fact.
          - Develop a position on modifying the delivery schedule or other contractual requirements.
          - Negotiate a bilateral modification.
    - **Government-Caused Delay**
      - Determine the amount of the adjustment.
      - Modify the contract.
- Identify a potential need to stop work.
  - Estimate the time period that work must be stopped (i.e, period of delay).
  - Determine whether or not to issue a stop-work order.
  - Issue a written stop-work order to stop all or part of the work.
  - Discuss the stop-work order with the contractor and modify the order (if necessary) considering the results of the discussion.
  - Take appropriate action to resolve the stop-work order.
- Determine the need to suspend work.
  - Order the contractor, in writing, to suspend the work.
  - Ensure that the contracting officer's representative (COR) maintains adequate records for the suspension.
  - Determine whether an adjustment should be made because of an unreasonable delay, suspension or interruption of the contract, and modify the contract accordingly.
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  - Take appropriate action to resolve the stop-work order.

Maintain documentation in record of file.