

PS 7511.01 COMMUNITY TRANSITIONAL DRUG ABUSE TREATMENT CONTRACTOR
EVALUATION



Program Statement

OPI: CPD
NUMBER: 7511.01
DATE: 8/1/2003
SUBJECT: Community Transitional
Drug Abuse Treatment
Contractor Evaluation

1. **PURPOSE AND SCOPE.** To establish a Contractor Evaluation Form (CEF) for Transitional Drug Abuse Treatment (TDAT) contractors. The form is available on BOPDOCS.

- ◆ The CEF is an evaluation of the contractor's performance.
- ◆ The Contracting Officer's Technical Representative (COTR) must complete a CEF annually for each TDAT competitive contract including purchase orders.

2. **PROGRAM OBJECTIVES.** The expected result of this program are:

- a. A Regional Management Team will be established and utilized as the quality control for completion of annual contractor evaluations.
- b. TDAT contract facilities will be evaluated in a fair and unbiased manner.

3. **DIRECTIVES REFERENCED**

PS 4100.03	BOP Acquisitions Manual (9/16/96)
PS 7430.02	Drug Treatment Services, Community Transitional for Inmates (4/14/99)

4. **STANDARDS REFERENCED.** None

5. **RATINGS.** The CEF transmits a rating based on an assessment of the contractor's performance.

- ◆ The assessment must not consider any action(s) outside the specified rating period.

a. **Rating Period.** The rating period represents 12 months of contract performance as identified on the contract award document.

- ◆ The rating is due within 30 days of completion of each performance period.
- ◆ A CEF is also completed within 30 days of contract expiration or termination.

b. **Assessment.** The COTR will assess the contractor's performance in three areas:

- ◆ drug treatment services,
- ◆ communication, and
- ◆ administration.

The COTR considers both positive and negative attributes, which should have already been communicated to the contractor during the rating period through monitoring reports.

The COTR rates each area according to the allowable points listed for each separate category using this table:

SCORE	RATING
1-10	Drug Treatment Services
1-10	Communication
1-10	Administration

(1) **Drug Treatment Services.** Rate the contractor's:

- ◆ timeliness in conducting intake screening and/or assessments,
- ◆ quality of counseling services,
- ◆ quality of treatment related documents (i.e., assessments, treatment plans, monthly progress reports, and individual and group notes),
- ◆ ability to deliver services compatible to the Bureau's philosophy and approach,
- ◆ ability to provide appropriate counseling space, and
- ◆ adherence in providing the type and frequency of counseling services as directed by the Bureau.

(2) **Communication.** Rate the contractor's:

- ◆ flexibility, pro-activeness, professionalism, and cooperation in their relationships with TDAT staff, community corrections centers (CCCs), and the U.S. Probation Office and
- ◆ compliance in timely reporting of accountability issues, behavior concerns, and staffing difficult cases with TDAT and CCC staff.

(3) **Administration.** Rate the contractor's:

- ◆ accuracy and timeliness of the bill submissions,
- ◆ maintenance of inmate treatment files,
- ◆ responsiveness to requests and technical direction as provided by the TDAT staff,
- ◆ compliance with licensure and certification requirements of all staff providing service to Bureau inmates, and
- ◆ participation in Bureau contractor training events.

The COTR must include comments after each separate category. The comments should provide a through explanation for the rating given to each area.

c. **Adjectival Ratings.** A rating is determined after the assessment. The COTR must assign one of the following ratings:

(1) **Excellent - (27-30).** The contractor has consistently exceeded the contract's terms and conditions.

Improvements are not needed.

(2) **Good - (23-26).** There are few, if any, problems with the contractor's performance. The contractor is generally operating within the contract's terms and conditions.

Only minor improvements are needed.

(3) **Fair - (19-22).** There are significant problem(s) with the contractor's compliance with the contract's requirements. However, the contractor is responsive to the Bureau and applies corrective measures within specified time frames.

Several improvements are on-going.

(4) **Poor - (15-18)**. There is a major problem(s) with the contractor's performance. The contractor has been notified in writing as to the problem areas and given a specific time frame during which to remedy the situation.

The contractor is marginally responsive.

(5) **Unsatisfactory - (0-14)**. There is a major problem(s) with the contractor's performance which the contractor has not remedied, cannot remedy, or refuses to remedy. The contractor is not performing in accordance with the contract's terms and conditions.

The contract should not continue.

d. **Calculate Rating**

- (1) To calculate the rating, total the three assessment scores.
- (2) The result is the overall score and will fall within the numeric range associated with the rating.

If the contractor has received a cure notice during the rating period and the contract was subsequently terminated, the rating will be "unsatisfactory."

6. **RESPONSIBILITIES**. The COTR and Regional Management Team (RMT) must concur on the rating.

a. **COTR**. The COTR must complete a CEF for each contractor annually.

- ◆ Upon completing the CEF, the COTR will send a copy of the CEF to the RMT for review.
- ◆ The RMT may adjust the rating up or down.
- ◆ When the RMT has approved and signed the CEF, the COTR will forward it to the contractor.
- ◆ The contractor must acknowledge receiving the CEF by signing the form and returning it to the COTR within 30 calendar days from receipt.
- ◆ The contractor may provide comments regarding the rating by attaching those comments to the form.

Upon receipt, the COTR will then forward the original CEF, with copies of the contractor's comments, to the Central Office Administration Division, Community Corrections Contracting Section and place a copy in the TDAT office contract file. This must be completed within 90 days after the rating period.

b. **RMT.** The RMT will provide quality control for the CEF program. The RMT will:

- ◆ review CEFs for accuracy and timeliness and
- ◆ ensure the ratings are supported by findings identified in the monitoring reports.

An RMT representative must sign the CEF, certifying that it represents the contractor's performance.

c. **Contracting Officer.** The contractor may appeal the rating to the contracting officer.

/s/
Harley G. Lappin
Director