**General Instructions**

***COR Monthly Report to the Contracting Officer as an attachment to the SPM Smart Form***

1. The enclosed COR Monthly Report form shall be completed monthly by the Contracting Officer’s Representative (COR) and submitted to the Contracting Officer (KO) assigned to the Utilities Privatization (UP) Contract.
2. Report shall be submitted to the KO in accordance with a mutually established submittal schedule.
3. Report should document the results of the COR’s observation of the Contractor’s performance under the contract, using various surveillance/monitoring methods:
   1. Direct Observation (e.g. real-time observation of utility system activities or meetings being performed by the Contractor)
   2. Assessment of Deliverables (e.g. verification of the timeliness and quality/sufficiency of required submittals, such as monthly outage reports and the Annual Corrections/ Upgrades/Connections/R&R Plan)
   3. Review of Invoices/Payments (e.g. verification of the accuracy of submitted invoices and payment receipts for all billable costs, to include travel and miscellaneous expenses)
   4. Sample Reviews (e.g. review of operation & maintenance procedures/plans at an unspecified/unannounced frequency)
4. The Report should be used by the COR to capture both negative and positive aspects of the Contractor’s performance on the UP contract. *IMPORTANT: The COR should annotate both the negative and positive aspects of contractor performance, as the combined set of monthly reports can potentially serve as the best direct source of documented contractor performance. This information can then be used directly in developing the Government’s annual assessment in the Contractor Performance Assessment Reporting System (CPARS).*
5. The Overall assessment Quality of Work category definitions.

**Exceptional\*** - Definition: Performance meets contractual requirements and exceeds many to the Government’s benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor was highly effective.

**Very Good** - Definition: Performance meets contractual requirements and exceeds some to the Government’s benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor was effective.

**Satisfactory** - Definition: Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.

**Marginal** - Definition: Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor’s proposed actions appear only marginally effective or were not fully implemented.

**Unsatisfactory\*** - Definition: Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor’s corrective actions appear or were ineffective.

**COR Monthly Report**

**(To the Contracting Officer as an attachment to the SPM Smart Form)**

1. CONTRACT NUMBER:

2. CONTRACT PERIOD OF PERFORMANCE: *(Click here to enter text.)*

3. CONTRACTOR: *(Click here to enter text.)*

4. COMPLIANCE: This document is in accordance with the Inspection of Services Clause FAR 52.246‑4 (for non-regulated contracts) and the Quality Assurance Surveillance Plan requirements.

5. OVERALL ASSESSMENT: Complete items 5a through 5e below which are addressed directly on the SPM Smart Form. However, please provide supporting detailed explanation in Item 7, as necessary. Attach additional documentation for supporting evidence if required.

1. *Quality of Work:* ***(Addressed on the Smart Form)***

*NOTE: \*(Detailed narrative justification still required in Item 7a below to support Quality of Work rating)*

*b. Deliverables provided by the contractor this month:* ***(Addressed on Smart Form)***

*c. Was the contractor’s performance timely?* ***(Addressed on Smart Form)***

*d. Are there any significant issues that should be brought to the contracting officer’s attention?*

***(Addressed on Smart Form)***

*e. Is action being taken by contractor to correct discrepancies?* ***(Addressed on Smart Form)***

6. CUSTOMER COMPLAINTS: ***(Addressed on Smart Form)***

7. ADDITIONAL COR COMMENTS *(to support responses provided in Section (11. a.) on the Smart Form. COR Comments should be entered for the applicable area(s) listed below.)*:

a. Quality:

b. Schedule:

c. Cost Control:

d. Management:

e. Utilization of Small Business:

f. Regulatory Compliance:

g. Other Areas:

8. SIGNATURE: I hereby certify that services have been received and accepted, with any exceptions noted.

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CONTRACTING OFFICER’S REPRESENTATIVE SIGNATURE / DATE