

TMA Procedures, Guidance, and Information (PGI)

TMA PGI 242 – CONTRACT ADMINISTRATION AND AUDIT SERVICES

(Revised May 21, 2012)

242.15 – Contractor Performance Information

242.15-91 - Monitoring Contractor Performance

- (1) TRICARE Acquisition Directive (TAD) 42-02 establishes the policy for monitoring and assessing contractor performance.
- (2) Overview - The Contracting Officer's Representative (COR) and the Contracting Officer (CO) are responsible for monitoring contractor performance. TMA personnel and approved non-governmental advisors may assist with monitoring and documenting contractor performance, provide recommendations regarding instances of nonconformance, and participate in the review and monitoring of corrective actions.
- (3) The COR and CO will use the Performance Assessment Tracking (PAT) system when required and available to document contractor performance. The PAT is managed by the Performance Analysis and Reporting Section within the Performance Evaluation and Transition Management Branch (PE&TMB).
- (4) The PAT system fulfills the requirement in the [Defense Federal Acquisition Regulation Supplement \(DFARS\) 246.470-2](#) and provides:
 - a. A standardized method for documenting contractor performance;
 - b. A forum to document nonconformance and recommend Corrective Action Requests (CAR);
 - c. Performance data from major contracts for executive management review;
 - d. Documentation to support the annual Contractor Performance Assessment Report (CPAR); and
 - e. Central access to contractor deliverables uploaded via the Extranet.
- (5) Additional procedures for use of the PAT system are featured in the PAT COR User's Guide, available from the Performance Analysis and Reporting Section, PATSupport@tma.osd.mil.
- (6) The Contracting Officer (CO) should contact the PAT System Administrator, Performance Analysis and Reporting Section, PATSupport@tma.osd.mil immediately after determining their contract must be managed through the PAT system.
 - a. The PAT System Administrator will determine whether adequate system capacity and resources are available and can be allocated to support the contract.

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- b. In accordance with TAD 42-02, Policy 4.5.1, the following contracts are considered TRICARE Program medical, dental, pharmacy, or supporting contracts:
 - i. Managed Care Support Contracts (All Regions)
 - ii. Active Duty Dental Program
 - iii. TRICARE Pharmacy
 - iv. TRICARE Overseas Program
 - v. TRICARE Dental Program
 - vi. TRICARE Retiree Dental Program
 - vii. TRICARE Claims Review Services
 - viii. TRICARE Dual Eligible Fiscal Intermediary Contract
 - ix. TRICARE Fraud and Abuse Pharmacy Support
 - x. TRICARE Quality Monitoring Contract
- c. If PAT capacity and resources exist, the CO and COR will follow the steps outlined in the PAT COR User's Guide with assistance from the PAT System Administrator to set-up the contract in PAT.
- d. The CO, in collaboration with the COR and Program Manager (PM), may decide to pursue a waiver in accordance with TAD 42-02, Policy 4.5.2.
 - i. To obtain a waiver, the CO will coordinate with the COR and PM to submit a request to the Chief/Director of the contracting office. The request should state the value and scope of the anticipated contract and the reasons supporting a waiver. Typical reasons to obtain a waiver include:
 - 1. The resource and administrative cost, including training cost, outweighs the potential benefits of using the PAT system for a specific contract.
 - 2. Utilizing the PAT system would require an investment by the contractor, which may negatively impact contract costs and subsequently negate the potential benefits of utilizing the PAT system.

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- ii. The Chief/Director of the contracting office will review the request and, at his/her discretion, provide a written waiver to the CO for inclusion in the contract file.
- (7) If PAT capacity and resources are not available or when a waiver has been granted, the CO and COR should coordinate with the contracting branch chief to identify appropriate, alternate means of monitoring, evaluating, and documenting contractor performance.

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(8) Figure 1 depicts the process flow to determine utilization of the PAT System.

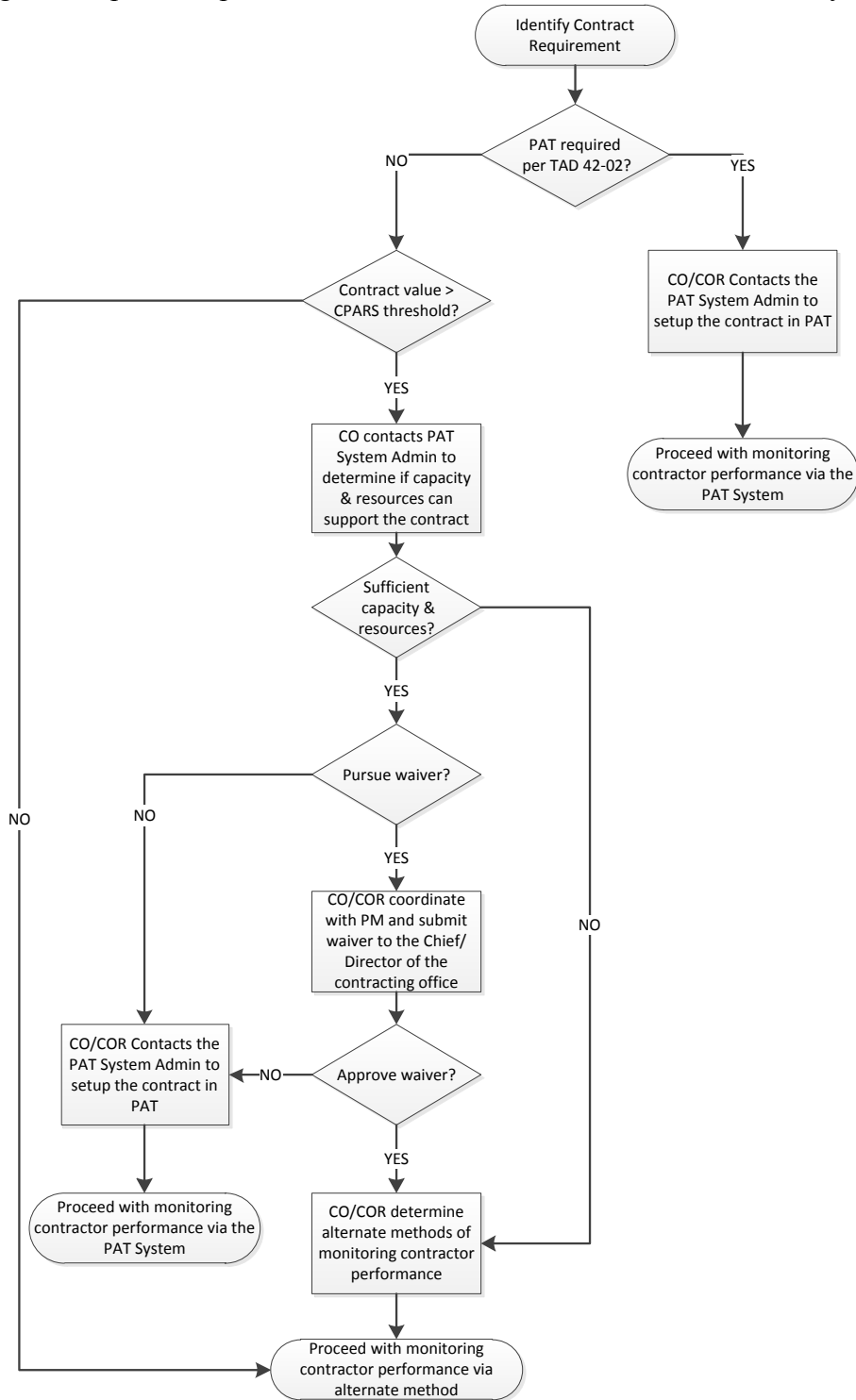


Figure 1 PAT System Utilization