

Bureau of Alcohol, Tobacco and Firearms Contractor Performance Report

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FINAL REPORT X	INTERIM REPORT	(<i>Check one</i>)
REPORTING PERIOD:	06/22/2006	04/02/2007
CONTRACTING OFFICER	Jim Huff	
CONTRACT/ORDER NUMBER	DJA06D000031	

CUSTOMER INFORMATION:

Organization Name: Office of Management's New Building Projects Office

Address: 99 New York Avenue, NE, Washington, DC 20226

CONTRACTOR INFORMATION:

Name: Silver Wolfe Enterprises, Inc.
Address: 900 12th Street North
Great Falls, MT 59401

CONTRACT AWARD DATE: (mm/dd/yy)	06/22/2006
CONTRACT EXPIRATION DATE: (mm/dd/yy)	5/11/2007
CONTRACT VALUE (\$):	\$187,803.90
CONTRACT TYPE:	Equipment and Labor Hour Fixed # of hours

DESCRIPTION OF REQUIREMENT (Title):	Contractor is to provide pantry equipment and in building delivery and installation
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TIN: 52-1109967
SIC:

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RATINGS

Summarize contractor performance and *circle* the number which corresponds to the rating for each rating category.

Using the rating guideline, assign each area a rating of 0 (unsatisfactory), 1 (poor), 2 (fair), 3 (good), 4 (excellent), or 5 (outstanding). Provide a brief narrative (500 characters or less) for each of the categories to support the rating assigned. The categories are: quality of product or service, cost control, timeliness of performance, and business relations. At this time comments are limited to 500 characters.

QUALITY OF PRODUCT OR SERVICE Rating: 0 1 2 3 4 5

Comments:

The quality of the products and services were outstanding. While this company only distributed the goods and not manufacture them, they ensured the hundred sixty-nine (169) pieces of goods were properly warehoused to ensure no damages were made prior to their arrival, they properly labeled each piece for the delivery of its location upon arrival, provided the proper level of qualified, security cleared staff to provide in-building delivery and installation and was available for questions several months following.

COST CONTROL Rating: 0 1 2 3 4 5

Comments:

The cost control was excellent. When the Government informed this contractor of yet another construction delay, rather than requesting that the Government take ownership of the goods immediately because the goods had already been purchased and received at the distributor's location, this contractor provided a warehousing service at minimal cost. This saved the Government an estimated \$2,000.00.

TIMELINESS OF PERFORMANCE Rating: 0 1 2 3 4 5

Comments:

This contractor's timeliness of performance was outstanding. This contractor underwent five (5) delivery schedule changes imposed by the Governments due to construction delays, as well as a request to pause delivery while the truck was being loaded for delivery. This contractor, not only accommodated the Governments proposed changes, but provided alternative solutions to ensuring the goods were delivered within a timeframe that would accommodate all.

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BUSINESS RELATIONS

Rating: 0 1 2 3 4 5

Comments:

This contractor's business relations were outstanding. Due to ongoing and unforeseen construction delays on this project, it was imperative to ensure a change in delivery schedule could be met with minimal notice. This contractor worked daily with COTR to troubleshoot through each obstacle. It is this kind of due diligence that deserves recognition as a model to others in the field. The entire Silver Wolfe Enterprise, Inc. team was patient, courteous, approachable and direct with no hidden agendas. I felt that the Government received the best value of both goods and services as a result. It was a pleasure to work with such professionals.

SUBCONTRACTS

Are subcontracts involved? (*Check One*)

YES X

Comments (*Please comment on those subcontractors that have provided a significant contribution to overall contract performance.*)

While the prime provided all of their support off-site, it was the subcontractors that were on-site day-to-day representing Silver Wolfe Enterprises, Inc. Initially the team appeared to be a little disjointed due to their unfamiliarity of the layout of the building; however, after regrouping, the team quickly reorganized and delivered and installed the goods with precision.

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KEY PERSONNEL

PROJECT MANAGER (Name): *Kmhy Buell*

Comments: Ms. Buell is a very detailed organized individual that takes an enormous amount of pride in her work and it showed each day. She was vigilant to every task/challenge set before her on this project. Ms. Buell was outstanding in knowing how to use her talents and her expertise to work through specification issues to benefit the project, in addition to knowing when to call in additional leadership to make higher-level, company-impacting decisions. Her opinions and recommendations to this project were valued and respected. It was with her patients and troubleshooting skills that we, as a team, **managed to get through** the some of the unforeseen hurdles successfully.

KEY PERSON (Name): *John Gilbert*

Comments: Mr. Gilbert, as the President of Silver Wolfe Enterprises, Inc., provided a professional and **higher-level of guidance and leadership on this project that ensured the Government met its objectives.**

KEY PERSON (Name): *Patty Gilbert*

Comments: While I had minimal communication with Mrs. Gilbert, Financial/Accountant Provider, every communication was professional and pleasant.

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CUSTOMER SATISFACTION

Was the contractor committed to customer satisfaction? YES X
(Check One)

NO

If this is the Final Report: (Check One)

Would you recommend selection of this firm again? YES X

NO

Comments:

PROJECT OFFICER ICOTR:

<i>(Last Name)</i>	<i>(First Name)</i>	<i>(MI)</i>
Browne-Watson	Anita	J

SIGNATURE:

Date:

Phone: (202) 648-7852

FAX: (202) 648-9665

Internet Address:

CONTRACTING OFFICER CONCURRENCE:

(Initial) AJBW

Date: *(mm/dd/yy)*

3/3/2008

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CONTRACTOR'S REPRESENTATIVE: *(Title)*

<i>(Last Name)</i>	<i>(First Name)</i>	<i>(MI)</i>
SIGNATURE:		Date: <i>(mm/dd/yy)</i>
Phone: ()		FAX: ()
Internet Address:		

SUMMARY RATINGS:

QUALITY:	Outstanding	COST CONTROL:	Excellent
TIMELINESS OF PERFORMANCE:	Outstanding	BUSINESS RELATIONS:	Outstanding

CONTRACTING OFFICER:

<i>(Last Name)</i>	<i>(First Name)</i>	M <i>(MJ)</i>
Huff	Jim	
SIGNATURE:		Date: 03/03/2008
Phone: (202) 648-9117		FAX: (202) 648-9659
Internet Address:		

CONTRACTOR REVIEW:

Were comments, rebuttal, or additional information provided? *(Check One)*

(If yes: They are on file in):

(Location)
Attached ___ *(Check if attached)*

YES	NO X
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(Phone)