

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

NONSYSTEMS

1. Name/Address of Contractor (Division):

Company Name: THUNDER MTN. CATERING, INC.

Division Name:

Street Address: 7362 DANBURY CT

City, State, Zip Code: BOISE ID 837095528

Province/Country: USA

CAGE Code: 3RJR7

PSC: F003

DUNS+4 Number: 829430482

NAICS Code: 722310

2. Report Type: Interim**3. Period of Performance Being Assessed:** 01/01/2012 - 11/29/2012**4a. Contract Number:** AG024BC109021**4b. Business Sector & Sub-Sector:** Prof/Tech/Mng Support**5. Contracting Office:** NATIONAL INTERAGENCY FIRE CENTER - 024B**6. Location of Contract Performance:****7a. Contracting Officer:** KAY STEFFEY**7b. Phone Number:** (208) 387-5757**8a. Contract Award Date:** 01/01/2012**8b. Contract Effective Date:** 01/01/2012**9. Contract Completion Date:** 12/31/2013**10. N/A****11. Awarded Dollar Value:** \$0**13. Competitive****14. Contract Type:** FFP**15. Key Subcontractors and Effort Performed:****16. Program Title:**

National Mobile Food Services

17. Contract Effort Description:

The purpose of this contract is to obtain services of Mobile Food Service Units (MFSU)s at various field locations during wildland fire and other types of incidents throughout the contiguous western United States. The expectation and desired result of this contract is to provide appetizing, nutritional, well balanced hot and special meals, sack lunches, hot and cold can meals and supplemental items. The MFSU is to include all equipment, supervision, labor, materials, and supplies (except for those items listed as Government furnished) to accomplish the full scope of work. Only equipment necessary for the operation of a MFSU will be allowed and approved for use under this contract. Equipment must be capable of operating in adversely impacted urban areas to remote primitive locations with very limited access. These emergency services shall include complete management, control, purchase, receipt, storage, issue, handling, processing, packaging, preparation, food serving, clean up, transport, repair, and maintenance. All hot meals shall be served by Contractor personnel, except for those meals served at Spike Camps. All meals shall be served and consumed at the Incident dining area except sack lunches and hot/cold can meals, which will be delivered to the Government at a specified time and place. The Contractor shall have the capability to feed personnel when requested at times other than those established for regular meals. The intent is to provide meals on an "as requested" basis but does not require the kitchen to be open continuously 24 hours per day. MFSU also may be ordered for other types of incidents at the Government's option. State and other federal cooperators may also utilize this contract at their option. The contract number for this contract is AG-024B-C-10-9021. The letter "A" has been added to the end of the contract number to facilitate additional Interim assessment periods as the original assessment was completed as a "Final" assessment in error.

Small Business Utilization

Does this contract include a subcontracting plan? No

Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): N/A

18. Evaluate the following Areas:

	Past Rating	Rating	Trend
a. Quality of Product or Service	Very Good	Very Good	N/A
b. Schedule	Very Good	Very Good	N/A
c. Cost Control	N/A	N/A	N/A
d. Business Relations	Exceptional	Very Good	N/A
e. Management of Key Personnel	N/A	Exceptional	N/A
f. Utilization of Small Business	N/A	N/A	N/A
g. Other Areas:			
(1):		N/A	
(2):		N/A	
(3):		N/A	
(4):		N/A	
(5):		N/A	
(6):		N/A	
(7):		N/A	
(8):		N/A	

19. N/A**20. Assessing Official Narrative:**

QUALITY OF PRODUCT OR SERVICE: Meets all contract requirements and exceeds some requirements to the Government's benefit. Non-conformance's regarding equipment and/or personnel are none or few and minor and do not impact achievement of successful performance. Contractor's corrective actions are effective.

Thunder Mountain Catering has consistently provided a high quality of service and product. The food is tasty and meets the quality requirements. They provide a menu with a very good variety of entrees. They always have an excellent salad bar and are very accommodating meeting the special dietary needs of incident personnel. Their kitchen unit is always clean and operational.

SCHEDULE: Meets all schedules and timeframes. There are no delays or only minor delays that do not impact achievement of successful performance. Contractor's corrective actions are effective.

The Contractor always meets or exceeded their schedule timeframes by being flexible with their hours of operation that best meets the needs of the incidents. They quickly respond to any emergency lunch orders or additional meal requests. They go out their way to accommodate irregular feeding times due to late or early arrival of Fire Crews.

BUSINESS RELATIONS: Comments: Responses to inquiries, technical, service, administrative issues are effective and responsive. There are no issues in working with the Government and/or other Contractors. If any, problems are few and minor and do not impact successful performance.

The Contractor always works well with all incident personnel. They are always able to meet the challenges of the incident and are able to deal with them effectively and efficiently. They create a partnership atmosphere that produces a good working relationship with incident personnel.

MANAGEMENT OF KEY PERSONNEL: The contractor has demonstrated an Exceptional performance level that was significantly in excess of anticipated achievements and is commendable as an example for others, so that it justifies adding a point to the score. Meets all contract requirements and exceeds many requirements to the Government's benefit. When needed, Contractor's corrective actions are highly effective. It is expected that this rating will be used in those RARE circumstances where contractor performance clearly exceeds the performance levels described as "Very Good".

The Key Personnel are described as professional, efficient, and are great to work with. They are very responsive to special requests and give an extra effort in all they do. Their flexibility was evident in all phases of their operations. They are hardworking, always paying attention to detail, and have a passion and commitment to achieve a higher quality of service.

ADDITIONAL/OTHER: During this rating period this contractor received 7 performance evaluation reports. We received many positive comments about the food varieties, the warm and engaging atmosphere of the dining tent, and the overall efficiency of this operation in part due to excellent equipment and management staff. We have enjoyed a positive working relationship with this contractor and look forward to their future success in this challenging industry.

RECOMMENDATION: Given what I know today about the Contractor's ability to execute what they promised in their proposal, I definitely would award to them today given that I had a choice.

21. Name and Title of Assessing Official:

Name: KAY STEFFEY

Title: CONTRACTING OFFICER

Office: U.S. FOREST SERVICE, WO-AQM, ISB

Phone Number: (208) 387-5757

Fax Number: (208) 387-5384

Email Address: ksteffey@fs.fed.us

Date: 11/30/2012

22. Contractor Comments:

The report was delivered/received by the contractor on 11/30/2012. The contractor neither signed nor offered comment in response to this assessment.

23. Name and Title of Contractor Representative:

Name:

Title:

Phone Number:

Fax Number:

Email Address:

Date: 09/16/2013

24. Review by Reviewing Official:

Review by Reviewing Official not required.

25. Name and Title of Reviewing Official:

Name:

Title:

Office:

Phone Number:

Fax Number:

Email Address:

Date: