

CONTRACTOR PERFORMANCE EVALUATION SURVEY CONTINUED

CONTRACTOR NAME: Vanguard Solutions

NARRATIVE EXPLANATION:

Since mid-2005 I've had a working relationship with Vanguard Solutions Inc at the Pearl Harbor Regional Dispatch Center (RDC), Regional Operations Center (ROC) and Pacific Missile Range Facility (PMRF) Kauai Dispatch Center. In Dec 2006 I became the COTR for the SPAWAR contractor work being done at those three centers. During this period Vanguard Solutions Inc had several contracts for installation and maintenance work at all three locations. Though this evaluation is for only one of those contracts, Vanguard Solutions Inc has provided repeated outstanding performance in conformance to contract requirements, meeting required schedules, conducting business in a professional manner, doing quality workmanship and meeting end user customer satisfaction.

For this particular contract, Vanguard Solutions was superior in all aspects of their performance. Prior to the start of installation, they alerted me of the RADHAZ permissions needed at PMRF. This forethought ensured there would not be any delay of the project. While on-site at PMRF, there was physical damage during shipping to a critical power supply for the Daniels Radios. The contractors worked extra hours over the weekend to obtain necessary parts and repaired the power supply. Their dedication enabled the installation to remain on schedule. The SOVT and final inspection of the installation showed the systems met performance standards on the initial test. Repeat testing was not required. The physical installation of equipment and antennas was especially well done. Minor installation practices, sometimes overlooked, such as labels and RF warning signs, etc were all completed. It should be noted that after the contractor had completed the installation and had departed Kauai, one of the equipment power supplies failed. The contractor promptly obtained a replacement unit and went back to PMRF to replace it. There was no loss of mission.

Feedback that I received from the supervisors at the Pearl Harbor Regional Dispatch Center and PMRF Dispatch Center indicate high satisfaction with Vanguard in scheduling their work as not to interfere with mission operations at the centers.

Vanguard Solutions Inc has demonstrated outstanding performance for this contract and other contracts that I had oversight over.