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CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

Nonsystems

Name/Address of Contractor:

Vendor Name: MONBO GROUP INTERNATIONAL, LTD

Division Name:

Street: 10451 MILL RUN CIR

City: OWINGS MILLS

State: MD Zip: 211175594

Country: USA

CAGE Code: [redacted]

Unique Entity ID: [redacted]

Product/Service Code: R799 Principal NAICS Code: 541211

Evaluation Type: Interim

Contract Percent Complete: 20

Period of Performance Being Assessed: 02/01/2023 - 01/31/2024

Contract Number: 47QRAA19D0007 FA301623F0090 **Business Sector & Sub-Sector:** Nonsystems - Prof/Tech/Mng Support

Contracting Office: FA3016 502 CONS CL **Contracting Officer:** AUDRA NOVATNAK **Phone Number:** [redacted]

Location of Work:

Government facilities on Joint Base San Antonio-Fort Sam Houston, TX 78234

Date Signed: 01/27/2023 **Period of Performance Start Date:** 02/01/2023

Est. Ultimate Completion Date/Last Date to Order: 01/31/2028 **Estimated/Actual Completion Date:** 01/31/2028

Funding Office ID: HT0041

Base and All Options Value : $1,798,033 [redacted]

Complexity: Low **Termination Type:** None

Extent Competed: Full and Open Competition **Type of Contract:** Firm Fixed Price

Key Subcontractors and Effort Performed:

Unique Entity ID:

Effort:

Unique Entity ID:

Effort:

Unique Entity ID:

Effort:

Project Number:

Project Title:

Advisory and Program Management Support for the Medical Education Training Campus (METC)

Contract Effort Description:

Assist in development of plans, programs and procedures; draft reports; provide reviews, evaluations, and recommendations on subjects of highly specialized

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areas of concern; conduct coordination efforts with program sponsors, management and technical personnel, support organizations, and outside agencies; and supplement METC faculty and staff knowledge and expertise in the areas of instructional delivery processes, curriculum development, and academic counseling.

Small Business Subcontracting:

Does this contract include a subcontracting plan? No

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

Evaluation Areas	Past Rating	Rating
Quality:	N/A	Very Good
Schedule:	N/A	Very Good
Cost Control:	N/A	N/A
Management:	N/A	Very Good
Small Business Subcontracting:	N/A	N/A
Regulatory Compliance:	N/A	N/A
Other Areas:		
(1) :		N/A
(2) :		N/A
(3) :		N/A

Variance (Contract to Date):

Current Cost Variance (%): Variance at Completion (%):

Current Schedule Variance (%):

Assessing Official Comments:

QUALITY: Monbo has demonstrated immense motivation, professional execution of duties, and above average competency level. Monbo employees received special recognition from Colonel Richard A. Villarreal, METC Dean of Academic Affairs, on May 17, 2023. Col. Villarreal personally thanked Monbo's team for their (1) role in providing motivational and exceptional study skill briefs for METC students and staff, (2) dedication and professionalism to the METC mission (3) demonstrated ability to establish first impressions, making all the difference to METC personnel. Monbo has also stands out for their sound advice, directional approach, and expertise, significantly impacting the initial stage of education, particularly when identifying a path for the future and outlining knowledge and job requirements needed by students and staff to succeed academically in the programs. Overall, there were no failures within in any performance requirement and they exceeded all performance thresholds resulting in superb workmanship.

SCHEDULE: More than 21,000 students are projected to graduate each year, with an average daily student load of approximately 7,000. METC officials also employ an operating staff and faculty of 1,400. Monbo expertly supports the many challenges in identifying, planning, and coordinating continuous program study skill briefs. Monbo's one-on-one sessions coupled with attention to detail has made a significant impact on individuals seeking to learn how to efficiently instruct and study. Monbo uses their expertise to help students outline their

individual paths towards achieving educational success enabling students and staff to follow precise paths towards program completion avoiding delays. Monbo exceeds expectation and ensures 100% accuracy of student records uploaded to the Army Training Requirements and Resource System (ATRRS), benefiting the Government and ensuring no delays in student transcript requests or record inquiries were encountered. Monbo ensured that all developed plans, programs, procedures, reviews, evaluations, and recommendations were delivered in a timely and professional manner with zero failures, which exceeds the threshold. Per Colonel Villarreal, Monbo's motivation and enthusiasm in helping students outline their individual paths towards achieving education success ensuring they can make sound decision and are able to follow precise paths towards program completion at the shortest time possible.

COST CONTROL: This is a firm-fixed price contract.

MANAGEMENT: Monbo's Project Manager (PM) oversaw the contract performance and all staff members ensuring all tasks were completed for maximum efficiency. Monbo proactively monitored their staff members and identified any roadblocks to completing tasks on time and identified risk that impact quality of deliverables. The personnel selected by Monbo exceeded qualifications for the positions and all performed exceptionally. Monbo responded to METC Academic Departments within 24 hours upon notification of any issue and provided solutions ensuring timeliness, completion, and quality of the deliverable/task with minimal work disruption. Monbo presented themselves in an extremely professional business manner, making them a great partner in meeting the Government's needs.

SMALL BUSINESS SUBCONTRACTING: Monbo is an EDWOSB firm.

OTHER AREAS: The advisory and program management support services provided by MONBO greatly augmented and enhanced the Academic Support Division operation. Their zero turnover in personnel during the period produced consistency and enabled great rapport with METC faculty and staff.

ADDITIONAL/OTHER: Monbo had done an excellent job performing on the first year of this contract for METC's huge training mission. The customer had no complaints and the contract administration for this contract was at a minimum. There were no problem areas.

RECOMMENDATION:

Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I would recommend them for similar requirements in the future.

Name and Title of Assessing Official:

Name: Audra L. Novatnak

Title: Contracting Officer

Organization: 502d Contracting Squadron

Phone Number: [redacted] Email Address: [redacted]

Date: 02/12/2024

Contractor Comments:

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Name and Title of Contractor Representative:

Name:

Title:

Phone Number: Email Address:

Date:

Review by Reviewing Official:

Name and Title of Reviewing Official:

Name:

Title:

Organization:

Phone Number: Email Address:

Date:

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