DELIV	ERY O	RDER									DR
1. CONTRA	CT NO.			2. DELIVER	Y ORDER N	10.	3. EFFE	CTIVE DATE		4. PURCH	ASE REQUEST
N00178-	-05-D-42	57		FD0102			ORIG MOD	02/01/200 08/17/200		N00167	-06-MR-584
5. ISSUED I	BY			CODE	N00167		6. ADMI	NISTERED BY	,	CODE	S3915A
Kathleen 9500 Mad West Bet	CARDEF C Bonturi cArthur Bl :hesda, Ml .Bonturi@	i 3321 vd D 20817			AND		700 R	A PHILADE OBBINS AV DELPHIA, I	/ENUE, B		P.O. BOX 1
7. CONTRA	CTOR			CODE	1UVD1		FACIL	.ITY	8. DELIVE	RY DATE	
14 Bened	Software dek Road n, NJ 085		ogy				,	Na.	See Se 9. CLOSIN SET ASID	NG DATE/TIN	AE
									SET ASID	CITE	
									10. MAIL I	NVOICES TO	)
									See Se	ection G	
11, SHIP TO	0					12. PAYME	NT WILI	BE MADE BY			HQ0337
	•										<u> </u>
See Sec	ction D					P.O. Box	18226			ntitlemer	it Operation
13. TYPE	D	X		y order/call		another Gov	ernment	agency or in a	ccordance w	ith and subje	ct to terms and
OF ORDER			oi above-iii		illact.						
PREVIOUS THE SAME	BLY HAVE BI ic Softwa	EEN OR IS I	R HEREBY NOW MODIF	ACCEPTS 1 FIED, SUBJE	THE OFFER	OF THE TE	RMS AN	THE NUMBER D CONDITION Sinha, & CEO	RED PURCH. S SET FOR	ASE ORDER TH, AND AG	RASTI MAY REES TO PERF
NAME O	F CONTRAC	CTOR	SIGNA	TURE		TYPE	D NAME	AND TITLE	DA	TE SIGNED	_
14. ACCOL	UNTING AND	) APPROPR	IATION DA	ΓΑ							
15. ITEM N	IO.	16. SCHED	ULE OF SU	PPLIES/SEI	RVICES	17. QUANT ORDERED ACCEPTE	/	18. UNIT	19. UNIT	PRICE	20. AMOUNT
					See the	Followir	ng Pag	jes			
	accepted by			21. UNITE	D STATES (	OF AMERICA					22. TOTAL
different, er	uantity orderent nter actual quidered and er	uantity accep		By: Cat	herine L	Rowe			_	8/02/200	
								CONTRACTI	NG/ORDER	ING OFFICE	R
SECTION	DESCRIPT	TION				SECTION	DESC	RIPTION			
E	SUPPLIES	OR SERVIC	ES AND PR	RICES/COST	rs	H	SPECI	AL CONTRACT	REQUIRE	MENTS	
C	DESCRIPT	TION/SPECS	/WORK ST/	ATEMENT			CONT	RACT CLAUSE	s		
Ε	PACKAGIN	NG AND MAI	RKING				LIST O	F ATTACHME	NTS		
E	INSPECTION	ON AND AC	CEPTANCE								
F	DELIVERIE	ES OR PERF	ORMANCE	,							
	CONTRAC	T ADMINIST	RATION DA	ATA			†				***

CONTRACT NO. N00178-05-D-4257		DELIVERY ORDER NO. FD0102	I	PAGE Page Page	
The purpose of thi FD0101 that reduce Accordingly, said	ed the period of p	to (a) decrease the total performance; and (b) of dified as follows:	al task order am leobligate fundi	ount by \$ ng in the amount of	esult of
CLIN 1000	From	Ву	То	'1	

CONTRACT NO.

As a result, the conformed copy reflects changes to Block 22 on the cover page, and to CLIN 1000 under Section B on page 1, under Section G Contract Administration Data on page 6, and under Clause SEA 5252.232-910 Allotment of Funds on page 6.

A conformed copy of this task order is attached to this modification for information purposes only.

CONTRACT NO.	DELIVERY ORDER NO.	PAGE
N00178-05-D-4257	FD0102	1 of 13

## SECTION B SUPPLIES OR SERVICES AND PRICES

CLIN -	SUPPLIES OR SERVICE	ES			
Item	Supplies/Services (	Qty Unit	Est. Cost	Fixed Fee	CPFF
1000	Clerical/Administ rative support services for the NSWCCD Facilities and Model Fabrication Division (OTHER)	1.0 Lot			

The Alternate II version of the Section G clause entitled, "Submission of Invoices (Cost-Reimbursement, Time-and-Materials, labor Hours or FPI) (July 1992)" is hereby invoked as set forth under P00001 of the subject contract.

CONTRACT NO.	DELIVERY ORDER NO.	PAGE
N00178-05-D-4257	FD0102	2 of 13

#### SECTION C DESCRIPTIONS AND SPECIFICATIONS

This is a performance based Statement of Work. The effort performed hereunder will be evaluated in accordance with the performance standards/acceptable quality levels in provision CAR H07 in Section H – Special Contract Requirements and the Performance Based Evaluation Criteria and Standards Table.

#### 1.0 Objective

The contractor shall provide non-personal clerical/administrative on-site services for the Naval Surface Warfare Center, Carderock Division (NSWCCD), Facilities and Model Fabrication Division, Staff Office (Code 36). Support shall also be provided to the Weight Handling Section and other offices as deemed necessary within the Facilities and Model Fabrication Division, in addition to serving as backup to the Service Desk.

#### 2.0 Requirements/Qualifications

The contractor should provide an individual with a minimum of a High School degree and 15 years of experience in providing clerical/administrative support to a large organization. In addition, the individual should have 4 years of experience in maintaining a facilities service desk operation including knowledge of: electric, machine, welding and sheet metal trades, plumbing, HVAC and utility shop systems, cranes and transportation systems, painting and grounds maintenance, telephone communication systems, and maintenance and repair of building structures.

The individual should have the ability to utilize a personal desktop computer and commercial software packages, such as Microsoft Word, Excel, and Powerpoint in order to complete comprehensive presentations and spreadsheets in final form for management. In addition, the individual should have experience working with facilities management software such as PWTools, ESWIN and MAXIMO database programs in order to perform backup service desk functions.

The individual should have exceptional writing and grammar skills. In addition, the individual should have an ability to monitor, analyze and interpret administrative functions and have the ability to organize, plan prioritize, follow through, track progress of and notify management of status on all work assignments in a timely manner.

#### 3.0 Scope of Work

The contractor shall provide clerical/administrative support services including, but not limited to, the following: answer the telephone, fax, photocopy, sort incoming division mail, file, and maintain and track inventory of office supplies and materials; prepare and file all incoming and outgoing, official and non/official correspondence, naval messages and naval grams, routine forms, progress reports, technical reports, and any other documentation required in support of the division; take notes and minutes for various meetings and compose final meeting notes for management; input and maintain travel orders and claims; establish and maintain a comprehensive filing system for all records, official/non official correspondence and documents related to the division; and act as a backup to the Service Desk.

#### 4.0 Government Furnished Equipment

Government furnished workspace will be provided. The Government shall furnish a computer capable of performing office automation tasks required for the position. The designated space will also have a telephone capable of DSN and local/long distance calling for official business use. Database information required to prepare deliverables and naval messages, as appropriate, will be provided to the contractor.

#### 5.0 Performance

The contractor shall provide one (1) individual to perform the on-site services as follows:

- 5.1 The contractor shall work 40 hours per week, Monday through Friday (excluding Government Holidays), 8.5 hours per day between the hours of 7:00 am and 3:30 pm (includes a 30 minute lunch break), unless otherwise specified as required. Tasking is not to exceed 1,920 hours per year for a total of 3,840 hours.
- 5.2 Period of Performance The period of performance of the task order shall be from the effective date of the task order through 11 August 2006.
- 5.3 Place of Performance NSWCCD, 9500 MacArthur Boulevard, West Bethesda, MD, 20817-5700, Complex N and other buildings as required.

CONTRACT NO.	DELIVERY ORDER NO.	PAGE
N00178-05-D-4257	FD0102	3 of 13

## SECTION D PACKAGING AND MARKING

Packaging and Marking shall be in accordance with Section D of the base IDIQ contract.

CONTRACT NO.	DELIVERY ORDER NO.	PAGE
N00178-05-D-4257	FD0102	4 of 13

# SECTION E INSPECTION AND ACCEPTANCE

Inspection and acceptance shall be performed by the Government at destination.

CONTRACT NO.	DELIVERY ORDER NO.	PAGE
N00178-05-D-4257	FD0102	5 of 13

### SECTION F DELIVERIES OR PERFORMANCE

52.211-8 TIME OF DELIVERY (JUN 1997)

(a) The Government requires delivery to be made according to the following schedule:

ITEM NO.

QUANTITY AFTER DATE OF TASK ORDER

1000

11 August 2006

(End of clause)

CONTRACT NO.
N00178-05-D-4257

DELIVERY ORDER NO. FD0102

PAGE 6 of 13

#### SECTION G CONTRACT ADMINISTRATION DATA

Accounting Data SLINID PR Number Amount 1000 60265674 132153.00 AA 97X4930 NH1C 000 77777 0 000167 2F 000000 995360101431 MOD 2 60265674 1000 (92153.00) AA 97X4930 NH1C 000 77777 0 000167 2F 000000 995360101431 Task Order Manager Kimberly W. Dempsey 9500 MacArthur Boulevard West Bethesda, MD 20817-5700 kimberly.dempsey@navy.mil

#### SEA 5252.232-9104 ALLOTMENT OF FUNDS (MAY 1993)

(a) This contract is incrementally funded with respect to both cost and fee. The amount(s) presently available and allotted to this contract for payment of fee for incrementally funded contract line item number/contract subline item number (CLIN/SLIN), subject to the clause entitled "FIXED FEE" (FAR 52.216-8) or "INCENTIVE FEE" (FAR 52.216-10), as appropriate, is specified below. The amount(s) presently available and allotted to this contract for payment of cost for incrementally funded CLINs/SLINs is set forth below. As provided in the clause of this contract entitled "LIMITATION OF FUNDS" (FAR 52.232-22), the CLINs/SLINs covered thereby, and the period of performance for which it is estimated the allotted amount(s) will cover are as follows:

#### ESTIMATED

301-227-4161

ITEM(S) ALLOTTED TO COST ALLOTTED TO FEE PERIOD OF PERFORMANCE

1000 \$ \$ 11 August 2006

- (b) The parties contemplate that the Government will allot additional amounts to this contract from time to time for the incrementally funded CLINs/SLINs by unilateral contract modification, and any such modification shall state separately the amount(s) allotted for cost, the amount(s) allotted for fee, the CLINs/SLINs covered thereby, and the period of performance which the amount(s) are expected to cover.
- (c) CLINs/SLINs are fully funded and performance under these CLINs/SLINs is subject to the clause of this contract entitled "LIMITATION OF COST" (FAR 52.232-20) or "LIMITATION OF COST (FACILITIES)" (FAR 52.232-21), as applicable.

(End of Clause)

#### SEA 5252.216-9122 LEVEL OF EFFORT (DEC 2000)

- (a) The Contractor agrees to provide the total level of effort specified in the next sentence in performance of the work described in Sections B and C of this contract. The total level of effort for the performance of this contract shall be 3,840 total man-hours of direct labor, including subcontractor direct labor for those subcontractors specifically identified in the Contractor's proposal as having hours included in the proposed level of effort.
- (b) Of the total man-hours of direct labor set forth above, it is estimated that zero man-hours are uncompensated effort.

Uncompensated effort is defined as hours provided by personnel in excess of 40 hours per week without additional compensation for such excess work. All other effort is defined as compensated effort. If no effort is indicated in the first sentence of this paragraph, uncompensated effort performed by the Contractor shall not be counted in fulfillment of the level of effort obligations under this contract.

(c) Effort performed in fulfilling the total level of effort obligations specified above shall only include effort performed in direct support of this contract and shall not include time and effort expended on such things as (local travel to and from an employee's usual work location), uncompensated effort while on travel status,

CONTRACT NO.	DELIVERY ORDER NO.	PAGE
N00178-05-D-4257	FD0102	7 of 13
	1	

truncated lunch periods, work (actual or inferred) at an employee's residence or other non-work locations (except as provided in paragraph (j) below), or other time and effort which does not have a specific and direct contribution to the tasks described in Sections B and C.

- (d) The level of effort for this contract shall be expended at an average rate of approximately 40 hours per week. It is understood and agreed that the rate of man-hours per month may fluctuate in pursuit of the technical objective, provided such fluctuation does not result in the use of the total man-hours of effort prior to the expiration of the term hereof, except as provided in the following paragraph.
- (e) If, during the term hereof, the Contractor finds it necessary to accelerate the expenditure of direct labor to such an extent that the total man hours of effort specified above would be used prior to the expiration of the term, the Contractor shall notify the Contracting Officer in writing setting forth the acceleration required, the probable benefits which would result, and an offer to undertake the acceleration at no increase in the estimated cost or fee together with an offer, setting forth a proposed level of effort, cost breakdown, and proposed fee, for continuation of the work until expiration of the term hereof. The offer shall provide that the work proposed will be subject to the terms and conditions of this contract and any additions or changes required by then current law, regulations, or directives, and that the offer, with a written notice of acceptance by the Contracting Officer, shall constitute a binding contract. The Contractor shall not accelerate any effort until receipt of such written approval by the Contracting Officer. Any agreement to accelerate will be formalized by contract modification.
- (f) The Contracting Officer may, by written order, direct the Contractor to accelerate the expenditure of direct labor such that the total man hours of effort specified in paragraph (a) above would be used prior to the expiration of the term. This order shall specify the acceleration required and the resulting revised term. The Contractor shall acknowledge this order within five days of receipt.
- (g) If the total level of effort specified in paragraph (a) above is not provided by the Contractor during the period of this contract, the Contracting Officer, at its sole discretion, shall either (i) reduce the fee of this contract as follows:

Fee Reduction = Fee (Required LOE minus Expended LOE divided by Required LOE)

- or (ii) subject to the provisions of the clause of this contract entitled "LIMITATION OF COST" (FAR 52.232-20) or "LIMITATION OF COST (FACILITIES)" (FAR 52.232-21), as applicable, require the Contractor to continue to perform the work until the total number of man hours of direct labor specified in paragraph (a) above shall have been expended, at no increase in the fee of this contract.
- (h) The Contractor shall provide and maintain an accounting system, acceptable to the Administrative Contracting Officer and the Defense Contract Audit Agency (DCAA), which collects costs incurred and effort (compensated and uncompensated, if any) provided in fulfillment of the level of effort obligations of this contract. The Contractor shall indicate on each invoice the total level of effort claimed during the period covered by the invoice, separately identifying compensated effort and uncompensated effort, if any.
- (i) Within 45 days after completion of the work under each separately identified period of performance hereunder, the Contractor shall submit the following information in writing to the Contracting Officer with copies to the cognizant Contract Administration Office and to the DCAA office to which vouchers are submitted: (1) the total number of man hours of direct labor expended during the applicable period; (2) a breakdown of this total showing the number of man hours expended in each direct labor classification and associated direct and indirect costs; (3) a breakdown of other costs incurred; and (4) the Contractor's estimate of the total allowable cost incurred under the contract for the period. Within 45 days after completion of the work under the contract, the Contractor shall submit, in addition, in the case of a cost underrun; (5) the amount by which the estimated cost of this contract may be reduced to recover excess funds and, in the case of an underrun in hours specified as the total level of effort; and (6) a calculation of the appropriate fee reduction in accordance with this clause. All submissions shall include subcontractor information.
- (j) Deleted per Amendment 0001
- (k) Notwithstanding any of the provisions in the above paragraphs, the Contractor may furnish man hours up to five percent in excess of the total man hours specified in paragraph (a) above, provided that the additional effort is furnished within the term hereof, and provided further that no increase in the estimated cost or fee is required.

(End of Clause)

CONTRACT NO.	DELIVERY ORDER NO.	PAGE
N00178-05-D-4257	FD0102	8 of 13
		1

# 5252.232-9001 SUBMISSION OF INVOICES (COST –REIMBURSEMENT, TIME-AND-MATERIALS, LABOR-HOUR, OR FIXED PRICE INCENTIVE (JUL 1992)

The Alternate II version of the clause entitled, "Submission of Invoices (Cost-Reimbursement, Time-and-Materials, labor Hours or FPI) (July 1992)" is hereby invoked as set forth under P00001 of the subject contract. Accordingly, paragraph (b) of the clause is completed to reflect the following invoicing instructions for this Task Order:

The Contractor shall submit invoices and any necessary supporting documentation, in an original and 2 copies, to the contract auditor at the following address:

```
Defense Contract Audit Agency
Southern New Jersey Branch Office
Woodcrest Pavillion
10 Melrose Avenue, Suite 200
Cherry Hill, NJ 08003
```

unless task orders are applicable, in which case invoices will be segregated by individual order and submitted to the address specified in the order.

In addition, an information copy shall be submitted to the following address(es):

```
Task Order Manager Accounting Office

NSWC, Carderock Division NSWC, Carderock Division

Code 30: Kimberly Dempsey Code 3131

9500 MacArthur Boulevard 9500 MacArthur Boulevard

West Bethesda, MD 20817-5700 West Bethesda, MD 20817-5700
```

Following verification, the contract auditor will forward the invoice to the designated payment office for payment in the amount determined to be owing, in accordance with the applicable payment (and fee) clause(s) of this contract.

#### SEA 5252.242-9115 TECHNICAL INSTRUCTIONS (APR 1999)

- (a) Performance of the work hereunder may be subject to written technical instructions signed by the Task Order Manager specified in Section G of this task order. As used herein, technical instructions are defined to include the following:
- (1) Directions to the Contractor which suggest pursuit of certain lines of inquiry, shift work emphasis, fill in details or otherwise serve to accomplish the contractual statement of work.
- (2) Guidelines to the Contractor which assist in the interpretation of drawings, specifications or technical portions of work description.
- (b) Technical instructions must be within the general scope of work stated in the contract. Technical instructions may not be used to: (1) assign additional work under the contract; (2) direct a change as defined in the "CHANGES" clause of this contract; (3) increase or decrease the contract price or estimated contract amount (including fee), as applicable, the level of effort, or the time required for contract performance; or (4) change any of the terms, conditions or specifications of the contract.
- (c) If, in the opinion of the Contractor, any technical instruction calls for effort outside the scope of the contract or is inconsistent with this requirement, the Contractor shall notify the Contracting Officer in writing within ten (10) working days after the receipt of any such instruction. The Contractor shall not proceed with the work affected by the technical instruction unless and until the Contractor is notified by the Contracting Officer that the technical instruction is within the scope of this contract.
- (d) Nothing in the foregoing paragraph shall be construed to excuse the Contractor from performing that portion of the contractual work statement which is not affected by the disputed technical instruction.

#### SECTION H SPECIAL CONTRACT REQUIREMENTS

CAR-H07 Prospective Fee Amount Reduction Incentive Plan (APR 2004) (NSWCCD)

(a) Introduction: The contractor's performance under this task order will be evaluated by the Government as

CONTRACT NO.	DELIVERY ORDER NO.	PAGE	
N00178-05-D-4257	FD0102	9 of 13	
NUU 170-U3-D-4237	FD0102	90113	
1400 170-00-D-4207	1 50102	0 01 10	

described in this contract clause. The first evaluation will cover the period ending twelve months after date of contract award with successive evaluations being performed for each twelve-month period thereafter until the contractor completes performance under the task order. For each twelve-month period, the Government will evaluate the contractor's performance under the task order. The evaluation will encompass all work performed by the contractor at any time during the twelve-month period but will not include cumulative information from prior reports. However, at the discretion of the Contracting Officer, the evaluation may be waived where the work performed by the contractor during the twelve-month period is less than 90 days. Based on the evaluation results for the task order, the Contracting Officer will assign an overall performance rating to the individual task order in accordance with paragraph (b) of this clause. If the Contracting Officer assigns an "Unsatisfactory" performance rating to the task order for the period evaluated, the Contracting Officer will take unilateral action to provide for a fee reduction for the task order covering the performance period evaluated.

- (b) Performance Ratings: The Government will evaluate the contractor's performance of the Statement of Work for each task order, and the Contracting Officer will assign one of the following ratings:
  - (1) Excellent
  - (2) Very Good
  - (3) Satisfactory
  - (4) Unsatisfactory

The standards associated with these ratings are given in the following Table 1.

Table 1: Overall Performance Ratings for Individual Task Orders

Overall Performance Rating	Standard
Excellent	"Excellent" ratings for all performance evaluation criteria.
Very Good	A combination of "Excellent" and "Satisfactory" ratings determined by the Contracting Officer to exceed Satisfactory" overall.
Satisfactory	A minimum of "Satisfactory" ratings for all performance evaluation criteria.
Unsatisfactory	A rating of "Unsatisfactory" for one or more performance evaluation criteria.

- (c) Incentive Objectives. The purpose of including a prospective fee amount reduction incentive in this contract is to ensure that the Government receives at least "Satisfactory" overall performance under the task order.
- (d) Performance Evaluation Criteria. The contractor's performance under the task order will be evaluated using the criteria and standards provided for each objective, and identified in Table 2.
- (e) Organization. The performance evaluation organization consists of the Contracting Officer, who will serve as the Incentive Determining Official, and the Contracting Officer's Representative (COR) (the COR is replaced by a Task Order Manager (ToM) for SeaPort-e task orders). In some instances, a Technical Point of Contact (TPOC) will be assigned to the contract or task order in lieu of a COR/ToM.
- (1) Contracting Officer: The Contracting Officer is responsible for properly administering the performance evaluation process, maintaining the official performance evaluation file, and making incentive determinations.
- (2) COR: The COR maintains the written records of the contractor's performance so that a fair and accurate evaluation is obtained. The COR coordinates and compiles the evaluation reports. In the case of a SeaPort-e task order, in lieu of a COR, a Task Order Manager (ToM) will maintain the records and coordinate/compile the evaluation reports.
- (3) Technical Points of Contact (TPOCs). When assigned, the TPOC will provide ongoing performance monitoring, evaluate task performance based on the task order SOWs and assist in the preparation of the evaluation report .
- (f) Evaluation Schedule. Each performance evaluation period will be 12 months in length. The Government will evaluate all work performed by the contractor at any time during the twelve-month period unless waived

CONTRACT NO.	DELIVERY ORDER NO.	PAGE
N00178-05-D-4257	FD0102	10 of 13

by the Contracting Officer in accordance with paragraph (a) of this clause. Following each evaluation period, the Contracting Officer (or Contract Negotiator if so designated by the Contracting Officer and the COR/TPOC/ToM, as appropriate, will hold a meeting with the contractor's Senior Technical Representative to review performance under the task order, including overall trends, specific problem areas, if any, and their resolution. Other Government and contractor personnel may also participate as deemed appropriate.

- (g) Contractor's Review of the Evaluation Report and Self-Evaluation. The Contracting Officer will provide the evaluation report to the contractor as soon as practicable after completion of the evaluation. Contractors shall be given a minimum of 15 calendar days to submit comments, rebut statements, or provide additional information. The contractor may also submit a Self-Evaluation Report for consideration. The report must include an overall performance rating for the contract or task order covering the evaluation period and may include whatever information the contractor deems relevant to support that rating. The report shall not exceed two (2) pages in length.
- (h) Incentive Determination. The Contracting Officer will make an incentive determination for the task order at the end of each evaluation period. The determination will be based upon the COR's/TPOC's/ToM's recommendations, the contractor's comments including any Self-Evaluation Report, and any other information deemed relevant by the Contracting Officer. The Contracting Officer shall resolve disagreements between the COR's/TPOC's/ToM'S recommendations and the contractor's comments/report regarding the evaluation. The Contracting Officer's incentive determination is unilateral and final. The Contracting Officer will document the determination and provide a copy to the contractor.
- (i) This performance evaluation does not replace any other requirement for evaluating contractor performance that may be required by this contract or task order such as a Contractor Performance Assessment Reporting System (CPARS) report, or a Task Order Performance Evaluation (TOPE) report in the case of a SeaPort-e task order.

TABLE 2: TASK PERFORMANCE EVALUATION CRITERIA AND STANDARDS

CRITERION	UNSATISFACTORY	SATISFACTORY	EXCELLENT
Task Performance	Work product fails to meet Acceptable Quality Levels (AQLs) defined in Performance Requirements Summary Table, (see Attachment (1) to this Table 2).		Work product frequently exceeds Acceptable Quality Levels (AQLs) defined in Performance Requirements Summary Table, (see Attachment (1) to this Table 2).
Staffing	Contractor provides marginally qualified or unqualified personnel. Lapses in coverage occur regularly.	Contractor provides qualified personnel. Lapses in coverage may occasionally occur and are managed per individual task order policy.	Contractor provides highly qualified personnel. Contractor reassigns personnel to ensure proper coverage. Actual lapses in coverage occur very rarely, if ever, and are managed per individual task order policy. Contractor ensures staff training remains current.
Timeliness	Contractor frequently misses deadlines, schedules, or is slow to respond to government requests or is non-responsive to government requests.	Contractor routinely meets deadlines, schedules, and responds quickly to government requests.	Contractor always meets deadlines, schedules, and responds immediately to government requests.
Customer Satisfaction	Fails to meet customer	Meets customer	Exceeds customer

CONTRACT NO. N00178-05-D-4257	DELIVERY ORDER NO. FD0102					
lev lev	pectations	expectations.	expectations.			

CONTRACT NO.	DELIVERY ORDER NO.	PAGE
N00178-05-D-4257	FD0102	12 of 13

## SECTION I CONTRACT CLAUSES

Section I clauses shall be in accordance with Section I of the base IDIQ contract.

CONTRACT NO. DELIVERY ORDER NO. PAGE N00178-05-D-4257 FD0102 13 of 13	
---	--

# SECTION J LIST OF ATTACHMENTS

None

		•