

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NO. ACR-12-004		PAGE 1 OF 17			
2. CONTRACT NO. NRC-HQ-11-C-33-0060		3. AWARD/EFFECTIVE DATE See Block 31C		4. ORDER NO. NRC-HQ-12-T-11-0007		5. SOLICITATION NUMBER			
7. FOR SOLICITATION INFORMATION CALL:		a. NAME				b. TELEPHONE NO. (No Collect Calls)			
9. ISSUED BY U.S. Nuclear Regulatory Commission Div. of Contracts Attn: Dominique Malone Mail Stop: TWB/ 1 A31M Washington, DC 20555		CODE 3100		10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: _____ % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM NAICS: 541519 <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> ECONOMICALLY DISADVANTAGED WOMEN-OWNED SMALL BUSINESS (EDWOSB) SIZE STANDARD: <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> (SVA)					
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING N/A			
15. DELIVER TO U.S. Nuclear Regulatory Commission Washington DC 20555		CODE		16. ADMINISTERED BY U.S. Nuclear Regulatory Commission Div. of Contracts Mail Stop: TWB-01-B10M Washington, DC 20555					
17a. CONTRACTOR/OFFEROR CODE		FACILITY CODE		18a. PAYMENT WILL BE MADE BY CODE 3100 Department of Interior / NBC NRCPAYMENTS NBCDENVER@nbc.gov Attn: Fiscal Services Branch - D2770 7301 W. Mansfield Avenue Denver CO 80235-2230					
LOCKHEED MARTIN SERVICES, INC. 700 N FREDERICK AVE GAITHERSBURG MD 208793328 TELEPHONE NO.				PHONE: FAX:					
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER				18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM					
19. ITEM NO.		20. See CONTINUATION Page SCHEDULE OF SUPPLIES/SERVICES		21. QUANTITY		22. UNIT			
		23. UNIT PRICE		24. AMOUNT					
		Task Order 7, ACRS Systems - Document Processing This is a labor-hour task order. See attached requirements and price schedule. Contractor Rep: Jeffery Funk Phone: 301-519-5808 Email: Jeffery.W.Funk@lmco.com COR: Brandi Hamilton Phone: 301-415-7981 Email: Brandi.Hamilton@nrc.gov Ceiling Amount: \$15,680.91 Obligated Amount: \$15,680.91 Period of Performance: 03/13/2012 - 09/25/2012 (Use Reverse and/or Attach Additional Sheets as Necessary)							
25. ACCOUNTING AND APPROPRIATION DATA See CONTINUATION Page Obligate: \$15,680.91; FAINIS: RQ120818; DUNS: 145969783 Appr: 31X0200.012 NAICS: 541519, REPA: ACR-12-004 JCN: N7498; B&R: 2012-7R-41-J-144; Boc. 2574				26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$15,680.91					
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.				<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.					
<input checked="" type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.				<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.					
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED				29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN IS ACCEPTED AS TO ITEMS:					
30a. SIGNATURE OF OFFEROR/CONTRACTOR <i>Jeffery W. Funk</i>				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) <i>Dominique C. Malone</i>					
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT) Jeffery W. Funk, Contract Mgr.				31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) Dominique C. Malone					
30c. DATE SIGNED 3/13/2012				31c. DATE SIGNED 3-14-2012					

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STANDARD FORM 1449 (REV. 5/2011)
Prescribed by GSA - FAR (48 CFR) 53.212

JUL 03 2012

TEMPLATE - ADM001

MINI REVIEW COMPLETE

ADM002

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PART I**SECTION B - SUPPLIES OR SERVICES AND PRICE/COSTS****B.1 Contract Type**

The contract type for this task order is Labor-Hours.

B.2 Period of Performance

Base Period - March 13, 2012 - September 25, 2012

Option Period 1 - September 26, 2012 to September 25, 2013

Option Period 2 - September 26, 2013 to September 25, 2014

Option Period 3 - September 26, 2014 to September 25, 2015

Option Period 4 - September 26, 2015 to September 25, 2016

Option Period 5 - September 26, 2016 to September 25, 2017

Option Period 6 - September 26, 2017 to September 25, 2018

Option Period 7 - September 26, 2018 to September 25, 2019

Option Period 8 - September 26, 2019 to September 25, 2020

Option Period 9 - September 26, 2020 to September 25, 2021

B.3 Cost/Price

Section J-1.

B.4 Consideration and Obligation-Time and Materials Contract (August 2011)

(a) Currently, the ceiling price to the Government for full performance under this contract is \$15,680.91.

(b) The contract includes: (1) direct labor hours at specified fixed hourly rates, inclusive of wages, fringe, overhead, general and administrative expenses, and profit; and (2) cost of materials totaling \$0.00.

(c) The amount presently obligated by the Government with respect to this contract is \$15,680.91.

(d) This is an incrementally-funded contract and FAR 52.232-22 - "Limitation of Funds" applies.

SECTION C - PERFORMANCE WORK STATEMENT**C.1 Background**

The contractor shall provide the Advisory Committee on Reactor Safeguards (ACRS) with operational support tasks to ensure that publically available information is electronically accessible by the public in a timely manner. The mission of ACRS is to support the ACRS Committee Members in providing the Nuclear Regulatory Commission (NRC) body with independent and timely technical advice on issues of public safety related to nuclear reactors, reactor safeguards, and nuclear waste and materials management issues. The ACRS is a statutory group established by Congress to review and report on nuclear safety matters and applications for the licensing of nuclear facilities.

The ACRS Committee is governed by the Federal Advisory Committee Act (FACA). Pursuant 5 U.S.C. 552, the records, reports, transcripts, minutes, appendixes, working papers, drafts, studies, agenda, or other documents which were made available to or prepared for or by each advisory committee shall be available for public inspection and copying at a single location in the offices of the advisory committee or the agency to which the advisory committee reports until the advisory committee ceases to exist. The ACRS holds both Full Committee and Subcommittee meetings each year. The estimated number and frequency of Committee meetings are 10 Full Committee meetings per year and 45 Subcommittee meetings per year of Subcommittees. The Committee's reports become a part of the public record in accordance with FACA and are required to be made available to the public.

C.2 Performance Work Statement

Work will begin under this task order upon the Contractor receiving a change request from the Task Order Contracting Officer Representative through the NRC's IBM Rational Tools Suite.

The required outcome of this task order is for the contractor to provide the following ACRS documentation operational support services: document scanning. The ACRS documentation operational support services shall be completed in a timely manner, in accordance with the Delivery Schedule below (see Section IV) to ensure that the ACRS documentation is available for public inspection and copying by NRC staff and members of the public.

NRC's required outcome for this task order is for the contractor to provide the highest customer satisfaction to its end-users, its licensees, and the general public accessing NRC systems.

C.3 Specific Tasks

The contractor shall provide ACRS documentation operational support services in the areas of production support services:

1. Production Support Services:

- A. Document Research. Prior to entering data into ADAMS, incoming and outgoing documents will be researched to determine whether they are in ADAMS, if determined not to be in ADAMS, the contractor must scan the document into ADAMS populating the required fields as identified in the ACRS template for that document type - availability, title, release date, sensitivity (if sensitive, restricted access rights, if any), and keyword (template number to be used by the NRC Document Processing Center (DPC)).
- B. Document scanning of ACRS documentation. Scanning and OCR (Optical Character Read) using Adobe Acrobat software and PC with attached scanner, scan and OCR each document into ADAMS. After each document is scanned and "OCR'd," make any necessary re-keying and/or corrections. Documents will be received by contractor from the Task Order Contracting Officer Representative (COR).
- C. Document Indexing. For each document, input information from the documents into required fields as identified in the ACRS template for that document type and save document into the ADAMS.
- D. Photocopying. Photocopying for the scanning of large and/or bound documents. Photocopying requests will be received via email from the COTR.
- E. Document Placement. Scanned documentation placed into the "ADAMS DPC Processing" folder for the DPC to process is to be declared as an official agency record.

Note: All documents and ACRS template information will be provided by the Task Order COR and/or Technical Monitor. In addition, training on the use of ADAMS and the ADAMS DPC Processing Folder will be provided by the Government.

2. Monthly Status Reports. Monthly Progress Report shall include, at a minimum, the following sections.

A. WORK PROGRESS STATUS BY TASK ORDER

i. General Information/Description

- Task Order Number and Description

- The Job Code Number (JCN) and title
- The NRC Task Order COR and telephone number
- ii. Financial Summary
 - Authorized ceiling amount
 - Total amount of funds obligated
 - The total planned cost incurred for the base period and any option periods, Government fiscal year to date, and cumulative period of performance to date
 - The total estimated cost for the base period and any option periods, fiscal year to date, and cumulative period of performance to date
 - The total actual cost for the period, fiscal year to date and cumulative to date
- Percent of funds expended against obligated funds

B. SCHEDULE/MILESTONE STATUS

Planned Tasks	Scheduled Completion Date	Revised Completion Date	Actual Completion Date
Provide a brief summary of the work; include travel.	The day, month and year scheduled for completion, or timeframe if a date is not known or projected.	The revised day, month and year based on a change. The reason for the change must be given in the "Problem/Resolution" section.	The day, month and year all work is actually completed.

C. WORK PERFORMED DURING THE PERIOD

A description of the work performed and accomplished commensurate with the amount of funds expended; i.e., the description should provide the reader with sufficient explanation of the work to justify the amount of expenditures. A description of all deliverable deficiencies encountered during the reporting period with associated corrective actions implemented. A trend analysis of all deficiencies to date (cumulative) shall also be included in the report.

Any travel taken during the reporting period should also be summarized in this section of the report. Each travel summary should identify the persons traveling, the duration of the travel, the purpose of the travel, and any work/accomplishments not reflected elsewhere.

D. PROBLEM/RESOLUTION

- i. All problems encountered during the period should be clearly and succinctly identified and stated. Then, the resolution or the proposed solution should be briefly described. It should be clearly evident, from a reading of the description, the personnel responsible for solving the problem, should it still exist at the time the report is written.
- ii. Notwithstanding the status of the problem at the time the Monthly Progress Report is written, all problems should be recorded in the "Problem/ Resolution" section of the Monthly Progress Report for documentation/historical purposes. If the problem still exists in a subsequent month, in whole or in part, it should be described as it currently exists; otherwise, it should be deleted from the report.
- iii. Problems or circumstances that require a change in the level of effort/costs, scope, or travel requirements are to be described in the Monthly Progress Reports for documentation purposes, but are to be dealt with separately in a letter addressed to the Project Officer, COTR, and Contracting Officer.

C.4 Deliverable and Delivery Dates

CLIN	Deliverable	Estimated Level of Effort	Responsibility	Delivery Schedule
001	Production Support Services	12 hours per week		
001A	Document Research	(see level of effort for CLIN 001)	contractor	1 full business day from initial request of service
001B	Document scanning of ACRS documentation	(see level of effort for CLIN 001)	contractor	1 full business day from initial request of service
001C	Document Indexing	(see level of effort)	contractor	1 full business day

		for CLIN 001)		from initial request of service
001D	Photocopying	(see level of effort for CLIN 001)	contractor	1 full business day from initial request of service
001E	Document Placement	(see level of effort for CLIN 001)	contractor	1 full business day from initial request of service
002	Monthly Status Report	Monthly	contractor	Last Monday of each month (following Tuesday if last Monday represents a Federal Holiday)

C.5 Place of Performance

The operational support work will be performed at the NRC Headquarters offices, at 11545 and/or 11555 Rockville Pike, Rockville, Maryland, in the ACRS office located in Room T-2D30 or in an area designated for web support within the Office of Information Services.

C.6 Quality Assurance

The contractor shall ensure that the support supplied for this task order be of the highest possible quality. To ensure the highest possible quality, the contractor shall address quality as an implied component of all services requested in this task order and delivered throughout the life of the task order.

The contractor shall provide support that enables highest possible level of quality to be attained. Workmanship performance for all contractor efforts shall comply with current Government and industry standards delineated in the attached Quality Assurance Surveillance Plan, including the performance measures identified in Section IV of the Quality Assurance Surveillance Plan.

The contractor shall utilize a quality assurance program through which all products and services must pass prior to delivery to the Government. The contractor shall establish quality assurance methods and procedures which demonstrate a commitment to ensuring the ability to deliver to the Government the best quality products and services, and in developing improvements in performance, productivity and management of this contract. The contractor's quality assurance

program shall establish, document and maintain a system of records to allow the monitoring of the quality assurance program effectiveness. The records shall be maintained at the contractor's task site(s) location. Access to such records will be provided to authorize the Task Order COR. Quality assurance records maintained will document the quality assurance process the contractor followed to ensure that all tasks, including all products and services under each task, represented the best product the contractor was capable of delivering.

C.7 Government-Furnished Property, Data and/or Information

A NRC-issued desktop computer with NRC network LAN access, printer and scanner and applicable software will be provided to the offeror in a cubicle area with file storage and applicable office supplies.

C.8 Place of Performance

The operational support work will be performed at the NRC offices, 11545 and/or 11555 Rockville Pike, Rockville, Maryland, in the ACRS office located in Room T-2D30 or in an area designated for web support within the Office of Information Services.

C.9 Project Management Methodology

The contractor shall comply with Management Directive (MD) 2.8, Project Management Methodology, in performing the requirements of this task order. See [http://www.internal.nrc.gov/ADM/DAS/cag/Management Directives/md2.8.pdf](http://www.internal.nrc.gov/ADM/DAS/cag/Management%20Directives/md2.8.pdf).

C.10 Documentation

The contractor shall provide system documentation in accordance with NRC Management Directive (MD) 2.8, Project Management Methodology. The Task Order COR will provide the contractor with guidance on the required content of the documentation. Documents shall be updated according to the configuration management methodology approved by the Task Order COR. The contractor shall store all documentation in Rational ClearQuest within the time frame specified by the Task Order COR. All documents developed shall become the property of NRC.

C.11 Expertise/Skills/Training

The contractor shall ensure that its personnel that work on this task order are appropriately qualified in the technologies and commercial products identified in the NRC's Technical Reference Model (TRM) which is accessible at <http://portal.nrc.gov/edo/ois/bpiad/EASB/TRM/default.aspx>. Training that is needed by the contractor's personnel on the technologies and commercial products identified in the NRC's Technical Reference Model (TRM) shall be at the expense of the contractor.

C.12 Productive Labor Hours

ADDENDUM TO PARAGRAPH (i) OF CLAUSE 52.212-4 ALTERNATE I

The contractor may submit invoices to the Government only for "productive labor hours." "Productive labor hours" are defined as those hours expended by the contractor in performing requirements under a task order and are directly related to an NRC-issued change request that is issued to the contractor through NRC's IBM Rational tools suite. Requests for operational support from NRC task orders under this contract will be issued to the contractor via change requests in NRC's IBM Rational tools suite and will include a ceiling number of contractor productive labor hours within a given period (e.g., 10 productive labor hours between 8:00 a.m. and 7:00 p.m.) If the contractor finds the number of productive labor hours in the change request to be unrealistically low, then the contractor shall inform the Task Order COR within a reasonable time after receiving the change request and should provide a written ceiling estimate for the Task Order COR to consider. If the Task Order COR agrees with the contractor's written ceiling estimate, then the Task Order COR would make the change in IBM Rational tools suite or request that a person with access to the system make that change. The Government may not reimburse the contractor for any invoiced productive labor hours that are not directly related to a NRC issued change request and/or exceed the number of hours included in the applicable change request.

SECTION D - PACKAGING AND MARKING**SECTION E - INSPECTION AND ACCEPTANCE**

See base contract

SECTION F - DELIVERIES OR PERFORMANCE

See base contract

SECTION G - CONTRACT ADMINISTRATION DATA**G.1 Task Order Contracting Officer's Representative**

(a) The Task Order COR for this task order contract is:

Brandi Hamilton
Mailstop: TWFN/ 2 D44
Washington, DC 20555-0001
Phone: 301-415-7981
Brandi.Hamilton@nrc.gov

- (b) Performance of the work under this task order contract is subject to the technical direction of the NRC Task Order COR. The term "technical direction" is defined to include the following:
- i. Technical direction to the contractor which shifts work emphasis between areas of work or tasks, authorizes travel which was unanticipated in the Schedule (i.e., travel not contemplated in the Performance Work Statement (PWS) or changes to specific travel identified in the PWS), fills in details, or otherwise serves to accomplish the contractual PWS.
 - ii. Provide advice and guidance to the contractor in the preparation of drawings, specifications, or technical portions of the work description.
 - iii. Review and, where required by the task order contract, approval of technical reports, drawings, specifications, and technical information to be delivered by the contractor to the Government under the contract.
- (c) Technical direction must be within the general statement of work stated in the task order contract. The Task Order COR does not have the authority to and may not issue any technical direction which:
- i. Constitutes an assignment of work outside the general scope of the contract.
 - ii. Constitutes a change as defined in the "Changes" clause of this contract.
 - iii. In any way causes an increase or decrease in the total estimated contract cost, the fixed fee, if any, or the time required for contract performance.
 - iv. Changes any of the expressed terms, conditions, or specifications of the contract.
 - v. Terminates the contract, settles any claim or dispute arising under the contract, or issues any unilateral directive whatever.
- (d) Technical directions must be issued in writing by the Task Order COR or must be confirmed by the Task Order COR in writing within ten (10) working days after verbal issuance. A copy of the written direction must be furnished to the contracting officer. A copy of NRC Form 445, Request for Approval of Official Foreign Travel, which has received final approval from the NRC must be furnished to the Contracting Officer.

- (e) The contractor shall proceed promptly with the performance of technical directions duly issued by the Task Order COR in the manner prescribed by this clause and within the Task Order COR's authority under the provisions of this clause.
- (f) If, in the opinion of the contractor, any instruction or direction issued by the Task Order COR is within one of the categories as defined in paragraph (c) of this section, the contractor may not proceed but shall notify the Contracting Officer in writing within five (5) working days after the receipt of any instruction or direction and shall request the contracting officer to modify the contract accordingly. Upon receiving the notification from the contractor, the Contracting Officer shall issue an appropriate contract modification or advise the contractor in writing that, in the Contracting Officer's opinion, the technical direction is within the scope of this article and does not constitute a change under the "Changes" clause.
- (g) Any unauthorized commitment or direction issued by the Task Order COR may result in an unnecessary delay in the contractor's performance and may even result in the contractor expending funds for unallowable costs under the contract.
- (h) A failure of the parties to agree upon the nature of the instruction or direction or upon the contract action to be taken with respect thereto is subject to 52.233-1, Disputes.
- (i) In addition to providing technical direction as defined in paragraph (b) of the section, the Task Order COR shall:
 - i. Monitor the contractor's technical progress, including surveillance and assessment of performance, and recommend to the Contracting Officer changes in requirements.
 - ii. Assist the contractor in the resolution of technical problems encountered during performance.
 - iii. Review all costs requested for reimbursement by the contractor and submit to the contracting officer recommendations for approval, disapproval, or suspension of payment for supplies and services required under this contract.
 - iv. Assist the contractor in obtaining the badges for the contractor personnel.
 - v. Immediately notify the Security Branch, Division of Facilities and Security (SB/DFS) (via e-mail) when a contractor employee no longer requires access authorization and return of any NRC issued badge to SB/DFS within three days after their termination.

- vi. Ensure that all contractor employees that require access to classified Restricted Data or National Security Information or matter, access to sensitive unclassified information (Safeguards, Official Use Only, and Proprietary information) access to sensitive IT systems or data, unescorted access to NRC controlled buildings/space, or unescorted access to protected and vital areas of nuclear power plants receive approval of SB/DFS prior to access in accordance with Management Directive and Handbook 12.3.
- vii. For contracts for the design, development, maintenance or operation of Privacy Act Systems of Records, obtain from the contractor as part of closeout procedures, written certification that the contractor has returned to NRC, transferred to the successor contractor, or destroyed at the end of the contract in accordance with instructions provided by the NRC Systems Manager for Privacy Act Systems of Records, all records (electronic or paper) which were created, compiled, obtained or maintained under the contract.

SECTION H - SPECIAL CONTRACT REQUIREMENTS

H.1 2052.215-70 KEY PERSONNEL (JAN 1993)

- (a) The following individuals are considered to be essential to the successful performance of the work hereunder:

Software Engineering Mgr

The contractor agrees that personnel may not be removed from the contract work or replaced without compliance with paragraphs (b) and (c) of this section.

- (b) If one or more of the key personnel, for whatever reason, becomes, or is expected to become, unavailable for work under this contract for a continuous period exceeding 30 work days, or is expected to devote substantially less effort to the work than indicated in the proposal or initially anticipated, the contractor shall immediately notify the contracting officer and shall, subject to the concurrence of the contracting officer, promptly replace the personnel with personnel of at least substantially equal ability and qualifications.
- (c) Each request for approval of substitutions must be in writing and contain a detailed explanation of the circumstances necessitating the proposed substitutions. The request must also contain a complete resume for the proposed substitute and other information requested or needed by the Contracting Officer to evaluate the proposed substitution. The contracting officer and the Task Order COR shall evaluate the contractor's request and the Contracting Officer shall promptly notify the contractor of his or her decision in writing.

- (d) If the Contracting Officer determines that suitable and timely replacement of key personnel who have been reassigned, terminated, or have otherwise become unavailable for the contract work is not reasonably forthcoming, or that the resultant reduction of productive effort would be so substantial as to impair the successful completion of the contract or the service order, the contract may be terminated by the Contracting Officer for default or for the convenience of the Government, as appropriate. If the Contracting Officer finds the contractor at fault for the condition, the contract price or fixed fee may be equitably adjusted downward to compensate the Government for any resultant delay, loss, or damage.

PART II**SECTION I CONTRACT CLAUSES**

See base contract for clauses that apply to this task order.

SECTION J TASK ORDER ATTACHMENTS

- 1) Cost/Price Schedule
- 2) Performance Standards and Metrics

Performance Standards and Metrics

The contractor shall provide accurate metrics for the defined performance measures. The contractor shall also make available to the Government any source data for the measured metrics when requested to substantiate the reported metrics.

Table Column Definitions

- **Required Services:** the type of support service being rendered under the scope of the task order.
- **Performance Standard:** The performance level required to meet the contract requirements. The benchmark for satisfactory performance.
- **Acceptable Quality Level:** Establishes the maximum allowable variation (or error rate) from the standard.
- **QASP Monitoring Method:** Method used for monitoring performance against standards.

Required Services	Performance Standard	Acceptable Quality Level (AQL)	QASP Monitoring Method
Production Support	Requests for production support, as identified in Section IV Deliverable and Delivery Dates of the ACRS PWS, should be completed within the time frame identified in PWS	No deviation	Task Order COR will review: - ACRS I.T. Coordinators Resource Mailbox response time - Monthly Status Report
Data Support	Requests for data support, as identified in Section IV Deliverable and Delivery Dates of the ACRS PWS, should be completed within the time frame identified in PWS	No deviation	Task Order COR will review: - ACRS I.T. Coordinators Resource Mailbox response time - Monthly Status Report

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