STATEMENT OF WORK (SOW)

1. SCOPE

A. DLA Distribution Tobyhanna, PA has a requirement for a contractor to provide all management, supervision, and labor, to perform receipt, stow, rewarehousing, inventory, issue and delivery of material in support of a maintenance activity utilizing the Logistics Modernization Program (LMP) and the Automated Storage Retrieval System (ASRS). This work is being performed to support the Tobyhanna Army Depot (TYAD) at DLA Distribution Tobyhanna, PA.

B. DLA Distribution Tobyhanna is located in Tobyhanna, PA. It is strategically located in Northeastern Pennsylvania and readily accessible to major Interstate Highways (80, 81, 84, and 380) and international airports. Interstate 380 is approximately 1 mile south, Interstate 80 is approximately 8 miles south; Interstate 81 is approximately 20 miles north of the center, as is Interstate 84. The Mount Pocono Municipal Airport is approximately 6 miles south of the center while Wilkes-Barre/Scranton International Airport is approximately 30 miles north. DLA Distribution Tobyhanna is a tenant of Tobyhanna Army Depot (TYAD).

C. This contract is required to provide distribution support to the various maintenance shops at TYAD during the maintenance cycles to maintain production schedules. The DLA Distribution Tobyhanna maintains the minimum necessary storage and warehousing functions and associated inventory management for depot level repairables (DLR) and consumable repair parts to support the production lines at the maintenance center. TYAD is the Army Center of Industrial and Technical Excellence for Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance (C4ISR) and Electronics, Avionics, and Missile Guidance and Control.

D. This is a non-personal service contract to perform the tasks described. The Government will not exercise any supervision or control over the contractor's employees performing the services herein. Such contract employees shall be accountable solely to the Contractor who, in turn is responsible to the Government. The Contractor's primary interaction with the Government shall be through the Contracting Officer (KO), COR, and TPOC. The Government and the Contractor may have employees working in the same area, performing the same or similar functions; however, general instructions on limitations or deadlines, and additional instructions on unusual assignments or those that vary from established procedures will be provided from the KO or COR through the Contractor's Project Supervisor for execution and dissemination to the Contractor's employees.

E. All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. All Contractor's employees shall wear Common Access Cards (CAC) conspicuously on his or her outer clothing above the waste at all times and shall identify themselves as Contractors while in the work place and at meetings.

1.1. PLACE OF PERFORMANCE

A. The Contractor shall perform these services for DLA Distribution Tobyhanna, PA which is collocated with TYAD.

1.2. WORK SCHEDULE

A. The Contractor shall perform services required under this SOW during the normal operating hours of the Government activity. Normal operating hours for the DLA Distribution Tobyhanna is 0730-1630

hours; Monday through Friday except Federal holidays. The Contractor may be required to work overtime and weekends to support the TYAD upon notification by the COR. The COR will notify the Contractor at least three (3) working days prior when requesting weekend work.

1.3. TRAVEL

A. Local travel by Contractor personnel is not authorized in the performance of this contract.

1.4. KEY PERSONNEL

B. Materials Handler Supervisor. The Contractor shall designate a Materials Handler Supervisor who will be onsite during performance and must possess the basic knowledge and skills required to plan, control, and manage the successful completion of the work. The Materials Handler Supervisor shall be qualified to be the Contractor's onsite supervisor and POC to Government representatives. The Materials Handler Supervisor shall provide overall supervision for Contactor employees, to include, but not limited to planning and managing the work professionally, ensuring that work is scheduled properly to obtain maximum use of resources; ensuring that accurate and timely reports are provided; provide effective supervision to prevent inefficient or wasteful methods in the performance of the services; ensure cost saving factors and quality controls are used to ensure work is performed as scheduled and at a fair and reasonable cost. The Materials Handler Supervisor shall be familiar with the contract requirements, manage day-to-day issues and activities and attend scheduled and unscheduled meetings and briefings. The Materials Handler Supervisor may be required to work weekends to provide supervision and oversight of any Contractor employees working overtime. The Materials Handler Supervisor shall respond to Government inquiries within 30 minutes of notification during normal duty hours and within two (2) hours of notification after normal duty hours. The Contractor's Materials Handler Supervisor shall be available by mobile telephone or pager and shall provide these telephone numbers to the COR.

1.4.1. LABOR CATEGORIES

A. Materials Handler. Performs a variety of warehousing duties which require an understanding of the warehousing processes and procedures. Work involves verifying materials against receiving documents, researching and correcting discrepancies, routing material to the prescribed storage locations, storing, stacking, or palletizing material IAW prescribed storage methods, selecting material from the ASRS trays and pallets issuing to the designated work center, physically delivering and picking up material at the work centers. The Warehouse Specialist may be required to operate Material Handling Equipment (MHE). The Materials Handler shall use LMP and ASRS in the performance of the work assigned.

1.4.2. PERSONNEL QUALIFICATIONS

A. Contractor employees shall have a minimum of two years related experience, of which one year shall be using the type of equipment to be operated. MHE operators will be required to obtain and maintain a valid operating license for the specific type of MHE (6K capacity) operated. The Contractor shall ensure all Contractor employees submit to and pass a controlled substance screening prior to starting work. The Contractor is not authorized to operate any MHE prior to receiving Contractor-Furnished MHE operation training and receiving their license.

B. The contract work requires a variety of well-established warehousing and material handling processes, procedures, methods, and techniques. Contractor personnel must be proficient in reading and capable of communicating effectively in English. Contractor personnel must be familiar with the use of personal computers. Contractor personnel shall be capable of standing, bending, lifting, and

walking for the majority of the day. Contractor personnel shall be capable of lifting and carrying moderately heavy material (up to 60 lbs.)

C. Contractor employees that operate motor vehicles to include, but not limited to, light and medium trucks and MHE, shall maintain a valid state driver's license with all class and commodity endorsements required by Public Law 99-570 and state law for the type of vehicle operated or commodity being transported. The Contractor shall be responsible for obtaining all necessary licenses and for complying with all applicable Federal, State, and local laws. The Contractor shall maintain updated copies of any applicable licenses and certifications for all employees and make available to the Government upon request.

1.5. PERSONNEL CLEARANCE AND GOVERNMENT SYSTEMS ACCESS

A. The Contractor shall submit a Contractor Investigation Request (CIR) to the COR for each employee prior to the employee's start date. The COR will review the CIR to ensure the appropriate information has been completed, to include required signatures. The COR will submit the CIR to the supporting DLA Distribution Tobyhanna Security Officer who will submit to the DLA Intelligence. DLA Intelligence will review the CIR and conduct the initial check to verify if the Contractor employee has a prior investigation and/or eligibility. If the Contactor employee has had a prior favorable investigation or eligibility (NACI), the DLA Intelligence will sign the CIR and return to the DLA Security Officer. If the Contractor employee does not have a prior investigation, DLA Intelligence will provide instructions for preparation and submission of the required documentation and fingerprinting. (See DLAD 52.204-9000 Contractor Personnel Security)

B. All positions involving computer activities require an IT III category eligibility. Upon favorable review and approved clearance or interim IT access pending final adjudication, the Contractor shall complete and submit a DD Form 2875 Systems Authorization Access Request (SAAR) for access to the DLA network and DSS if required and the TYAD network for LPM and ASRS. The COR will provide the Contractor the necessary information required to complete the SAAR. The Contractor shall observe IT security policies and procedures provided by the COR. The Contractor shall notify the COR within 12 hours when, for reasons of personnel resignation, reassignment, termination, or completion of the contract, Contractor personnel no longer require access to Government systems.

C. All Contractor personnel provided with access to Government-Furnished computers and systems shall observe IT security policies and procedures as provided by the COR. The Contractor shall comply with all DLA and TYAD policies and guidelines for information assurance and information systems security when using IT equipment and data systems.

1.5.1. COMMON ACCESS CARD (CAC)

A. All Contractor employees shall obtain and possess a DoD Common Access Card (CAC). The Contactor shall safeguard the CAC and shall wear the CAC conspicuously on his or her outer clothing above the waist at all times while working on the installation. Personnel shall not wear their CAC hanging from the neck on a lanyard. Personnel may be challenged and removed from the work area or denied access to the host installation if the CAC is not worn. The Contractor shall not display or use any CAC as a means of personal identification outside the installation. The Contractor shall return the CAC to the Government either within 12 hours of the completion of the contract or upon termination of an individual's employment whichever comes first. Contractor personnel failing to return their CAC are subject to criminal charges under United States Code (USC) Title 18, Chapter 1, Section 499 and 701.

1.6. PARKING AND TRAFFIC CONTROL

A. The Contractor shall comply with all TYAD parking regulations by parking only in designated parking areas. Vehicles parked in non-designated parking areas may be booted or towed at the owner's expense. The Contactor shall comply with Federal, State, and TYAD driving regulations.

2. DEFINITIONS AND ACRONYMS

ACRONYM	DEFINITION
APL	Acceptable Performance Level
AT/FP	Anti-Terrorism/Force Protection
CAC	Common Access Card
CDRL	Contract Data Requirements List
CIR	Contactor Investigation Request
COR	Contracting Officer's Representative
CTIP	Combatting Trafficking in Persons
DLA	Defense Logistics Agency
DoD	Department of Defense
ESAMS	Enterprise Safety Application Management System
FY	Fiscal Year
IAW	In Accordance With
ID	Identification
INFOSEC	Information Security
IT	Information Technology
KO	Contracting Officer
LMP	Logistics Modernization Program
NACI	National Agency Check Investigation
NLT	Not Later Than
OEM	Original Equipment Manufacturer
OPSEC	Operations Security
OSHA	Occupational Safety and Health Administration
POC	Point of Contact
PPE	Personal Protective Equipment
QASP	Quality Assurance Surveillance Plan
QCP	Quality Control Plan
QMT	Quality Management Tool
SAAR	Systems Authorization Access Request
SOH	Safety and Occupational Health
SOW	Statement of Work
TYAD	Tobyhanna Army Depot
VPP	Voluntary Protection Program

3. GOVERNMENT-FURNISHED DATA SYSTEMS, EQUIPMENT, TRAINING, OPERATING MATERIALS, AND SUPPORT SERVICES

A. The Government will furnish all operating materials and supplies; MHE, Information Technology (IT) equipment that includes network equipment, desktop hardware, software, printers, and wireless devices; IT data systems in the performance of the contract requirements.

B. At no cost to the Contactor, the Government will furnish the services to be used exclusively to perform the requirements of the contract that include custodial services, refuse and recycling collection, government forms, emergency medical services, police and fire protection, telephone and utilities.

C. The Government will provide training to use LMP and ASRS during phase-in. The Contractor shall coordinate training for new employees with the COR.

4. CONTRACTOR-FURNISHED EQUIPMENT, MATERIALS, TRAINING, AND SUPPORT SERVICES

A. The Contractor shall furnish PPE required by OSHA specific to the work being performed (e.g. steel toed shoes or boots, work gloves, safety glasses, hearing protection).

B. For employees hired after the completion of phase-in, the Contractor shall provide new employees training to use LMP and ASRS.

C. The Contractor's employees shall complete the following training prior to beginning work on this contract.

1. **CYBER AWARENESS (FORMERLY INFORMATION ASSURANCE TRAINING)**. This training is required for all employees with access to DoD computer systems. The Contractor shall complete this training using SkillPort. This 40-minute course is part of the vital effort to ensure the confidentiality, integrity, availability, and non-repudiation of DLA information and data. An employee failure to complete this training may result in loss of his/her access to DLA computer systems. The Government will establish access to SkillPort for each contractor employee requiring this training. The Contractor employee may be required to comply with TYAD's Cyber Awareness requirements, which includes taking a written exam and providing them completed results.

2. **SECURITY TRAINING**. To ensure Contractor employees are aware of policies pertaining to physical, information, operations, and personnel security, the Contractor shall provide security and anti-terrorism training to all employees IAW applicable DoD regulatory requirements and as deemed appropriate by the KO or designee. Training material will be provided to the Contractor by the KO or designee upon request. The Contractor shall maintain on file a record of training for each employee and shall make the records available to the KO or designee when requested. The Contractor shall retain these records for at least one review cycle or as designed by the KO or designee. As a minimum, security training requirements are required by DLA issuances and other applicable DoD guidance shall be completed annually for the following.

a. Anti-terrorism/Force Protection (AT/FP)

b. Operations Security (OPSEC)

c. Counterintelligence

d. Information Security (INFOSEC)

e. Combating Trafficking in Persons (CTIP)

D. The Contractor shall provide Equipment Operation training to employees operating MHE. The Contactor shall be responsible for all costs associated with this training. The Contractor shall provide MHE operation licenses to its employees.

E. The Contractor shall furnish cellphones, individual laptops, and air cards as needed to conduct business with their corporate office.

5. REQUIREMENTS

5.1. PHASE-IN

A. In order to allow for a smooth and orderly transfer of responsibility for warehouse operations from the incumbent Contractor to the new Contractor, the Contractor shall participate in a period of phase-in during which the incumbent Contractor shall continue to perform the services. The phase-in period shall begin upon contract award and shall not exceed 30 calendar days. During the phase-in period, the new Contractor shall not interfere with incumbent operations.

B. Within five (5) calendar days from the date of contract award, the Contractor shall complete all required hiring actions for the Materials Handler Supervisor. Within 15 calendar days of the date of contract award, the Contractor shall complete all hiring actions for personnel required to perform the requirements of the Contract, complete and submit CIRs and DD Form 2875s to the COR and complete any required training. The Contractor shall ensure that all new employees are trained and ready to begin working on the first day of full performance.

C. The Government will provide orientation to the Materials Handler Supervisor during the phase-in period. The orientation will cover topics such as familiarization with operations, facilities location, assigned parking, familiarization with the DLA Distribution Tobyhanna and the TYAD, and issuance of building passes, if required.

5.2. GENERAL REQUIREMENTS

A. The Contractor shall perform a variety of warehousing duties which require an understanding of the warehousing processes and procedures. Work involves verifying materials against receiving documents, researching and correcting discrepancies, routing material to the prescribed storage locations, storing, stacking, or palletizing material IAW prescribed storage methods, selecting material from the ASRS trays and pallets issuing to the designated work center, physically delivering and picking up material at the work centers. The Contractor shall use LMP and the ASRS in the performance of the tasks.

B. The Contractor shall properly handle Government material, minimizing damage to the material or packaging affecting the product's serviceability while under their custody and control. At all times during the performance of the contract requirements, title to the mission stock shall remain vested with the Government. In exercising care and custody, the Contractor shall safeguard and accomplish quantitative and physical control over all mission stock and government furnished property. The Contractor shall notify the COR within one (1) working day upon discovery of the loss, damage or destruction of mission stock. Upon request of the COR, the Contractor shall investigate and research any loss, destruction, damage, or inventory adjustment of mission stock and provide the results within two (2) calendar days.

5.3. QUALITY CONTROL PLAN (QCP)

A. The Contractor shall provide a QCP which specifically addresses methods for meeting performance standards, customer requirements, and complying with applicable regulations (See CDRL A001).

B. The Contractor's QCP shall outline the tasks performed by the Contractor to sustain or improve quality of work and ensure work meets contract requirements. The Contractor shall include:

1. Details of surveillance methods to be used

2. Frequency of QC inspections
3. Lot and sample size determinations
4. Documentation requirements
5. How nonconforming services will be corrected
6. Preventative action plans to reduce future nonconforming services
7. How QC results will be provided to the Government within 24 hours of completion of a QC inspection
8. Identify procedures for developing and executing a surveillance schedule to ensure the most appropriate frequencies (e.g., monthly, weekly, daily inspections) are used
9. Reports as result of the Contractor's QC efforts
10. Methods of direct and indirect, formal and informal communications with the Government regarding customer satisfaction

C. The Contractor's quality system shall demonstrate its prevention-based outlook by meeting the objectives stated in the SOW throughout all areas of performance (e.g., all functional areas, all Acceptable Performance Levels (APL) and non-APL requirements). The QCP shall be developed to specify the Contractor's responsibility for management and quality control actions to meet the terms of the contract. Within 24 hours of completion, the Contractor shall provide to the COR, all reports generated as a result of the Contractor's quality control efforts. This shall include any summary information used to track quality control, including any charts and graphs.

D. The Contractor's QCP shall be incorporated into and become part of this contract after the plan has been accepted by the Government. Changes made after KO or designee acceptance shall be submitted in writing to the KO or designee for review and acceptance. The Contractor's QCP shall be maintained throughout the life of the contract and shall include the Contractor's procedures to routinely evaluate the effectiveness of the plan to ensure the Contractor is meeting the performance standards and requirements of the contract.

E. DLA Distribution Tobyhanna will implement a Quality Assurance Surveillance Plan (QASP) to ensure acceptable performance is achieved. The KO or designee will tailor the QASP based on the Contractor's QCP. The QASP documents QCP effectiveness and provides a systematic method to evaluate the services the Contractor is required to furnish.

5.4 DAILY WORKLOAD PLANNING MEETINGS

A. The Contractor's Materials Handler Supervisor shall participate in daily workload planning meetings with the COR and determine assignment of Contractor employees according to the Government's daily workload requirements. The Materials Handler Supervisor shall ensure that an adequate number of personnel are assigned to each functional area and shift to accomplish the workload required by the Government. The Materials Handler Supervisor shall report to the COR, as a minimum, planned workload for the day; work accomplished the work day before; and personnel on board that day. The COR will establish a regular and recurring time to conduct the daily planning meeting.

5.5 RECEIVING

A. DLA Distribution Tobyhanna receives material for storage and issue to the TYAD maintenance activities. The Contractor shall perform the receipt of material. The receiving process begins with the offloading of trucks and ends when the material is physically stowed.

B. The Contractor shall:

1. Offload trucks and stage material ensuring that trucks are properly spotted for proper off-loading that includes but is not limited to chocking truck and trailer wheels and securing prior to unloading. The Contractor shall inspect the exterior and interior of the conveyance for visible safety deficiencies and visible damages caused to the material while in-transit.
2. Perform a kind, count, and condition (KCC) visual inspection. The Contractor shall perform visual and physical examination, identification, and receipt of material.
3. Process receipts into LMP with 100% accuracy.
4. Research and resolve Supply Discrepancy Reports (SDR) and Product Quality Deficiency Reports (PQDR) with 25 calendar days of receipt.
5. Research and resolve unreconciled receipts and frustrated material within 72 hours of receipt.
6. Stow material in the correct storage location. The Contractor shall complete the receipt process by stowing the material in an existing location or establishing a new location as required.
7. Complete all receipts the same day as received and within 24 hours of assignment.
8. The average number of receipts processed annually is 60,000.

5.6 STORAGE AND CARE OF SUPPLIES IN STORAGE (COSIS)

A. The Contractor shall:

1. Store all material in the correct type of location in a manner that prevents damage or deterioration to the material and in a configuration that provides for the optimal and efficient use of storage space.
2. Store and rewarehouse material in the least amount of space and shall comply with all requirements to segregate certain items.
3. Store material in separate storage locations for NSNs/LSNs with different CCs and/or different shelf-life codes (SLCs).
4. Perform daily general work area clean-up practices for all inside and outside storage areas.
5. Maintain warehouse locations in a clean and neat manner and dispose of empty boxes and trash properly on a daily basis.
6. Store material in a safe manner (e.g., damaged containers, leaning racks) and stack material to a height resulting in a safe working environment. The Contractor shall stow material IAW National Fire Protection Association (NFPA) guidelines.
7. Perform COSIS, visual inspection, and surveillance of material in storage to detect deterioration of material and/or packaging.
8. Perform re-warehousing actions to ensure proper storage of material and to maximize the existing warehouse and/or cube utilization.
9. There are approximately 123,000 locations.

5.7 PHYSICAL INVENTORIES AND LOCATION SURVEYS

A. The Contractor shall maintain the accuracy of inventory data LMP. The Contractor shall :

1. Perform spot physical inventory counts to maintain integrity of stock balances and perform research to resolve discrepancies as directed by the COR.
2. Maintain the stock record for all material in storage in support of customer requirements. There are approximately 111,000 lines in storage.

3. Monitor physical inventories, location surveys, and perform research and reconciliations as required. The Contractor shall report accountable record imbalances to the COR. The Government will make adjustments to the accountable record.
4. Identify repetitive processing errors and help resolve problems in warehousing work processes.
5. Conduct location surveys, which are physical verifications between assets that are physically in location and recorded in the locator record data as required.

5.8 ISSUE

A. The Contractor shall:

1. Issue material to the maintenance activity within eight (8) hours of receipt of issue document.
2. Coordinate workload, issue the correct NSN, material in the correct quantity and CC so the material and supplies ordered are received by the maintenance center where and when they are needed. The average number of issue actions processed per working day is 600.
3. Select the required stock and perform all physical handling and movement of material from the point of storage to the maintenance activity.
4. Deliver material to the maintenance activity within eight (8) hours of receipt of issue.
5. Protect material issued to the maintenance activity to prevent damage during the delivery process.

5.9 GENERAL HOUSEKEEPING

A. The Contractor shall perform daily general housekeeping practices for the assigned DLA work areas. The Contractor shall maintain the work areas in a clean and neat manner and dispose of trash as a minimum at the end of each shift and during the work day as required. Performing general housekeeping practices throughout the work day prevents Foreign Object Debri (FOD) from finding its way into pallets that may cause damage to electronic parts or negative impact to safety.

5.10 OTHER DISTRIBUTION FUNCTIONS

A. The Contractor may be required to perform other functions outside the retail operations augmenting a Government workforce performing receipt, stow, issue, and packaging of material at DLA Distribution Tobyhanna, PA. This work may be required on an “as needed” basis. The COR will notify the Contractor’s Materials Handler Supervisor a minimum of 24 hours prior to any task requirements outside the retail area.

5.11 SAFETY AND OCCUPATIONAL HEALTH (SOH)

A. The Contractor shall document and submit to the COR, for acceptance, a copy of their written Safety and Occupational Health (SOH) Plan no later than 30 calendar days after the start of full performance and shall provide all updates and revisions to the SOH Plan within 30 calendar days of change. (See CDRL A002) The Contractor’s SOH Plan shall be developed and maintained using SOH standards consistent with the most stringent of applicable Federal, State, host country, local regulations and the DLA Distribution Occupational Safety and Health Instruction. The SOH Plan shall address the Contractor’s approach to develop and implement systems to effectively identify, evaluate, prevent, and control occupational hazards to prevent employee injuries and illnesses through: management leadership and employee involvement; worksite analysis; hazard prevention and control; and safety and health training meets minimum regulatory requirements.

B. The Contractor shall appoint a designated SOH Point of Contact (POC) to cover working hours and ensure SOH Plan is enforced.

C. DLA Distribution is pursuing recognition under the OSHA Voluntary Protection Program (VPP). A key element of VPP is to ensure Contractor employees are afforded the same safe and healthful work environment as DLA personnel. Contractors are responsible for their own safety and health programs but shall adhere to the tenets of VPP:

1. Management Leadership and Employee Involvement
2. Worksite Analysis
3. Hazard Prevention and Control
4. Safety and Health Training

Detailed information on VPP is available on the OSHA website at http://www.osha.gov/dcsp/vpp/index.html. The Contractor shall complete the site-specific safety/VPP Awareness training prior to beginning work at the site.

D. The Government will provide access to the Enterprise Safety Application Management System (ESAMS). The Contractor use the ESAMS to record occurrence of accidents, mishaps, or incidents resulting in hospitalization, loss of life, impact to the environment or property damage to a government facility or equipment. The Contractor shall input the above into ESAMS Not Later Than (NLT) one (1) working day after discovery. The Contractor shall notify the KO or designee via email or verbally, within one (1) hour for imminent danger situations or potentially serious situations. The WIPCA PM/COR will review the Log of Work Related Injuries and Illnesses entered into ESAMS at the end of each quarter of the year. (January, April, July, and October).

E. The Contractor shall print a copy of their annual OSHA Form 300A and post in the work place during the period of February 1 through April 30 each year for the previous calendar year.

5.12 MANDATORY REPORTS

A. The Contractor shall create and distribute reports as described in the CDRLs listed in Section J.

Title	CDRL Number
QCP	A001
OSH Plan	A002

B. The Contractor shall report all contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the DLA via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address: http://www.ecrnra.mil/. Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk at: http://www.ecmra.mil.

6 ACCEPTABLE PERFORMANCE LEVELS

A. The COR will monitor performance to ensure services are received and carried out in accordance with the standards set in this contract. This monitoring shall be done via Government inspections. The COR will monitor compliance with contract terms and conditions and identify nonconforming

services to determine the appropriate action. All work required by this contract is subject to surveillance.

B. A "**Significant**" error is defined as an error, occurrence, or actions that result in a delay or re-work impacting material support. A "**Minor**" error is defined as an error, occurrence, or actions that do not impact material support, (e.g., administrative, filing, typographical, etc.) When the Contractor performance fails to achieve the acceptable performance level and is clearly the fault of the Contractor, the COR will prepare a CDR and forward it to the KO to issue to the Contractor. In response to the COR, the Contractor shall explain within seven working days, in writing, why performance was unacceptable, how performance will be returned to acceptable levels and how recurrence of the problem will be prevented in the future. The KO will evaluate the Contractor's explanation and determine the appropriate actions.

C. The COR will perform inspections to ensure Contractor compliance with the appropriate paragraphs in the SOW, other government requirements, and the Contractor's own procedures, and will record the results of the inspections, noting the date and time. If inspection indicates a performance level is not met, the Contracting Officer (KO) will notify the Contractor of the deficiency for correction. The Contractor will be given a reasonable time after notification to correct the unacceptable performance. The length of time allowed to correct the problem will depend upon the requirement, complexity of corrective action(s) and the deficiency. The Contractor will notify the KO if the time allowed for correction is not adequate. The COR will not consider the correction action(s) until all deficiencies have been corrected and determined by the COR to be adequate (Government follow-up). Contractor non-responsiveness, deficiencies not adequately addressed or corrected after notification of such, or estimated dates of completion that are not acceptable to the COR will be forwarded to the KO for action.

PWS Ref:	Task	Performance Threshold*	Grading Scale	Method of Surveillance
5.2 Receiving	Accurate material receipt	Accuracy – within 30 calendar day timeframe 1) No more than one (1) significant error 2) No more than three (3) minor errors	Pass/Fail	COR review/verification; inspections; COR visual inspections; monitoring; record keeping
5.3 Storage and Care of Supplies in Storage	Accurate material storage	Accuracy – within 30 calendar day timeframe 1) No more than one (1) significant error 2) No more than three (3) minor errors	Pass/Fail	COR review/verification; inspections; COR visual inspections; monitoring; record keeping
5.4. Physical Inventories and Location Surveys	Accurate material inventory and location surveys	Accuracy – within 30 calendar-day timeframe 1) No more than one (1) significant error 2) No more than three (3) minor errors	Pass/Fail	COR and Contracting Officer monitoring, record keeping; review/verification; COR visual inspections;

PWS Ref:	Task	Performance Threshold*	Grading Scale	Method of Surveillance
5.5 Issue	Accurate material issue and delivery	Accuracy – within 30 calendar-day timeframe 1) No more than one (1) significant error 2) No more than three (3) minor errors	Pass/Fail	COR and Contracting Officer monitoring, record keeping; review/verification; COR visual inspections; customer complaints