

|   |                                 |  |  |
|---|---------------------------------|--|--|
| AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT  |                                 | 1. CONTRACT ID CODE  | PAGE OF PAGES<br>1 2                   |
| 2. AMENDMENT/MODIFICATION NO.<br>000058   | 3. EFFECTIVE DATE<br>08/24/2012 | 4. REQUISITION/PURCHASE REQ. NO.   | 5. PROJECT NO. (if applicable)         |
| 6. ISSUED BY<br>NASA/Marshall Space Flight Center<br>Office of Procurement<br>Marshall Space Flight Center AL 35812   | CODE<br>MSFC                    | 7. ADMINISTERED BY (if other than item 6)<br>NASA/Marshall Space Flight Center<br>PS33/Kimberly N. Williams<br>phone: (256) 544-1580<br>fax: (256) 544-8993<br>email: Kimberly.n.williams@nasa.gov | CODE<br>MSFC                           |
| 8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)<br>DYNETICS TECHNICAL SERVICES INC.<br>1002 EXPLORER BLVD<br>HUNTSVILLE AL 35806-2806 |                                 | (X) 9A. AMENDMENT OF SOLICITATION NO.  | 9B. DATED (SEE ITEM 11)                |
| CODE<br>5RWT5   | FACILITY CODE                   | X 10A. MODIFICATION OF CONTRACT/ORDER NO.<br>NNM10AA03C  | 10B. DATED (SEE ITEM 13)<br>12/03/2009 |

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers  is extended,  is not extended.  
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning \_\_\_\_\_ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if required)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

|           |   |
|-----------|---|
| CHECK ONE | A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.  |
|           | B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b). |
| X         | C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:<br>FAR 52.2'3-2 CHANGES (Cost -Reimbursement) and 43.103 (a) Mutual Agreement of Bot   |
|           | D. OTHER (Specify type of modification and authority)   |

E. IMPORTANT: Contractor  is not,  is required to sign this document and return 2 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

1. The purpose(s) of this modification are to:

a) Provide supplemental agreement to negotiated metric changes in attachment J-5 at no additional cost to the Government; (1) 2.3.3.1 'Telecommunications' Services Measures added to title, (2) 2.3.3.3 Mean-Time-To-Repair metric language revise, (3) MITS OCIO Monitor Survey revised; and

b) No revision to the anticipated fund through date of September 28, 2012 is needed.

2. Pursuant to the Changes Clause, the following page(s) or attachment(s) has/have been modified or deleted in their entirety. Slip-sheets to the contract are provided with Continued ...

Except as provided here-in, all terms and conditions of the document referenced in item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

|   |   |
|---|---|
| 15A. NAME AND TITLE OF SIGNER (Type or print)<br>Allison Hodge, Contracts Administrator | 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)<br>Kimberly N Williams |
| 15B. CONTRACTOR/OFFEROR<br>Allison Hodge  | 15C. DATE SIGNED<br>8/20/2012   |
| (Signature of person authorized to sign)  | 16B. UNITED STATES OF AMERICA<br>(Signature of Contracting Officer)               |
|   | 16C. DATE SIGNED<br>08/24/2012  |

NAME OF OFFEROR OR CONTRACTOR  
DYNETICS TECHNICAL SERVICES INC.

| ITEM NO.<br>(A) | SUPPLIES/SERVICES<br>(B)  | QUANTITY<br>(C) | UNIT<br>(D) | UNIT PRICE<br>(E) | AMOUNT<br>(F) |
|-----------------|---|-----------------|-------------|-------------------|---------------|
|                 | <p>sidebars indicating change:</p> <p>Attachment J-5; Page J-5-8 2.3.3.1 Title Revised<br/>Attachment J-5; Page J-5-9 2.3.3.3 Metric Language Revised<br/>Attachment J-5; Pages J-5-10 through J-5-16 pages slipped due to changes<br/>Attachment J-5; Page J-5-17 MITS OCIO Monitor Survey Revised</p> <p>Current Contract Value remains unchanged:<br/>\$262,196,602</p> <p>3. Except as provided herein, all terms and conditions of this contract remain unchanged and in full force and effect.</p> <p>LIST OF CHANGES:<br/>Reason for Modification : Supplemental Agreement for work within scope<br/>Total Amount for this Modification: \$0.00<br/>Payment Terms:<br/>Net 30 days</p> |                 |             |                   |               |

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**2.3.2.4 Customer Support Center Call Response Timeliness (5%)** The contractor shall provide a customer support center. To earn 100 percent of the fee, the Contractor shall respond to calls <=5 minutes of initial call > 95% of the time. To earn 80% of the fee, call response time must be <= 5 minutes for 90-94% of the total calls. If the call response timeliness does not meet <= 5 minutes for 90% of the calls, the contractor shall receive 0 percent of the fee

| Call Response Timeliness | % of available fee |
|--------------------------|--------------------|
| ≥ 95%                    | 100%               |
| 90 – 94%                 | 80%                |
| < 90%                    | 0%                 |

**2.3.2.5 Customer Support Center Ticket Closeout Accuracy (4%)** The contractor shall provide a customer support center. To earn 100 percent of the fee, the Contractor shall ensure that all calls responded to or referred to other entities are closed prior to issuing trouble ticket closeout notification. If the contractor has greater than 1% and less than or equal to 2% of calls where the closeout notification was sent before being closed with all entities, 50 percent of the fee will be earned. If there are more than two percent of calls where the closeout notification was sent before being closed with all entities within any 6-month evaluation period, the contractor shall receive 0 percent fee.

| Ticket Closeout accuracy | % of available fee |
|--------------------------|--------------------|
| <=1%                     | 100%               |
| >1% or <=2%              | 50%                |
| > 2%                     | 0%                 |

**2.3.3 Telecommunications Services Measures (17%)** WBS 5.0 describes contractor activities required to provide telecommunications services to support the MSFC customers. This service includes telephone, facsimile, Cable Plant, Radio Frequency (RF) Spectrum management, emergency telecommunication, MAF Facility Modeling and other services. The efficiency of the Contractor’s Service and Product Delivery effort is evaluated by the individual AQLs listed below:

**2.3.3.1 Telecommunications Systems Availability (10%).** The contractor shall maintain systems availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g., force majeure, acts of terrorism, etc). To earn 100 percent of the fee, the Contractor shall provide all products and services required in WBS 5.0 with a 99.95% or better error free rate. To earn 75 percent of the fee, the Contractor shall provide all products and services with a 99.5% or better error free rate. Where the Contractor is unable to meet a 99.5% error free rate within any 6-month evaluation period, the contractor shall receive 0 percent fee.

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| Systems Availability | % of available fee |
|----------------------|--------------------|
| ≥ 99.95%             | 100%               |
| 99.5% - 99.9499%     | 75%                |
| < 99.9499%           | 0%                 |

2.3.3.2 Move Add Changes (MAC) (2%). In support of move, add and change services for WBS 5.0, a mean time to install (MTTI) of ≤ 12 business hours is required to receive 100 percent of the fee. To earn 75 percent of the fee, the contractor shall have a MTTI of >12 business hours and ≤ 16 business hours. For a MTTI > 16 business hours, the contractor shall receive 0 percent fee.

| Number of Late Deliverables | % of available fee |
|-----------------------------|--------------------|
| ≤12 Business Hrs.           | 100%               |
| >12 and ≤16 Business Hrs.   | 75%                |
| > 16 Business Hrs.          | 0%                 |

2.3.3.3 Mean Time to Repair for Radios (2%). The contractor shall provide in support of WBS 5.0 mean-time-to-repair for radios. The mean-time-to-repair is ≤8 business hours from report of failure and readily available at all times to earn 100% of the fee for this element. To earn 75 percent of the fee, the Contractor shall not have a mean-time-to-repair of >8 business hours and ≤10 business hours. When the contractor exceeds 10 business hours, the contractor shall receive 0 percent fee. Repair in this metric is defined as a return to service excluding the depot time outside the contractors control. The mean-time-to-repair time will be from report of failure until shipped to the depot plus the time when received from the depot, configured, and provided back to the user.

| Number of instances late/unavailable | % of available fee |
|--------------------------------------|--------------------|
| 0                                    | 100%               |
| >8 and ≤10 Business Hrs.             | 75%                |
| > 10 Business Hrs.                   | 0%                 |

2.3.3.4 Return to Service for Telephones (3%) In support of WBS 5.0, the contractor shall provide return-to-service for telephones within ≤2 hours of trouble ticket initiation. Ensure that all products and services in support of WBS 5.0, consistent with Agency direction and MSFC strategies, goals, and objectives at all times to earn 100% of the fee available for this element. To earn 50 percent of the fee, the Contractor shall not exceed 1 instance where developed products and services are not consistent with Agency and/or Center strategies, goals, or objectives. If the number of instances exceeds one, the contractor shall receive 0 percent fee.

| Return to Service > 2 hours | % of available fee |
|-----------------------------|--------------------|
| 0                           | 100%               |
| 1                           | 50%                |
| > 1                         | 0%                 |

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**2.3.4 Applications and Web Services Measures (17%)** WBS 6.0 describes contractor activities required to design, develop, maintain, and provide computer applications and web services for MSFC customers in compliance with established software and web standards. The efficiency of the Contractor’s Service and Product Delivery effort is evaluated by the individual AQLs listed below:

2.3.4.1 Trouble Ticket Response/Resolution (7%). The contractor shall provide trouble ticket response/resolution by application category as specified in the following tables. Using the scoring methods outlined, the Contractor shall receive 100% of available fee for calculated trouble ticket resolution rate greater or equal to 95%. Calculated Trouble Ticket resolution rate between 90-94% shall receive 80% of the available fee. Calculated Trouble Ticket resolution rate of less than 90% shall receive a zero percent of available fee.

| Trouble Ticket Resolution Rate | % of available fee |
|--------------------------------|--------------------|
| ≥ 95%                          | 100%               |
| 90 – 94%                       | 80%                |
| < 90%                          | 0%                 |

The following paragraphs describe how the Applications and Web Services technical performance metric of trouble ticket response and resolution will be counted and scored.

Users, including MITS support personnel, shall document Applications and Web Services problems or concerns through the trouble ticket system. If customers identify problems directly to MITS support personnel, the Contractor shall in turn open a trouble ticket.

Applications and Web Services are categorized as 1, 2, or 3 (reference PWS paragraph 6.0) for the purpose of counting trouble ticket Response Times and Resolution Times. The contractor shall further delineate trouble tickets by types (Critical/Major, Minor, Cosmetic, or Other) according to the definitions below. Target Response Times and Resolution Times by Service Category and for Trouble Ticket type are shown in the following table.

| SERVICE CATEGORY |                        | TROUBLE TICKET TYPE |                 |                        |        |
|------------------|------------------------|---------------------|-----------------|------------------------|--------|
|                  |                        | CRITICAL / MAJOR    | MINOR           | COSMETIC               | OTHER  |
| 1                | Target Response Time   | 30 min              | 30 min          | 30 min                 | 30 min |
|                  | Target Resolution Time | 2 hrs               | 2 business days | Next scheduled release | 2 hrs  |
| 2                | Target Response Time   | 1 hr                | 1 hr            | 1 hr                   | 1 hr   |

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|   |                        |                 |                 |                        |                 |
|---|------------------------|-----------------|-----------------|------------------------|-----------------|
|   | Target Resolution Time | 1 business day  | 3 business days | Next scheduled release | 1 business day  |
| 3 | Target Response Time   | 2 hrs           | 2 hrs           | 2 hrs                  | 2 hrs           |
|   | Target Resolution Time | 2 business days | 5 business days | Next scheduled release | 2 business days |

Definitions of Types:

Critical or Major – Either (1) service is not operational or unavailable to critical users/many users, or (2) service is operational, but major features are unavailable or not functioning correctly.

Minor – Service is operational, but has nuisance problems causing inconvenience or work arounds.

Cosmetic – Errors or inconsistencies in appearance or presentation, but with no impact to functionality.

Other – Miscellaneous support, such as user assistance, password reset, application access, etc.

Target response times and target resolution times for each service will be determined by NASA in consultation with the contractor. Target times may be dependent upon coverage requirements. For example, target times for a given service may be category 1 during critical periods of operation, but may be category 3 at all other hours of normal operation. This would be coded as 1/3 and 3/2, where 3 represents periods of critical operation, and 2 represents normal hours of operation.

**SCORING TROUBLE TICKET RESPONSE AND RESOLUTION MATRIX FOR APPLICATIONS AND WEB SERVICES**

Assumptions:

- Total possible score is 100.
- If the total number of trouble tickets for the performance period is low, then the contractor is performing well and this will be reflected in the score.
- Trouble ticket resolutions are given more weight than response times. The weights are 60% and 40% respectively.

The score will be determined by the following formula, where

B = base value,

X = total of response time targets met for trouble tickets closed during the performance period,

Y = total of resolution time targets met for trouble tickets closed during the performance period, and

Z = total number of trouble tickets closed during the performance period:

$$\text{Score} = B + (100-B)(.4X + .6Y)/Z, \text{ for } Z > 0$$

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Score = 100 for Z = 0.

Example: If B= 0  
X= 95  
Y= 90  
Z= 100

Then score =  $0 + (100-0) (.4 (95) + .6 (90)) / 100$   
=  $100 (38 + 54) / 100$   
= 92

The base values are determined according to the following table:

| Number of Trouble Tickets Closed During Performance Period | Base Value |
|--|------------|
| 0  | 100        |
| 1  | 95         |
| 2  | 90         |
| 3  | 85         |
| 4  | 80         |
| 5  | 75         |
| 6  | 70         |
| 7  | 65         |
| 8  | 60         |
| 9  | 55         |
| 10   | 50         |
| 11   | 45         |
| 12   | 40         |
| 13   | 35         |
| 14   | 30         |
| 15   | 25         |
| 16   | 20         |
| 17   | 15         |
| 18   | 10         |
| 19   | 5          |
| 20 or more   | 0          |

Trouble ticket reporting requirements are defined in DRD 1292MA-008, Reports.

2.3.4.2 Schedule Adherence Timeliness (7%). The contractor shall meet all WBS 6.0 required product and service deadlines (as established by the COTR or designee) to earn 100% of the fee available for this element. To earn 90 percent of the fee, the Contractor shall not exceed average

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days late being one and no critical milestones missed. To earn 80 percent of the fee, the Contractor shall not exceed late delivery of services or products of more than two days with no critical milestones missed. The contractor shall receive 50% of available fee for schedule adherence when the following average days late and critical milestones are missed: Average days late “3” or “4” with “0” critical milestones missed, or average days late “0”, “1” or “2” with “1” critical milestone missed, or average days late “0” with “2” critical milestones missed. The contractor shall receive 0 percent of the available fee when services and products delivered per committed schedules with average days late/critical milestones missed as follows: average days late “5” with “0” critical milestones missed, or average days late “3”, “4” or “5” with “1” critical milestone missed, or average days late “1”, “2”, “3”, “4” or “5” with “2” critical milestones missed, or average days late  $\geq$  “0” with  $\geq$  “3” critical milestones missed.

| Schedule Adherence/Timeliness  | % of available fee |
|--|--------------------|
| Services and products delivered per committed schedules with average days late being zero (0) and no critical milestones missed  | 100%               |
| Services and products delivered per committed schedules with average days late being one (1) and no critical milestones missed   | 90%                |
| Services and products delivered per committed schedules with average days late being two (2) days with no critical milestones missed   | 80%                |
| Services and products delivered per committed schedules with average days late/critical milestones missed as follows:<br>Average days late “3” or “4” with “0” critical milestones missed, or<br>Average days late “0”, “1” or “2” with “1” critical milestone missed, or<br>Average days late “0” with “2” critical milestones missed   | 50%                |
| Services and products delivered per committed schedules with average days late/critical milestones missed as follows:<br>Average days late “5” with “0” critical milestones missed, or<br>Average days late “3”, “4” or “5” with “1” critical milestone missed, or<br>Average days late “1”, “2”, “3”, “4” or “5” with “2” critical milestones missed, or<br>Average days late $\geq$ “0” with $\geq$ “3” critical milestones missed | 0%                 |

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2.3.4.3 Repository Services Availability (3%). The contractor shall ensure that uninterrupted service availability (with the exception of planned maintenance windows and outages beyond contractor control, e.g force majeure, acts of terrorism, etc.) for the period of 0700-01630 on normal duty days. Services to be monitored include:

- EDMS
- Directives Master List
- Forms Master List
- Technical Reports (MTRS)

| Number of instances late/unavailable | % of available fee |
|--------------------------------------|--------------------|
| 0                                    | 100%               |
| 1 – 3                                | 75%                |
| > 3                                  | 0%                 |

2.3.5 Computing Services Measures (17%) WBS 7.0 describes contractor activities required to implement, operate and maintain computing services. The efficiency of the Contractor’s Service and Product Delivery effort is evaluated by the individual AQLs listed below:

2.3.5.1 System Availability (6%). The contractor shall ensure that all computing services are available. To earn 100% of the fee for this element, the contractor shall not fall below 99.8% uptime. To earn 50 % of the fee, the Contractor shall not fall below 99.5% uptime. The contractor shall receive a 0 percent fee for total system uptime below 99.5%.

| System Uptime Percentage | % of available fee |
|--------------------------|--------------------|
| 99.8 - 100               | 100%               |
| 99.5 - 99.7999           | 50%                |
| <99.5                    | 0%                 |

2.3.5.2 Return-to-Service (6%). The contractor shall provide return-to-service for Computing Services systems. In order to earn 100% of the available fee for this element, the contractor must ensure that any problematic system is returned to service within 4 hours of trouble ticket initiation. To earn 50 % of the fee, the Contractor shall not exceed 1 instance of late return-to-service. When the number of late return-to-service instances exceeds 1, the contractor shall receive 0 percent fee.

| Number of Late Return-to-Service | % of available fee |
|----------------------------------|--------------------|
| 0                                | 100%               |
| 1                                | 50%                |
| > 1                              | 0%                 |

2.3.5.3 Maintenance Requests (5%). In order to receive 100% of the evaluation fee for the element, the contractor shall not be late more than 2 times during the evaluation period. The

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contractor shall receive 50% of the evaluation fee for the element if there are 3 to 4 late requests. For 4 or more late requests, the contractor shall receive 0% of the fee.

| Number of Late Requests | % of available fee |
|-------------------------|--------------------|
| 2 or less               | 100%               |
| 3-4                     | 50%                |
| > 4                     | 0%                 |

**2.3.6 Audio Visual Information Services Measures (17%)** WBS 8.0 describes contractor activities required to provide management, operations, and production support for Audio Visual Information Services (AVIS). The efficiency of the Contractor's Service and Product Delivery effort is evaluated by the individual AQLs listed below:

**2.3.6.1 Schedule Adherence / Timeliness (14%).** The contractor shall meet WBS 8.0 required product and service deadlines (as established by the COTR or designee). This element will be measured using a percentage of missed schedules calculated as X/Y where X = # of Service Requests not delivered on time and Y = # of Service Requests closed during the reporting period. To earn 100% of the fee, the Contractor shall have missed delivery on  $\leq .5\%$  of total Service Requests closed during the reporting period. To earn 90% of the fee, the Contractor shall have missed scheduled delivery  $>.5\%$  but  $\leq 1\%$  of total Service Requests closed in the reporting period. To earn 80% of the fee, the Contractor shall have missed scheduled delivery  $>1\%$  but  $\leq 1.5\%$  of total Service Requests closed in the reporting period. To earn 50% of the fee, the Contractor shall have missed scheduled delivery  $>1.5\%$  but  $\leq 2\%$  of total Service Requests closed in the reporting period. When the percentage of missed schedule deliveries is greater than 2% of total Service Requests closed in a reporting period, the contractor shall receive 0 percent fee.

| Services and products not delivered per committed schedule                               | % of available fee |
|--|--------------------|
| Percentage $\leq .5\%$ of total Service Requests closed during reporting period.         | 100%               |
| Percentage $>.5\%$ but $\leq 1\%$ of total Service Requests closed in reporting period.  | 90%                |
| Percentage $>1\%$ but $\leq 1.5\%$ of total Service Requests closed in reporting period. | 80%                |
| Percentage $>1.5\%$ but $\leq 2\%$ of total Service Requests closed in reporting period  | 50%                |

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2.3.6.2 Streaming Services Availability (3%). The contractor shall ensure that streaming servers, live streams and Desktop TV application are available at least 99.9% during regular business hours and 95% overall to achieve 100% of the fee for this element. To earn 75 percent of the fee, the Contractor shall not fall below 99% during normal duty hours and 95% overall. The contractor shall receive a 0 percent fee for total system uptime below 95%.

| Streaming Services Availability                                | % of available fee |
|--|--------------------|
| $\geq 99.9\%$ during normal duty hours and $\geq 95\%$ overall | 100%               |
| 99% - 99.899% during normal duty hours and $\geq 95\%$ overall | 75%                |
| $< 99\%$ during normal duty hours or $< 95\%$ overall          | 0%                 |

### 3.0 Audit Reporting Integrity

If random audits by the COTR or appointed designee(s) detect self-surveillance reporting errors during any six month evaluation period, the Contractor's total performance fee for that period will be reduced as shown below. This deduction does not apply to reporting errors that have no effect on the performance fee.

| Number of self-surveillance report errors | % of available fee |
|---|--------------------|
| 0   | 100%               |
| 1-2                                       | 98%                |
| 3-4                                       | 95%                |
| 5-6                                       | 90%                |
| $> 6$                                     | 85%                |

**MITS OCIO MONITOR SURVEY**

NNM10AA03C  
Mod 58

|               |  |
|---------------|--|
| Date:         |  |
| Monitor Name: |  |
| PWS Area:     |  |

Rate the Contractor’s performance by placing the appropriate **NUMBER (UP TO 2 DECIMAL PLACES)** shown under the adjective rating best representing your experience with services being provided. You are encouraged to provide comments in the section provided.

| <b>Performance Area:</b>   | <b>Poor</b> | <b>Fair</b> | <b>Good</b> | <b>Very Good</b> | <b>Excellent</b> | <b>Comments</b> |
|--|-------------|-------------|-------------|------------------|------------------|-----------------|
|  | <b>1</b>    | <b>2</b>    | <b>3</b>    | <b>4</b>         | <b>5</b>         |                 |
| Competence and availability of contractor personnel.   |             |             |             |                  |                  |                 |
| Responsiveness (unique requests, special assignments, change management, emergencies, etc.).                   |             |             |             |                  |                  |                 |
| Quality of deliverables (appropriateness, completeness, comprehensive, integrated, etc.).                      |             |             |             |                  |                  |                 |
| Collaboration, integration and proactive communication among team OCIO, other contractors, and with customers. |             |             |             |                  |                  |                 |
| Recognition of, and improvement in, critical problem areas.  |             |             |             |                  |                  |                 |
| Cost control including accuracy of cost estimates and use of resources.  |             |             |             |                  |                  |                 |

| <b>Rating</b> | <b>Description</b>   | <b>Score</b> |
|---------------|--|--------------|
| Excellent     | Performance is consistently of high quality with only negligible issues. Performance exceeds standard by a substantial margin, with few elements for improvement, all of which are minor   | 5            |
| Very Good     | Performance is generally above average with only minor issues. Performance exceeds standard; and although there may be several elements for improvement, these are more than offset by better performance in other elements                  | 4            |
| Good          | Average performance level from a competent contractor with few issues noted. Performance is considered standard; and elements for improvement are approximately offset by better performance in other elements                               | 3            |
| Fair          | Generally average performance but several performance issues noted. Performance is less than standard; and although there are elements of standard or better performance, these are more than offset by lower performance in other elements. | 2            |
| Poor          | Numerous performance issues noted. Performance is less than standard by a substantial margin; and there are many elements for improvement which are not offset by better performance in other areas.   | 1            |

**[END OF ATTACHMENT J-5]**