

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT 1. CONTRACT ID CODE R PAGE OF PAGES 1 3

2. AMENDMENT/MODIFICATION NO. P00008 3. EFF. DATE 09/11/2004 4. REQUISITION/PURCHASE REQ. NO. 20004775 5. PROJECT NO. (If Applicable) Not Applicable

6. ISSUED BY CODE 7014 7. ADMINISTERED BY (If other than item 6) CODE 7014
 Department of Homeland Security Dept of Homeland Security
 Customs & Border Protection Customs & Border Protection
 1300 Pennsylvania Ave NW Office of Procurement - NP 1310
 NP 1310 1300 Pennsylvania Ave. NW
 Washington DC 20229 Washington DC 20229

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) 9A. AMENDMENT OF SOLICITATION NO.
 CHENEGA TECHNOLOGY SERV CORP
 5971 KINGSTOWNE VILLAGE PKY 9B. DATED (SEE ITEM 11)
 STE 100 10A. MODIFICATION OF CONTRACT/ORDER NO.
 ALEXANDRIA VA 22315 X HSBP1004C00193 /
 CODE 000000000 FACILITY CODE 10B. DATED (SEE ITEM 13) 09/11/2003

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 amended, is not amended. 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 page 2 for accounting data

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

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 data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103 (b).
 C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
 X D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not is required to sign this document and return 1 copies to issuing office.

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

The purpose of this modification is to: 1) exercise Option Year 1; 2) add incremental funding for that option; 3) extend the contract period of performance for that option; and, 4) add a Performance Measurement Summary and an Award Fee Plan to Section J Attachments. To this date the contract consists of the following two documents combined: 1) the original contract award number is TC-03-036; and, 2) number HSBP1004C00193 was initiated for FY 2004 under the Customs and Border Protection new SAP/IPRO finance and procurement system. To preclude ambiguity, the terms and conditions cited in the original contract award number TC-03-036 are incorporated into contract number HSBP1004C00193. The contract tasks have been determined to be non-severable.

Except as provided herein, 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) (b) (6) Contracts Manager 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Andre S. Aslan

15B. CONTRACTOR/OFFEROR 15C. DATE SIGNED 16C. DATE SIGNED
 See attached fax for signature (Signature of person authorized to sign) 8/31/2004 (b) (6) 9/11/2004

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE R		PAGE OF PAGES 1 3	
2. AMENDMENT/MODIFICATION NO. P8908		3. EFF. DATE 09/1/2004	4. REQUISITION/PURCHASE REQ. NO. 18004775	5. PROJECT NO. (if applicable) Not Applicable	
6. ISSUED BY Department of Homeland Security Customs & Border Protection 1300 Pennsylvania Ave NW NP 1310 Washington DC 20229		CODE 7014	7. ADMINISTERED BY (if other than line 6) Dept of Homeland Security Customs & Border Protection Office of Procurement - NP 1310 1300 Pennsylvania Ave. NW Washington DC 20229		CODE 7014
8. NAME AND ADDRESS OF CONTRACTOR (No. street, county, State and Zip Code) CHENGA TECHNOLOGY SERV CORP 5971 KINGSTOWNE VILLAGE PKY STE 100 ALEXANDRIA VA 22315 CODE 00000000 FACILITY CODE			9A. AMENDMENT OF SOLICITATION NO. 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT ORDER NO. X HSBP1004C00193 / 10B. DATED (SEE ITEM 13) 09/1/2003		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

This amendment solicitation is processed as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offer 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 9 and 10, and returning copies of the amendment; (b) by returning a copy 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 ACKNOWLEDGMENT 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 any of the amendments you desire to change an offer already submitted, such change may be made by telegram or letter, postpaid each telegram or letter making 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 page 2 for accounting data

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

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 and, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 48.105 (c).
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
D. OTHER (Specify type of modification and authority) X
E. INFORMER: Customer <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign (a) document and also <input type="checkbox"/> copies to buying office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Completed by UCF within 15 working days, including solicitation contract except under where feasible).

The purpose of this modification is to: 1) exercise Option Year 1; 2) add incremental funding for that option; 3) extend the contract period of performance for that option; and, 4) add a Performance Measurement Summary and an Award Fee Plan to Section J Attachments. To this date the contract consists of the following two documents combined: 1) the original contract award number is TC-03-036; and, 2) number HSBP1004C00193 was initiated for FY 2004 under the Customs and Border Protection new SAP/IFRO finance and procurement system. To preclude ambiguity, the terms and conditions cited in the original contract award number TC-03-036 are incorporated into contract number HSBP1004C00193. The contract tasks have been determined to be non-severable.

Except as provided herein, all terms and conditions of the document referenced in Item 10A or 10B, as herebefore changed, remain unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) (b) (6) Contract Manager		15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Ashley S. Aske	
15B. DATE SIGNED 03/1/2004		15B. UNITED STATES OF AMERICA BY _____ (Signature of Contracting Officer)	
15C. DATE SIGNED		15C. DATE SIGNED	

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT - Continuation			1. CONTRACT ID CODE R	
2. AMENDMENT/MODIFICATION NO. P00008	3. EFF. DATE 09/11/2004	4. REQUISITION/PURCHASE REQ. NO. 20004775	PAGE OF PAGES 2 3	

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

1) CLIN 0002 (Option Year 1) cited in the original contract award, number TC-03-036, is hereby exercised. The value of the contract is hereby increased to \$70,047,579.40 consisting of \$34,053,443.76 for CLIN 0001 (Base Period) and \$35,994,135.64 for CLIN 0002 (Option Year 1). \$17,584,578.00 of this \$70,047,579.40 contract value was issued under number TC-03-036 and the balance issued under this number HSBP1004C00193. The contract is incrementally funded in accordance with the terms and conditions cited in the original contract award, number TC-03-036.

2) Additional funding in the amount of \$12,828,460.00 is hereby added to the contract, number HSBP1004C00193. As a result of this addition, the funded amount of this contract number HSBP1004C00193 is \$30,999,950.22. The funded amount for contract award number TC-03-036 was \$17,584,578.00. When the funded amounts of both numbers are combined, the total contract funded amount is \$48,584,528.22 for both CLINs 0001 and 0002. The accounting line item funding authorizations are not to be exceeded for invoice payments.

For the informational purpose of providing continuity between the two contract numbers, the contract funding history is summarized as follows:

In FY 2003, while the contract number was TC-03-036:

Basic contract: Base Funding (APC Code: 017509, OCC: 25.25, \$15,000,000.00)
 Mod. #0001: Base Funding (APC Code: 018994, OCC: 25.25, \$2,055,290.00)
 Mod. #0002: Base Funding (APC Code: 017509, OCC: 25.25, \$438,000.00)
 Mod. #0002: Base Funding (APC Code: 018994, OCC: 25.25, \$91,288.00)

In FY 2004, while the contract number was HSBP1004C00193:

P00001, Line Item 0010 Cobra funding (PR: 20001734, MG:2579, CC: 0901720000, \$876,388.00)
 P00002, P00005 and P00007, Line Item 0020 Base funding (PR: 20002771, MG:2525, CC: 0901720000, \$14,940,589.22)
 P00002 and P00007, Line Item 0030 Base funding (PR: 20002772, MG:2525, CC: 0901720000, \$596,125.00)
 P00004, Line Item 0040 Base funding (PR: 20002333, MG:2525, CC: 0901720000, \$876,388.00)
 P00004, Line Item 0050 Legacy USCS - ICE (PR: 20003933, MG:2525, CC: 0901720000, \$400,000.00)
 P00006, Line Item 0060 CSI RIIDS - Training (PR: 20005322, MG:2525, CC: 0900890000, \$12,000.00)
 P00006, Line Item 0070 CSI VACTS - Training (PR: 20005322, MG:2525, CC: 0900890000, \$70,000.00)
 P00006, Line Item 0080 CSI MXTR - Training (PR: 20005322, MG:2525, CC: 0900890000, \$175,000.00)
 P00006, Line Item 0090 CSI SMITH - Training (PR: 20005322, MG:2525, CC: 0900890000, \$175,000.00)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT - Continuation			1. CONTRACT ID CODE R	
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14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

0900890000, \$225,000.00)

P00008, Line Item 0100 Maintenance (PR: 20004775, MG:2525, CC: 0901720000, \$7,364,085.00)

P00008, Line Item 0110 Training (PR: 20004775, MG:2525, CC: 0901720000, \$5,464,375.00)

3) The period of performance of contract number HSBP1004C00193 is hereby increased by adding the CLIN 0002 period thereby changing the contract end date from 9/10/2004 to 9/10/2005. When the periods of performance of both the original contract award number TC-03-036 and this number HSBP1004C00193 are viewed together, the contract period of performance is from 9/11/2003 through 9/10/2005.

4) Contract award number TC-03-036 Section J Attachment number J.4 (as revised in HSBP1004C00193, P00003) Performance Measures and Award Fee Plan is hereby amended to add the revised Performance Measures and Award Fee Plan for the CLIN 0002 (Option Year 1) first award fee period: 9/11/2004 through 3/10/2005. The Performance Requirements Summary and Award Fee Plan for the period 9/11/2004 through 3/10/2005 are attached.

5) All other terms and conditions of Contract award number TC-03-036 and contract number HSBP1004C00193 remain unchanged. In the event of suspected conflict between the documents, questions are to be addressed to the contracting officer.

**Performance Requirements Summary
for the period of
September 11, 2004 through March 10, 2005**

OPERATIONS (b) (4)

Performance Requirement	Performance Standard	Performance Measurement
Maintain Government NII (b) (4)	Provide preventative maintenance in accordance with equipment manufacturers' maintenance requirements. (b) (4)	Review of database to ensure preventative maintenance was performed during the month scheduled. Customer Surveys after maintenance performed.
	Provide corrective maintenance to return the equipment to service and in accordance with equipment manufacturers' requirements. (b) (4)	Review database to ensure corrective action was taken. Customer surveys after maintenance performed.
	Inspection of newly procured Hand Held NII (b) (4)	100% of equipment entering NTSC.
	Inspection of Repaired Hand Held NII (b) (4)	100 % of equipment repaired in NTSC
Customer Wait Time (b) (4)	Shall be no longer than the times specified in the contract Attachment J.5	Customer wait times shall be analyzed monthly for each inventory product type.

OPERATIONS continued

Performance Requirement	Performance Standard	Performance Measurement
<p>Operations Center Total Asset Visibility</p> <p>Staff and Operate a 7x24 customer service desk operations center.</p> <p>(b) (4)</p>	<p>Equipment that is not "fully" operational will be displayed on a "status board" until repaired.</p> <p>No less than 95% of the incoming telephone calls are answered by service desk by a service desk person.</p> <p>No less than 100% of incoming voice mail messages are answered within 24 hours of receipt of message.</p> <p>No less than 100% of service action status is called back to the customer.</p>	<p>Monthly checks of the accuracy of the status board.</p> <p>Review of telephone call records and service action records on a monthly basis.</p> <p>Review of telephone call reform on a monthly basis.</p> <p>Review of telephone call records and service action records on a monthly basis.</p>
<p>Train Customs Officers to safely, confidently and effectively operate NII</p> <p>(b) (4)</p>	<p>Not less than 85% of the students in each class shall be able to answer correctly 80% of the CTSC instructor's / CTSC Subcontracted instructor's classroom questions.</p> <p>Not less than 85% of the students in each class shall be able to answer correctly 80% of the CTSC instructor's / CTSC Subcontracted instructor's practical exercise questions.</p>	<p>Performance will be measured by standardized oral questions administered periodically during the training session to track student development and training outcomes.</p> <p>Performance will be measured by standardized oral questions administered periodically during the training session to track student development and training outcomes.</p>

OPERATIONS continued

Performance Requirement	Performance Standard	Performance Measurement
<p>Training Instruction Evaluation and Student Documentation</p> <p>(b) (4)</p>	<p>COTR shall receive no more than 2 valid complaints concerning quality of CTSC/CTSC subcontractor's instruction during two or more classes during a one-month period of time.</p> <p>Student sign-in sheets were delivered to the TRAEN registrar no more than 10 work days after class completion or by the last day of the month in which training was completed, whichever occurs first.</p> <p>Certificates will be provided to CMC for students who completed training courses within 1 month of course completion.</p>	<p>Review student evaluation sheets and government conducted audits.</p> <p>Review of student sign-in sheets records and entries in TRAEN database.</p> <p>Audits will be conducted of the training database.</p>

BUSINESS (b) (4)

Performance Requirement	Performance Standard	Performance Measurement
Management of Subcontractors. (b) (4)	Subcontractors work efficiently and effectively for the PIC according to PIC established maintenance, training and logistics standards as appropriate.	Monitoring of subcontractor performance such as: <ul style="list-style-type: none"> • Customer Satisfaction • Contractor provided technical and financial records • Phone interviews • On-site visits

Performance Requirement	Performance Standard	Performance Measurement
Staffing of PIC to include BI (b) (4)	PIC will submit Background Investigation (BI) paperwork for new employees within 10 working days of employment	Audit security paperwork submission <ul style="list-style-type: none"> • No more than 2 BI paperwork submissions will be returned for corrections in a 60-day period. • All BI paperwork is submitted within 10 working days of employment.

Performance Requirement	Performance Standard	Performance Measurement
Figures of Merit (b) (4)	CTSC establish logistics performance figures, analyze the data and report results. CTSC establish contract performance figures of merit. Collect and analyze the data and report results. Each report is accurately prepared and presented monthly.	Review records and reports monthly check calculations. Reports to be 99% error free. Reports to be 99% error free. Review records and reports monthly check calculations.

BUSINESS continued

Performance Requirement	Performance Standard	Performance Measurement
<p>Invoices</p> <p>(b) (4)</p>	<p>Invoices are submitted for payment twice monthly to the COTR.</p>	<p>Monthly and random audits of invoices paperwork for PIC and subcontractor to make sure they are reasonable, accurate complete and allocable</p> <p>A monthly audit to include capturing "Cost To Repair" equipment in sub-contractor invoices.</p>

Performance Requirement	Performance Standard	Performance Measurement
<p>Provide day to day managerial functions and the accomplishment of program requirements</p> <p>Reporting monthly and unscheduled</p> <p>(b) (4)</p>	<p>At least 95% of program cost schedule and performance objectives are achieved.</p> <p>Adhoc reports will be provided, as requested by the government in a timely manner, accurate and complete.</p>	<p>Technical performance and monthly management are measured against performance requirements. Meetings will be held to review program status and performance indicators.</p> <p>Monthly PMRs are held to brief the following:</p> <ul style="list-style-type: none"> • Cost schedule • Quality/performance • Personnel • Customer satisfaction • Risk management / mitigation • Issues and resolution • Training, Maintenance and Logistics <p>Unscheduled reports and briefs will be provided as required to include, but not limited to:</p> <ul style="list-style-type: none"> • Cost • Schedule • Quality • Personnel • Customer satisfaction

BUSINESS continued

Performance Requirement	Performance Standard	Performance Measurement
<p>Quality</p> <p>(b) (4)</p>	<p>The PIC will work with the government QA to ensure that quality is addressed and monitored.</p> <p>ISO implementation schedule is maintained.</p>	<p>Periodic meetings will be held between the PIC and the government of not less than one meeting per month. The PIC will keep the government apprised of the status of ISO certification process.</p> <p>(b) (4)</p>

AWARD FEE PLAN
 for the period
September 11, 2004 – March 11, 2005

OPERATIONS (b) (4)	% of Fee
Maintain Government NII	(b) (4)
• Provide preventative maintenance	
• Provide corrective maintenance	
• Inspection of newly procured hand held NII	
• Inspection of Hand Held NII	
Customer Wait Time	
NII Changes And Modifications	
• Equipment Management Relocate NII	
Operations Center Total Asset Visibility	
Train Customs Officers	
Training instructor evaluation and student documentation	
BUSINESS (b) (4)	
Management of sub contractors	
Staffing of PIC including BI	
Invoices	
Figures of Merit	
Program Management	
Quality	
• ISO Implementation	
Total	100%

Award Fee Plan
TSB/CTSC for the period
September 11, 2004 through March 10, 2005

OPERATIONS FEE (b) (4)

Performance Requirement	Performance Measure	Award Fee
Maintain Government NII (b) (4) of Fee	Review of database to ensure preventative maintenance was performed during the month scheduled. Customer Surveys after maintenance performed.	(b) (4) If performance is (b) (4)
	Review database to ensure corrective action was taken. Customer surveys after maintenance performed.	(b) (4) If performance is (b) (4)
	100% of equipment entering NTSC.	(b) (4) If performance is (b) (4)
	100 % of equipment repaired in NTSC	(b) (4) If performance is (b) (4)

Performance Requirement	Performance Measure	Award Fee
Customer Wait Time (b) (4) of Fee	Customer wait times shall be analyzed monthly for each inventory product type.	If performance is (b) (4)

Performance Requirement	Performance Measure	Award Fee
NII Changes and Modifications	Review database monthly to ensure changes incorporated into NII.	If performance is (b) (4)
Equipment Management Relocate NII (b) (4) OF Fee	Review of database every six months. Review of database every six months. Customer surveys and field technicians report reviews.	

OPERATIONS continued

Performance Requirement	Performance Measure	Award Fee
<p>Operations Center Total Asset Visibility</p> <p>Staff and Operate a 7x24 customer service desk operations center.</p> <p>(b) (4) of Fee</p>	<p>Monthly checks of the accuracy of the status board.</p> <p>Review of telephone call records and service action records on a monthly basis.</p> <p>Review of telephone call reform on a monthly basis.</p> <p>Review of telephone call records and service action records on a monthly basis.</p>	<p>Performance Exceeds numerical measurement</p> <p>Performance Exceeds numerical measurement</p>
<p>Train Customs Officers to safely, confidently and effectively operate NII</p> <p>(b) (4) of Fee</p>	<p>Performance will be measured by standardized oral questions administered periodically during the training session to track student development and training outcomes.</p> <p>Performance will be measured by standardized oral questions administered periodically during the training session to track student development and training outcomes.</p>	<p>Performance exceeds minimum numerical measurements</p> <p>Performance exceeds minimum numerical measurements</p>

OPERATIONS continued

Performance Requirement	Performance Measure	Award Fee
<p>Training Instruction Evaluation and Student Documentation</p> <p>(b) (4) of Fee</p>	<p>Review student evaluation sheets and government conducted audits.</p> <p>Review of student sign-in sheets records and entries in TRAEN database.</p> <p>Audits will be conducted of the training database.</p>	<p>If performance is</p> <p>(b) (4)</p>

BUSINESS FEE (b) (4)

Performance Requirement	Performance Measure	Award Fee
Management of Subcontractors. (b) (4) of Fee	Monitoring of subcontractor performance such as: <ul style="list-style-type: none"> • Customer Satisfaction • Contractor provided technical and financial records • Phone interviews • On-site visits 	Performance meets the Measurement details

Performance Requirement	Performance Measurement	Award fee
Staffing of PIC to include BI (b) (4) of Fee	Audit security paperwork submission <ul style="list-style-type: none"> • No more than 2 BI paperwork submissions will be returned for corrections in a 60-day period. • All BI paperwork is submitted within 10 working days of employment. 	Performance exceeds the numerical measurement Performance exceeds the numerical measurement

Performance Requirement	Performance Measure	Award Fee
Figures of Merit (b) (4) of Fee	Review records and reports monthly check calculations. Reports to be 99% error free. Reports to be 99% error free. Review records and reports monthly check calculations.	Performance exceeds the numerical measurement Performance exceeds the numerical measurement

BUSINESS continued

Performance Requirement	Performance Measure	Award Fee
Invoices (b) (4) of Fee	Monthly and random audits of invoices paperwork for PIC and subcontractor to make sure they are reasonable, accurate complete and allocable A monthly audit to include capturing "Cost To Repair" equipment in sub-contractor invoices.	Performance meets the measurement details Performance meets the measurement details

Performance Requirement	Performance Measure	Award fee
Provide day to day managerial functions and the accomplishment of program requirements Reporting monthly and unscheduled (b) (4) of Fee	Technical performance and monthly management are measured against performance requirements. Meetings will be held to review program status and performance indicators. Monthly PMRs are held to brief the following: <ul style="list-style-type: none"> • Cost schedule • Quality/performance • Personnel • Customer satisfaction • Risk management / mitigation • Issues and resolution • Training, Maintenance and Logistics Unscheduled reports and briefs will be provided as required to include, but not limited to: <ul style="list-style-type: none"> • Cost • Schedule • Quality • Personnel • Customer satisfaction 	Performance meets the measurement details Performance meets the measurement details Performance meets the measurement details

BUSINESS continued

Performance Requirement	Performance Measure	Award Fee
Quality (b) (4) of Fee	Periodic meetings will be held between the PIC and the government of not less than one meeting per month. The PIC will keep the government appraised of the status of ISO certification process.	Performance meets the measurement details