

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE	PAGE 1 of 29
2. AMENDMENT/MODIFICATION NO. 38	3. EFFECTIVE DATE November 1, 2003	4. REQUISITION/PURCHASE NO. N/A	5. PROJECT NO. (If applicable)	
6. ISSUED BY ASA Glenn Research Center Attn: Marc Hudson Services and Construction Branch 21000 Brookpark Road, Mail Stop 500-312 Cleveland, OH 44135-3191		CODE 0616/MH	7. ADMINISTERED BY (If other than Item 6) CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code)  InDyne, Inc. 21000 Brookpark Road, MS 21-10 Cleveland, OH 44135			E-1	9A. AMENDMENT OF SOLICITATION NO.
				9B. DATED (SEE ITEM 11)
				10A. MODIFICATION OF CONTRACT/ORDER NO. NAS3-99179
				10B. DATED (SEE ITEM 13) November 1, 1999
CODE BX 34	FACILITY CODE			

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 Offer is extended, EI 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 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 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)

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

A	HIS 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).
C	HIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: the Changes clause.
D	OTHER (Specify type of modification and authority)

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

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

A. This Modification includes the following documents which are attached hereto and made a part of the contract effective November 1, 2003:

- Performance Requirements Summary containing weighted Standard Performance Levels (SPL) and Acceptable Quality Levels (AQL) (1 page).
- Positive Adjustment Factors (PAF) and Negative Adjustment Factors (NAF) (1 page):
- MOC-1 Performance Standards (23 pages).

(Continued on Page 2)

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) James A. Gallagher, Program Manager		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Marc Hudson, Contracting Officer	
BY (Signature of person authorized to sign)	15 C. DATE SIGNED 20 3	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED 3

B. As a result of Change Orders issued during the six-month period from May 1, 2003, through October 31, 2003, the contract values are hereby adjusted as set forth on pages 3 and 4 hereof, and as follows:

	Prior Contract Amount	This Modification	Resultant Contract Amount
Total Estimated Cost	\$97,988,568	\$ (62,616)	\$97,925,952
Cost Incentive Fee	\$ 526,737	\$ -0-	\$ 526,737
Technical Incentive Fee	\$ 2,948,613	\$ (1,350)	\$ 2,947,263
Award Fee	\$ 1,969,445	\$ (3,999)	\$ 1,965,446
Total Estimated Cost And Fee	\$97,988,568	\$ (67,965)	\$103,365,398

(End of Text)

C. Adjust baseline for approved Change Orders issued Between May, 2003 and October, 2003 affecting Option 2 & 3.

Baseline for Contract to Date	Estimated Cost	Cost Fee	Tech Fee	Award Fee	Target Cost
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	30,989,579	122,555	729,149	451,310	32,292,593
Task 2.0, 3.0, 4.0	25,198,847	144,527	1,780,588	569,343	27,693,305
Task 6.0 & 7.0	41,655,520	259,655	415,985	950,143	43,281,303
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
<b>Total Baseline from Mod 37b</b>	<b>97,988,568</b>	<b>526,737</b>	<b>2,948,613</b>	<b>1,969,445</b>	<b>103,433,363</b>
<b>Change Order Adjustment</b>					
<b>Option Year 2 &amp; 3</b>					
Task 1.0 & 5.0	8,812	0	246	279	9,337
Task 2.0, 3.0, 4.0	49,767	0	59	23	49,849
Task 6.0&7.0	(121,195)	0	(1,655)	(4,301)	(127,151)
<b>Option Years Adjustment</b>	<b>(62,616)</b>	<b>0</b>	<b>(1,350)</b>	<b>(3,999)</b>	<b>(67,965)</b>
<b>New Amounts</b>					
Phase In	144,622	0	0	0	144,622
Task 1.0 & 5.0	30,998,391	122,555	729,395	451,589	32,301,930
Task 2.0, 3.0, 4.0	25,248,614	144,527	1,780,647	569,366	27,743,154
Task 6.0 & 7.0	41,534,325	259,655	414,330	945,842	43,154,152
Reporting	0	0	22,891	0	22,891
Award Fee	0	0	0	(1,351)	(1,351)
<b>Total Baseline</b>	<b>97,925,952</b>	<b>526,737</b>	<b>2,947,263</b>	<b>1,965,446</b>	<b>103,365,398</b>

Change Orders  
Modification 38

TD#	WBS #	Cost	Option 2			Cost	Option 3			Cost	CF	Total Contract		
			TF	AF	Total		TF	AF	Total			TF	AF	Total
151	1.02	4,420	123	140	4,683	4,392	123	139	4,654	8,812	0	246	279	9,337
	Total for 1.0 & 5.0	4,420	123	140	4,683	4,392	123	139	4,654	8,812	0	246	279	9,337
148	4.0	49,767	59	23	49,849	0	0	0	0	49,767	0	59	23	49,849
	Total for 2.0, 3.0 & 4.0	49,767	59	23	49,849	0	0	0	0	49,767	0	59	23	49,849
157	6.06	(9,766)	(127)	(309)	(10,202)	(120,564)	(1,554)	(3,816)	(125,934)	(130,330)	0	(1,681)	(4,125)	(136,136)
128	6.12	5,070	66	160	5,296	11,051	142	350	11,543	16,121	0	208	510	16,839
149	6.13	3,704	48	117	3,869	0	0	0	0	3,704	0	48	117	3,869
150	6.28	709	1	1	711	302	0	0	302	1,011	0	1	1	1,013
159	6.30	7,110	275	225	7,610	0	0	0	0	7,110	0	275	225	7,610
153	7.06	0	0	0	0	0	0	0	0	0	0	0	0	0
152	7.11	2,039	20	65	2,124	4,089	41	129	4,259	6,128	0	61	194	6,383
156	7.11	2,631	26	83	2,740	0	0	0	0	2,631	0	26	83	2,740
154	7.12	1,444	14	46	1,504	0	0	0	0	1,444	0	14	46	1,504
155	7.18	8,287	37	118	8,442	0	0	0	0	8,287	0	37	118	8,442
158	7.18	16,573	74	236	16,883	0	0	0	0	16,573	0	74	236	16,883
162	7.22	(10,067)	(284)	(319)	(10,670)	(43,807)	(434)	(1,387)	(45,628)	(53,874)	0	(718)	(1,706)	(56,298)
	Total for 6.0 & 7.0	27,734	150	423	28,307	(148,929)	(1,805)	(4,724)	(155,458)	(121,195)	0	(1,655)	(4,301)	(127,151)
	Grand Total	81,921	332	586	82,839	(144,537)	(1,682)	(4,585)	(150,804)	(62,616)	0	(1,350)	(3,999)	(67,965)
					82,839				(150,804)	(62,616)	0	(1,350)	(3,999)	(67,965)

**Performance Requirements Summary  
At the Highest Task Level**

	Task Value	Weighted SPL	Weighted AQL
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
1.0 <u>LOGISTICS</u>	15%	13.591% 90.61%	12.393% 82.62%
2.0 <u>IMAGING TECHNOLOGY CENTER</u>	20%	18.140% 90.70%	16.200% 81.00%
3.0 <u>PUBLISHING</u>	20%	19.180% 95.90%	18.448% 92.24%
4.0 <u>METROLOGY SERVICES</u>	20%	17.977% 89.88%	16.044% 80.22%
5.0 <u>LIBRARY SERVICES</u>	10%	9.060% 90.60%	7.782% 77.82%
66-0 <u>ADMINISTRATIVE SUPPORT</u>	5%	4.092% 81.84%	3.197% 63.94%
77-0 <u>CLERICAL SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
<b>TOTALS</b>	<b>100%</b>	<b>90.640%</b>	<b>81.213%</b>

	Task Value	Weighted SPL	Weighted AQL
<u>TASK GROUP 1 (WBS 1 &amp; 5)</u>	25%	22.651% 90.60%	20.175% 80.70%
<u>TASK GROUP 2 (WBS 2, 3, &amp; 4)</u>	60%	55.297% 92.16%	50.692% 84.49%
<u>TASK GROUP 3 (WBS 6 &amp; 7)</u>	10%	8.092% 80.92%	6.197% 61.97%
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
<b>TOTALS</b>	<b>100%</b>	<b>90.640%</b>	<b>81.213%</b>

**Performance Requirements Summary  
At the Highest Task Level**

Technical Incentive Fee Adjustment Factors

	SPL	AQL	Max Fee	PAF	NAF	Max Rise	Max Drop
Task Group 1	90.60%	80.70%	125%	2.661	10.094	25%	100%
Task Group 2	92.16%	84.49%	125%	3.189	13.029	25%	100%
Task Group 3	80.92%	61.97%	125%	1.310	5.276	25%	100%
Reporting	92.00%	83.00%	125%	3.125	11.111	25%	100%

(PAF is "Positive Adjustment Factor," for above-SPL scores, and the NAF is the "Negative Adjustment Factor")

MOC-1 Performance Standards  
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	Contract Reporting	Monthly reports shall be submitted no later than the required submittal date. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		5%
	Contract Reporting	Monthly reports shall not need revision or corrective action to meet the requirements. (39/35 out of 42 monthly reports in a six-month period.)	92%	83%	Contractor shall document the date.	50%		
	1.0 Logistics							15%
	1.1 Property Management Services						27%	
4	1.1 Property Management	NASA Equipment Management System (NEMS) database transactions shall be complete, appropriate paperwork supports the transactions, and data entry is accurate.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	20%		
	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of receipt of the equipment.	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	30%		
	1.1 Property Management	Software shall be removed from all computers and disk drives prior to reutilization, donation or sales. Storage media shall be destroyed if unable to remove software.	98%	98%	ISS TR will conduct a random sampling of a minimum of 20 computer disk drives cleaned by IT <a href="#">Corp_in</a> a six-month period.	20%		
7	1.1 Property Management --	Excess property shall be picked up within 20 working days from the date the pick up document is generated.	80%	75%	Contractor shall perform a random sampling (until the Material Tracking System is completed to include disposal).	30%		

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#	WBS	Definition of Performance Standard	SPL	AOL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
5	1.2 Freight Traffic	Priority and truck shipment shall be completed according to the schedule agreed upon with the customer.	95%	90%	Contractor shall perform a random sampling of the shipping documents	70%	27%	
	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98 %	95 %	Contract shall conduct visual daily inspection.	30%		
10	1.2 Freight Traffic	Nonconforming materials shall be segregated as soon as they are identified as nonconforming	98 %	95 %	Contract shall conduct visual daily inspection.	30%		
	1.4 Supply Management	Stock items shall be placed in bin within 28 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		
13	1.4 Supply Management	Stock items shall be placed in bin within 28 working hours after material is received at the dock.	95%	90%	Contractor shall review the Material Tracking System (MTS) monthly.	20%		
	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 24 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		
14	1.4 Supply Management	Stock items shall be pulled and delivered to the customer within 24 working hours after the Material Release Order (MRO) is printed.	95%	90%	Contractor shall review the MTS monthly.	20%		
	1.4Supply Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	60%		
16	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is received on the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
	1.5 Transportation Operations	Direct priorities shall be processed and delivered within 8 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
1s	1.5 Transportation Operations	Delivery requests shall be completed according to a delivery date agreed upon with the customer.	95%	90%	Contractor shall review the MTS report monthly.	10%		
	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
20	1.5 Transportation Operations	Government orders shall be received, processed, and delivered to the customer within 24 working hours after receipt at the dock.	95%	90%	Contractor shall review the MTS report monthly.	10%		
23	1.5.3 Mail Processing	Mail Services customer satisfaction metric shall maintain the following overall average scores. SPL (80% = an average score of 4.0 on all surveys in a six-month period.) AQL (40% = an average score of 2.0 of all surveys in a six-month period.)	80%	40%	Survey data will be compiled and the average score of all customer satisfaction surveys will be calculated. Individual surveys will be available for review. Note- This is not a PIMS survey.	0		
24	1.5.5 Vehicle Maintenance	Vehicle Preventive Maintenance inspections shall be scheduled and completed in accordance with established Vehicle Maintenance requirements.	95%	90%	Contractor shall review the Vehicle Tracker System maintenance due report.	10%		
25	1.5.5 Vehicle Maintenance	Vehicle Preventive Maintenance shall be completed in accordance with the Vehicle Maintenance/Safety Inspection Check List. A vehicle repair Work Order shall be created for each maintenance. These shall be recorded into the Vehicle Tracker System.	95%	90%	TR and customers will perform personal observation. TR will review check list and information output from Vehicle Tracker System.	10%		
26	1.5.5 Vehicle Maintenance	Unscheduled maintenance procedures shall be complete and correct so as to meet customer requirements. A vehicle repair Work Order shall be created for each maintenance and recorded into the Vehicle Tracker System.	95%	90%	TR and customers will perform personal observation. TR will review check list and information output from Vehicle Tracker System.	10%		
27	1.5.8 Fuels Distribution	Propellant readings and propellant usage reports shall be prepared daily and submitted to the TR by 8:30 AM the next morning.	95%	90%	TR will review the reports on a daily basis.	10%		
	2.0 Imaging Technology							20%

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
2s	2.0 Imaging Technology	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.) A minimum of 10 telephone or face-to-face customer surveys will be conducted each month.	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	30 <sub>o/b</sub>		
31	2.0 Imaging Technology	Work orders shall be completed according to the schedule agreed upon with the customer and documented as work is completed.	68%	95%	Contractor shall review the PIMS On-Time Percentage Report	15%		
166	2.0 Imaging Technology	Audio visual set-ups shall be completed on time and in accordance with the customer work order.	90%	80%	TR will randomly inspect jobs as work is completed	20%		
131	2.0 Imaging Technology	Progress reports of project budget status shall be completed within 2 weeks of the end of the month.	95%	90%	Contractor shall review the budget reports.	5%		
132	2.0 Imaging Technology	C-log still images shall be posted within 2 days of receipt of image by office staff.	95%	90%	Contractor shall perform a random sampling throughout the week.	5%		
153	2.0 Imaging Technology	Products shall be randomly checked for the quality of finished product. These checks will include still photos, videotapes, CD-ROM, DVD and multimedia productions. Products will be checked for the completeness of packaging also. (Packaging to include appropriate project number; title; date; etc.)	98%	95%	Contractor shall perform a random sampling throughout the week.	25%		
	<i>Publishing</i>							20%

MOC-1 Performance Standards  
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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
-	3.1 Scientific and Technical Publishing	Publishing Final publishing products shall meet customer requirements.	98%	95%	TR will review all of distribution and 30% of printed graphics output each month.	25%	75%	
106	3.1 Scientific and Technical Publishing	Publishing products shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the PIMS report.	25%		
35	3.1.1 Coordination	Reports shall be submitted on time as required in the statement of work.	95%	90%	Contractor shall enter the date the report is provided to the TR.	10%		
3s	3.1.1 Coordination	Required forms C-22 (Technical Publication Processing Information) and NF 1676 (NASA Scientific and Technical Document Availability Authorization) shall be properly completed and signed before the associated technical report is disseminated.	98%	50%	TR will review completion of required forms at the time the technical report is reviewed.	15%		
152	3.1.4 Layout/Electronic Publishing	Abstracts and full text versions shall be posted to the Glenn Technical Reports Server (GLTRS) within 10 working days after each of the two monthly distributions.	80%	75%	Contractor shall review the GLTRS.	10%		
39	3.1.7 Web Services	Final web services products shall meet customer requirements	98%	95%	Supervisor and/or leads will verify 100% of web services excel logs and compare date due with date out.	15%		
ass	<b>3.2 Duplicating</b>							
40	3.2 Duplicating Facility Support, Copiers, GPO Printing	Monthly statistical reports developed from the Printing Management database (in-house and GPO) and monthly copier database reports shall be submitted on time (within 10 days after the end of the month) and be accurate. Yearly cumulative statistical report for the fiscal year shall be submitted on time (within 15 days after the end of the calendar year) and be accurate.	92%	84%	Contractor shall review the reports.	5%	25%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
41	3.2.1 Facility Support	Duplicating work shall be completed according to the schedule agreed upon with the customer.	98%	95%	Contractor shall review the printing management database report.	35%		
42	3.2.1 Facility Support	Finished products shall meet the Level III GPO quality standards.	95%	90%	Contractor shall perform a random sampling.	30%		
43	3.2.3 Government Printing Office (GPO) Support	Information submitted on GPO printing jobs shall be correct and on the appropriate forms.	95%	90%	Contractor shall perform a random sampling.	10%		
45	3.2.4 Copier Management	Copier billing shall be processed within 5 working days after receipt of the invoice.	95%	90%	TR randomly checks invoice date against the date the TR receives the invoice for signature.	5%		
46	3.2.4 Copier Management	Copier usage reports shall highlight copiers operating outside the specifications.	95%	90%	Contractor shall submit copier management reports.	15%		
	4.0 Metrology Services							
	4.1 Calibration							
47	4.1 Calibration Services	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	10%	85%	<u>20%</u>
4s	4.1 Calibration Services	Calibrated items inspection shall meet the required quality standards. Inspection shall be performed on a minimum monthly sample size of 6.25%.	95%	90%	Contractor shall review monthly reports summarizing all quality control inspection results.	20%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
49	4.1 Calibration Services	Priority Code "A" acceptance verifications shall be completed within ten working days from the date equipment is received.	90%	80%	Contractor shall evaluate data from the production summary report.	15%		
50	4.1 Calibration Services	Instrumentation Measurement and Test Equipment (IMTE) work orders shall be completed according to the schedule negotiated with the customer.	85%	75%	Contractor shall evaluate data from the production summary report.	25%		
51	4.1 Calibration Services	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the <u>IR, IR</u> concur and will review the reports for required information.	15%		
52	4.1 Calibration Services	Outgoing equipment shall be inspected, have appropriate information attached, and be properly documented in accordance with work instructions.	98%	93%	Contractor shall perform a random sampling of IMTE on outgoing shelves for proper documentation.	15%		
<b>4.2 Instrument Pool</b>								
53	4.2 Instrument Pool	Instrument pool database records shall contain the required information.	95%	85%	Contractor shall perform a random sampling of database records. TR will <u>verify</u> .	30%		
54	4.2 Instrument Pool	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	20%		
55	4.2 Instrument Pool	Reports listed in the statement of work shall be sent on time and contain all the required information.	90%	80%	Contractor shall track the date the report is provided to the <u>IR, IR</u> concur and will <u>review the reports for required information</u> .	25%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
57	4.2 Instrument Pool	Selection of commonly used pool equipment shall be available for immediate access by the customers unless already on loan.	90%	80%	Contractor shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		
	<u>5.0 Library Services</u>							10%
58	5.1 Circulation	Charging material shall be done in Galaxie when the requestor presents it; discharging shall be done within 8 working hours and exit lists shall be prepared within 8 working hours of request.	92%	80%	Contractor shall review circulation transactions in Galaxie and observe materials on the carts on a daily basis.	12%		
110	5.2 Collection Management	Shelved items shall be in the proper order (alphabetically, numerically, etc.) within each collection and shelf list cards are to be accurate and filed numerically.	90%	78%	Contractor shall perform observation of carts as well as shelf reading and shelf list sampling.	10%		
80	5.3 Acquisitions	Purchase requests and purchase orders shall be completed accurately (including ordering and receipt), according to the most current publisher information with rush orders processed within 8 working hours and regular requests within 2 working days of the request.	92%	80%	Contractor shall perform random sampling of orders.	12%		
61	5.3.1 Subscription Materials	Journals shall be checked in within 10 working hours of receipt and shelved alphabetically within 3 working days and predetermined titles shall be bound within 18 months of issue.	90%	78%	Contractor shall perform random sampling of Galaxie serials data as well as observation of stacks on carts or in the receiving area.	13%		
62	5.3.2 Nonsubscription Materials/ Document Delivery	Incoming shipments shall be processed within 2 working days of receipt.	88%	78%	Contractor shall perform observation of the cart.	11		

MOC-1 Peru ance Standards  
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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
63	5.3.4 Project Documentation	Databases shall be maintained for bibliographic data and subscriber information and incoming documents shall be filled within 3 working days of receipt.	88%	75%	Contractor shall perform a semi-annual survey of subscribers (A-L; M-Z); and sample documents on the carts.	10%		
sa	5.4 Cataloging	Originally cataloged material shall be shelf ready within 10 working days, copy cataloged material shall be shelf ready within 5 working days, regular requests shall be processed within 10 working days, and rush items shall be ready within 3 working days (excluding original cataloging).	88%	75%	Contractor and TR will perform random sampling of the carts and the shelves.	10%		
ss	5.5 Reference Services	Reference services, library tours and training shall be provided according to the schedule agreed upon with the customer. Outreach activities shall be accomplished according to the schedule agreed upon with the TR.	92%	80%	Contractor will record each event and the TR will verify each event.	12%		
ss	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	10%		
						100%		
	6.0 Administrative Support							0 5_%

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
67	6.2 Administrative Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.30%	
68	6.3 Drawing File Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.03%	
169	6.4 Organization Development and Training Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.46%	
72	6.5 Community & Media Relations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.41 %	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
73	6.6 Financial Management Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		13.35%	
74	6.7 Resource Analysis Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.43%	
75	6.8 Administrative Project Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.11	
108	6.9 IAPG Power Information Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.49%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	6.11 Information Services Support						17.97%	
77	6.11 Information Services Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.	15%		
170	6.11 Information Services Support	On web posting for single page, posting will be completed within one business day.	90%	80%	Contractor will provide TR with access to a shared directory that contains a log with the transaction postings.	15%		
171	6.11 Information Services Support	Data identified by data owner will be backed up incrementally on a nightly basis and a full back up on a weekly / monthly basis.	95%	94%	Contractor will provide TR with access to a shared directory that contains a log with the completed transaction history.	35%		
172	6.11 Information Services Support	Address production call problems within 4 hours; resolution may entail contacting vendor for assistance, GNOC, and or finding a temporary solution.	90%	80%	Contractor will provide TR with access to a shared directory that contains a log with the call data.	35%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
78	6.12 Education Programs Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.73%	
79	6.13 Commercial Technology Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.34%	
111	6.15 SBIR/STTR Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.03%	
112	6.16 Mobile Television Production Van	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.41%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.89%	
116	6.21 Business Development and Marketing Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.11%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.73%	
118	6.24 Educational Technology Specialist	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.67%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
153	6.25 Communications/WEB Support for the Business Systems Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.02%	
151	6.28 Airport Expansions - 40 Asset Relocation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.39%	
128	6.29 History of NASAs Plum Brook Reactor Facility	Customer surveys, on a scale of 1 through 5 shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.50%	
152	6.30 IFMP Training Coordination	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.64%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
155	6.31 Records Management and History Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.24%	
156	6.32 RETF Historical Preservation	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.00%	
158	6.34 Move Operations	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		6.85%	
167	6.35 Realizing the Dream of Flight Symposium Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.27%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
168	6.36 CAD and Engineering Data Management (EDM) Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.65%	
							100.0%	
80	7.0 Clerical Support 7.2 0100/Office of the Director	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.88%	5%
81	7.3 0120/Office of Chief Counsel	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.45%	
82	7.4 0140/Aeropropulsion Research Program Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.34%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
129	7.6 0170/Plans and Programs Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.01	
84	7.7 0180/Office of Equal Opportunity Programs	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.11 /o	
	7.8 (Reserved)						0.00%	
	7.9 (Reserved)						0.00%	
127	7.10 0300Nehicle Technology Center	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.97%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
8s	7.11 0400/Office of Human Resources	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.71%	
87	7.12 8000/Safety and Assurance Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.02%	
88	7.13 0610/Procurement Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		11.46%	
89	7.14 2000/Aeronautics Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		7.66%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
90	7.15 5000/Research and Technology Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		22.88%	
91	7.16 6100/Space Communications Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.10%	
120	7.17 6500/Space Transportation Project Office	Customer surveys, on a scale of 1 through 5 shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60/00	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.17%	
93	7.18 6700/Microgravity Science Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.16%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
159	7.20 7100/Information Systems Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.02%	
160	7.21 7600/Research Testing Division (RTD)	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.22%	
161	7.22 7700/Eng. Dev. Div. Support to Manufacturing	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.19%	
98	7.23 7300/Facilities Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		4.28%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
162	7.24 7700/Engineering Development Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		5.10%	
101	7.26 6000/Space Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		0.21%	
163	7.27 7800/Systems Engineering Division	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.98%	
103	7.28 9300/Community & Media Relations Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.20%	

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	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
104	7.29 9400/Commercial Technology Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.42%	
105	7.30 9000/External Programs Directorate	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.10%	
121	7.31 Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Program Support	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.28%	
164	7.34-70 10/Business Systems Office	Customer surveys, on a scale of 1 through 5, shall maintain an average percent of the maximum score. (80% = an average score of 4.0 on all surveys in a six-month period.) (60% = an average score of 3.0 of all surveys in a six-month period.)	80%	60%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.08%	
							<b>100%</b>	<b>100%</b>