

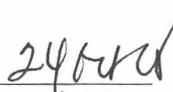
PERFORMANCE MANAGEMENT PLAN/QUALITY ASSURANCE PLAN
FA8903-08-R-9005
PRE-AWARD AND POST-AWARD CONTRACT SUPPORT AND
ADMINISTRATIVE SUPPORT SERVICES

- I. Objective in having service provided: The objective is for the contractor to provide timely and responsive pre-award and post-award contract support and routine administrative support to AFCEE/AC and Other Aligned Agencies. The services to be provided require a variety of administrative tasks that include the following: basic office management skills; high-quality written and oral language skills; ability to maintain excellent cooperative working relationships with co-workers, related functional customers, and operating officials; flexible attitude; and ability and willingness to learn new skills. These services will assist AFCEE/AC in servicing their internal and external customer requirements.
- II. IVIS MULTI-FUNCTIONAL TEAM (MFT):
- (1) IVIS AFCEE Contracting Officers (CO) AFCEE/AC
 - (2) IVIS AFCEE Program Manager (PM) AFCEE/AC
 - (3) Quality Assurance Program Coordinator (QAPC) AFCEE/AC
 - (4) AFCEE Contracting Officer Representatives (COR) and support team member in organizations listed below as specified in individual task orders. The IVIS TO COR and support team members participating at the task order level will not require formal appointment to the MFT.
 - (5) Mission Support AFCEE/OD/MS
 - (6) Visual Media AFCEE/MSP
 - (7) Budget, Cost Scheduling AFCEE/MSR
 - (8) Technical Expertise (Environmental, Engineering, Design, Regulatory) AFCEE/TD/REO's
 - (9) Installation Engineering Environmental Leadership AFCEE/IW/IS/IC/BC
 - (10) Housing Excellence AFCEE/HD
 - (11) Stakeholders: Worldwide AFCEE customers as applicable
 - (12) IVIS Contractor

- III. Roles and Responsibilities of Multi-functional team members: The contracting officer appointed contracting officer's representative (COR) will determine whether the contractor has consistently satisfied the expected quality level as dictated by the objectives in the statement of work "The contractor shall perform accurate and timely pre-award and post-award contract support and routine administrative support services as stated in accordance with the requirements of this Performance Work Statement (PWS) as stated in tasks 2.1 thru 2.18. ". The contracting officer will provide overall contract support by issuing orders against the basic contract and advising requirements and contractor personnel on the proper contractual obligations of the parties. The contractor will provide the services as designated in the PWS.
- IV. Strategy for assessment of contractor performance against Metrics. Customer complaints and tracking number of days that service is not provided will be the primary tool as follows: Performance Threshold: These services shall be performed with no more than two (2) valid customer complaints per month per task order that have a material effect on performance that could not be resolved in a timely manner by the contractor. Additionally, contractor failure to provide accurate and timely contract and administrative support for a period greater than 10 business days will be reported in the Contactor Performance Assessment Reports (CPARS). The contractor's management approach for compliance with the objectives may also be utilized to insure that the objectives are met.
- V. Management approach, methods and tools the multi-functional team will use to validate the objectives above: The contractor's management approach for compliance with the objectives may also be utilized to ensure that the objectives are met. In those instances when performance is not met, other contractual options for meeting those services will be considered. Since this is an indefinite delivery/indefinite quantity (IDIQ) contract, the government has the option of pursuing the services through other contractual vehicles if services by the contractor do not meet the performance objectives.

**MULTI-FUNCTIONAL TEAM MEMBERS
SIGNATURE PAGE**


Contracting Officer


Date

Carol McLellan 10/24/08
Program Manager Date

Carolyn R. Rubottom 28 Oct 08
QAPC Date