

2. AMENDMENT/MODIFICATION NO. 36	3. EFFECTIVE DATE August 27, 2003	4. REQUISITION/PURCHASE NO. N/A	5. PROJECT NO. (If applicable)
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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	7. ADMINISTERED BY (If other than Item 6) CODE
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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)
	ON	10A. MODIFICATION OF CONTRACT/ORDER NO. NA 3-99179
		10B. DATED (SEE ITEM 13) November 1, 1999

CODE BX 34	FACILITY CODE
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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 CONTRACT 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 is not, is required to sign this document and return - copies to the issuing office.

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

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

1. Performance Requirements Summary containing weighted Standard Performance Levels (SPL) and Acceptable Quality Levels (AQL) (1 page).
2. Positive Adjustment Factors (PAF) and Negative Adjustment Factors (NAF) (1 page):
3. MOC-1 Performance Standards (22 pages).

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
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED
BY (Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)
	16C. DATE SIGNED August 27, 2003

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%	13.729% 91.53%	11.900% 79.34%
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%	17.962% 89.81%	16.044% 80.22%
5.0 <u>LIBRARY SERVICES</u>	10%	9.101% 91.01%	7.388% 73.88%
6.0 <u>ADMINISTRATIVE SUPPORT</u>	5%	4.001% 80.02%	3.002% 60.03%
77-0 <u>CLERICAL SUPPORT</u>	5%	4.000% 80.00%	3.000% 60.00%
TOTALS	100%	90.712%	80.132%

	Task Value	Weighted SPL	Weighted AQL
<u>TASK GROUP 1 (WBS 1 & 5)</u>	25%	22.830% 91.32%	19.288% 77.15%
<u>TASK GROUP 2 (WBS 2, 3, & 4)</u>	60%	55.282% 92.14%	50.692% 84.49%
<u>TASK GROUP 3 (WBS 6 & 7)</u>	10%	8.001% 80.01%	6.002% 60.02%
<u>CONTRACT REPORTING</u>	5%	4.600% 92.00%	4.150% 83.00%
TOTALS	100%	90.712%	80.132%

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	91.32%	77.15	125%	2.880	7.059	25%	100%
Task Group 2	92.14%	84.49%	125%	3.179	13.072	25%	100%
Task Group 3	80.01	60.02%	125%	1.251	5.002	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
NAS3-991179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
2	<u>Contract Reporting</u> 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.	500%		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.	500%		
	<u>1.0 Logistics</u>							150%
	<u>1.1 Property Management Services</u>						270%	
3	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.	200%		
4	1.1 Property Management	NEMS equipment shall be tagged and entered into the NEMS database within 10 working days of <u>receipt of the equipment.</u>	90%	85%	Contractor shall perform a random sampling of the data in the NEMS database.	30%		
5	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by December 31.	490/.	- 00%	Contractor shall review the inventory open/dose report	150%	odd fee period	
6	1 A Property Management	Software shall be removed from all computers and disk drives prior to reuse, 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 50 Computer disk drives cleaned by IT Corp. in a six-month period.	5%	-----	

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							5%
	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%		
z	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%	
	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.	15%		
5	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.	25%		
	1.1 Property Management	Wall-to-wall, floor-to ceiling equipment inventory shall be conducted each year by September 30.	99%	0%	Contractor shall review the inventory open/close report	20%	even fee period	
	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 50 computer disk drives cleaned by IT Corp.in a six-month period.	15%		

MOC-1 Performance Standards
NAS3-99179

#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
	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).	25%		
—	1.2 Freight Traffic						19%	
s	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%		
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						27%	
13	1.4 Supply Management	Stock items shall be placed in bin within 28 working hours after material is received at the <u>dock</u> .	95%	90%	Contractor shall review the Material Tracking System (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%		
fs	1.4 Supply 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%		
—	1.5 Transportation Operations						27%	
15	1.5 Transportation Operations	Direct delivery packages shall be processed and delivered within 16 working hours after material is <u>received on the dock</u> .	95%	90%	Contractor shall review the MTS report monthly.	10%		
17	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%		
18	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%		
fs	1.5 Transportation Operations	Government back orders shall be received, processed and delivered to the customer within 24 working hours after receipt <u>at the dock</u> .	95%	90%	Contractor shall review the MTS report monthly.	10%		

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
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 shall be sorted and delivered the same day as it is received, Tuesday through Friday. Monday and the day following a holiday, all mail shall be processed and delivered within a 24 hour period. (This standard does not apply to bulk mail.)	95%	90%	TR will perform personal observation on a daily basis. (Percent is calculated using the average number of pieces of mail delivered per day.)	10%		
24	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance inspections shall be scheduled and completed in accordance with the Lewis Vehicle Maintenance Schedule	95%	90%	Contractor shall review the LVMS maintenance due report.	10%		
25	1.5.5 Vehicle Maintenance	Vehicle preventative maintenance shall be completed in accordance with the NASA form C-726, Vehicle Maintenance and Safety Inspection Check List, and shall be completed correctly.	95%	90%	TR and customers will perform personal observation. TR will review the check lists.	10%		
26	1.5.5 Vehicle Maintenance	Unscheduled repairs shall be complete and correct.	95%	90%	TR and customers will review the work order requests and NASA form C-696, Vehicle Repair Work Orders.	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%		
	<u>2.0 Imaging Technology</u>							20%
29	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%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
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.	98%	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%		
	3.0 Publishing							20%
	3.1 Scientific and Technical Publishing						75%	
106	3.1 Scientific and Technical 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%		
35	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%		

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
36	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%		
152	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%	95%	Contractor shall review completion of required forms at the time the technical report is reviewed.	15%		
39	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%		
165	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%		
	3.2 Duplicating						25%	
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%		
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%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
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%		
	<u>4.0 Metrology Services</u>							
	<u>4.1 Calibration</u>						85%	20%
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%		
48	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%		
4s	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%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
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 TR_IR 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%		
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 verify.	25%	15%	LTOC related
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.	15%		
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 TR_IR concur and will review the reports for required information.	20%		
56	4.2 Instrument Pool	Instrument pool shall be staffed 90% of the time the pool is open. An attendant shall be available to provide informed assistance to the customers during the hours of operation. (A score of 100 is achieved by staffing 90% of the time.)	85%	75%	Contractor shall review daily sign in sheet for the instrument pool.	15%		
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%	Contractors shall verify at least weekly that all equipment on the list meets the availability requirements.	25%		
	5.0 Library Services							10%

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
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%		
so	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.	11		
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.	10%		
107	5.3.1 Subscription Materials	Journal usage reports shall be submitted by the 10th working day in July	99%	0%	TR will verify the date the report is received	5%	even fee periods	
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%		
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%		

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
64	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%		
65	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.	11%		
66	5.6 Electronic Library	Networks shall be fully operational for access by customers and library staff.	95%	75%	Contractor reports availability.	10%		
						100%		
	<i>6.0 Administrative Support</i>							5%
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.		9.03%	

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
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.		3.50%	
ass	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.		11.76%	
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.		3.01	
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.		17.10%	

MOC-1 Perfo, ice Standards
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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
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.		1.50%	
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.		2.07%	
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.		1.71	
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.		7.79%	

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
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.		2.44%	
7s	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.		6.60%	
	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%	PM will compile the average score of customer satisfaction. Individual surveys will be available for review.		1.07%	
	6.16 <i>Mobile</i> Television Production Van						0,12%	
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.	10%		

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
150	6.16 Mobile Television Production Van	The van satellite dish shall be exercised and used for test uplinks within a 60-day period of non-use.	95%	90%	Supervisor shall verify on a monthly basis that the satellite dish has been exercised with a 60-day period of non-use.	90%		
114	6.18 Science Engineering Mathematics Aerospace Academy (SEMAA) Program Management	Customer surveys, on a scale of 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%	PINS will compile the average score of customer satisfaction. Individual surveys will be available for review.		3.04%	
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.		2.07%	
117	6.23 OEP Program Coordinator	Customer surveys, on a scale of 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.		1.70%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
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.		2.61	
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.		1.97%	
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.		1.35%	
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.		3.50%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
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.		1.32%	
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.		3.46%	
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.		8.55%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
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.		1.09%	
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.		1.66%	
							100.0%	
	7.0 <u>Clerical Support</u>							
80	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.		0.76%	
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.		2.34%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
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.		1.24%	
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.		1.06%	
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.		1.09%	
	7.8 (Reserved)							-
	7.9 (Reserved)						0.00	
127	7.10 0300Vehicle 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.		1.03%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
88	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.		6.67%	
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.		3.03%	
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.		10.61	
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.		7.02%	

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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.		25.45%	
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.		2.13%	
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%	PIMS will compile the average score of customer satisfaction. Individual surveys will be available for review.		2.22%	
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.		5.14%	

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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.		3.65%	
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.		5.06%	
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.		2.14%	
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.		4.82%	

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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.		4.84%	
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.		1.94%	
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.		1.08%	

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#	WBS	Definition of Performance Standard	SPL	AQL	Verification Method	Weight of Standard	Weight Within Task	Weight Within Contract
Boa	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.		2.34%	
Los	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.		1.01%	
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.		2.12%	
-sa	7.34 7010/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.		0.99%	
							100%	100%