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Performance Work Statement (PWS) Warehousing Support Services

1. INTRODUCTION: This requirement is to provide the Defense Logistics Agency (DLA) with warehousing support services including receiving; storing; issuing; distributing; delivering, and accounting for supplies and materials as required by the Fleet Readiness Center Southeast (FRCSE), Jacksonville. Supplies and materials may include aeronautical components, industrial supplies, hazmat materials, raw materials such as aluminum and titanium, and classified material/equipment such as firearms. Classified avionics equipment, bulk deliveries like 55 gallon drums, large heavy plant equipment such as motors or pumps, etc.

2. BACKGROUND: The Southeast Program Manager for Logistics, located at Fleet & Industrial Supply Center (FISC), Jacksonville, is tasked to provide logistical support functions for Navy Region Southeast and Navy Region South Jacksonville. A part of this responsibility is ensuring adequate warehousing initiatives for supplies and materials are maintained to sustain the Navy's mission.

3. SCOPE: The contractor shall provide all necessary personnel, supervision, tools, and materials (except as specified as government-furnished) to support and perform the requirements specified in this PWS. Service support is required in the areas of warehouse operations, material delivery, material handling, customer service, inventory management, program management, and unique industrial activity support as specified herein. Warehousing support is required at the Naval Air Station (NAS), Jacksonville, FL. Unless otherwise specified, the contractor will be required to process receipts, stows, issues, adjustments, and corrections using the documentation and directives that are in place and effective on the date the transactions occur. Currently, these transactions can require the use of FRCSE, NAVSUP/FISC or DLA IT systems. During the next two years, DLA Richmond plans to implement major business process changes that will affect every way DLA Jacksonville will materially support its FRCSE customers. These changes are the direct result of the latest round of Base Realignment and Closure (BRAC) 2005 Supply, Storage, and Distribution (SS&D) decisions for the Navy. DLA will be pushing forward a new Inventory Management and Stock Positioning (IMSP) technology along with the continued business process changes that will be incorporated.

4. APPLICABLE DIRECTIVES: NAVSUP Instructions, DLA Instructions, FRCSE Instructions and Process Guides.

5. REQUIREMENTS:

5.1 Customer Support- Contractor personnel shall:

- a. Receive, review, and process requests
- b. Initiate actions to provide products, services, and information
- c. Coordinate resolution of customer problems and complaints
- d. Review receipt documents for shelf life codes
- e. Stow shelf life material in specially designed locations
- f. Monitor expiration dates, separate expired material from current shelf life items
- g. Stage material awaiting disposal and dispose of expired materials
- h. Perform physical stock inspection and rotation associated with shelf life support
- i. Prepare documentation, correspondence, reports
- j. Collect/distribute system generated reports, maintain records
- k. Attend meetings with Government representatives
- l. Utilize and operate word processing equipment/software and variety of other standard office equipment including telephones and fax machines

5.1.2 Warehousing Support- Contractor personnel shall:

- a. Receive, store, and issue materials
- b. Update and maintain the accuracy of applicable supply management information databases
- c. Perform daily inventory counts and/or wall to wall inventory counts as required
- d. Make corrections to the database of inventory record as necessary

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5.1.3 Material Handling Support- Contractor personnel shall:

- a. Receive all incoming material
- b. Inspect material for quantity, condition, shelf-life, and special handling requirements
- c. Sort, stage, and label parcels for delivery including multi-packs
- d. Maintain accountability of receipts and required documentation
- e. Separate material that cannot be processed due to missing or inaccurate paperwork
- f. Perform research, prepare documentation, and take any other necessary action to determine appropriate disposition and process to include redirecting misdirected shipments
- g. Pull and stage materials for further issuance
- h. Process materials in the supply management system of record
- i. Annotate, research, document, report, and resolve quantity discrepancies
- j. Prepare inventory identified as excess for disposal

5.1.4 Delivery Operations Support- Contractor personnel shall:

- a. Manage delivery operations of materials/supplies from one location to another
- b. Utilize forklifts and motorized vehicles
- c. Ensure all materials transported are properly restrained and secured to prevent damage and/or accidents
- d. Comply with established transportation standard operation procedures
- e. Perform daily pre-operational inspections to vehicles including checking all fluid levels, tire pressure, and safety equipment
- f. Stage and sort material for delivery/pickup
- g. Pick-up/deliver materials for customers throughout the base
- h. Ensure deliveries are made within required timeframes
- i. Maintain signature log for purpose of tracking receipt and deliveries of all 100% traceable 7R items to production shops
- j. Manage MHE operations to include inventory management, coordination of MHE repair and maintenance, and support of the Service Life Extension Program (SLEP)

5.1.5 Management Support The Program Manager (PM) must be qualified to manage the overall work being performed. The PM shall serve as the principal point of contact for the COR. The PM shall act as the local point of contact for day-to-day operations and to act as an official representative of the company. The PM shall meet with the COR on a weekly basis during the first month of contract performance and thereafter on a monthly basis to review contract performance. Meetings shall include review and analyses of key performance indicators, analyses of deficiencies, and problem resolution. At these meetings, the COR and the contractor will discuss the contractor's performance as viewed by the Government and problems, if any, being experienced. The contractor shall take appropriate action to resolve outstanding issues. A mutual effort shall be made by the contractor and Contracting Officer (KO) or COR to resolve any and all problems identified.

The PM shall have full authority to act for the contractor on all program and contractual matters relating to daily management and operation of this requirement. The site managers shall also have experience in logistics functions and industrial support.

5.1.6 Resource Tool: The below table is provided only as a tool to assist in establishing resources. It is the contractor's sole responsibility to determine actual resources needed to properly execute contract requirements.

Position	Base Year (# of personnel)	Option Year 1 (# of personnel)	Option Year 2 (# of personnel)	Option Year 3 (# of personnel)	Option Year 4 (# of personnel)
Program/Site Manager	1	1	1	1	1
Truck driver, light truck	3	3	3	3	3
Warehouse Specialist	26	26	24	24	24

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5.2 Language Requirements: All contractor personnel shall be sufficiently competent in reading, writing, speaking, and understanding English to perform the work.

5.3 Personnel Conduct: The selection, assignment, reassignment, transfer, supervision, management, and control of contractor personnel employed to perform tasks specified herein shall be the responsibility of the contractor. The contractor shall be responsible for the performance and conduct of contractor and subcontractor employees at all times. Personnel employed by the contractor in the performance of this requirement, or any representative of the contractor entering the installation shall abide by the security regulations listed in the solicitation and shall be subject to such checks by the Government as deemed necessary. The contractor shall not employ for performance under this requirement any person whose employment would result in a conflict of interest with the Government's standards of conduct.

5.4 Personnel Compliance: The contractor shall ensure that contractor employees observe and comply with all local and higher authority policies, regulations, and procedures concerning fire, safety, environmental protection, sanitation, security, traffic, parking, energy conservation, flag courtesy, "off limits" areas, and possession of firearms or other lethal weapons. When two or more directives or instructions apply, the contractor shall comply with the more stringent of the directives or instructions.

5.5 Personnel Removal: Government rules, regulations, laws, directives, and requirements that are issued during the term of the performance period relating to law and order, installation administration, and security shall be applicable to all contractor employees and representatives who enter the installation. Violation of such rules, regulations, laws, directives, or requirements shall be grounds for removal (permanently or temporarily as the Government determines) from the work site or installation. Removal of employees does not relieve the contractor from the responsibility for the work defined in this contract. The contractor is expected to provide adequate support services despite personnel removal or other unforeseen condition.

5.5.1 Removal by Installation Commander: The Installation Commander may, at his discretion, bar an individual from the installation under the authority of 18 USC 1382 (1972), for conduct that is determined to be contrary to good order, discipline, or installation security and safety.

5.5.2 Removal by Contracting Officer Representative (COR): The COR may require the contractor to remove an employee working under this requirement for reasons of misconduct or security. Contractor employees shall be subject to dismissal from the premises upon determination by the COR that such action is necessary in the interest of the Government.

5.5.3 Removal by Military Police: Contractor employees may be denied entry to or may be removed from the installation by Military Police if it is determined that the employee's presence on the installation may be contrary to good order, discipline, or installation security and safety.

5.6 Personal Appearance: Contractor personnel shall comply with local military commander's dress codes. In addition, contractor personnel must wear uniforms (shirts) that clearly identify the prime company they work for during the performance of their duties. The shirt shall have sleeves and the company's identification must be adhered to the outer garment in a permanent method (e.g., sewed, embroidered, inked). The subcontractor employees to the prime contractor shall wear the uniform of the prime contractor, and may, under the prime contractor's company name, list the subcontractor's name as a subcontractor.

5.7 Training: The contractor shall develop a training program to ensure contractor personnel are trained to support the requirements of this contract. The training does not relieve the contractor from ensuring that contractor personnel are qualified to perform their assigned tasks when they begin employment under this contract. The contractor shall maintain records of all scheduled and completed training, certifications, qualifications and licenses.

5.7.1 Hazardous Material Training: Hazardous material handling is required in performance of this contract. The contractor shall ensure contractor personnel handling hazardous material are trained in hazardous material handling.

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5.7.2 Specialized Training: The Government will provide all specialized and familiarization training peculiar to the FISC and FRCSE work processes, computer systems, software applications (MRP II, NDMS, WECAT, WEBLINK, etc.) and associated procedures.

5.8 Operating Policy: The operating hours for the participating sites are identified below:

Normal Operating Hours

Site	Normal Operating Hours	
	Monday - Friday	Saturday
FRCSE, Jacksonville, FL		
• Bldg 794, 795, 797, 140 & 101 Complex including several PBL supported FRCSE production stockrooms.	0600 – 2300	0600 – 1430
• Bldg 109, Stockroom AA, BR, GG/WR and UV	0600 – 1430	0600 – 1430
• Bldg 109, 110 and FRCSE (Transport)	0600 – 1430	0600 – 1430

Normal hours of operation represent the minimum standard for customer support and do not include weekends and holidays unless otherwise stated. Actual hours of operation may increase for emergency, supply-related functions that are performed in response to, or are affected by customer operational requirements. The times, including times outside of normal operating hours, that functions are performed under this contract are dictated by the operational requirements of the customers that are being supported.

5.8.1 Hours of Operation other than Normal: Some situations may require the contractor to work other than normal operating hours. These situations may include contingency operations or weather emergencies. The contractor shall schedule work to minimize the disruption when the contractor's access to a work area conflicts with a Navy mission requirement. Such scheduling may require work to be accomplished at times other than normal working hours. There may be an occasional emergency delivery of high priority material that would require the contractor to work later than 1430. There will be times of reduced operation or closure, i.e., weather days, the day after Thanksgiving, and usually the normal workdays between Christmas and New Years, referred to as the Christmas shutdown. The contractor may be required to have a minimal standby crew for reduced operations.

5.8.2 Performance of Services during Crisis Declared by the National Command Authority: Warehousing support services shall continue as directed by the government during a declared National Emergency. This function has been determined to be essential for performance during crisis and is IAW DOD Instruction 3020.37, "Continuation of Essential DOD Contractor Services During Crisis" and Navy implementation thereof. The frequency of ship and aircraft visits and quantity of services, to include but not limited to receiving, stowing, issuing, packing/crating and shipping of items and material will increase. Ships and aircraft may require fulfillment of supply support at other than normal working hours in order to meet operational commitments and the contractor's employees may be required to work until the ship and aircraft are loaded and ready to depart. The contractor will be provided as much notice as is practical.

5.8.3 Temporary Base Closures: When an unforeseen installation closure or curtailment of activities occurs on a regularly scheduled day of work, the Government will have the following option:

- Reschedule the work to be performed on the following workday.
- Reschedule the work on any day acceptable to the Government.
- Unforeseen installation closures or curtailment of activities may include but are not limited to inclement weather, natural disasters, and heightened security conditions.

Notification is provided by local radio and television stations, which broadcast closings and delayed opening announcements. Only activities that have been designated as essential services by the COR shall maintain operational staffing during base closure.

5.8.4 Federal Holidays: The Federal holidays observed are: New Years Day, Martin Luther King's Birthday, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day,

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Thanksgiving Day, and Christmas Day. When a holiday occurs on a Sunday, Federal employees are normally granted the following Monday as the holiday observance. The contractor will observe these same holiday periods.

5.9 Smoking/Drug/Alcohol Policy: The contractor shall comply with local command smoking policies and workforce requirements. The contractor shall also comply with all Federal drug-free workplace and workforce requirements and local command policies. Copies of both policies will be provided to the contractor by the COR at performance start date. For those positions requiring drug testing (i.e., Motor Vehicle Operator, Top Secret Clearance, etc.) the contractor shall verify, by the date of the assumption of responsibilities, that such testing has been completed for those individuals and that the required random testing applies.

5.10 Security Requirements:

5.10.1 Information Security: To the extent the contractor receives or is given access to proprietary data, data protected by the Privacy Act of 1974, or other classified or privileged technical, business, or financial information under this contract, the contractor shall treat and protect such information IAW any restrictions imposed on such information as outlined in the regulations. Access includes the functions of data handling, storage, electronic transmission and physical distribution.

5.10.2 Physical Security: The contractor is responsible for knowledge of and compliance with all OPNAV and local site instructions, policies and procedures regarding physical security in the performance of this contract. The contractor shall safeguard all Government property in assigned work areas and secure all Government material in the contractor's possession when not under direct physical control of contractor employees.

5.10.3 Identification Badges and Passes: All contractor employees shall obtain and display required employee and vehicle passes IAW local base policy and instructions. The Government will issue badges without charge. Each employee shall provide the information requested for the badge and vehicle pass, and shall wear the Government-issued badge over the front of their outer clothing, visible and above the waist. Government-issued employee identification shall be worn at all times while on the installation and provide for inspection when requested by management, security, or police personnel. Passes and badges issued by the contractor to their employees are in addition to the requirements of the Government for employee identification. Lost badges shall be reported immediately to the issuing office. The contractor shall be responsible for ensuring all departing employees are out-processed, to include turn-in of security identification badges. When an employee leaves the contractor's service, the employee's identification card shall be returned to the COR upon their departure. The COR will have and exercise full and complete control as to granting or denying security identification badges. It shall be the contractor's responsibility to account for all security identification badges issued to contractor employees.

5.10.4 Key Control: The COR will ensure keys are issued for contractor assigned spaces. The contractor shall establish a control system IAW OPNAVINST 5530.14C and 5530.15A and local base policies and instructions to safeguard Government-issued keys to prevent theft, loss, or use by unauthorized persons. If, through negligence of the contractor, the Government must re-key locks for which the contractor has received keys, the contractor shall reimburse the Government for costs incurred.

5.10.5 Automated Information System (AIS) Security: The contractor shall comply with NAVSUPINST 5239.1 series and site-specific installation regulations for information security.

5.11 Security Clearances:

5.11.1 Non-U.S. Citizens: Due to security clearance requirements, the contractor shall ensure all personnel employed in the performance of this contract are United States citizens or non-United States citizens legally admitted into the U.S., who can produce evidence of legal authority to be employed in the United States, IAW the National Industrial Security Program and International Traffic and Arms Regulations (ITAR).

5.11.2 Classified Information: Contractor employees who require access to classified information shall be investigated and cleared under the National Industrial Security Program (NISP). A Visit Request, DD Form 254 or DOD Letter of Consent-NISP Form, shall be submitted to the COR and servicing Command Security Manager validating the clearance level. Contractor employees who require access to sensitive unclassified information or

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computer systems are required to have a favorable National Agency Check (NAC) IAW SECNAV INST 5510.30 series and SECNAVINST 5510.36 series. The employee roster provided to the COR will be used by the Command Security Manager to accomplish this check under the Facilities Access Determination Program. The Government retains the right to exclude any contractor employee from performance of duties under this contract if that employee is a security risk or is unable to obtain a security clearance. The exclusion of an employee for security reasons shall not relieve the contractor from performance of the services required under this contract. DD Form 254 contains additional information regarding specific higher-level security clearances. Periodic updates to past investigations are mandatory and employee participation in providing information and completing forms is required. Personnel that require a security clearance must have, at minimum, an interim clearance granted prior to beginning work performance.

5.12 Vehicle and Equipment Operation:

5.12.1 Privately-Owned Vehicle (POV) Permits: Contractor personnel using POV's on DOD installations shall have proper permits for entry onto the installations. All vehicles, private or contractor-owned, must comply with the vehicle operation regulations that govern installations. All vehicles are subject to search while on DOD installations. Vehicles shall be operated IAW local and state laws as well as installation specific traffic regulations.

5.12.2 POV Parking: The contractor shall utilize on-station POV parking in authorized areas. The Government reserves the right to change parking arrangements at any time.

5.12.3 Other Vehicle and Equipment: All contractor vehicle and equipment operators shall comply with the licensing requirements of all federal, state, installation specific traffic regulations and applicable requirements of NAVFAC P-300, NAVSUP PUB 572, and NAVSUP PUB 538, OSHA regulations, 29 CFR Part 1910 (Powered Industrial Trucks). The contractor shall maintain on file and in the possession of the operator, proof of all qualifications.

5.12.4 Truck Access Measures: Contractor personnel shall adhere to truck access control measures being employed at the sites. During FPCON Charlie and Delta postures, access points shall be limited to the absolute minimum and commercial deliveries restricted to essential items only. The contractor shall postpone or cancel non-essential deliveries, or material intended for projects/events that have been postponed or canceled due to the current situation.

5.12.5 Traffic Accident Report Requirements: The contractor shall report to Base Security, within one hour, any traffic accident involving contractor personnel that occur on base, whether in the performance of this contract or commuting in their POV's, IAW OPNAVINST 5102.1 series, OPNAVINST 5100.23 series, and other applicable local instructions. The contractor shall supply a copy of any on-base traffic accident report to the COR within five workdays after each occurrence. The contractor shall also provide the COR a copy of any report of an off base traffic accident that involves contractor personnel in the performance of this contract within five workdays after each occurrence.

5.12.6 Fines, fees, Point Assessment and other Costs: The contractor shall pay all fines, fees, point assessment, and other costs associated with traffic violations or accidents that occur in the performance of work under this contract.

6. GOVERNMENT FURNISHED EQUIPMENT (GFE): The Government will furnish all necessary facilities, utilities, and supplies required to efficiently run the centers including desks, chairs, computers, hardware, software, telephone equipment, and office supplies. Contractor personnel shall only use Government furnished facilities and equipment to accomplish required tasks. Personal use of phones, utilities, computers, printers, copiers, etc. not directly related to required services is strictly prohibited.

6.1 Property Listing: The following equipment will be furnished to the contractor to perform services:

Nomenclature	SERIAL #	Quantity	Location
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4K Electric Forklift	USN 13-080359	1	Building 109
4k Propane Forklift	USN 13-97423	1	109
Industrial Vehicle	N65886-033061	1	109
Clark Electric Pallet Jack	N65889-675918	1	109
Industrial Vehicle	N65886052265	1	110
3K Gas Forklift	N65886030559	1	110
5K Gas Forklift	N65886030558	1	110
Harlan	USN 11-04883	1	110
Harlan	USN 11-89084	1	110
Harlan	USN 11-04387	1	110
6K Forklift	USN 13-41523	1	110
6K Forklift	USN 13-41532	1	110
Industrial Vehicle	N6588606431	1	110
Industrial Vehicle	N65886045223	1	110
Trailer	N65886-052359	1	110
Trailer	N65886-064181	1	110
Trailer	N65886-052360	1	110
Trailer	N65886-039762	1	110
Trailer	N65886-023843	1	110
Trailer	N65886-023850	1	110
Trailer	N65886-023846	1	110
Trailer	N65886-052841	1	110
Trailer	N65886-060806	1	110
Rental Equipment			
JLG 10 MSP Lift	N/A	3	109

6.2 Property Tracking: The contractor shall internally track all equipment, material, tools, and equipment. The contractor shall notify the COR within seven calendar days after the occurrence if any Government furnished property is missing, stolen, or recovered. Unless otherwise stated, the property furnished by the Government for this requirement is considered adequate for the performance of services. Any additional property provided by the contractor in performance of this contract shall be at no cost to the Government.

7. CONTRACTOR FURNISHED EQUIPMENT (CFE): The contractor shall provide all safety and personal protective equipment required for performance of work to contractor personnel including but limited to safety gloves and shoes.

8. DELIVERABLES:

8.1 Transition-In Plan: The contractor shall develop a Transition-In Plan to effect the smooth and orderly assumption of the responsibilities contained in the PWS from the incumbent, Technical Support Services. The incoming contractor shall work with the incumbent to prepare to assume full responsibility for all areas of operations. Although the incoming contractor and the incumbent will work together during the transition period, the incumbent will assume full responsibility during this time. This period will be approximately 30 calendar days in duration.

8.2 Quality Control Plan (QCP): The contractor shall ensure quality service is maintained to perform services throughout the life of the contract and methods for improving the overall quality are also employed. The contractor shall therefore prepare and submit a QCP that addresses requirements listed in the PWS. The final

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Government approved plan shall be submitted to the COR within five (5) working days of the contract start date. The plan shall at a minimum discuss the following:

- Overall approach and procedures for evaluating each of the major service areas contained in the PWS
- Communicating with the Government
- Resolving deficiencies
- Identifying potential improvements
- Managing day to day operations

As part of the QCP, the contractor may conduct internal QC inspections. Results of any contractor internal QC inspections and corrective actions taken shall be made available to the Government for review throughout the performance of this contract. The Government may periodically require the contractor to update/revise the QCP to ensure quality service is maintained throughout the life of the contract.

8.3 Employee Identification Roster: The contractor shall submit to the COR the names of all employees and any alternates performing work under the contract no later than five (5) working days prior to contract start date. The list shall include each employee's name, social security number, work assignment, training, certifications, and qualifications. The contractor shall ensure a current/updated list is maintained throughout the life of the contract and provide an updated copy to the COR as necessary.

8.3.1 Federal Government Employees: The contractor shall not employ or enter into a contract with any person to perform work under this contract who is an employee of the United States Federal Government, either military or civilian, unless such person receives approval IAW applicable Federal, Navy, and DOD regulations.

8.4 Heightened Security Operations Roster: The contractor shall comply with FISC and local base policies to ensure mission accomplishment during heightened naval installation security postures known as Force Protection Conditions (FPCON) Bravo, Charlie and Delta. These postures apply when an incident occurs or intelligence is received indicating some form of terrorist action against personnel and facilities is imminent. To provide continuity of operations, the contractor shall designate in writing to the COR no later than five (5) working days prior to contract start date, the identity of those staff members deemed "mission essential personnel," who will require access to naval installations during increased FPCON instances (Charlie and Delta). The COR will include the names, social security numbers and dates of birth of those deemed mission essential on a roster and submit to the Security Department. In addition to being on the Security roster, contractor employees shall present valid identification to gain access to the sites.

8.5 Safety and Health Plan: The contractor shall develop and implement a comprehensive safety program for protection of its employees. The program shall comply with OPNAVINST 5100.23 series, all applicable Federal, state, and local safety and health standards. The contractor Safety and Health Program shall at a minimum include the following:

- Standards and Codes – Identification of and provisions for compliance with applicable industry and safety standards and codes.
- Occupational Safety and Health Administration (OSHA)/Navy Occupational Safety & Health (NAVOSH) Inspections – Provisions for granting access without delay and at reasonable times to OSHA and NAVOSH officials for inspections. The contractor is subject to enforcement authority by Federal, state, and installation safety and health officials.
- Environmental Requirements – Provisions for compliance with all applicable Federal, state, and local laws or permits and DOD, Navy and installation safety and environmental requirements and instructions. With regards to Hazardous Material (HAZMAT) procurement and use. Provisions for

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hazardous waste (HAZWASTE) and hazardous material (HAZMAT) accumulation, transportation, and storage as well as spill cleanup and training.

- Safety Equipment – Provisions for appropriate special safety equipment and clothing and methods of required safety precautions when working with chemicals, electricity, vehicles, Material Handling Equipment (MHE), and power tools. The contractor will enforce personal protective equipment usage regulations/policies.
- Accident and Exposure Reporting – (1) The contractor shall report to the COR exposure data and all accidents resulting in death, trauma, or occupational disease. All accidents must be reported to the COR within 24 hours of their occurrence. (2) The contractor shall submit to the COR a full report of damage to Government property and/or equipment by contractor employees. All damage reports shall be submitted to COR within 24 hours of occurrence.

9. PERIOD OF PERFORMANCE:

Base Yr: 1 October 2012 to 30 September 2013
Opt. Yr One: 1 October 2013 to 30 September 2014
Opt. Yr Two: 1 October 2014 to 30 September 2015

10. COR: The COR appointed by the Contracting Officer to assist in the technical monitoring and or administration of this contract is:

[to provided upon award of contract]

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