05

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. Contract ID Code	Page 1 of Pages 5

2. Amendment/Modification No.	3. Effective Date	4. Requisition/Purchase Req. No.	5. Project No. (if applicable)
0019	Aug 16, 2001		

6. Issued By — Code CPSC
US CONSUMER PRODUCT SAFETY COMM
DIVISION OF PROCUREMENT SERVICES
4330 EAST WEST HWY ROOM 517
BETHESDA, MD 20814-4408
PETER J NERRET (301) 504-0444

7. Administered By (If other than Item 6) — Code PJN
PETER J NERRET
(301) 504-0444 EXT. 1150

8. Name and Address of Contractor (No., Street, County, and Zip Code)
Logistics Applications, Inc.
2760 Eisenhower Avenue
Suite 302
Alexandria VA 22314

Vendor ID: 00017551
DUNS: 177039286
CAGE:

(X) 9A. Amendment of Solicitation No.

9B. Date (See Item 11)

X 10A. Modification of Contract/Order No. CPSC-C-97-1006R

10B. Date (See Item 13) Apr 18, 1997

Code | 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 Offers ☐ is extended ☐ 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)
$ US 0.00

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

(x) A. This change order is issued pursuant to: (Specify authority) The changes set forth in item 14 are made in the Contract Order No. in item 10A.

B. The above numbered Contract/Order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) Set fourth item 14, pursuant to the authority of FAR 43.103 (b)

C. This supplemental agreement is entered into pursuant to authority of:

X D. Other (Specify type of modification and authority)
BILATERAL AGREEMENT, FAR 43.103(a)

E. IMPORTANT: Contractor ☐ is not, X is required to sign this document and return 2 copies to the issuing office.

14. Description of Amendment/Modification (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is modify various sections of the contract, identify a replacement Government Project Officer and to provide a revised incentive fee plan.

Based on the above, this contract is hereby modified as follows:

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)		16A. Name and title of Contracting Officer (Type or Print)	
WILLIAMS W. WALKER, III PRESIDENT w walker@logapp.com		Donna Hutton (301) 504-0444 CONTRACTING OFFICER jlawn@cpsc.gov	
15B. Contractor/Offeror (Signature of person authorized to sign)	15C. Date Signed 31 Aug 2001	16B. United States of America (Signature of Contracting Officer)	16C. Date Signed Sept. 8, 2001

Section C.3.b.(3) is modified to read as follows:

C.3. STATEMENT OF WORK

b. STAFFING AND OPERATIONS RESPONSIBILITIES

(3) The Contractor's application process for hiring staff for this contract shall be rigorous. The Contractor shall provide qualified employees within 45 days of recruitment request from CPSC Project Officer/Alternate Project Officer. Applications or resumes of newly hired Contractor staff shall be submitted to the Project Officer within 15 days after they enter on duty. All applicants shall be thoroughly screened by the Contractor. Screening may include written tests, an interview panel, telephone interviews and role playing scenarios. The Contractor is responsible for conducting interviews, screening applicants, instructing, coaching and mentoring contract staff.

Section C.3.e is modified to read as follows:

C.3. STATEMENT OF WORK

e. INTERNET AND FAX-ON-DEMAND RESPONSIBILITIES AND TASKS

(1) The Contractor shall administer the Hotline Fax-on-Demand System and Hotline Internet e-mail System. The Contractor shall respond to and/or route inquiries to appropriate individuals within CPSC. Additionally, the Contractor shall maintain the public information on the Hotline Internet sites and Fax-on-Demand System. Also, the Contractor shall provide basic service to the systems, to include minor maintainance, troubleshooting, and updating systems.

(a) The Contractor shall respond to or route Internet e-mail requests and Fax-on-Demand requests within 8 hours of receipt. Every attempt should be made by the Contractor to respond to the requests. If the Contractor is unable to respond, the request should be forwarded to the appropriate office or individual.

(b) If changes to the standard response time are desired, the Contractor shall submit a request for change in writing to the Project Officer. If the change is approved, it will be transmitted in writing or via e-mail by the Project Officer or alternate.

(2) The Contractor shall establish and maintain written standard operating procedures required to create, maintain, organize, and make documents available through CPSC's Internet sites and Fax-on-Demand System.

(3) When required by the CPSC Project Officer, the Contractor shall convert documents to the various file formats used in CPSC's Internet and Fax-on-Demand Systems.

(4) CPSC will provide training to the on-site contractor's staff on how to convert CPSC documents, and operate, administer, maintain and troubleshoot Internet and Fax-on-Demand Systems.

Section C.3.f.(1) is modified to read as follows:

C.3. STATEMENT OF WORK

f. WORKING HOURS AND OVERTIME

(1) Core Hotline operating hours are 8:30 a.m. to 5:00 p.m. (Eastern Time), Monday through Friday, excluding Holidays. The Contractor shall ensure that the Hotline is staffed during these hours and that the system is operating by 8:30AM. To accomplish this, the Contractor shall have staggered starting times for its staff. At least three Contractor staff members shall report daily for duty no later than 8:15 a.m. to assure that Hotline systems are working properly at the start of the work day. The balance of Contractor staff are to begin work no later than 8:45AM with a portion to begin work by 8:30AM. The Contractor may propose work schedules other than those stated above based on need to perform the work required by this contract.

Proposed work schedule changes shall be presented in writing for review and approval by the Project Officer.

Tour of duty hours:
8:15am B 4:45pm
8:30am B 5:00pm
8:45am B 5:15pm

Section G.2.c.(1) is modified to read as follows:

G.2. PAYMENT

c. PARTIAL PAYMENTS

The Contractor shall submit vouchers for partial payment as follows:

(1) All monthly invoices submitted by the Contractor must be complete and accurate. Invoices must include a one-page timesheet for each employee with days of the week and the date providing an accurate accounting of the number of hours being billed to the government for each day. These hours shall be broken down to indicate the location where work was performed (i.e., CPSC site, work at home site). In addition, each day's record will include the time the employee began work and the time the employee ended the work day. Any overtime work shall be indicated as "OT". This accounting shall not include leave or any hours not being billed to the government.

Section G.3.b.(13) is modified to read as follows:

G.3. BILLING INSTRUCTIONS

b. To assure compliance with the Act, vouchers and/or invoices shall be submitted on SF 1034 and Continuation Form 1035 (or any acceptable form of the Contractor's choosing) in ORIGINAL AND FOUR (4) copies on a monthly basis. As a minimum, each invoice shall include:

(1) The name of the business concern.
(2) The voucher/invoice number and date.
(3) The contract number, and any other authorization for delivery.
(4) Accounting and appropriation data.
(5) Description, price and quantity of goods or services actually delivered.
(6) Labor hours billed by labor category (if applicable).
(7) Other direct costs, with sufficient detail to determine allowability and acceptability of charges (if applicable).
(8) Travel costs, with applicable receipts and adequate detail to permit review/approval of costs (if applicable).
(9) Shipping cost terms (if applicable).
(10) Payment terms.
(11) Other substantiating documentation or information as specified in the contract or purchase order.
(12) Name, where practical, title, phone number, and complete mailing address of responsible official to whom payment is to be sent.
(13) Timesheets as described in Section G.2.c.(1)

Section G.6. is modified to read as follows:

G.6. PROJECT OFFICER DESIGNATION

Mr. Patrick D. Weddle, of the Directorate for Information Services, has been designated as the Government's Project Officer for this contract. This individual may be reached on telephone #(301) 504-0000, extension 2189.

The Project Officer is responsible for:

Monitoring the Contractor's technical progress, including surveillance and assessment of performance, and notifying the Contracting Officer within one week when deliverables (including reports) are not on schedule in accordance with Section F., DELIVERY OR PERFORMANCE.

Performing technical evaluation as required, assisting the Contractor in the resolution of technical problems encountered during performance; and

Inspection and acceptance of all items required by the contract.

The Project Officer is not authorized to and shall not:

Make changes in scope of work, contract schedules and/or specifications,

Direct or negotiate any change in the terms, conditions, or amounts cited in the contract; and

Take any action that commits the Government or could lead to a claim against the Government.

Additionally, Attachment J.3. "Quarterly Evaluation Form", of the contract is revised by the attached.

This modification results in no additional costs to the Government.

ALL OTHER TERMS AND CONDITIONS SHALL REMAIN UNCHANGED AND IN FULL FORCE AND EFFECT.

FOR INFORMATION CONTACT PETER J. NERRET @ (301)504-0444, x1150.

Revised 03/06/01

ATTACHMENT J.3.a.

HOTLINE CONTRACT INCENTIVE FEE PLAN, CRITERIA and EVALUATION FORM

1. Purpose/Introduction

   a. The purpose of this Incentive Fee Plan is to set forth the basic procedures for the periodic evaluation of, and fee determination for performance under this contract.

   b. The plan may be revised as the operational and/or program priorities change. The Contractor may propose changes to this plan and provide them to the Contracting Officer (CO). The CO will notify the Contractor in writing 30 calendar days in advance before the effective date of any changes. At its discretion, the Contractor may waive the 30 day advance notice requirement.

   c. The performance categories and assigned weights are as follows:

PERFORMANCE CATEGORY	WEIGHT
Contract management.....	10%
Customer service and performance.....	60%
Maintain systems, provide statistical reports, updates and SOP's	30%
Total % of Assigned Weights	100%

   d. Up to 100% ($2,500 per FY quarter) will be available for incentive fees.

   e. The incentive fee will be awarded on a FY quarterly basis for the following periods:

      October 1 through December 31
      January 1 through March 31
      April 1 through June 30
      July 1 through September 30

   f. The incentive fee evaluation process is designed to involve Contractor and Government personnel in a continuous dialogue to identify problems before they become significant and to allow the Contractor an

opportunity to earn the maximum fee possible.

g. The incentive fee evaluation process will involve the CPSC Project Manager who will serve as the Performance Assessment Official (PAO). The PAO will also serve on the Government Incentive Fee Determination Board (GIFDB). The Contractor will be notified(in writing) after contract award of the other personnel assigned to the GIFDB.

2. Administration of the Incentive Fee Plan

a. The PAO will prepare Quality Assessments(QA) after the end of each FY quarter, which will include ratings each performance category. The CO will forward copies of completed assessments to the Contractor. Contractor may then respond to the CO in writing within 30 calendar days regarding evaluation ratings of less than 100% on the QA assessments.

b. The PAO will furnish copies of the completed assessments and the Contractor's written responses, if any, to the GIFDB.

c. At the end of each FY quarter, the Contractor may send a written self-evaluation to the GIFDB regarding performance during that FY quarter.

d. Within 20 calendar days after receipt of documents from the PAO, the GIFDB will:

(1) Review the assessments and Contractor's response, if any;

(2) Calculate a percentage of the quarterly maximum potential award fee that should be awarded to the Contractor; and

(3) Present the board's determinations to the CO.

e. Within 10 calendar days, the CO will notify the Contractor by letter regarding the determination. The letter will include:

(1) The ratings assigned to each performance category.

(2) The rationale for the assigned ratings.

(3) Suggestions for improvement for performance categories not assigned a 100% score.

(4) Instructions for the submittal of an invoice for the incentive fee earned for the FY quarter.

QUARTERLY EVALUATION [October, November, December] ☐ [April, May, June] ☐

DATE: [January, February, March] ☐ [July, August, September] ☐

[illegible]	OUTSTANDING (2 POINTS)	SATISFACTORY (1 POINT)	UNSATISFACTORY (0 POINTS)
1. Invoices are accurate when received by CPSC. Supporting documentation is complete and accurate. (Based on actual documentation submitted with billing invoice to CPSC by contractor). [Section G.3.b. 1-13, pages 28-29]	Invoices were accurate and had all supporting documentation.	N/A	Invoices were returned due to inaccuracies or missing documentation.

NOTES:

QUARTERLY EVALUATION ☐ **A-1**

QUARTERLY EVALUATION **[October, November, December]** ☐ **[April, May, June]** ☐

DATE: **[January, February, March]** ☐ **[July, August, September]** ☐

A CONTRACT MANAGEMENT 40%	Outstanding (2 points)	Satisfactory (1 point)	Unsatisfactory (0 points)
2. Contractor's HR Dept. shall provide qualified employees within 45 days of recruitment request from CPSC Project Officer/Alternate Project Officer and provide applications or resumes to the CPSC Project Officer/Alternate Project Officer within 15 days after contractor staff enter on duty. [Section C.3.b. (3) page 8]	Project Officer and/or alternate Project Officer received applications resumes of pre-screened, qualified applicants, who were hired within 45 days of recruitment request.	Project Officer and/or alternate Project Officer received applications resumes of pre-screened, qualified applicants, who were hired within 45-90 days of recruitment request.	Project Officer and/or alternate Project Officer received applications/resumes of pre-screened, qualified applicants, who were hired 91 or more days after recruitment request.

NOTES:

QUARTERLY EVALUATION ☐ **A-2**

QUARTERLY EVALUATION **[October, November, December]** ☐ **[April, May, June]** ☐

DATE: **[January, February, March]** ☐ **[July, August, September]** ☐

[illegible]	Outstanding (3 points)	[illegible]	Unsatisfactory (0 points)
3. Contractor shall provide accessible on site supervision (or shall notify Project Officer and alternate project officer) via email of any acting supervision if regular supervisor is not on site) and shall have at least one employee fluent in both English & Spanish, whenever the Hotline is in operation [excluding two 15-minute breaks]. All supervisors shall designate an acting supervisor(s) while they take their lunch break. (*M-F 8:30am - 5:00pm*) Contractor staff shall use the time shown on the digital clock located near the time and attendance book located in the supervisor's office when signing in and out each day. (Based on "spot-check" reviews of attendance log book and email notifications of acting supervision). [Section C.3.b (2) page 8 & Section C.3.b (9) page 9]	On-site and accessible supervision (or acting supervision) and one employee fluent in both Spanish and English were on duty whenever the Hotline was in operation [excluding two 15-minute breaks].	N/A	No supervision (or acting supervision) OR there was not at least one employee fluent in both Spanish and English was present during a specific time, during any day the Hotline was in operation. [excluding two 15-minute breaks] (This includes, not opening the Hotline on time, due to late arrivals, etc.)

NOTES:

QUARTERLY EVALUATION ☐ **A-3**

QUARTERLY EVALUATION	**[October, November, December]**	☐	**[April, May, June]**	☐
DATE:	**[January, February, March]**	☐	**[July, August, September]**	☐

4. Other matters of consideration during this period.

NOTES:

QUARTERLY EVALUATION **[October, November, December]** ☐ **[April, May, June]** ☐

DATE: **[January, February, March]** ☐ **[July, August, September]** ☐

[illegible]	[illegible] (2 points)	Satisfactory (1 point)	[illegible] (0 points)
1. At least 90% of calls transferred from the Microlog Intela System to contract staff are answered before being transferred to the voice mail system or in accord with a modified schedule that has been submitted via email and approved via email by the Project Officer and/or alternate Project Officer. (Based on call monitoring spot-checks and sample calls). [C.3.d (6) page 13]	At least 90% of calls transferred from the Microlog Intela System to contract staff were answered before being transferred to the voice mail system or in accord with a modified schedule that was submitted via email and approved via email by the Project Officer and/or Alternate Project Officer.	80 - 89% of calls transferred from the Microlog Intela System to contract staff were answered before being transferred to the voice mail system.	79% or less of calls transferred from the Microlog Intela System to contract staff were answered before being transferred to the voice mail system.

NOTES:

QUARTERLY EVALUATION **[October, November, December]** ☐ **[April, May, June]** ☐

DATE: **[January, February, March]** ☐ **[July, August, September]** ☐

[illegible]	[illegible]	[illegible]	[illegible]
2. Contract staff shall retrieve, log and respond to at least 85% of after-hour voicemail messages by the C.O.B. the next business day or in accord with a modified schedule that has been submitted via email and approved via email by the Project Officer and/or Alternate Project Officer. (Based on spot-check reviews of after-hours logs). [C.3. d. (2) page 13]	Contract staff retrieved, logged and responded to at least 85% of after-hour voicemail messages by the C.O.B. the next business day or in accord with a modified schedule that was submitted via email and approved via en ail by the Project Officer and/or alternate Project Officer.	Contract staff retrieved, logged and responded to 80 - 84% of after-hour voicemail messages by the C.O.B. the next business day	Contract staff retrieved, logged and responded to 79% or less of after-hour voicemail messages by the C.O.B. the next business day

NOTES:

QUARTERLY EVALUATION [October, November, December] ☐ [April, May, June] ☐

DATE: [January, February, March] ☐ [July, August, September] ☐

[illegible]	[illegible]	[illegible]	[illegible]
3. Contractor shall interview consumers over the phone to obtain pertinent information (such as size of product, color, materials, how product is used, and details of potential hazard, etc.) Contractor shall also obtain other information requested on computer hotline form, concerning the consumer product(s) involved in an incident, near incident or potential hazard to prepare a consumer product incident report. Contractor shall obtain information concerning the injury or near injury that occurred with consumer product. Contractor shall compose consumer product incident reports using correct spelling, punctuation and grammar and shall edit them before processing and forwarding them to program offices for further commission actions. (Based on spot-check review of incident reports) C.3. d. (5) page 13]	Contractor interviewed consumers over the phone and obtained pertinent information (such as size of product, color, materials, how product was used, and details of potential hazard, etc.). Contractor also obtained other information requested on computer hotline form, concerning the consumer product(s) involved in incident, near incident or potential hazard and prepared a consumer product incident report. Contractor obtained information concerning the injury or near injury that occurred with consumer product. Contractor composed consumer product incident reports using correct spelling, punctuation and grammar and edited them before processing and forwarding them to program offices for further commission actions.	N/A	Contractor interviewed consumers over the phone, however, failed to obtain pertinent information (such as size of product, color, materials, how product is used, and details of potential hazard, etc.). OR Contractor failed to obtain other information requested on computer hotline form, concerning the consumer product(s) involved in an incident, near incident or potential hazard to prepare a consumer product incident report OR Contractor failed to obtain information concerning the injury or near injury that occurred with consumer product. OR contractor composed consumer product incident reports and failed to use correct spelling, punctuation and/or grammar and failed to edit them before processing and forwarding them to program offices for further commission actions.

NOTES:

QUARTERLY EVALUATION **[October, November, December]** ☐ **[April, May, June]** ☐

DATE: **[January, February, March]** ☐ **[July, August, September]** ☐

[illegible]	[illegible] (2 points)	[illegible] (1 points)	[illegible] (0 points)
4. Contractor shall process incident reports and forward them electronically to program offices for further commission actions within 4 working hours of receipt at least 85% of the time or in accord with a modified schedule that has been submitted via email and approved via email by the Project Officer and/or alternate Project Officer. (Based on spot-check reviews of incident reports). [C.3. d. (4) page 13]	Contractor processed incident reports and forwarded them electronically to program offices for further commission actions within 4 working hours of receipt at least 85% of the time or in accord with a modified schedule that was submitted via email and approved via email by the Project Officer and/or alternate Project Officer.	Contractor processed incident reports and forwarded them electronically to program offices for further commission actions within 4 working hours of receipt 80 -84% of the time.	Contractor processed incident reports and forwarded them electronically to program offices for further commission actions within 4 working hours of receipt 79% or less of the time.

NOTES:

QUARTERLY EVALUATION **[October, November, December]** ☐ **[April, May, June]** ☐

DATE: **[January, February, March]** ☐ **[July, August, September]** ☐

[illegible]	[illegible]	[illegible]	[illegible]
5. Contractor shall acknowledge, correctly respond to or route Internet e-mail requests within 8 working hours of receipt at least 90% of the time or in accord with a modified schedule that has been submitted via email and approved via email by the Project Officer and/or alternate Project Officer. (Based on spot-check of Information Center Internet message logs) [C.3. e. page 16]	Contractor acknowledged, correctly responded to or routed Internet e-mail requests within 8 working hours of receipt at least 90% of the time or in accord with a modified schedule that was submitted via email and approved via email by the Project Officer and/or alternate Project Officer.	Contractor acknowledged, correctly responded to or routed Internet e-mail requests within 8 working hours 80 - 89% of the time.	Contractor acknowledged, correctly responded to or routed Internet e-mail requests within 8 working hours of receipt 79% or less of the time.

NOTES:

QUARTERLY EVALUATION ☐ **B-5**

QUARTERLY EVALUATION [October, November, December] ☐ [April, May, June] ☐

DATE: [January, February, March] ☐ [July, August, September] ☐

[illegible]	[illegible] (4 points)	Satisfactory (3 points)	[illegible] (0 points)
6. Contractor shall speak or write grammatically correct English, when responding to consumers and responses shall be accurate, concise and responsive. Contractor shall have knowledge about reference materials used to answer all consumers' questions concerning safety standards, products under CPSC's jurisdiction, recalls, safety alerts and safe product use, and to refer consumers to other Federal and local government agencies when CPSC cannot help, at least 85% of the time. (Based on call monitoring spot-checks and spot-checks of internet response messages and Incident reports) [C.3.b. (6), (8), (13) - (17) pages 9,10-12]	Contractor spoke or wrote grammatically correct English, when responding to consumers and responses were accurate, concise and responsive. Contractor had knowledge about reference materials used to answer all consumers' questions concerning safety standards, products under CPSC's jurisdiction, recalls, safety alerts and safe product use, and referred consumers to other Federal and local Govt. agencies when CPSC could not help, at least 85% of the time.	Contractor spoke or wrote grammatically correct English, when responding to consumers and responses were accurate, concise and responsive. Contractor had knowledge about reference materials used to answer all consumers' questions concerning safety standards, products under CPSC's jurisdiction, recalls, safety alerts and safe product use, and referred consumers to other Federal and local government agencies when CPSC could not help, 80 - 84% of the time.	Contractors spoke or wrote grammatically correct English, when responding to consumers and responses were accurate, concise and responsive. Contractor had knowledge about reference materials used to answer all consumers' questions concerning safety standards, products under CPSC's jurisdiction, recalls, safety alerts and safe product use, and referred consumers to other Federal and local government agencies when CPSC could not help, 79% or less of the time.

NOTES:

QUARTERLY EVALUATION ☐ **B-6**

QUARTERLY EVALUATION	**[October, November, December]**	☐	**[April, May, June]**	☐
DATE:	**[January, February, March]**	☐	**[July, August, September]**	☐

7. Other matters of consideration during this period.

NOTES:

QUARTERLY EVALUATION **[October, November, December]** ☐ **[April, May, June]** ☐

DATE: **[January, February, March]** ☐ **[July, August, September]** ☐

[illegible]	[illegible]	[illegible]	[illegible]
1. Contractor shall update and oversee operation of CPSC's 24-hour automated answering, reference and fax-on-demand systems, including preparing, adding, deleting, changing, recording messages, menus & directories before information is made available to the public and before consumers call into the automated answering system for information or in accord with a time requested via email by the Project Officer and/or alternate Project Officer and/or EXPA 100% of the time. (Based on spot-checking of automated answering, reference & Fax-on-Demand systems.) [c.3.d (1), (18), (19) pages 12 & 16]	Contractor updated and oversaw operation of CPSC's 24-hour automated answering, reference and fax-on-demand systems including preparing, adding, deleting, changing, recording messages, menus & directories before information was made available to the public and before consumers called into the automated answering system for information or in accord with a time requested via email by the Project Officer and/or alternate Project Officer and/or EXPA 100% of the time.	N/A	Contractor did not update and oversee operation of CPSC's 24-hour automated answering, reference and fax-on-demand systems, OR prepare, add, delete, change, record messages, menus & directories before information was made available to the public OR before consumers called into the automated answering system for information or in accord with a time requested by the Project Officer and/or alternate project officer and/or EXPA 99% of the time or less.

NOTES:

QUARTERLY EVALUATION ☐ **C-1**

QUARTERLY EVALUATION **[October, November, December]** ☐ **[April, May, June]** ☐

DATE: **[January, February, March]** ☐ **[July, August, September]** ☐

[illegible]	[illegible]	[illegible]	[illegible]
2. Contractor shall review call frequency information provided by the automated answering system & shall suggest script; menu, introduction changes; deletions and additions based on this call frequency information & shall provide reports of the recommended changes to the scripts, menu, introductions; deletions & additions to Project Officer verbally and submit a summary report via email on a weekly basis or in accord with a modified schedule that has been submitted via email and approved via email by the Project Officer and/or alternate Project Officer. (Based on email summary reports review). [C.3.d. (18), page 16]	Contractor reviewed call frequency information provided by the automated answering system & suggested script; menu, introduction changes; deletions and additions based on this call frequency information & provided reports of the recommended changes to the scripts, menu, introductions; deletions & additions to Project Officer verbally & submitted a summary report via email on a weekly basis or in accord with a modified schedule that has been submitted via email and approved via email by the Project Officer and/or alternate Project Officer at least 95% of the time.	Contractor reviewed call frequency information provided by the automated answering system & suggested script; menu, introduction changes; deletions and additions based on this call frequency information & provided reports of the recommended changes to the scripts, menu, introductions; deletions & additions to Project Officer verbally & submitted a summary report via email on a weekly basis 85 - 94% of the time.	Contractor reviewed call frequency information provided by the automated answering system & suggested script; menu, introduction changes; deletions and additions based on this call frequency information & provided reports of the recommended changes to the scripts, menu, introductions; deletions & additions to Project Officer verbally & submitted a summary report via email on a weekly basis 84% of the time or less.

NOTES:

QUARTERLY EVALUATION ☐ **C-2**

QUARTERLY EVALUATION [October, November, December] ☐ [April, May, June] ☐

DATE: [January, February, March] ☐ [July, August, September] ☐

[illegible]	[illegible]	[illegible]	[illegible]
3. Contractor shall be responsible for updating the hotline SOP/Training manuals as procedure(s) change or in accord with a modified schedule submitted via email and approved via email by the project officer and/or alternate Project Officer. These shall be maintained and updated in a computer directory available to all on-site hotline contract staff, the Project Officer and Alternate Project Officers and 1 complete set of updated hard copy manuals shall be maintained in the hotline area. (Based on spot-checks of SOPs in computer directory and hard copy located in hotline area). [C.3.d. (7) page 14]	Contractor updated the hotline SOP/Training manuals as procedure(s) changed. These were maintained and updated in a computer directory available to all on-site hotline contract staff, the Project Officer and Alternate Project Officers and 1 complete set of updated hard copy manuals were maintained in the hotline area at least 95% of the time.	Contractor updated the hotline SOP/Training manuals as procedure(s) changed. These were maintained and updated in a computer directory available to all on-site hotline contract staff, the Project Officer and Alternate Project Officers and 1 complete set of updated hard copy manuals were maintained in the hotline area 85 - 94% of the time.	Contractor updated the hotline SOP/Training manuals as procedure(s) changed. These were maintained and updated in a computer directory available to all on-site hotline contract staff, the Project Officer and Alternate Project Officers and 1 complete set of updated hard copy manuals were maintained in the hotline area 84% or less of the time.

NOTES:

QUARTERLY EVALUATION ☐ **C-3**

QUARTERLY EVALUATION **[October, November, December]** ☐ **[April, May, June]** ☐

DATE: **[January, February, March]** ☐ **[July, August, September]** ☐

[illegible]	[illegible]	[illegible]	[illegible]
4. Contractor shall keep accurate records on calls received by contractor staff, calls handled by the automated answering system, incident reports processed by contractor staff, publications requested by consumers, number of internet message responses, incident reports processed from internet messages and frequency of calls received by contract staff on "Hot topics". These records shall be used to provide weekly, monthly, quarterly and annual reports; which shall be submitted within 1 business day following the end of the month, quarter or year or in accord with a modified schedule that has been submitted via email and approved by the project officer and/or alternate Project Officer. Reports shall be maintained as computer files and provided in electronic formats. Contractor shall provide Project Officer and/or alternate Project Officer with hard copies of reports when requested. (Based on spot-checks of logs, records and computer files). [C.6 page 22, F.2 (1) & (2) pages 25-26]	Contractor kept accurate records on calls received by contractor staff, calls handled by the automated answering system, incident reports processed by contractor staff, publications requested by consumers, number of internet message responses, incident reports processed from internet messages and frequency of calls received by contract staff on "Hot topics". These records were used to provide weekly, monthly, quarterly and annual reports; which were submitted within 1 business day following the end of the month, quarter or year or in accord with a modified schedule that was submitted via email and approved via email by the project officer and/or alternate Project Officer. Reports were maintained as computer files and provided in electronic formats. Contractor provided Project Officer and/or alternate Project Officer with hard copies of reports when requested.	N/A	Contractor did not keep accurate records on calls received by contractor staff, calls handled by the automated answering system, incident reports processed by contractor staff, publications requested by consumers, number of internet message responses, incident reports processed from Internet messages and frequency of calls received by contract staff on "Hot topics". Or these records were not used to provide weekly, monthly, quarterly and annual reports; which shall be submitted within 1 business day following the end of the month, quarter or year. Or reports were not maintained as computer files and provided in electronic formats. OR contractor did provide Project Officer and/or alternate Project Officer with hard copies of reports when requested.

NOTES:

QUARTERLY EVALUATION ☐ **C-4**

QUARTERLY EVALUATION **[October, November, December]** ☐ **[April, May, June]** ☐

DATE: **[January, February, March]** ☐ **[July, August, September]** ☐

[illegible]	[illegible]	[illegible]	[illegible]
5. Contractor shall provide Project Officer and/or alternate Project Officer with the updated "Directors' Report" by 10:00am each Tuesday AND shall provide Project Officer and/or alternate Project Officer with updated "Lynn Barclay" report within 1 business day following the end of each month AND shall update the "Time & Attendance" Spreadsheet within 5 business days after each pay period or in accord with a modified schedule submitted in writing and approved by the Project Officer and/or alternate Project Officer. Contractor shall also provide custom reports as requested by the Project Officer and submit them within the time period agreed upon between the Project Officer and/or alternate Project Officer and Supervisor. All reports are to be maintained as computer files and provided in available electronic formats. Contractor shall provide Project Officer and/or alternate Project Officer with hard copies of reports when requested. (Based on reports received by Project Officer and spot-check of time and attendance spreadsheet). [C.6.(1) -(6), pages 22-24]	Contractor provided Project Officer with the updated "Directors' Report" by 10:00am each Tuesday AND provided Project Officer with updated "Lynn Barclay" report within 1 business day following the end of each month AND updated the "Time & Attendance" Spreadsheet within 5 business days after each pay period or in accord with a modified schedule submitted in writing and approved by the Project Officer and/or alternate Project Officer. Contractor provided custom reports as requested by the Project Officer and/or alternate Project Officer and submitted them within the time period agreed upon between the Project Officer and/or alternate Project Officer and Supervisor. All reports were maintained as computer files and provided in available electronic formats.	N/A	Contractor did not provide Project Officer with the updated "Directors' Report" by 10:00am each Tuesday OR did not provide Project Officer with updated "Lynn Barclay" report within 1 business day following the end of each month OR did not update the "Time & Attendance" Spreadsheet within 5 business days after each pay period or in accord with a modified schedule submitted in writing and approved by the Project Officer and/or Alternate Project Officer. Contractor did not provide custom reports as requested by the Project Officer and/or alternate Project Officer and submit them within the time period agreed upon between the Project Officer and/or alternate Project Officer and Supervisor. All reports were not maintained as computer files and provided in available electronic formats.

QUARTERLY EVALUATION ☐ **C-5**

QUARTERLY EVALUATION **[October, November, December]** ☐ **[April, May, June]** ☐

DATE: **[January, February, March]** ☐ **[July, August, September]** ☐

6. Other matters of consideration during this period.

NOTES: