

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE U	PAGE OF PAGES 1 2	
2. AMENDMENT/MODIFICATION NO. 07	3. EFFECTIVE DATE 28-Apr-2011	4. REQUISITION/PURCHASE REQ. NO. N3474B11RC00011	5. PROJECT NO. (If applicable) N/A	
6. ISSUED BY FISC Norfolk, Contracting Dept Philadelphia 700 Robbins Avenue, Bldg. 2B Philadelphia PA 19111-5083 claryce.holt-bond@navy.mil 215-697-9684	CODE N00189	7. ADMINISTERED BY (If other than Item 6) DCMA HUNTSVILLE BUILDING 4505, SUITE 301, MARTIN ROAD REDSTONE ARSENAL AL 35898-0001	CODE	S0107A

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and Zip Code) HERDT CONSULTING, INC. 261 Normandy Lane Chelsea AL 35043		9A. AMENDMENT OF SOLICITATION NO.
		9B. DATED (SEE ITEM 11)
[X]		10A. MODIFICATION OF CONTRACT/ORDER NO. N00178-07-D-5088-EX01
		10B. DATED (SEE ITEM 13) 01-Oct-2007
CAGE CODE 3GYJ7	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 one (1) copy 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 ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

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

(*)	A. 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.
<input type="checkbox"/>	
<input type="checkbox"/>	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).
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
[X]	D. OTHER (Specify type of modification and authority) Mutual Agreement of the Parties, FAR 52.243-1 Changes, Fixed Price

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.)
SEE PAGE 2

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Kenneth Bullock, Contracting Officer	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		BY /s/Kenneth Bullock	27-Apr-2011
		(Signature of Contracting Officer)	

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GENERAL INFORMATION

The purpose of this modification is to revise contract paragraph B.2.1 Course Times and Place, to add two additional travel locations. A conformed copy of this Task Order is attached to this modification for informational purposes only.

This modification is at the Mutual Agreement of both Parties and is executed with no additional cost to either Party.

The Line of Accounting information is hereby changed as follows:

The total amount of funds obligated to the task is hereby increased from \$489,154.66 by \$0.00 to \$489,154.66.

The total value of the order is hereby increased from \$489,154.66 by \$0.00 to \$489,154.66.

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SECTION B SUPPLIES OR SERVICES AND PRICES

CLIN - SUPPLIES OR SERVICES

For FFP Items:

Item	Supplies/Services	Qty	Unit	Unit Price	Total Price
2001	Management, course coordination, and facilitation of a 5-day Navy Command Master Chief and Chief of the Boat Spouse (CMCSLC) course for the Senior Enlisted Academy located in Newport, RI. Period of performance - 01 October 2007 through 30 September 2008. (O&MN,N)	12.0	LM	\$7,794.00	\$93,528.00
2002	Management, course coordination, and facilitation of a 5-day Navy Command Master Chief and Chief of the Boat Spouse (CMCSLC) course for the Senior Enlisted Academy (SEA) located in Newport, RI. Period of performance - 01 October 2008 through 30 September 2009 (O&MN,N)	12.0	LM	\$8,087.00	\$97,044.00

For ODC Items:

Item	Supplies/Services	Qty	Unit	Est. Cost
3001	Travel in Support of CLIN 2001. TRAVEL IS ESTIMATED AT \$15,000. WHEN SUBMITTING THEIR	1.0	Lot	\$15,000.00

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QUOTE OFFERORS
SHALL ENTER
\$15,000 FOR THIS
LINE ITEM.
(O&MN,N)

3002 Travel in Support of CLIN 2002. TRAVEL IS ESTIMATED AT \$5,000. (O&MN,N) 1.0 Lot \$5,000.00

For FFP Items:

Item	Supplies/Services	Qty	Unit	Unit Price	Total Price
5001	Management, course coordination, and facilitation of a 5-day Navy Command Master Chief and Chief of the Boat Spouse (CMCSLC) course for the Senior Enlisted Academy (SEA) located in Newport, RI.	12.0	LM	\$8,391.00	\$100,692.00
	Period of performance - 01 October 2009 through 30 September 2010 (O&MN,N)				
5002	Management, course coordination, and facilitation of a 5-day Navy Command Master Chief and Chief of the Boat Spouse (CMCSLC) course for the Senior Enlisted Academy (SEA) located in Newport, RI.	12.0	LM	\$10,292.94	\$123,515.28
	Period of performance - 01 October 2010 through 30 September 2011 (O&MN,N)				
5003	Management, course coordination, and	12.0	LM	\$10,679.93	\$128,159.16

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facilitation of a
5-day Navy
Command Master
Chief and Chief
of the Boat
Spouse (CMCSLC)
course for the
Senior Enlisted
Academy (SEA)
located in
Newport, RI.

Period of
performance - 01
October 2011
through 30
September 2012
(O&MN,N)
Option

5004	Three (3) additional course convenings at Naval Station Newport, RI in accordance with CLIN 5001. (O&MN,N)	2.0 LM	\$8,687.70	\$17,375.40
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For ODC Items:

Item	Supplies/Services	Qty	Unit	Est. Cost
6001	Travel in Support of CLIN 5001. TRAVEL IS ESTIMATED AT \$15,000. WHEN SUBMITTING THEIR QUOTE OFFERORS SHALL ENTER \$15,000 FOR THIS LINE ITEM. (O&MN,N)	1.0	Lot	\$15,000.00
6002	Travel in Support of CLIN 5002. (O&MN,N)	1.0	Lot	\$21,999.98
6003	Travel in support of CLIN 5003. (O&MN,N) Option	1.0	Lot	\$22,000.00

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SECTION C DESCRIPTIONS AND SPECIFICATIONS

Statement of Work

Facilitator Support Services

Senior Enlisted Academy

Naval Station, Newport, RI

Part A – General Information

A-1 Introduction

This requirement is for the management, course coordination and facilitation of a 5 day Navy Command Master Chief and Chief of the Boat Spouse (CMCSLC) course for the Senior Enlisted Academy located in Newport RI.

A-2 Background

The CMCSLC is an intense one week course for the spouses of prospective and current Command Master Chiefs (CMCs) and Chiefs of the Boat (COB). The course provides participants an in-depth parallel program of instruction that enriches their level of knowledge of the possible contributions and support they may choose to make to the command and the command support team. The course enhances readiness and supports the Navy's Leadership Continuum by providing the spouses with the self-awareness and skills that are needed to encourage a positive command climate and support the Navy's Core Values and Chief Petty Officer (CPO) Mission, Vision and Guiding Principles.

A-3 Scope of Work

The contractor shall provide services to perform in two functional areas, which are: Management/Course Coordinator/Lead Facilitator and Part-time Facilitator.

Part B – Work Requirements

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Technical Requirements

B.1 Task 01 Develop and revise Course content and Course Materials.

B.1.1 Course Content.

B.1.1.1 The contractor shall provide input and coordinate preparation for course content reviews and provide information during those reviews as required. The content will emphasize choices and contributions vs. roles and responsibilities of the CMC/COB spouse. Present content topics in a logical and smooth flow. Coordinate the adjustment of content to respond to individual student and group needs as appropriate. The course facilitator is responsible for assisting in the preparation of new presentations and material to meet new course objectives, attending coordination sessions related to the new material and performing administrative tasks in the training program.

B.1.1.2 At a minimum the course shall address the following topics:

Teambuilding

Command Environment

Command Support Team relations

Values and Ethics

Communication between the CMC and their Spouse

Conflict Resolution

Group Dynamics

Situational Leadership

Navy OMBUDSMAN Program

Family Readiness

Stress Management

Crisis Management

Special Issues

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B.1.2 Course Participants.

The course will be attended by the Spouses of Command Master Chief's (CMC's) and Chief's of the Boat (COB). Each class will have a minimum of two (2) students and a maximum of eighteen (18) students.

B.1.3 Course Guides and Related Support Materials.

The contract shall provide a government furnished student guide for each participant.

B.1.4 Course Evaluation Questionnaire.

The Contractor shall:

B.2. Task 02 Course Presentation/Facilitation will be seminar based and using the experiential model of learning. Topic facilitation will lead to the fulfillment of the course mission statement and achievement of topic objectives. Delivery will maintain the integrity of CMCSLC foundation philosophy as established by the Senior Enlisted Academy and the CMCSLC Spouse Advisory Board. As part of the course facilitation assist students particularly in their development of personal vision statements and CMC/COB Tour Charters. Facilitate the team building approach for the husband and wife embarking on their first CMC/COB tour. The course facilitator is required to attend scheduled coordination meetings including coordination sessions with professional organizations outside of the command. The course facilitator shall be responsible for the complete set-up of easel and audio-visual equipment and ensuring the required instructional materials are available.

B.2.1 Course Times and Place.

The course is primarily conducted at Naval Station, Newport, RI and runs concurrently with the second week of the CMC/COB Leadership Course which is conducted from 0800-1700.

There is a total of fourteen (14) convenings per contract performance period at the Naval Station, Newport, RI. Eight (8) other course convenings (see in Paragraph B.4 – Other Technical Support) will require travel to fleet concentration areas of Norfolk, VA, San Diego, CA, Mayport, FL, Pearl Harbor, HI, Bremerton, WA, or Naples, Italy. The contractor will be given timely notification by the Government of the specific dates and locations of the eight (8) course convenings that require travel outside of the Newport, RI area.

B.2.2 Instructor/Facilitator Qualifications: Experience performing the duties as a spouse of a Command Master Chief (CMC) or Chief of the Boat (COB) or education related to the topics is required.

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B.2.3 Delivery of Course Materials.

B.2.4 Course Set-up:

Prepare the classroom as required for assigned topics/segments and events.

B.2.5 Course Presentation.

Present the course in a manner that meets the needs of the students within the guidelines as set forth in the Memorandum of Understanding (MOU) between Naval Education and Training Command and Naval Services Family Line.

B.2.6 Course Completion.

Ensure all training objectives are met.

Deliverables

B.3 Deliverable Items.

B.3.1 Draft Course Content, Instructor Guide and Materials.

B.3.2 Draft Course Questionnaire.

B.3.3 Provide Course Materials in electronic format. Course presentation materials and student guides will be delivered 10 days prior to the beginning of each course start.

B.3.4 Completed Course Evaluation Questionnaires

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All completed course questionnaires and instructors comments, in accordance with SOW paragraph A2.6. Delivery shall be made within ten (10) working days after the completion of each course presentation.

B.3.5 Master Set of Course Materials.

Upon contract completion, the contractor shall provide the Contracting Officer Representative (COR) with a complete master set of all course materials, visual aids, and any original art work such as binders or graphics used during course presentations. This material shall be provided in camera-ready, reproducible form, ten (10) working days prior to the contract completion.

B.3.6 Data files and format.

Data files should include all available documents/materials for the course. This will include: instructors/facilitators materials, student materials, media materials, planning documents. Course Training Task List (CTTL), Training Course Control Document (TCCD), etc.), reference documents, testing/evaluation materials if used, and other materials/documents normally associated with Instructional Systems Development, curriculum management or audit requirements. For materials/documents that include copyright materials a permission to use statement will be signed by the owner of the copyrighted material stating the conditions of use and provided to CNL. Every effort will be made to ensure only legal use of materials within the course. The preferred format for data files is via Microsoft Office 2003 software and burned on to a CD. When that can not be accomplished (such as a signed copyright document or a reference book) one legible copy of the item will be forwarded to CNL.

B.4 Other Technical Support.

Provide the CMC/COB Leadership Course administrative assistance as required. Act as primary spokesperson regarding programs, rules and regulations. Respond to CMC/COB Leadership Course students, their spouses and other inquires regarding the programs, rules and regulations. Prepare and present briefs as necessary for the promotion of the CMCSLC to a variety of audiences. Prepare responses, for the Senior Enlisted Academy CMC, to inquire from senior Navy officials regarding the CMCSLC. Act as the primary point of contact and resource at the Senior Enlisted Academy for the Chairman of the CMCSLC Advisory Board. Attend the Navy OMBUDSMAN training and Navy COMPASS training annually. Assist in scheduling/coordinating the participation, travel and lodging of mentors to participate in each course. Provide briefs to designated organizations on CMCSLC philosophy, curriculum development and presentation. Specifically: CMC/COB Leadership Course and the CMCSLC Advisory Board. Attend the Navy OMBUDSMAN training and Navy COMPASS training annually.

Conduct off-site training no more than eight (8) times per year in fleet concentration areas as determined by the Senior Enlisted Academy CMC. Off-site course will be conducted on Tuesday though Thursday with Monday and Friday as travel days.

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Part C – Support Information

C.1 Place of Performance.

Senior Enlisted Academy located in Newport RI.

C.2 Period of Performance: 1 Oct 07 to 30 Sep 08 with one option year from 1 Oct 08 to 30 Sep 09

C.3 Special Consideration - None.

C.3.1 .Contactor-Furnished Materials. The Government will provide all related materials for the course of instruction.

C.3.2 .Government – Furnished Material and Services. The government will provide all materials and services required to execute this course of instruction.

C.3.3 Qualifications of Key Personnel

1. Lead Facilitator and Course Manager.

- a. This person has at least two years experience within the last five years as the spouse of a Command Master Chief (CMC) or Chief of the Boat (COB) working within the framework of an operational command.
- b. They are familiar with Navy Programs associated with the command support for the Navy Family.
- c. They shall possess a minimum of a High School diploma (BS or BA preferred).
- d. They must possess the managerial abilities to develop a schedule coordinating with a maximum of four different organizations to ensure that all topic objectives are met.
- e. They must possess the ability to direct subordinate employees to ensure that all course preparations are completed and topics are facilitated in a proper manner.
- f. They shall possess good command of the English language, both oral and written.

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- g. They must be capable of making presentations in a small group seminar environment.
- h. They shall be proficient in the use of MS Word, MS Excel, and MS PowerPoint.
- i. They shall be able to adapt and make changes to the CMCSLC curriculum.
- j. They shall present a professional appearance in grooming and dress at all times.
- k. They shall be able to complete two weeks of facilitation training to be provided by and at the Senior Enlisted Academy upon contract award.
- l. They shall participate in random drug testing for illegal drug use as discussed in SECNAVINST 12792.3 (DON Drug Free workplace).

2. Course Facilitator.

- a. This person has at least two years experience within the past five years as the spouse of a Command Master Chief (CMC) or Chief of the Boat (COB) working within the framework of an operational command.
- b. They are familiar with Navy Programs associated with the command support for the Navy Family.
- c. They shall possess a minimum of a High School diploma.
- d. They shall possess good command of the English language, both oral and written.
- e. They must be capable of making presentations in a small group seminar environment.
- f. They shall be proficient in the use of MS Word, MS Excel, and MS PowerPoint.
- g. They shall present a professional appearance in grooming and dress at all times.
- h. They shall be able to complete two weeks of facilitation training to be provided by and at the Senior Enlisted Academy upon contract award.
- i. They shall participate in random drug testing for illegal drug use as discussed in SECNAVINST 12792.3 (DON Drug Free workplace).

C. 4. Government Points of Contact.

C.4.1. Contracting Officer's Representative – TBD.

C.4.2 Technical Point of Contact or Government Representative – TBD.

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SECTION D PACKAGING AND MARKING

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SECTION E INSPECTION AND ACCEPTANCE

The Task Order Manager (TOM) identified in Section G is the only person empowered to inspect and accept work under this task order. Upon completion of all work and final submission of all data items, the contractor's

Senior Technical Representative shall prepare and sign a Certificate of Final Acceptance memorandum, and submit it to the TOM for signature. The contractor shall include the fully signed memorandum with its final invoice.

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SECTION F DELIVERABLES OR PERFORMANCE

CLIN - DELIVERIES OR PERFORMANCE

The periods of performance for the following Items are as follows:

2001	10/1/2007 - 9/30/2008
2002	10/1/2008 - 9/30/2009
3001	10/1/2007 - 9/30/2008
3002	10/1/2008 - 9/30/2009
5001	10/1/2009 - 9/30/2010
5002	10/1/2010 - 9/30/2011
5004	8/1/2010 - 9/30/2010
6001	10/1/2009 - 9/30/2010
6002	10/1/2010 - 9/30/2011

The periods of performance for the following Option Items are as follows:

5003	10/1/2011 - 9/30/2012
6003	10/1/2011 - 9/30/2012

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SECTION G CONTRACT ADMINISTRATION DATA

Task Order Manager

Accounting Data

SLINID	PR Number	Amount
2001	N4372808RCNS005	93528.00
LLA :		
AA 1781804.22M8 000 3474B 0 068566 2D CNS005 437288NSSA4Q		
3001	N4372808RCNS005	15000.00
LLA :		
AA 1781804.22M8 000 3474B 0 068566 2D CNS005 437288NSSA4Q		

BASE Funding 108528.00
Cumulative Funding 108528.00

MOD 01

2002	N4372809RCNS003	97044.00
LLA :		
AB 1791804 22M8 000 3474B 0 068566 2D CNS003 437289NSSA4Q		
This modification hereby exercises the option for the period 1 Oct 2008 through 30 Sep 2009. This modification will be subject to the availability of funds and is issued in anticipation of and contingent upon the Congressional Enactment of the DOD Appropriations Act or a fiscal year 2009 Continuing Resolution Act. This modification is subject to all the provisions of whichever Act becomes applicable.		

3002	N4372809RCNS003	5000.00
LLA :		
AB 1791804 22M8 000 3474B 0 068566 2D CNS003 437289NSSA4Q		
This modification hereby exercises the option for the period 1 Oct 2008 through 30 Sep 2009. This modification will be subject to the availability of funds and is issued in anticipation of and contingent upon the Congressional Enactment of the DOD Appropriations Act or a fiscal year 2009 Continuing Resolution Act. This modification is subject to all the provisions of whichever Act becomes applicable.		

MOD 01 Funding 102044.00
Cumulative Funding 210572.00

MOD 04

5001	N3474B10RC00004	100692.00
LLA :		
AC 1701804 22M8 000 3474B 0 068566 2D C00004 3474B0B7CONQ		
The Fiscal Year (FY) 2010 funding cited herein will become available upon enactment of a FY10 DoD Appropriations Act, or will become proportionally available under any relevant Continuing Resolution authority, and is subject to the terms of whichever becomes applicable. FAR 52.232-18 applies.		

6001	N3474B10RC00004	15000.00
LLA :		
AC 1701804 22M8 000 3474B 0 068566 2D C00004 3474B0B7CONQ		
The Fiscal Year (FY) 2010 funding cited herein will become available upon enactment of a FY10 DoD Appropriations Act, or will become proportionally available under any relevant Continuing Resolution authority, and is subject to the terms of whichever becomes applicable. FAR 52.232-18 applies.		

MOD 04 Funding 115692.00
Cumulative Funding 326264.00

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MOD 05

5004 N3474B10RC00004 01 17375.40
 LLA :
 AD 1701804 22M8 252 3474B 0 068566 2D C00004 3474B0B7CONQ

MOD 05 Funding 17375.40
 Cumulative Funding 343639.40

MOD 06

5002 N3474B11RC00011 123515.28
 LLA :
 AE 1711804 22M8 252 3474B 0 068566 2D C00011 3474B1B7CONQ
 The Fiscal Year (FY) 2011 funding cited herein will become available upon enactment of a FY11 DoD Appropriations Act, or will become proportionally available under any relevant Continuing Resolution authority, and is subject to the terms of whichever becomes applicable. FAR 52.232-18 applies.

6002 N3474B11RC00011 21999.98
 LLA :
 AE 1711804 22M8 252 3474B 0 068566 2D C00011 3474B1B7CONQ
 The Fiscal Year (FY) 2011 funding cited herein will become available upon enactment of a FY11 DoD Appropriations Act, or will become proportionally available under any relevant Continuing Resolution authority, and is subject to the terms of whichever becomes applicable. FAR 52.232-18 applies.

MOD 06 Funding 145515.26
 Cumulative Funding 489154.66

MOD 07 Funding 0.00
 Cumulative Funding 489154.66

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SECTION H SPECIAL CONTRACT REQUIREMENTS

H-XX NOTIFICATION CONCERNING DETERMINATION OF SMALL BUSINESS SIZE STATUS

For the purposes of FAR clauses 52.219-6, NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE, 52.219-3, NOTICE OF TOTAL HUBZONE SET-ASIDE, 52.219-18, NOTIFICATION OF COMPETITION LIMITED TO ELIGIBLE 8(A) CONCERNS, and 52.219-27 NOTICE OF TOTAL SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS SET-ASIDE, the determination of whether a small business concern is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the size standards in this solicitation, and further, meets the definition of a HUBZone small business concern, a small business concern certified by the SBA for participation in the SBA's 8(a) program, or a service disabled veteran-owned small business concern, as applicable, shall be based on the status of said concern at the time of award of the SeaPort-e MACs and as further determined in accordance with Special Contract Requirement H-19.

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SECTION I CONTRACT CLAUSES

52.222-41 Service Contract Act (1965)

Note: All the provisions and clauses of SECTION I of the basic contract apply to this task order (unless otherwise specified in the task order) plus the following:

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SECTION J LIST OF ATTACHMENTS

Attachment I - Quality Assurance Surveillance Plan

QUALITY ASSURANCE SURVEILLANCE PLAN for N00178-07-D-5088 EX01

Purpose: To ensure that the Government has an effective and systematic method of surveillance for the services in the PWS. The QASP will be used primarily as a tool to verify that the contractor is performing all services required by the PWS in a timely, accurate and complete fashion.

1. **Critical performance processes and requirements.** Critical to the performance of management, course coordination and facilitation of the 5 day Navy Command Master Chief and Chief of the Boat Spouse (CMCSLC) course is the timely, accurate and thorough completion of all contract/task order requirements.

2. **Performance Standards**

a. **Schedule** - The due dates for deliverables and the actual accomplishment of the schedule will be assessed against original due dates and milestones established for the contract or task order(s).

b. **Deliverables** - The deliverables required to be submitted will be assessed against the specifications for the deliverables detailed in the contract/task order(s) and the Quality Control Plan (QCP), if required by the contract, for the required content, quality, timeliness, and accuracy.

c. **Past Performance** - In addition to any schedule, deliverables, and cost aspects of performance discussed above, pursuant to FAR 42.15, the Government will assess the contractor's record of conforming to contract requirements and to standards of good workmanship, the contractor's adherence to contract schedules including the administrative aspects of performance, the contractor's history of reasonable and cooperative behavior and commitment to customer satisfaction, and the contractor's business-like concern for the interest of the customer.

3. **Surveillance methods:** The primary methods of surveillance used to monitor performance of this contract will include, but not be limited to, random or planned sampling, periodic or inspection, and validated customer complaints.

4. **Performance Measurement:** Performance will be measured in accordance with the following table:

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Performance Element	Performance Requirement	Surveillance Method	Frequency	Acceptable Quality Level
Contractor Quality Control Plan <i>(If required by the contract)</i>	QC activities, inspections, and corrective actions completed as required by the plan.	Inspection by the COR	Quarterly for overall QC activities; As Required for corrective actions.	100% Compliance with the contractor plan.
Contract Deliverables	Contract deliverables furnished as prescribed in the PWS, attachments, CDRLs, Task Orders, etc., as applicable.	Inspection by the COR	100% inspection of all contract deliverables.	>95% of deliverables submitted timely and without rework required.
Overall Contract Performance	Overall contract performance of sufficient quality to earn a Satisfactory (or higher) rating in the COR's annual report on Contractor Performance	Assessment by the COR	Annual	All performance elements rated Satisfactory (or higher)
Invoicing	Monthly invoices per contract procedures are timely and accurate.	Review & acceptance of the invoice	Monthly	100% accuracy

If performance is within acceptable levels, it will be considered to be satisfactory. If not, overall performance may be considered unsatisfactory.

Incentives/Disincentives:

The COR's makes an annual report on Contractor Performance (CPARS or other annual report). The contractor's failure to achieve satisfactory performance under the contract/task order, reflected in the COR's annual report, may result in termination of the contract/task order and may also result in the loss of future Government contracts/task orders. The contractor's failure to achieve satisfactory performance under the contract/task order may result in the

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non-exercise of available options.

For each item that does not meet acceptable levels, the Government may issue a Contract Discrepancy Report (CDR). CDRs will be forwarded to the Contracting Officer with a copy sent to the contractor. The contractor must reply in writing within 5 days of receipt identifying how future occurrences of the problem will be prevented. Based upon the contractor's past performance and plan to solve the problem, the Contracting Officer will determine if any further action will be taken. _

In accordance with the inspection of services provisions of the contract, the contractor will be incentivized to provide quality products in a timely manner since the Government can require the Contractor, at no additional cost, to replace or correct work that fails to meet contract requirements.