Response to:  
**DLA FSD Strategic Advisory and Technical Support Services**

Sol. No. SP0604-22-Q-0404

Vol. I - Technical Capability/Risk (Non-Price)   
Vol. II - Past Performance (Non-Price)  
Vol. III - Price Quote  
Vol. IV - Contract Documentation

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*CVE Certified Service Disabled Veteran Owned Small Business (SDVOSB) | Cage  Code: 7LPG7 | DUNS: 080176755 | Virginia Certified Small Veteran Owned and SWaM Business*

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# Overview of the BrennSys Solution

BrennSys Technology LLC is a customer-oriented, mission solutions contractor firm that provide commercial entities and government agencies flexibility and availability of expertise without the expense and commitment of sustaining in-house staff. BrennSys will provide support services in: (1) Program, Budget, and Process Support (2) Strategic Program Support; (3) PMD Program Database Maintenance Support (4) EEPD Database Research and Potential Development (5) Facility Sustainment Model Support.

We stand ready to meet the challenge with a cost-effective solution that ensures optimum results for the Facility Sustainment Directorate requirement for consulting and technical support. BrennSys will advise and assist the Government with strategic planning, process management, data management, strategic support, and senior program management.

Our team will enhance FSD’s program and current project management and tracking initiatives such that the agency will meet emerging reporting and metrics requirements. In addition, BrennSys is staffing subject matter experts to aid in determining how to best leverage commercial techniques, incorporate the military construction agent’s project management tools with the objective that all War Fighter mission requirements are quickly identified and met. BrennSys will support FSD in recommending the enhancement of the organization’s data management, reporting, and analytical capabilities for fuel assets, and other projects. We will also document program processes and training on a continuing basis.

| **Exhibit: Compliance with Requirements** | | |
| --- | --- | --- |
| Evaluation Factors | How Our Team Exceeds The Government’s Requirements | See Sections… |
| Sub-Factor 1, Management Approach and Technical Capabilities - 1. Contractor’s understanding of the work, as evidenced by its proposed plan for overall implementation and execution of project. |  |  |
| Sub-Factor 1, Management Approach and Technical Capabilities - 2. Current corporate capability to perform a contract, including relevant corporate experience. |  |  |
| Sub-Factor 1, Management Approach and Technical Capabilities - 3. Evidence of a process for ensuring the quality and timeliness of deliverables. |  |  |
| Sub-Factor 1, Management Approach and Technical Capabilities - 4. Evidence of reach-back capability, including subcontractors, consultants and business partners. |  |  |
| Sub-Factor 2, Personnel Qualifications - 1. Contractor proposes personnel who demonstrate the required knowledge, experience and education that is directly related to strategic planning, program database development, data analysis, workflow process improvement Advisory and Assistance technical support services. |  |  |
| Sub-Factor 2, Personnel Qualifications - 2. The qualifications and depth of experience of individual personnel who have worked on directly related projects will be evaluated. |  |  |
| Factor 2: Past Performance - Pursuant to FAR Part 8.405-2(c), the Past Performance evaluation factor assesses the degree of confidence the Government has in a Contractor’s ability to perform services that successfully meet users’ needs, based on a demonstrated record of recent and relevant past performance. The recency, relevancy (including context of the data), and quality (including general trends on Contractor performance and source of the information) shall be considered in evaluating this factor. These considerations will result in one (1) performance confidence assessment rating for each Contractor, as detailed herein. |  |  |

The BrennSys approach to this effort relies on our subject matter experts (SMEs) defining procedures or standards, as they have the knowledge of what the right or best way to execute a task is. Our “expert consultant” methodology means we define performance objectives, and determine acceptable performance levels and provide recommendations for procedural improvements. Our key and non-key staff understand the language/terms/jargon in his/her area of expertise. These same personnel understand requisite knowledge that underlies effective decision-making — and they are able to describe where anomalies or flaws may occur in the decision-making for their area of expertise. The BrennSys “expert consultant” methodology means our team acts as the “go to” person within a department or function for questions and problems within their area of expertise. We pride ourselves on the ability of our SMEs to explain his/her area of expertise clearly to others, and not only answer how things are done, but why. Following the BrennSys methodology, the responsibility of the SME is to ensure facts and details are correct so that this task order’s deliverables will meet the needs of the stakeholders, legislation, policies, standards, and best practices.

We achieve this by supporting the definition of processes and policies, supplying business rules and procedures, and communicating the contexts in which the rules, processes and polices are applied. BrennSys is the best choice for this task because we have demonstrated time after time that our team is able to accurately represent the customer’s needs to the project/program team, while validating the requirements and deliverables that we will produce. The BrennSys methodology has the advantages of bringing information about the project/program back to the customer community as we provide input for the design and construction of test cases and scenarios, to validate executed test results. Processes are validated through Statistical Process Control (SPC) as our team creates and executes user documentation and training materials. We guide other professionals on the program to ensure the content is accurate; this also means our methodology encompasses using and evaluating our documentation for accuracy and usability, providing feedback to the program team in the course of resolving issues relevant to deliverable(s) within each of our SMEs’ areas of expertise. Our quality assurance is “baked into” the BrennSys “expert consultant” methodology, so that we obtain approval for changes to rules, processes, and policies as part of standard operating procedures (SOPs).

BrennSys acknowledges and takes no exceptions to all requirements in the Statement of Work (SOW), and recognizes the period of performance as for one (1) year Base Period, with four (4) one-year option periods. We will be performing the majority of the service on-site at DLA Energy Office, 8725 John J. Kingman Rd. Suite 4943, Fort Belvoir, VA 22060-5222, and our work schedules will coincide with the work schedules of Government employees working at DLA Energy, with minimum availability from 0800-1630 Fort Belvoir Time on Government workdays.

# Management Approach and Technical Capabilities

The Vendor shall describe its management approach and technical capabilities to accomplish the services identified in the PWS by task which shall include but not be limited to the information requested. The technical approach shall clearly describe an overview of the Offeror’s methodology guiding performance of the technical requirements identified in the PWS, and a description of how the technical approach will be used to accomplish the requirements in a timely manner. The Vendor’s management approach shall clearly demonstrate that the organization has current capabilities for assuring performance of the requirement.

# TASK 1 - Provide Program, Budget, and Process Support (2.3.1)

2.3.1.1 Create, update, and maintain all FSD Process Documentation and Reference Materials. Conduct in depth research and analysis on all process material request to ensure they fully capture all processes and meet the needs of the requestor. Processes will often require external collaboration with stakeholders outside FSD. PMD will continue to need support maintaining the six process maps that are already in place. EEPD will require the majority of the process map support since they recently merged with FSD and are working to standardize their processes within the DLA-Energy framework. FSD will also require process support for its Command MIPR processes and agreements to standardize how DLA-E will fund DLA Headquarters requirements via FSD.

2.3.1.2 Provide advisory support on FSD Processes: Advise DLA Energy FSD on the improvement opportunities for the processes that make up the FSD Program as well as the related documentation and reference materials. Improvement opportunities shall be identified through consultation with Program Managers, the Program Analysis and Master Planning (PAMP) team, Branch Chiefs, and other FSD stakeholders. These consultations shall also identify required changes to the processes as a result of changes to DLA policy, processes, or EBS changes.

2.3.1.3 Create additional materials such as Standard Operating Procedures (SOPs), checklists, placements, and presentations to support FSD processes and present information as required.

2.3.1.4 Conduct maintenance: Conduct one update per year of the FSD Process Maps, Standard Operating Procedures, and other process documentation to incorporate improvements and required changes. Updates shall be executed across all the documents including the FSD Process Maps, Standard Operating Procedures, and other reference materials. This will include updating roles and responsibilities on documentation to reflect changes in FSD.

2.3.1.4.1 Provide informational briefings on FSD Processes: Conduct targeted informational briefings on specific processes within the FSD Program to promote standardized execution and efficiency across FSD stakeholders. Briefing topics shall include updates to reference materials due to EBS or other changes, and/or briefings to new employees to promote understanding of key activities and sustainment processes.

2.3.1.4.2 Provide annual standardized excel workbooks to each branch in FSD and more, as required, as a tool to standardize budgeting throughout the directorate. Updates for these workbooks will be made prior to annual releases. All budget workbooks will be released at the beginning of each Fiscal Year.

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# TASK 2 - Strategic Program Support (2.3.2)

2.3.2.1 Technical and analytical support on Strategic Studies and Initiatives: Provide technical and analytical support and strategic advisory assistance to the FSD office on ongoing and emerging strategic and special studies. In addition, provide assistance, in preparing responses to internal and external requests associated to these studies.

2.3.2.2 Provide Subject Matter Expertise on relevant topics: FSD requires consultation with Subject Matter Experts on a variety of relevant topics such as fuel logistics infrastructure operations and maintenance, commercial industry best practices, and data analytics and other technology solutions. Provide access to SMEs on these topics on an as needed based on FSD's priorities.

2.3.2.3 Support for key events and workshops: Provide technical, analytical, and facilitation advice and support to FSD for key events and workshops such as Rapid Improvement Events, Continuous Process Improvement Events, and Construction Agent Briefings and Working Sessions. Support may include defining the topics and objectives for these workshops, making recommendations on event format and structure, assisting with facilitation, and capturing and tracking follow-ups and action items. Key event and workshop support may require travel at the discretion and approval of the contracting officer representative (COR) and the contracting officer (CO).

2.3.2.4 Apply advanced knowledge of strategic planning and programmatic support including process improvement and budgeting with both the DoD and commercial fuels environments.

2.3.2.5 Conduct Analyses on facilities for DLA Energy.

2.3.2.5.1 Conduct an annual facilities analysis on DLA Energy assets, if required.

2.3.2.5.2 Provide support in response to taskings and request for information on DLA Energy fuel asset costs on an ad hoc basis.

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# TASK 3 - Provide PMD Program Database Maintenance Support (2.3.3)

Task 3 Background: PMD has two existing Microsoft Access databases to track key program metrics for the fuel storage tanks and financial data. One database is the Project Tracker (PT) which tracks projects, Work Breakdown Structure (WBS) elements, and amendments as well as project characteristics such as location, Combatant Commander (COCOM), WBS type, Construction Agent, financial data, and many other project characteristics. The other database is Fuel Asset Management (FAM). Information tracked in FAM includes tank characteristics such as location, capacity, tank type, and fuel type, as well as service status and inspection compliance status. There are a minimum of 50 users that require real-time simultaneous access to the existing database in order to add, edit, report, and analyze information. These two databases are mature products with no enhancements required, but will require maintenance support, including performance monitoring and troubleshooting, to continue to service FSD. The DoD’s Sustainment Management System (SMS) Fuels is scheduled to replace the two PMD Databases functionality in fiscal year 2023. If SMS Fuels is released and functional prior to the first option year of this contract, the option for this task will not be exercised and the contract will remain solely as a one-base year requirement. In the event that SMS Fuels release is delayed and the requirement to maintain these databases is still valid, the options may be exercised as required.

2.3.3.1 Provide assistance for the daily functional maintenance associated with the existing FSD Microsoft Office databases and Microsoft Excel workbooks. Maintenance activities shall include:

2.3.3.1.1 Provide troubleshooting and resolving technical issues

2.3.3.1.2 Conduct weekly back-ups

2.3.3.1.3 Implement monthly System Administrator updates and system change requests

2.3.3.1.4 Provide targeted training and desk side assistance to Program Managers, PAMP team, and other FSD stakeholders with the database functionality

Assist FSD with generating reports in support of daily operations

2.3.3.1.6 Assist FSD with any errors that may occur with its RMMR Reporting Solution; a macro-enabled excel spreadsheet.

2.3.3.2 Migration and Security: Provide assistance in all security testing and documentation required by DLA J6 Information Technology Directorate including a situation where permission is granted by the DLA Enterprise to migrate the existing Project Tracker and FAM databases to a new server or network location. This includes a onetime data transfer from FAM and PT to SMS Fuels.

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# TASK 4 - Conduct EEPD Database Research and Potential Development (2.3.4)

EEPD requires a third access database that will capture their MilCon and Energy Automation Operational Technology Sustainment (EAOTS) Program data to be developed and maintained. EEPD will require an assessment of their current data management and reporting requirements in order to determine how to best construct the database to meet their needs. For the base year, this task will be exercised to conduct the assessment of what the requirements of the access database will be. The database will also be developed and delivered in the base year. For the follow-on option years, two enhancements of the database a year will be released in addition to maintenance and periodic administrative updates.

2.3.4.1 Conduct an assessment of the data management and reporting requirements for the MilCon and EAOTS Program. Conduct a gap analysis, when applicable, to compare FSD's data management and reporting capabilities for FSD Projects with those of EBS. Identify missing capabilities in EBS and make recommendations on prioritizing these for implementation. Develop a strategy and implementation plan for enhancing the data management and reporting capabilities of EEPD and identify requirements for the EEPD data management capability by coordinating with EEPD stakeholders and conducting additional research.

2.3.4.2 Present a plan for developing the new data management and reporting capabilities solution for database and adjust based on stakeholder guidance. Have a clear and detailed plan of what the solution will be and how it will be implemented at the beginning of the first Option Year should it be required. This planning includes coordination with DLA J6 to ensure database can be used on the DLA network. This plan will be presented to FSD leadership no later than 90 days after the contract award and must be approved no later than 120 days after the contract award.

2.3.4.3 Deploy the release of the database tool within 180 days of the award. Provide User Guide Documentation and conduct post release training and follow-on training as needed.

2.3.4.4 Provide ad hoc support for users as needed to troubleshoot and resolve technical issues.

2.3.4.5 Enhancements: The objective of the required enhancements and upgrades to FSDs data management and reporting

capabilities for fuel assets is to improve user- friendliness, data integrity, and incorporate new emerging data fields, metrics, and other reporting requirements. Enhancement support services shall include:

2.3.4.5.1 Implement two version enhancements to EEPD’s data management and reporting capabilities for fuel assets yearly. Recommended enhancements shall be identified through interactions with the FSD Project Managers, the Program Analysis and Master Planning (PAMP) team, FSD leadership and the Military Construction Agents. The enhancements shall cover data management, program analysis, data integrity and reporting capabilities for all real property assets. The base year will require the deployment and one enhancement. Every option year after will have two enhancements.

2.3.4.5.2 Conduct beta testing and demonstrations of the new functionality for each version enhancement, with the FSD team with the objective of allowing users to become familiar with and provide comments on the new capabilities.

2.3.4.5.3 Training on the enhancements will be provided as required to all users as required.

2.3.4.5.4 Documentation on system changes will be delivered to FSD as required.

2.3.4.6 Provide assistance for the daily functional maintenance associated with the existing EEPD database. Maintenance activities shall include:

2.3.4.6.1 Provide troubleshooting and resolving technical issues

2.3.4.6.2 Conduct weekly back-ups

2.3.4.6.3 Implement monthly System Administrator updates and system change request

2.3.4.6.4 Provide targeted training and desk side assistance to Program Managers, PAMP team, and other EEPD stakeholders with the database functionality

2.3.4.6.5 Assist EEPD with generating reports in support of daily operations

2.3.4.7 Migration and Security: Provide assistance in all security testing and documentation required by DLA J6 Information Technology Directorate including a situation where permission is granted by the DLA Enterprise to migrate the existing Project Tracker and FAM databases to a new server or network location.

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# Risk Management

# Staffing Plan

The Vendor’s quote shall describe a plan to staff for the services required in the PWS to ensure that DLA’s objectives are met expediently and within performance standards. The Vendor shall include a staffing plan which identifies Key Personnel and Non-key personnel that illustrates how and with whom the collective team capabilities will be met. The Vendor’s quote shall describe how the loss of critical personnel during this program would be mitigated.

Vendors’ quotes regarding Key Personnel Qualifications shall include a narrative highlighting the rationale for assigning the proposed key personnel. Proposed personnel shall demonstrate experience, qualifications, appropriate clearances, etc., that will degrees and/or certifications included in personnel resumes. Each resume does NOT count towards the overall page limit. The resumes submitted for these individuals must clearly demonstrate their ability meet the minimum education, experience and clearance requirements for the applicable positions as detailed in the PWS.

## Key Personnel Requirements and Qualifications (2.6)

Certain skills and experience levels are essential for successful Contractor accomplishment of the work to be performed in the awarded Task Order. The personnel who have these skill sets are defined as "key personnel". Key personnel shall have demonstrated the skills and expertise detailed below. Key Personnel required for the performance of the TO include the following positions:

2.6.1 Senior Analyst (or equivalent Labor Category Title with the requisite experience and education) One (1) or more Full Time Equivalent (FTE)

2.6.1.1 Experience and Skill set required:

Demonstrated experience in the public or private oil and gas industry, 8 years minimum;

Demonstrated experience in the areas of Supply Chain Management, Program Management, and Logistics Strategy Development, 15 years minimum;

Microsoft Office skills and experience, 5 years minimum;

Performance measurement skills and expertise, 5 years minimum;

Metric development and reporting skills and expertise, 5 years minimum;

Demonstrated experience in strategic planning, 5 years minimum. Preference given to strategic planning at the DoD level;

Demonstrated experience working with oil and gas industry or DoD fuel community, 5 years minimum. Preference given to DoD or Federal Government fuel community experience;

Demonstrated experience with financial reporting and supply chain practices, 6 years minimum;

Demonstrated experience of compiling reports, metrics data, and other administrative functions, including skills and experience in building and maintaining effective working relationships with a wide array of government or non- government personnel and organizations, 3 years minimum; and

Speak, read and write the English language fluently at the college graduate level.

Education and Certifications Required:

Possess a Master’s degree in Business, Engineering, Computer Science, Finance - or in a related field - from an accredited academic institution.

2.6.2 AssociateAnalyst:

2.6.2.1 Experience and Skill set required:

1. Demonstrated experience in the Commercial/Government oil and gas industry, 5 years minimum;

2. Performance measurement skills and expertise, 5 years minimum;

3. Metric development and reporting skills and expertise, 5 years minimum;

4. Demonstrated skills and experience in strategic planning, 3 years minimum. Preference given to strategic planning at the DoD level;

5. Demonstrated skills and experience of compiling reports, metrics data, and other administrative functions, including experience in building and maintaining effective working relationships with a wide array of government personnel and organizations, 3 years minimum; and

6. Speak, read and write the English language fluently at the college graduate level.

2.6.2.2 Education and Certifications Required:

1. Possess a Bachelor’s degree in Business, Engineering, Computer Science, Finance or a related field from an accredited academic institution.

2.6.3 Resumes demonstrating the above requirements are met must be provided for key personnel included in the Contractor’s quotation and that will be utilized during requirement performance at the time the quotation is submitted. Copies of the required education degrees shall also be provided. The continued availability of proposed key personnel must be internally confirmed by the Contractor at the time of award.

2.6.4 The Contractor shall not remove or replace any personnel designated as “key personnel” for the duration of the TO (including the option years), without the written concurrence of the CO. This notification shall be made no later than two weeks (14 calendar days) in advance of any proposed substitution and shall include justification and the labor category of the proposed substitution(s) in sufficient detail to permit evaluation of the impact on contract performance. If immediate substitution is necessary due to unforeseen circumstances, such as illness, death, or termination of employment, the Contractor shall notify the CO and COR no later than three (3) business days after the occurrence of any of these events. The Contractor must provide a detailed explanation of the circumstances necessitating the proposed substitutions, provide complete resumes for the proposed substitutes, and provide any additional information requested by the COR. The COR through the CO will notify the Contractor of the acceptability of the substitutes after receipt of all required information. Substitute “key personnel” qualifications shall be greater than or equal to the “key personnel” being substituted.

2.6.5 If the CO determines that (1) suitable and timely replacement of “key personnel” who have been reassigned, terminated or have otherwise become unavailable for the contract work is not reasonably forthcoming or (2) the resultant substitution would be so substantial to impair the successful completion of the TO in accordance with the quotation accepted by the Government at the time of TO award, the CO may (1) terminate the contract for cause/default or for the convenience of the Government, as appropriate or (2) at his/her discretion, if the CO finds the Contractor at fault for the condition, equitably adjust the contract price downward to compensate the Government for any resultant delay, loss, and/or damages.

| **Exhibit: Key Personnel Qualifications** | | | |
| --- | --- | --- | --- |
| Role/Staff Person Assigned | Responsibilities | Qualifications | LOE |
| Senior Analyst |  |  | 1 |
| Program Manager |  |  | 0.25 |
| Senior Business Analyst |  |  | 1 |
| Associate Analyst |  |  | 1 |
| Business Analyst |  |  | 3 |
| Programmer |  |  | 2 |

## Non-Key Personnel Requirements and Qualifications (2.7)

In addition to proposing the required full-time “key personnel” meeting the requirements in section 2.6, the Contractor shall also propose one or more non-key personnel which collectively (i.e., through a combination of one or multiple individuals) possess the following knowledge and experience below:

1. Demonstrated experience in database management, database development, data analysis, predictive analysis, Qlik Sense, visual display of data; data organization, Microsoft Access, requirements gathering and software testing and training;

2. Demonstrated experience in creating instructional guides, software documentation and training materials;

3. Demonstrated experience in environmental constraints placed on construction or repair of fuel facilities;

4. Demonstrated familiarity with American Petroleum Institute (API) inspection standards;

5. Demonstrated familiarity with American Society for testing and Materials (ASTM) inspection standards

6. Have knowledge of Occupational Safety and Health Administration (OSHA) regulations and codes. - Resumes must be provided to the Government for all non-key personnel that will be utilized to support this requirement when quotes are submitted. If the Contractor requests to add new non-key personnel for the performance of the TO, the Contractor must provide the resume(s) and copies of all qualifications of the new personnel to the COR at least three (3) business days prior to that new employee’s commencement of performance for the Government’s review and approval.

2.7.1 Project Manager (PM) - The Contractor must designate a PM in its quotation. The PM is responsible for the daily operation and performance of the TO. The individual’s point of contact information (name, telephone, and email) must be submitted, as well as, point of contact information for an alternate or alternates that will act in the PM’s absence. The PM must be available via telephone or electronic mail during normal business hours, unless otherwise stated. The PM shall have demonstrated experience in their resume of contract management, with experience in performing federal government contracts preferred.

2.7.2 Contract Manager (CM) - The Contractor must designate a CM in its quotation. The CM has full authority to act on behalf of the Contractor on contractual matters relating to the TO. The individual’s point of contact information (name, telephone, and email) must be submitted, as well as, point of contact information for an alternate or alternates that will act in the CM’s absence. The CM must be available via telephone or electronic mail during normal business hours, unless otherwise stated.

2.7.2 Personnel Mix - In an effort to be more streamline and efficient with personnel, the PM, CM, and the non-key personnel roles in section 2.7 may be filled by one or more key personnel but additional non-key personnel roles must be clearly identified in the contractor’s staffing plan and demonstrated by the skills and work experience in their resumes. Please refer to Exhibit-B, Rough Order of Magnitude (ROM) for estimates on FTEs to assist with staffing projections.

…

All members of the BrennSys team speak, read and write the English language fluently at a college graduate level, and they will utilize English only with regard to written correspondence, discussions, and other business transactions. BrennSys applies the vetting process from our Organizational Conflict of Interest policy to all staff working on this task.

# Government Furnished Items (2.12)

…

# Quality Control/Government Remedies (2.5)

2.5.1 The Contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with the PWS. The Contractor shall develop and implement procedures to identify, prevent, and ensure non- recurrence of defective services. The Contractor’s quality control program is the means to which it can quantifiably ensure compliance to the requirement of the TO.

2.5.2 The CO, COR, and/or other Government personnel, as appropriate, will meet monthly with the Contractor to review the Contractor’s performance. At these meetings the applicable Government personnel will apprise the Contractor of how the Government views the Contractor’s performance, and the Contractor will apprise the Government of any and all being experienced. Appropriate action shall be taken by the Contractor to resolve any identified issues. These meetings shall be at no additional cost to the Government.

2.5.3 The performance requirements are summarized into performance objectives that relate directly to mission-essential items in Table 2.5.4 below. The performance Acceptable Quality Level threshold briefly describes the minimum acceptable levels of service required for each task or deliverable. These thresholds are critical to mission success.

# Appendix: Résumés of Key Personnel