

**QUALITY ASSURANCE
SURVEILLANCE PLAN**

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SECTION 1 Introduction

1.1 Quality Assurance Surveillance Plan Purpose

This Quality Assurance Surveillance Plan (QASP) sets forth the procedures and guidelines that the Department of Energy (DOE) will use in evaluating the technical performance of the Contractor pursuant to the Performance Work Statement (PWS). Appendix A of this document provides a summary of performance requirements derived from the PWS. It is important to note DOE's primary concern is with the quality, timeliness, and cost of the products and services provided by the Contractor and not with the procedures used to produce them. Therefore, the QASP focuses on examining the products and services provided by the Contractor and not the Contractor's work processes.

The Contractor, and not the Government, is responsible for management of performance in accordance with the terms and conditions of this contract. The role of the Government is to carry out quality assurance surveillance actions to ensure contract standards are achieved.

To ensure consistent high quality of products and levels of service, the Contractor shall develop a comprehensive program of self-assessment inspections and monitoring actions. If any of these self-assessment actions involve interaction with the ORF-ICN customer base (e.g., customer surveys), these actions must be approved by DOE prior to implementation. The Government may elect to audit the Contractor's QA program at any time during the term of the contract.

1.2 Definitions of Terms

The Contracting Officer (CO), a federal employee, has the authority to administer this Contract.

The Contract Specialist (CS), a federal employee, may administer the contract under the authority of the Contracting Officer.

The Contracting Officer's Representative (COR), a federal employee, serves as the day-to-day technical representative of this contract. The COR is the CO's technical representative and assists the CO in administration of the contract, i.e. technical direction, performance problems, payment, etc.

The Contract Technical Monitor (CTM), a DOE Site Contractor employee, supports the COR in ensuring that the Contractor complies with all requirements defined in the PWS. The CTMs have only the authority delegated to them in writing by the CO and/or COR.

Customer refers to the DOE and its contractor employees served by the ORF-ICN.

SECTION 2 Objective of the QASP

The QASP is a tool for use in Government administration of the Contractor's performance and remains subject to revision at any time by the Government throughout the contract performance period. Revisions to this surveillance plan are the responsibility of the CO. Changes may be made unilaterally and need not be announced to the Contractor. In addition, DOE retains the right to change the surveillance methods, or to increase or decrease the degree of surveillance efforts at any time necessary to assure contract compliance.

During the Transition Period, the Contractor will gradually assume responsibility for all tasks in the PWS. It is expected that during that time, all operational procedures and quality control measures will be tested and implemented. As the performance period progresses, the levels of surveillance may be altered for service areas in cases where performance is either consistently excellent or consistently unsatisfactory. If observations reveal *very good* performance, then the level of surveillance may be reduced. If observations reveal consistent deficiencies, increased surveillance may be implemented following transition.

SECTION 3 Performance Standards and Performance Measures

Appendix A, Performance Requirements Summary, provides performance standards and performance measures for activities identified in the PWS. A performance standard is the critical characteristic or aspect of achieving the objective that will be monitored by DOE. A performance measure is the target level or range of levels of performance for each performance measure. Depending on the service evaluated and the evaluation method selected, performance standards and measures may be stated as a number of occurrences, time frames, or as a percentage, etc.

The contract requires the Contractor to perform all work as specified. The Contractor shall be held responsible for inaccuracies or omissions in services and data records or deficient products. DOE may require the Contractor to perform rework at no cost to the Government. The performance standards take into account that in some instances a minimal level of deficiencies is possible while overall performance continues to meet DOE's desired level of service.

3.1 Non-performance

Non-performance occurs when the Contractor's performance does not meet the standards for a given requirement. Requirements may contain multiple performance elements, and therefore, deficiencies may occur in one or more aspects of performance (e.g., timeliness, accuracy, completeness, etc.) or subject areas of effort.

When surveillance indicates that the Contractor's service is not in compliance with the contract requirements, the COR must determine the cause of the deficiency. If the cause of the defect is due to action or inaction by the Contractor, the Contractor is responsible for correction of the problem at no additional expense to the Government.

3.2 Remedial Actions

The Federal Acquisition Regulation allows for penalties in the event that the Contractor fails to perform the required services. Penalties are defined as those actions taken under the direction of the CO against the Contractor within the general provisions of the contract for nonconformance to the PWS.

If the Contractor fails to proceed with reasonable promptness to perform the required correction, the Government may (i) by contract or otherwise, perform the correction, charge to the Contractor any increased cost, or deduct such increased cost from any amounts paid or due under the contract; or (ii) terminate the contract for default. The CO will determine the penalty for nonconformance based upon his or her judgment and the severity of the nonconformance.

SECTION 4 Surveillance Methods

4.1 Quarterly Meetings

DOE will evaluate the Contractor's performance on a quarterly basis. Formal performance reviews shall be conducted by DOE considering the Contractor's self-assessment.

The Contractor shall track and report on all identified performance deficiencies until they are corrected. All action items shall be recorded and addressed at subsequent meetings until the action item is closed.

The Contractor's on-site program manager shall provide a self-assessment report of work from the previous quarter at least two weeks prior to each quarterly review. Each self-assessment report should track actual performance versus planned performance for all measures and open action items.

4.2 Periodic Monitoring

This surveillance method consists of monthly, semi-annual, annual and random surveillance of deliverables, contract specific reports, and documentation.

4.3 Site Customer Feedback Surveys

The COR and CTM may use independent customer feedback surveys to assist in evaluating the Contractor's performance. If a customer complaint is received on these surveys, the Contractor shall take immediate action to investigate this complaint. If a valid complaint exists, the Contractor shall resolve the complaint or problem. Corrective actions shall be implemented to prevent the recurrence of similar problems in the future or detect and fix such problems before a product or service is delivered to a customer. If the customer complaint is found to be invalid, these problems should be referred back to the COR or CTM.

The Contractor shall provide the CTM with validated complaints and formulated action items each month during monthly meetings. Trend analysis may be used to test for variations in the number of complaints received each month and identify any changes in Contractor's performance.

4.4 Monthly ORF-ICN Data Transfers

The timeliness and accuracy of billing information transferred will be monitored monthly. Late or report deficiencies will be immediately elevated to the COR for resolution.

SECTION 5 Quality Assurance Assessments

On an annual basis, the COR will provide a determination of the Contractor's overall performance. The purpose of the analysis is to ensure that OR is receiving high-quality products and services from the Contractor. Analysis of all types of contract monitoring will result in one of the following outcomes: outstanding performance, very good performance, satisfactory performance, or unsatisfactory performance.

5.1 Outstanding Performance

Outstanding performance is the result of the Contractor substantially exceeding the performance standards with significant achievements and no significant deficiencies. ORO may reduce its level of surveillance when the COR determines that the Contractor provides sustained performance that significantly exceeds the requirements with no significant deficiencies.

5.2 Very Good Performance

When the Contractor's performance is very good, performance exceeds acceptable quality levels and achievement(s) exist with no significant deficiencies. Strengths in performance are substantially greater than minor performance weaknesses.

5.3 Satisfactory Performance

When the Contractor's performance is good, performance meets acceptable quality levels and deficiencies are correctable without adverse impact to mission accomplishment. Strengths and weaknesses in performance are on balance where any deficiencies are identified and corrected immediately by the Contractor.

5.4 Unsatisfactory Performance

When the performance for any service does not meet the standards established by the PWS, the Contractor's performance is unsatisfactory, and is, therefore, unacceptable. The following responses are available to the COR regarding that task/subtask:

- The CO and/or COR meet with the Contractor to discuss discrepancies, trends, and intended corrective measures;
- The level of surveillance is increased until the Contractor demonstrates acceptable performance over a period of time;
- The COR issues a Contract Discrepancy Report for each service that does not meet its standard;
- Should deficiencies be significant and affect multiple requirements, CO action such as a 'Cure' notice may be appropriate.

Appendix A

Performance Requirements Summary

The performance measures and standards that will be used to measure the performance of the Contractor are listed in this Appendix.

PWS Section	Performance Standard	Performance Measure
4.1.2	Training records up to date.	100% of the site specific training records are up to date on each employee and are reported as requested to the COR.
6.0	System Availability Data is maintained and calculated monthly.	Reported as requested to COR.
6.0	See Table 1, ORF-ICN Availability Requirements.	The minimum availability requirements in Table 1 are maintained 100% of the time. Deviations are reported to the COR immediately.
7.0	Preventative maintenance and trend analysis is performed to identify problems and maintain availability requirements.	Reported during quarterly program review and as requested by COR.
7.0	Identify maintenance activity which causes any system degradation.	Report as required to the COR and designated personnel within 48 hours.
7.0	Bandwidth and capacity are monitored for each switch module.	Reported during quarterly program review and as requested by COR.
7.2.1	The response time for “routine” outages shall be no more than 4 hours during any regular (Monday through Friday) work day between the hours of 7:00 a.m. and 5 p.m. After these hours and on weekends and holidays, the response time shall be no later than 11 a.m. on the next regular work day.	Deviations are reported to the COR on a monthly basis.
7.2.2	Response time for “urgent” outages shall be no more than 1 hour.	Deviations are reported to the COR on a monthly basis.
7.2.3	Response time for “emergency” outages” shall be no more than 1 hour.	Deviations are reported to the COR on a monthly basis.
8.1	Maintain accurate, up-to-date database of calling cards.	Reports are provided electronically to DOE or its Site Contractors as requested. Discrepancies are corrected within 5 business days.
12.1	100% of Technicians trained in Applicable Industry Standards for MAC installations.	Deviation report of Technicians not meeting Industry Standards are reported to the COR on a monthly basis.
12.1	All basic tools, equipment and vehicles needed to complete MAC M/R.	Inventory is reported to COR as requested.

PWS Section	Performance Standard	Performance Measure
12.3.1.1	MAC services orders shall be completed within 3-5 business days.	Service order completion cycle shall be analyzed monthly. Results of these analyses shall be made available to the COR/CTM upon request and average cycle time shall be reported quarterly.
12.3.2.2	Furnish call-out list of Contractor personnel to the DOE for Maintenance or Repair calls outside the standard working hours.	Provide monthly updates to call-out list for the proceeding month no later than the last day of the current month.
12.3.5	Test all equipment installed by the Contractor.	Provide test results to the COR as requested.
12.3.8.3.2	Evidence of customer satisfaction survey on at least 100% of new requests.	Installation of telephone equipment with existing cable shall be operational and customer surveys shall be at least 80% favorable. Corrective actions for any month where satisfaction is sub-standard.
12.3.8.3.2	Installation of telephone equipment with existing cable shall be documented.	All circuits are labeled at both ends and recorded in Contractor's electronic records.
12.3.8.3.3	Evidence of customer satisfaction survey on at least 100% of new requests.	Installation of telephone equipment with new cable shall be operational and customer surveys shall be at least 80% favorable. Corrective actions for any month where satisfaction is sub-standard.
12.3.8.3.3	Installation of telephone equipment with new cable shall be documented.	All circuits are labeled at both ends and recorded in Contractor's electronic records.
12.3.8.3.5	Evidence of customer satisfaction survey on 100% of new key system customer contact.	All equipment is installed, labeled, and tested and customer surveys shall be at least 80% favorable. Corrective actions for any installation where satisfaction is sub-standard.
12.3.8.4.1	Evidence of customer satisfaction survey on 100% of new PA installations.	All necessary labor, incidental parts, and materials provided and installed. Facilities and/or equipment are tested and customer surveys shall be at least 80% favorable. Corrective actions for any installation where satisfaction is sub-standard.
12.3.8.7	Contractor shall make available to DOE and the Site Contractors reports that summarize system utilization.	Reports are provided within 5 business days of request.

PWS Section	Performance Standard	Performance Measure
12.3.8.8	Evidence of customer satisfaction survey on 100% of conference bridge customers.	The Contractor shall operate and maintain the existing Intellect Conferencing system and customer surveys shall be at least 80% favorable. Corrective actions for any case where satisfaction is sub-standard.
12.3.8.9	The E-911 system shall be available at all times and at all sites unless scheduled maintenance has been approved by DOE and the affected site.	The Contractor shall notify DOE and the site shift superintendents of any outage of E-911 at any site within 1 hour. A follow-up report shall be issued to DOE within 24 hours. The report shall include a description of the problem, how the problem was/will be resolved, and identify any systemic system problems that require attention.
14.1	Agreed upon installation due dates met.	95% of installation due dates met.
14.1	Detailed design and estimate provided.	95% of designs and estimates are deemed sufficiently detailed by the Site CTM.
14.1	Designs and estimates provided by agreed upon due dates.	95% of designs and estimates provided by agreed upon due dates.
14.2	Detailed Design and Estimate Provided.	95% of designs and estimates are deemed sufficiently detailed by the Site CTM.
14.2	Designs and estimates provided by agreed upon due dates.	95% of designs and estimates provided by agreed upon due dates.
14.2	Installation due dates met.	95% of installation due dates met.
14.2	Fiber optic cables installed in accordance with site standards.	100% of fiber optic cabling installations adhere to site standards.
14.3	Detailed design and estimate provided.	95% of designs and estimates are deemed sufficiently detailed by the Site CTM.
14.3	Installation completion dates met.	95% of installation completion dates met.
14.3	Designs and estimates provided by agreed upon completion dates.	95% of designs and estimates provided by agreed upon completion dates.
14.3	Fiber optic cables installed in accordance with site standards.	100% of fiber optic cabling installations adhere to site standards.
15.1.4	Agreed upon installation due dates met.	95% of installation due dates met.

PWS Section	Performance Standard	Performance Measure
15.1.4	Changes to wiring standards are incorporated on wiring jobs following notification of change by the Company.	Within 1 week following notice to Contractor of change to the ORNL wiring standards, wiring procedures have been updated for future wiring jobs.
15.1.5	Standard Wiring tie-ins performed by Contractor.	95% of tie-ins will be done without requiring rework.
15.1.6	Repairs requested by the EOC are given the highest priority during emergencies and exercises.	EOC repairs are done first 100% of the time during emergencies and exercises unless otherwise directed by the COR.
15.2.1	Absence of security infractions related to this requirement.	100% of access points and wiring closets that can be locked are left in a locked condition after access by Contractor personnel.
15.2.2	Evidence of customer satisfaction survey on 100% of consulting customers and corrective actions for any installation where satisfaction is sub-standard.	95% Customer Satisfaction per customer satisfaction survey results. Satisfaction survey questions and format to be agreed to by CTM and Contractor.
15.2.3	Meeting Attendance.	Appropriate Contractor personnel based on agenda of each meeting are present 95% of time.
15.2.4	Provide engineering drawings to company upon request.	95% of all engineering drawings received by the CTM within 4 work days of the request.
15.2.4	Engineering drawings include details on routing, pole routes, duct systems, manholes, fiber type, fiber count, and splice locations, cable type, and pair count.	100% of drawings provided include required details.
15.2.4	Engineering drawings are kept up-to-date.	Changes are reflected on CAD drawings 30-days following new installations and/or system modifications.
15.2.5	Cabling and equipment installed in proximity to classified networks are installed in adherence to separation requirements.	100% cabling and equipment installations in proximity to classified networks are installed in adherence to separation requirements.
15.2.6	Equipment installed in Limited Security areas comply with TSG.	100% compliance with latest version of TSG.
15.2.6	Compliance with ORNL Limited Area Policy Guide.	100% compliance with ORNL Limited Area Policy Guide
15.2.6	Approval of CTM prior to introducing new equipment models at ORNL.	New models approved by CTM prior to introduction 100% of time.

PWS Section	Performance Standard	Performance Measure
15.2.6	Ensure a TC proposal has been approved by all necessary authorities prior to purchase or installation of radio frequency equipment.	100% compliance (no exceptions).
15.2.7	Perform daily checks on the E-911 system.	100% compliance.
15.2.7	CD ROMs are replaced prior to becoming full and stored by the Contractor as part of other ORF-ICN records.	100% compliance. E-911 Records must be retained and made available to the CTM upon request.
15.3.1	Timeliness of Reports.	No later than 5 th work day of each month for prior month.
15.3.2	Timeliness of Reports.	No later than 14 th work day of each month for prior month.
15.3.2	Accuracy of Reports.	99%-100% on billing information.
15.3.3	Timeliness of Report.	No later than 14 th work day of each month for prior month.
15.3.3	Accuracy of Report.	100%
16.1.4	Agreed upon installation completion dates met.	95% of installation completion dates met.
16.1.4	Changes to Standard Wiring Plan are incorporated on wiring jobs following notification of change by the Company.	Within 1 week following notice of Y-12 Standard Wiring Plan change, wiring procedures have been updated for future wiring jobs.
16.1.4	Standard Wiring Plan tie-ins performed by Contractor.	95% of tie-ins will be done without rework being required.
16.1.5	Contractor establishes clean demarks and procedures for handling requests and troubleshooting problems where multiple parties/contractors are involved.	99% of the work handoffs at the Jack Case and Public Interface buildings are smoothly handled without Company (Y-12) involvement.
16.1.6	Repairs requested by the EOC are given the highest priority during emergencies and exercises.	EOC repairs are done first 100% of the time during emergencies and exercises unless otherwise directed by the COR.
16.2.1	Access points and wiring closets locked when not being accessed by authorized personnel.	100% of access points and wiring closets that can be locked are left in a locked condition after access by Contractor personnel.
16.2.2	Effective Support to Organization Requesting Consultation services.	95% Customer Satisfaction per customer satisfaction survey results. Satisfaction survey questions and format to be agreed to by CTM and Contractor.
16.2.3	Meeting Attendance.	Appropriate Contractor personnel based on agenda of each meeting are present 95% of time.

PWS Section	Performance Standard	Performance Measure
16.2.4	Provide engineering drawings to CTM upon request.	95% of all engineering drawings received by the CTM within 4 work days of the request.
16.2.4	Engineering drawings include details on routing, pole routes, duct systems, manholes, fiber type, fiber count, and splice locations, cable type, and pair count.	100% of drawings provided include required details.
16.2.4	Engineering Drawings are kept up-to-date.	Changes are reflected on CAD drawings 30-days following new installations and/or system modifications.
16.2.5	Cabling and equipment installed in proximity to classified networks are installed in adherence to separation requirements.	100% cabling and equipment installations in proximity to classified networks are installed in adherence to separation requirements.
16.2.6	Equipment installed in Limited Security areas comply with TSG.	100% compliance with latest version of TSG.
16.2.6	Ensure that the TP review board has approved the request prior to purchase or installation of the equipment.	100% compliance (no exceptions).
16.2.6	Approval of CTM prior to introducing new equipment models at Y-12.	New models approved by CTM prior to introduction 100% of time.
16.2.7	Perform daily checks on the E-911 system.	100% compliance.
16.2.7	CD ROMs are replaced prior to becoming full and stored by the Contractor as part of other ORF-ICN records.	100% compliance. E-911 Records must be retained and made available to the CTM upon request.
16.2.8	No outside data connections installed without prior approval from the CTM.	100% compliance.
16.2.8	Information describing termination points within Y-12, external connection point, requester, and installation date shall be maintained by the Contractor and provided to CTM upon request.	Information provided within 24-hours following request from CTM.
16.3.1	Timeliness of reports.	No later than 5 th work day of each month for prior month.
16.3.2	Timeliness of Reports.	No later than 14 th work day of each month for prior month.
16.3.2	Accuracy of Reports	99%-100% on billing information.
16.3.3	Timeliness of Report.	No later than 14 th work day of each month for prior month.
16.3.3	Accuracy of Report.	100%

PWS Section	Performance Standard	Performance Measure
17.1.4	Agreed upon installation due dates met.	95% of installation due dates met.
17.1.4	Changes to wiring standards are incorporated on wiring jobs following notification of change by the Company.	Within 1 week following notice to Contractor of change to the wiring standards, wiring procedures have been updated for future wiring jobs.
17.1.5	Standard Wiring plan tie-ins performed by Company.	95% of tie-ins will be done without rework being required.
17.1.6	Telecommunication repairs requested by the EOC are given the highest priority during emergencies and exercises.	EOC repairs are done first 100% of the time during emergencies and exercises.
17.2.1	Access points and wiring closets locked when not being accessed by authorized personnel.	100% of access points and wiring closets that can be locked are left in a locked condition after access by Contractor personnel.
17.2.2	Effective Support to Office Requesting Consultation services.	95% Customer Satisfaction per customer satisfaction survey results. Satisfaction survey questions and format to be agreed to by CTM and Contractor.
17.2.3	Meeting Attendance	Appropriate Contractor personnel based on agenda of each meeting are present 95% of time.
17.2.4	Provide engineering drawings to company upon request	95% of all engineering drawings received by the CTM within 4 work days of the request
17.2.4	Engineering drawings include details on routing, pole routes, duct systems, manholes, fiber type, fiber count, and splice locations, cable type, and pair count.	100% of drawings provided include required details
17.2.6	Equipment installed in Limited Security areas comply with TSG.	100% compliance with latest version of TSG.
17.2.6	Compliance with ETPP Limited Area Policy Guide.	100% compliance with ETPP Limited Area Policy Guide.
17.2.6	Approval of CTM prior to introducing new equipment models at ETPP.	New models approved by CTM prior to introduction 100% of time.
17.2.6	Ensure a TC proposal has been approved by all necessary authorities prior to purchase or installation of radio frequency equipment.	100% compliance (no exceptions).
17.2.7	Perform daily checks on the E-911 system.	100% compliance.

PWS Section	Performance Standard	Performance Measure
17.2.7	CD ROMs are replaced prior to becoming full and stored by the Contractor as part of other ORF-ICN records.	100% compliance. E-911 Records must be retained and made available to the CTM upon request.
17.3.1	Timeliness of Reports.	No later than 5 th work day of each month for prior month.
17.3.2	Timeliness of Reports.	No later than 14 th work day of each month for prior month.
17.3.2	Accuracy of Reports	99%-100% on billing information.
17.3.3	Timeliness of Reports.	No later than 14 th work day of each month for prior month.
17.3.3	Accuracy of Reports	99%-100% on billing information.
18.1.4	Agreed upon installation completion dates met.	95% of installation completion dates met.
18.1.4	Changes to wiring standards are incorporated on wiring jobs following notification of change by the Government.	Within 1 week following notice to Contractor of change to the wiring standards, wiring procedures have been updated for future wiring jobs.
18.1.4	Standard Wiring Plan tie-ins performed by Contractor.	95% of tie-ins will be done without rework being required.
18.1.5	Contractor establishes clean demarks and procedures for handling requests and troubleshooting problems where multiple parties/contractors are involved.	99% of the work handoffs at non-Government buildings are completed without Government involvement.
18.2.1	Access points and wiring closets locked when not being accessed by authorized personnel.	100% of access points and wiring closets that can be locked are left in a locked condition after access by Contractor personnel.
18.2.2	Effective Support to Organization Requesting Consultation services.	95% Customer Satisfaction per customer satisfaction survey results. Satisfaction survey questions and format to be agreed to by COR and Contractor.
18.2.3	Meeting Attendance.	Appropriate Contractor personnel based on agenda of each meeting are present 95% of time.
18.2.4	Provide engineering drawings to COR upon request.	95% of all engineering drawings received by the COR within 4 work days of the request.
18.2.4	Engineering drawings include details on routing, pole routes, duct systems, manholes, fiber type, fiber count, and splice locations, cable type, and pair count.	100% of drawings provided include required details.

PWS Section	Performance Standard	Performance Measure
18.2.4	Engineering Drawings are kept up-to-date.	Changes are reflected on CAD drawings 30-days following new installations and/or system modifications.
18.2.5	Cabling and equipment installed in proximity to classified networks are installed in adherence to separation requirements.	100% cabling and equipment installations in proximity to classified networks are installed in adherence to separation requirements.
18.2.6	Equipment installed in Limited Security areas comply with TSG.	100% compliance with latest version of TSG.
18.2.6	Ensure that the TP review board has approved the request prior to purchase or installation of the equipment.	100% compliance (no exceptions).
18.2.6	Approval of COR prior to introducing new equipment models.	New models approved by COR prior to introduction 100% of time.
18.2.7	Perform daily checks on the E-911 system.	100% compliance.
18.2.7	CD ROMs are replaced prior to becoming full and stored by the Contractor as part of other ORF-ICN records.	100% compliance. E-911 records must be retained and made available to the COR upon request.
18.2.8	Repairs requested by the Oak Ridge Operations Center are given the highest priority during emergencies and exercises.	OROC repairs are done first 100% of the time during emergencies and exercises unless otherwise directed by the COR.
18.3.1	Timeliness of reports.	No later than 5 th work day of each month for prior month.
18.3.2	Timeliness of Reports.	No later than 7 th work day of each month for prior month.
18.3.2	Accuracy of Reports.	99%-100% on billing information.
18.3.3	Timeliness of Report.	No later than 7 th work day of each month for prior month.
18.3.3	Accuracy of Report	100%

